

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 2900-0770)

TITLE OF INFORMATION COLLECTION:

Telehealth in the PADRECC: The Key to the Patient-Centered Medical Home? Focus Group Component

PURPOSE:

The proposed collection of information is part of a clinical innovation project designed to assess the use of telehealth/telemedicine technologies in the care of Veterans with Parkinson’s Disease (PD), and the role of the Parkinson’s Disease Research, Education & Clinical Center (PADRECC) clinician in the Patient-Aligned Care Team (PACT) model. This project is being conducted under the auspices of the VISN 4 Demo Lab, which was funded by Patient Care Services to assess a PACT model of care for Veterans and to develop innovative clinical projects to improve care of veterans using a patient-centered model of care. Telehealth includes both the use of home-monitoring devices (“Home Telehealth”), as well as connecting PADRECC providers with providers located at the various community-based outpatient clinics via videoconferencing (“Outreach Telehealth”).

This study will help determine:

- whether telehealth is an equal alternative to "in-office" visits in the clinic (in terms of patient outcomes such as number of hospitalizations, emergency room visits, and office visits);
- whether it reduces costs for Parkinson’s patients (less travel, etc); and
- whether telehealth is acceptable to both patients and providers, and what the potential barriers and facilitators to sustained use of telehealth care are.

Focus group discussions will be held in person and recorded digitally for subsequent transcription. Use of digital recorders reduces respondent burden when compared with methods of data collection that require written responses or access to and ability to navigate the Web. The burden of travel to and from focus groups will be minimized by scheduling focus groups at a time and location most convenient to participants.

DESCRIPTION OF RESPONDENTS:

To assess acceptability and potential barriers and facilitators to sustained use of telehealth care for patients, VHA proposes to conduct focus groups with a subset of patients enrolled in one of the two PVAMC PADRECC clinic study intervention groups (Home Telehealth and Outreach Telehealth). Because of their first-hand experience with telehealth care, these participants offer the best source of information about its acceptability to patients. Those patients who receive a telehealth intervention over the course of the study will be invited to participate in a focus group discussion. This information will be used as research data by the Principal Investigator, Jayne Wilkinson, and her research team. The purpose of this information is to facilitate better understanding of the patient perspective on the acceptability of telehealth care and on the facilitators and barriers to its sustained use. to complement quantitative measures of patient outcomes and cost of care for patients with Parkinson’s disease.

TYPE OF COLLECTION: (Check one)

- Customer Comment Card/Complaint Form
- Usability Testing (e.g., Website or Software)
- Focus Group
- Customer Satisfaction Survey
- Small Discussion Group
- Other: _____

CERTIFICATION:

I certify the following to be true:

1. The collection is voluntary.
2. The collection is low-burden for respondents and low-cost for the Federal Government.
3. The collection is non-controversial and does not raise issues of concern to other federal agencies.
4. The results are not intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of substantially informing influential policy decisions.
6. The collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the future.

Name: Jayne Wilkinson

To assist review, please provide answers to the following question:

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? Yes No
2. If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974? Yes No
3. If Yes, has an up-to-date System of Records Notice (SORN) been published? Yes No

Gifts or Payments:

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? Yes No

Each focus group participant will receive a one-time cash payment in the amount of \$20.00 as compensation for time and effort.

BURDEN HOURS

| Category of Respondent: | No. of Respondents | Participation Time | Burden |
|----------------------------|--------------------|--------------------|-----------|
| Individuals and Households | | | |
| Scrip/Guide | 40 | 90 minutes | 60 |
| Totals | | | 60 |

FEDERAL COST:

Staff time \$24,573 + participant payment \$800 + \$1290 transcription = **\$26,663.**

If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:

The selection of your targeted respondents

1. Do you have a customer list or something similar that defines the universe of potential respondents and do you have a sampling plan for selecting from this universe?
 Yes No

If the answer is yes, please provide a description of both below (or attach the sampling plan)? If the answer is no, please provide a description of how you plan to identify your potential group of respondents and how you will select them?

VHA plans to enroll 100 patients from the PVAMC PADRECC clinic; up to 40 of those patients who receive a telehealth intervention over the course of the study will be invited to participate in a focus group discussion. This information will be used as research data by the Principal Investigator, Jayne Wilkinson, and her research team to complement quantitative measures of patient outcomes and cost of care for patients with Parkinson's disease. As stated, the purpose of this information is to facilitate better understanding of the patient perspective on the acceptability of telehealth care and on the facilitators and barriers to its sustained use.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)
 Web-based or other forms of Social Media
 Telephone
 In-person
 Mail
 Other, Explain
2. Will interviewers or facilitators be used? Yes No

Please make sure that all instruments, instructions, and scripts are submitted with the request.

Instructions for completing Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback”

TITLE OF INFORMATION COLLECTION: Provide the name of the collection that is the subject of the request. (e.g. Comment card for soliciting feedback on xxxx)

PURPOSE: Provide a brief description of the purpose of this collection and how it will be used. If this is part of a larger study or effort, please include this in your explanation.

DESCRIPTION OF RESPONDENTS: Provide a brief description of the targeted group or groups for this collection of information. These groups must have experience with the program.

TYPE OF COLLECTION: Check one box. If you are requesting approval of other instruments under the generic, you must complete a form for each instrument.

CERTIFICATION: Please read the certification carefully. If you incorrectly certify, the collection will be returned as improperly submitted or it will be disapproved.

Personally Identifiable Information: Provide answers to the questions. Note: Agencies should only collect PII to the extent necessary, and they should only retain PII for the period of time that is necessary to achieve a specific objective.

Gifts or Payments: If you answer yes to the question, please describe the incentive and provide a justification for the amount.

BURDEN HOURS:

Category of Respondents: Identify who you expect the respondents to be in terms of the following categories: (1) Individuals or Households; (2) Private Sector; (3) State, local, or tribal governments; or (4) Federal Government. Only one type of respondent can be selected per row.

No. of Respondents: Provide an estimate of the Number of respondents.

Participation Time: Provide an estimate of the amount of time required for a respondent to participate (e.g. fill out a survey or participate in a focus group)

Burden: Provide the Annual burden hours: Multiply the Number of responses and the participation time and divide by 60.

FEDERAL COST: Provide an estimate of the annual cost to the Federal government.

If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:

The selection of your targeted respondents. Please provide a description of how you plan to identify your potential group of respondents and how you will select them. If the answer is yes, to the first question, you may provide the sampling plan in an attachment.

Administration of the Instrument: Identify how the information will be collected. More than one box may be checked. Indicate whether there will be interviewers (e.g. for surveys) or facilitators (e.g., for focus groups) used.

Submit all instruments, instructions, and scripts are submitted with the request.

