

Reference Laboratories Customer Satisfaction Data Collection: 2014

OSTLTS Generic Information Collection Request
OMB No. 0920-0879

Supporting Statement – Section B

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Program Official/Project Officer

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Section B – Data Collection Procedures

1. Universe and Respondent Selection

The target audience to respond to the data collection is the State and Territorial Public Health Laboratory Directors, who have oversight for all facets of the diagnostic samples sent to CDC for further identification, typing and/or susceptibility testing. All 55 State, Territorial, and District of Columbia Public Health Directors will be included in the 2014 data collection. This is the same audience who were invited to participate in the 2012 data collection. It is important to have the same respondents in 2014 to be able to gauge the success of performance improvements made based on the 2012 responses.

2. Procedures for Collecting of Information

The U.S. Public Health Laboratory Directors will be sent an email inviting them, or their designee, to reply to the data collection with a link to the questions that are posted on Survey Monkey (**Attachment E: Introduction email to laboratory directors**). In the introductory email letter, the importance of their response will be described, and how the data collected will contribute to performance improvements for CDC's Infectious Diseases Reference Laboratories.

The information will be collected using the Survey Monkey website. The link to the assessment will be emailed to the 55 Laboratory Directors who serve the 50 states, the District of Columbia, and Puerto Rico, Guam, American Samoa, and the Northern Mariana Islands. In addition, an article describing the purpose and importance of this survey will be published in the Association of Public Health Laboratories (APHL) weekly e-Update, which is widely read by APHL members (**Attachment F: APHL Notice**). One email reminder will be sent to those who have not responded one week after the due date. (**Attachment G: Reminder Email**).

3. Methods to Maximize Response Rates

One email reminder will be sent to each non-responder. The response for this data collection can be maximized through the support of the Association of Public Health Laboratories that communicates with the state public health labs on a regular basis and is very supportive of this effort. A general notice will be published in the APHL weekly e-Update reminding laboratories to complete their assessment (**Attachment H: APHL Notice Reminder**). The APHL weekly e-Update article will not cite individual laboratory directors who have not submitted their assessment; it will be directed to the membership at large.

4. Test of Procedures

The estimate for burden hours is based on a pilot test of the data collection instrument by three health scientists. The average time to complete the data collection including time for reviewing instructions, gathering needed information and completing the questions, was approximately five minutes. Based on these results, the estimated time range for actual respondents to complete the data collection is 5-10 minutes, factoring in time for some Laboratory Directors to consult with other employees before completing the form. For the purposes of estimating burden hours, the upper limit of this range (i.e., 10 minutes) is used.

5. Contact for Statistical Aspects and Data Collection

Data collected in this short data collection does not require statistical analysis. The person who will be charged with validating and analyzing the data is a member of our Laboratory Quality Management Program: Ms. Angela Thompson, Health Scientist, NCEZID/OD, bzt8@cdc.gov, 404-639-2319. The data collection was designed in SurveyMonkey by Ms. Thompson. The principle investigator for the project is the CDC CLIA Director and Director of the Laboratory Quality Management Program (LQMP): Roberta B. Carey, Ph.D., NCEZID/OD, ayj9@cdc.gov, 404-639-7328.

LIST OF ATTACHMENTS – Section B

Attachment E - Email invitation

Attachment F - APHL eUpdate Newsletter

Attachment G - Email reminder to non-responders

Attachment H - Reminder APHL eUpdate Newsletter