

Patient Satisfaction Survey
Michael E. DeBakey Home Care Program

OMB FORM 2900-0775
VA Form 10-0476

B. COLLECTIONS OF INFORMATION EMPLOYING STATISTICAL METHODS

1. Estimated response time for veteran or caregiver is expected to be 10 minutes.

Veteran Patient population	300
Sample Size	50 (biannually)
Potential respondent universe:	100 (annually)
Expected Response Rate	100%

2. Describe the procedures for the collection of information including:

- **Statistical methodology for stratification and sample selection**
- **Estimation procedure**
- **Degree of accuracy needed**
- **Unusual problems requiring specialized sampling procedures**
- **Any use of less frequent than annual data collection to reduce burden**

The Home Care Program will randomly select 50 patients biannually to be surveyed; patients will have been enrolled into the home care program for at least three months. The survey will be conducted and collected via telephone. The survey will be conducted by a non employee of the home care program or by an approved volunteer of the Michael E. Debakey VAMC. All individuals participating in the survey will be provided instructions on the intent of the survey and or questions on the survey instrument.

3. Describe methods to maximize response rate and to deal with issues of non-response. The accuracy and reliability of information collected must be shown to be adequate for intended uses. For collections based on sampling, a special justification must be provided for any collection that will not yield “reliable” data that can be generalized to the universe studied.

Patients will be informed during enrollment about the patient satisfaction survey and how data obtained will be used to improve services. Verbal permission will be requested to survey the caregiver if the veteran is unable to respond.

4. Describe any tests of procedures or methods to be undertaken. Testing is encouraged as an effective means of refining collections to minimize burden and improve utility. Tests must be approved if they call for answers to identical questions of 10 or more individuals.

No testing will be undertaken.

- 5. Provide the name and telephone number of individuals consulted on statistical aspects of the design and the name of the agency unit, contractor(s), grantee(s), or other person(s) who will actually collect and/or analyze the information for the agency.**

The persons responsible for overseeing the collection of the data are:

Rosa M. Scott LMSW-AP (713) 791-1414, ext. 3202

Judi Steans, LCSW (713) 791-1414, ext. 3344

Angela Sidney RN (713) 791-1414, ext. 5028

Rosa Scott, will analyze the data which is submitted to the Michael E. DeBakey VAMC Home Care Advisory Board Chair Dr. Sally Holmes, SCI Care Line Executive. Subsequently; a summary report is provided to the Executive Board.