

**Health Resources and Services Administration**  
**SUPPORTING STATEMENT**  
**Primary Care Faculty Development Initiative**

**A. Justification**

1. Circumstances of Information Collection

The Health Resources and Services Administration (HRSA) currently has approval under the generic clearance, Office of Management and Budget (OMB) Control No. 0915-0212, to conduct customer satisfaction surveys and focus groups. This collection of information helps fulfill the requirements of:

- a. Executive Order 12862, "Setting Customer Service Standards," which directs Agencies to continually reform their management practices and operations to provide service to the public that matches or exceeds the best service available in the private sector.

This is a request for OMB approval of a qualitative voluntary customer satisfaction survey or focus group under HRSA's generic clearance. HRSA's Bureau of Health Professions, Division of Medicine and Dentistry, has contracted with Oregon Health and Science University (OHSU), contract HSH250201200023C, to conduct the planning, execution, and evaluation of a nationally based, longitudinal Primary Care Faculty Development Initiative (PCFDI) demonstration pilot. OHSU has developed a web-based survey instrument which will be used to evaluate the effectiveness of the curriculum's implementation and make recommendations to improve teaching and assessment in primary care.

Executive Order 12862 directs agencies that "provide significant services directly to the public" to "survey customers to determine the kind and quality of services they want and their level of satisfaction with existing services". The objectives of the survey instrument are to assess the feasibility and acceptability of an inter-professional faculty development pilot program targeting primary care professionals, engaged in care delivery, teaching, and administration of ambulatory care/training sites.

2. Purpose and Use of the Information

The Post Program Survey instrument will gather customer satisfaction feedback from participants attending the PCFDI Train-the-Trainer meeting. The findings of the survey instrument will be included in a final summative report written by the contractor for HRSA. Based on the findings, improvements could be made in customer satisfaction of the curriculum taught at the pilot sites, which could be used to provide services to additional institutions.

3. Use of Improved Information Technology

A web-based survey instrument will be used in the PCFDI pilot project. Survey respondents will include participants involved in the Train-the-Trainer meeting.

4. Efforts to Avoid Duplication

The results obtained from the survey instrument are specific to this pilot project, and feedback related to this pilot project has not yet been collected.

5. Involvement of Small Entities

The survey instrument will involve small entities (physicians) who will be participating in the PCFDI Train-the-Trainer meeting. The survey is web-based and should take approximately 10 minutes to complete.

6. Consequences if Information Collected Less Frequently

The data on the survey will only be collected one time during the contract lifespan, therefore if the information is not collected, there will be no data available to improve customer satisfaction of the pilot project curriculum.

7. Consistency With the Guidelines in 5 CFR 1320.5(d)(2)

The survey will be implemented in a manner fully consistent with 5 CFR 1320.5(d)(2).

8. Consultation Outside the Agency

In accordance with 5 CFR 1320.8(d), on April 24, 2009, a 30 day notice was published in the Federal Register for HRSA's generic clearance, OMB Control No. 0915-0212 (Vol. 74, Page 18726). No public comments were received.

9. Remuneration of Respondents

Not applicable.

10. Assurance of Confidentiality

To date, the HRSA customer satisfaction surveys have not collected personally identifiable information from respondents. The survey asks for a Participant ID, but no personally identifiable information is collected from respondents. Participation is fully voluntary and data will be kept private to the extent allowed by law.

11. Questions of a Sensitive Nature

The survey does not contain questions of a sensitive nature.

12. Estimates of Annualized Hour Burden

*Respondents:*

The survey respondents include individuals participating in the PCFDI pilot training program. The annual burden will be 10 minutes for the survey. The time estimates were based on the number of the items in the survey and whether it was short answer, or multiple choice.

*Annual burden estimates:*

Type of Collection	Number of Respondents	Responses per Respondent	Total Responses	Hours per Respondent	Total Burden Hours	Wage Rate	Total Hour Cost
Post Program Survey	36	1	36	.167	6.01	85.77	\$515.48
Total	36	--	36	--	6.01	--	\$515.48

The wage rate used in this table was the average of the mean family medicine, internal medicine, and pediatric wages listed on the Department of Labor website since these three groups of medical personnel will be participating in the pilot program.

*Planned frequency of information collection:*

This is a one-time project.

13. Estimates of Annualized Cost Burden to Respondents

The only associated cost to respondents is their time to provide the requested information.

14. Estimates of Annualized Cost to the Government

The Post Program Survey instrument is one aspect of the PCFDI initiative. The creation, administration, and analysis of the survey instrument is estimated to be \$10,000/year. The review and overview of the survey instrument by the government contracting officer representative will be equal to approximately 12 hours at an hourly rate of \$46.93, for a total of \$563.16. The estimated annualized cost to the government is \$10,563.16.

15. Change in Burden

Not Applicable. This is a new activity under HRSA's generic clearance and will be included in the total burden currently approved by OMB under OMB Control No. 0915-0212.

16. Plans for Analysis and Timetable of Key Activities

The Post Program Survey will be conducted after the Train-the-Trainer meeting. The PCFDI contractor will be creating, administering, and analyzing the results of the survey instrument, providing a final summative report to HRSA at the end of the contract. Findings will used to

improve customer satisfaction and improve the curriculum taught to medical institutions, and will not be generalized to the public.

17. Exemption for Display of Expiration Date

No exemption is being requested. The expiration date will be displayed.

18. Certifications

This information collection activity will comply with the requirements in 5 CFR 1320.9.