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1. HRSA Advance Letter to Clinicians

HRSA Letterhead

Date

Dear DR./MR./MS. LAST NAME

The **HIV/AIDS Bureau** within the **Health Resources and Services Administration** (HRSA) in the U.S. Department of Health and Human Services is sponsoring a national study to assess whether the U.S. has a sufficient HIV clinician workforce to meet the growing demand for HIV-related medical care. HRSA will use the findings to implement the goals of the National HIV/AIDS Strategy to increase access to care, improve health outcomes for people living with HIV or AIDS, and reduce HIV-related disparities and health inequities.

As part of this study, HRSA is conducting a national survey of clinicians (physicians, nurse practitioners, and physician assistants) who provide direct medical care to people living with HIV or AIDS. You have been randomly selected to participate in this survey because, based on a review of recent medical claims data, you are one of a small number of clinicians who provide direct medical care to a significant number of patients with HIV or AIDS.

Within 10 days, Mathematica Policy Research (our contractor for the survey) will send you a paper version of the clinician survey, as well as instructions and a personal password for accessing the questionnaire on the Web. You may choose to complete the questionnaire by mail, on the Web, or by responding to a telephone interview. The survey should take only 20 minutes to complete. It is very important that we hear back from you; your response will be critical for obtaining an accurate and unbiased picture of the capacity of the HIV clinician workforce.

Together with the survey packet, Mathematica will send you a \$20 gift card. If you complete and submit the survey by web, they will mail you a \$40 gift card after receiving the completed questionnaire. If you complete the survey by mail or telephone, they will send you a \$20 gift card once they receive the completed survey.

None of the information you provide will be associated with your name or the name of your practice; survey results will be presented in summary form only. Mathematica is prepared to address any concerns you may have about the privacy of the data you provide.

The enclosed flyer has additional information about the study. If you have questions, please contact Mathematica by phone at 1-xxx-xxx-xxxx or via email at HIVWorkforceSurvey@mathematica-mpr.com, and survey staff at Mathematica Policy Research will be happy to assist you.

Thank you in advance for your participation in this important study. We look forward to hearing from you.

Sincerely,

NAME
HRSA Project Officer

2. HRSA Advance Letter to Practices

HRSA Letterhead

Date

Dear DR./MR./MS. LAST NAME

The **HIV/AIDS Bureau** within the **Health Resources and Services Administration** (HRSA) in the U.S. Department of Health and Human Services is sponsoring a national study to assess whether the U.S. has a sufficient HIV clinician workforce to meet the growing demand for HIV-related medical care. HRSA will use the findings to implement the goals of the National HIV/AIDS Strategy to increase access to care, improve health outcomes for people living with HIV or AIDS, and reduce HIV-related disparities and health inequities.

As part of this study, HRSA is conducting a national survey of clinics and practices that provide direct medical care to people living with HIV or AIDS. This practice has been randomly selected to participate in this survey because, based on a review of recent medical claims data, it provides direct medical care to a significant number of patients with HIV or AIDS. The survey that you receive is focused on the experience of the *practice*; at least one of the clinicians at this practice has also been asked to complete a companion survey focused on the experience of the *clinician*.

Within 10 days, Mathematica Policy Research (our contractor for the survey) will send you a paper version of the practice survey. You may choose to complete the practice questionnaire by mail or by responding to a telephone interview. The survey should take only 30 minutes to complete and you may reach out to other staff to help you answer specific questions. It is very important that we hear back from you; your response will be critical for obtaining an accurate and unbiased picture of the capacity of the HIV clinician workforce.

None of the information you provide will be associated with your name or the name of this practice; survey results will be presented in summary form only. Mathematica is prepared to address any concerns you may have about the privacy of the data you provide.

The enclosed flyer has additional information about the study. If you have questions, please contact us by phone at 1-xxx-xxx-xxxx or via email at HIVWorkforceSurvey@mathematica-mpr.com, and survey staff at Mathematica Policy Research will be happy to assist you.

Thank you in advance for your participation in this important study. We look forward to hearing from you.

Sincerely,

NAME
HRSA Project Officer

3. Contractor Survey Packet Cover Letter to Clinicians

Contractor Letterhead

Date

Dear DR./MR./MS. LAST NAME

The HIV/AIDS Bureau (HAB) within Health Resources and Services Administration (HRSA) recently sent you a letter informing you that Mathematica Policy Research would be contacting you to ask you to complete a brief survey on the HIV clinician workforce.

The survey will gather critical information from clinicians who currently provide care to a significant number of patients living with HIV/AIDS in the 50 states and the District of Columbia. HRSA will use the information you provide to assess the capacity of the health profession workforce to meet the growing demand for HIV care, to plan effectively for the care of patients with HIV or AIDS in the future, and to help meet the goals of the National HIV/AIDS Strategy.

We have also enclosed an instruction sheet with login information and a unique password for completing the survey on the web. If you choose to use the web version, all of the skip patterns are built into the program and will automatically guide you through the questionnaire. Also, once you start, you may pause and return to the on-line survey if you get interrupted.

We have enclosed a copy of the clinician questionnaire, in case you prefer to complete it on paper, a postage-paid envelope for you to return the completed paper questionnaire, and a gift card for \$20.

Whether you complete the survey by paper or by web, it will only take about 20 minutes to complete. It would help us provide HRSA with the information it needs in a timely manner if you could complete the survey within the next 14 days. If you complete and submit the survey by web, we will send you a \$40 gift card. If you complete the survey by mail or telephone, we will send you a \$20 gift card.

If you have any questions about the survey or concerns about the confidentiality of the information you provide, please contact Mathematica by phone at 1-xxx-xxx-xxxx or via email at HIVWorkforceSurvey@mathematica-mpr.com.

Thank you for your participation in this important study and we look forward to receiving your survey.

Sincerely,

Julia Ingels
HIV Workforce Survey Director

4. Contractor Survey Packet Cover Letter to Practices

Contractor Letterhead

Date

Dear DR./MR./MS. LAST NAME

The HIV/AIDS Bureau (HAB) within Health Resources and Services Administration (HRSA) recently sent you a letter informing you that Mathematica Policy Research would be contacting you to ask you to complete a brief survey on the HIV clinician workforce.

The survey will gather critical information from practices that currently provide care to a significant number of patients living with HIV/AIDS in the 50 states and the District of Columbia. HRSA will use the information you provide to assess the capacity of the health profession workforce to meet the growing demand for HIV care, to plan effectively for the care of patients with HIV or AIDS in the future, and to help meet the goals of the National HIV/AIDS Strategy.

We have enclosed a copy of the practice questionnaire and a postage-paid envelope for you to return the completed questionnaire. The survey will only take about 30 minutes to complete.

Please feel free to refer to your clinic records or reach out to other staff to help you answer specific questions. It would help us provide HRSA with the information it needs in a timely manner if you could complete the survey within the next 14 days.

If you have any questions about the survey or concerns about the confidentiality of the information you provide, please contact Mathematica by phone at 1-xxx-xxx-xxxx or via email at HIVWorkforceSurvey@mathematica-mpr.com.

Thank you for your participation in this important study and we look forward to receiving your survey.

Sincerely,

Julia Ingels
HIV Workforce Survey Director

5. Prompt Letter #1 from Contractor to Clinicians

Contractor Letterhead

Date

Dear DR./MR./MS. LAST NAME

On [DATE], we sent you a packet with information for completing the national HIV workforce survey sponsored by the HIV/AIDS Bureau (HAB) within the Health Research Services Administration (HRSA). The survey packet contained a questionnaire, a postage-paid return envelope, instructions for completing the questionnaire on the web, and a \$20 gift card to thank you in advance for your time.

If you have already completed and returned the questionnaire, thank you very much. Our records will catch up with you shortly. If you have not yet had a chance to complete the survey, we certainly understand because we recognize how busy you are. We are happy to help clarify any questions you have, send you another survey packet, provide log-in assistance if you prefer to complete the survey on the web, or set up a time to call you to conduct the interview and record your answers by phone with one of our survey operators.

It would help us meet the goals of the HIV workforce study and provide HRSA with the information it needs to help meet the goals of the National HIV/AIDS Strategy if you could complete the survey within the next 7 days.

To express our thanks to you for completing the survey, we will send you a gift card for \$40 if you complete the survey by web and a gift card for \$20 if you complete by mail or telephone.

If you have questions or concerns, need additional information, want to schedule a time to answer the survey questions by phone, or would like us to mail you another survey packet, please contact us at 1-8xx-xxx-xxxx or send us an email at HIVWorkforceSurvey@mathematica-mpr.com, and we will respond right away.

Thank you.

Sincerely,

Julia Ingels
HIV Workforce Survey Director

6. Prompt Letter #1 from Contractor to Practices

Contractor Letterhead

Date

Dear DR./MR./MS. LAST NAME

On [DATE], we sent you a packet with information for completing the national HIV workforce survey sponsored by the HIV/AIDS Bureau (HAB) within the Health Research Services Administration (HRSA).

If you have already completed and returned the questionnaire, thank you very much. Our records will catch up with you shortly. If you have not yet had a chance to complete the survey, we certainly understand because we recognize how busy you are. We are happy to help clarify any questions you have, send you another survey packet, or set up a time to call you to conduct the interview and record your answers by phone with one of our survey operators.

It would help us meet the goals of the HIV workforce study and provide HRSA with the information it needs to help meet the goals of the National HIV/AIDS Strategy if you could complete the survey within the next 7 days.

If you have questions or concerns, need additional information, want to schedule a time to answer the survey questions by phone, or would like us to mail you another survey packet, please contact us at 1-8xx-xxx-xxxx or send us an email at HIVWorkforceSurvey@mathematica-mpr.com, and we will respond right away.

Thank you.

Sincerely,

Julia Ingels
HIV Workforce Survey Director

7. Prompt Letter #2 from HRSA to Clinicians

HRSA Letterhead

Date

Dear DR./MR./MS. LAST NAME

On [DATE], HRSA's data collection contractor, Mathematica Policy Research, sent you a packet with information for completing the national HIV workforce survey sponsored by the HIV/AIDS Bureau (HAB) within the Health Research Services Administration (HRSA). The packet contained a questionnaire, a postage-paid return envelope, instructions for completing the questionnaire on the web should you choose to do so, and a \$20 gift card to thank you in advance for your time.

HRSA's goal in sponsoring the HIV workforce study is to develop action steps that we and other national and local stakeholders can use to strengthen the ability of the HIV clinician workforce to meet the growing demand for HIV-related medical care. The study results will help us examine the variation in HIV workforce capacity by region, health profession, and health care setting. We recognize that your time is very valuable, but given the importance of this study not only to national policy but to you as an HIV clinician, we urge you to take 20 minutes to complete and return the survey.

It would help us meet the goals of the HIV workforce study and provide HRSA with the information it needs to help meet the goals of the National HIV/AIDS Strategy if you could complete the survey within the next 7 days.

If you have already completed and returned the questionnaire, thank you very much. Our records will catch up with you shortly. Mathematica will be happy to help clarify any questions you have, send you another survey packet, provide log-in assistance if you prefer to complete the survey on the web, or set up a time to call you to conduct the interview and record your answers by phone with one of our survey operators.

To express our thanks to you for completing the survey, we will send you a gift card for \$40 if you complete the survey by web and one for \$20 if you complete by mail or telephone.

If you have questions or concerns, need additional information, want to schedule a time to answer the survey questions by phone, or would like us to mail you another survey packet, please contact us at 1-8xx-xxx-xxxx or send us an email at HIVWorkforceSurvey@mathematica-mpr.com, and we will respond right away.

Thank you.

Sincerely,

NAME
HRSA Project Officer

8. Prompt Letter #2 from HRSA to Practices

HRSA Letterhead

Date

Dear DR./MR./MS. LAST NAME

On [DATE], HRSA's data collection contractor, Mathematica Policy Research, sent you a packet with information for completing the national HIV workforce survey sponsored by the HIV/AIDS Bureau (HAB) within the Health Research Services Administration (HRSA). The packet contained a questionnaire and a postage-paid return envelope.

HRSA's goal in sponsoring the HIV workforce study is to develop action steps that we and other national and local stakeholders can use to strengthen the ability of the HIV clinician workforce to meet the growing demand for HIV-related medical care. The study results will help us examine the variation in HIV workforce capacity by region, health profession, and health care setting. We recognize that your time is very valuable, but given the importance of this study not only to national policy but to your HIV/AIDS practice, we urge you to take 30 minutes to complete and return the survey.

It would help us meet the goals of the HIV workforce study and provide HRSA with the information it needs to help meet the goals of the National HIV/AIDS Strategy if you could complete the survey within the next 7 days.

If you have already completed and returned the questionnaire, thank you very much. Our records will catch up with you shortly. If you need to reach out to other staff at the practice to help collect information for the survey, please do so. Mathematica will be happy to help clarify any questions you have, send you another survey packet, or set up a time to call you to conduct the interview and record your answers by phone with one of our survey operators.

If you have questions or concerns, need additional information, want to schedule a time to answer the survey questions by phone, or would like us to mail you another survey packet, please contact us at 1-8xx-xxx-xxxx or send us an email at HIVWorkforceSurvey@mathematica-mpr.com, and we will respond right away.

Thank you.

Sincerely,

NAME
HRSA Project Officer

9. Prompt Letter #3 from Contractor to Clinicians

Contractor Letterhead

Date

Dear DR./MR./MS. LAST NAME

If you've already completed and returned your HIV clinician workforce questionnaire, thank you very much. Our records will catch up with you shortly. If you haven't yet had a chance to complete it, we encourage you to please take 20 minutes to finish it. The study will be ending soon.

For your convenience, we are enclosing another copy of the questionnaire, a postage-paid return envelope, and instructions for completing the questionnaire on the web should you choose to do so. Your response would help us meet the goals of the HIV workforce study and provide HRSA with the information it needs to help meet the goals of the National HIV/AIDS Strategy if you could complete the survey within the next 7 days.

A Mathematica representative will be calling you in a few days to clarify any questions you have or, if it would be of any assistance to you, to conduct the survey by telephone.

To express our thanks to you for completing the survey, we will send you a gift card for \$40 if you complete the survey by web and one for \$20 if you complete by mail or telephone.

If you have questions or concerns, need additional information, want to schedule a time to answer the survey questions by phone, or would like us to mail you another survey packet, please contact us at 1-8xx-xxx-xxxx or send us an email at HIVWorkforceSurvey@mathematica-mpr.com, and we will respond right away.

Thank you.

Sincerely,

Julia Ingels
HIV Workforce Survey Director

10. Prompt Letter #3 from Contractor to Practices

Mathematica Letterhead

Date

Dear DR./MR./MS. LAST NAME

If you've already completed and returned your HIV clinician workforce questionnaire, thank you very much. Our records will catch up with you shortly. If you haven't yet had a chance to finish it, we encourage you to please take 30 minutes to complete it. Please reach out to others at the practice if you need assistance with a topic. The study will be ending soon.

For your convenience, we are enclosing another copy of the questionnaire and a postage-paid return envelope. Your response would help us meet the goals of the HIV workforce study and provide HRSA with the information it needs to help meet the goals of the National HIV/AIDS Strategy if you could complete the survey within the next 7 days.

A Mathematica representative will be calling you in a few days to clarify any questions you have or, if it would be of any assistance to you, to conduct the survey by telephone.

If you have questions or concerns, need additional information, want to schedule a time to answer the survey questions by phone, or would like us to mail you another survey packet, please contact us at 1-8xx-xxx-xxxx or send us an email at HIVWorkforceSurvey@mathematica-mpr.com, and we will respond right away.

Thank you.

Sincerely,

Julia Ingels
HIV Workforce Survey Director

11. URL/Password Sheet for Clinician Survey

HIV Workforce Survey

Clinician Questionnaire

LOGIN INFORMATION FOR [FILL CLINICIAN'S NAME]

Please use the information below to log onto the HIV clinician workforce survey website. Your password is unique and cannot be used by anyone else to access your survey data. Mathematica Policy Research, the survey contractor for HRSA, will detach your password and identifying information from the survey before the data are analyzed.

Type the following URL into your web browser:

<http://www.hivworkforcesurvey.com>

Then enter your private password:

[program-generated password]

Thank you for participating in this important federal survey.

If you have difficulty logging onto the survey website, please call our helpline at **1-800-xxx-xxxx** or email us at hivworkforcesurvey@mathematica-mpr.com

12. Thank You Letter to Clinicians

Contractor Letterhead

Date

Dear DR./MR./MS. LAST NAME

On behalf of the HIV/AIDS Bureau (HAB) within the Health Resources and Services Administration (HRSA), we would like to thank you for participating in the national HIV workforce study by completing and returning your survey.

The information you provided about your experience as an HIV clinician will help HRSA assess the capacity of the HIV clinician workforce to meet the growing demand for care, identify potential shortage areas, and develop workforce strategies to ensure that people living with HIV or AIDS have continued access to quality medical and support services in the future.

To express our appreciation to you for completing the survey, we have enclosed an honorarium gift card for [\$40 for completing the survey on the web/\$20 for completing the survey by paper or telephone].

If you have any questions about the study or how the information you provided will be used, please feel free to call us at any time at 1-8xx-xxx-xxxx or via email at HIVWorkforceSurvey@mathematica-mpr.com.

Thank you once again for your contribution to this important study.

Sincerely,

Julia Ingels
HIV Workforce Survey Director

13. Thank You Letter to Practices

Contractor Letterhead

Date

Dear DR./MR./MS. LAST NAME (Practice)

On behalf of the HIV/AIDS Bureau (HAB) within the Health Resources and Services Administration (HRSA), we would like to thank you for participating in the national HIV workforce study by completing and returning your survey.

The information you provided about the HIV clinic where you work will help HRSA assess the capacity of the HIV clinician workforce to meet the growing demand for care, identify potential shortage areas, and develop workforce strategies to ensure that people living with HIV or AIDS have continued access to quality medical and support services in the future.

If you have any questions about the study or how the information you provided will be used, please feel free to call us at any time at 1-8xx-xxx-xxxx or via email at HIVWorkforceSurvey@mathematica-mpr.com.

Thank you once again for your contribution to this important study.

Sincerely,

Julia Ingels
HIV Workforce Survey Director