

SUPPORTING STATEMENT

Part B

**Evaluation of the Technical Assistance to
ARRA Complex Patient Grantees Project**

April 15, 2011

Agency of Healthcare Research and Quality (AHRQ)

Table of contents

Section B. Collections of Information Employing Statistical Methods.....3
B.1. Respondent universe and sampling methods.....3
B.2. Information Collection Procedures.....3
B.3. Methods to Maximize Response Rates.....3
B.4. Tests of Procedures.....4
B.5. Statistical Consultants.....4

Section B. Collections of Information Employing Statistical Methods

B.1. Respondent universe and sampling methods

The respondent universe for the evaluation of the Complex Patient LN&TAC overall is the 27 ARRA funded AHRQ Complex Patient grantees. All grantees will be asked to complete the Annual Survey. All of the grantees who attend the Learning Network meetings will be asked to complete the LN Meeting Evaluations, and all of the grantees who attend group TA activities or request individual TA will be asked to complete the Group TA Evaluation and the Individual TA Evaluation, respectively. Because the respondent universe is a group of researchers who are invested in this project, we expect a 80% response rate.

B.2. Information Collection Procedures

The LN Meeting Evaluation will be administered as paper and pencil survey at the three in-person Learning Network meetings. The Annual Interview will be administered via telephone interviews between a small subset of grantees and project staff. The Group TA Evaluation, Individual TA Evaluation, and the Annual Survey will all be administered as web-based surveys, using *Checkbox* software; an email, including a link to the survey, will be sent to Grantees to ask them to complete these surveys. The project team, lead by Abt Associates, will be responsible for requesting grantees to complete evaluation instruments, collecting, and analyzing the data.

The firm that will coordinate the data collection, Abt Associates, has extensive experience conducting evaluations and surveys; consequently, facilities and procedures have been developed to protect stored data. All Abt Associates staff persons who are in contact with human subjects data are required to complete ethical training, including training about maintaining the confidentiality of information. Any databases created by Abt Associates will be stored in protected files, with only project staff having access.

B.3. Methods to Maximize Response Rates

We will employ a number of strategies to maximize response rates, including keeping all evaluation instruments short and simple. Additionally, participants at the learning network meetings will be given time at the end of the meeting to complete the meeting evaluation to encourage completion of the instrument. Email request to grantees to complete Group TA Evaluation, the Individual TA Evaluation, and the Annual Survey will be friendly and inviting. These email requests will convey the importance of the evaluation activities to the success of the project and to AHRQ, and will indicate that the grantees' responses will not be identified to any government agency. If grantees do not

complete the instrument after the initial email request, a reminder email will be sent after approximately one week of non-response, to encourage completion. A total of two reminders emails will be sent.

B.4. Tests of Procedures

The evaluation instruments have been reviewed by the research team. These instruments will not be formally pre-tested, but if problems with interpretation come to light, the wording of questions will be changed to clarify the intended meaning.

B.5. Statistical Consultants

Abt Associates is the contractor who will conduct the data collection and analysis for the evaluation of the Complex Patient LN&TAC for AHRQ. Since its founding in 1965, Abt Associates has helped shape U.S. healthcare policy through research, studies and analyses, comprehensive evaluations, and technical assistance. Abt partners with federal, state and local governments, and foundations to evaluate and implement key health initiatives.

The Evaluation Task Leader at Abt Associates is Jessie Gerteis, MPH (telephone: 617-520-2725; email: Jessie_gerteis@abtassoc.com). The Project Director at Abt Associates is Lisa LeRoy, PhD (telephone: 617-349-2723; email: lisa_leroy@abtassoc.com).