

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

TITLE OF INFORMATION COLLECTION: Health Resource Center (HRC) Satisfaction Survey

PURPOSE:

The Veteran Health Administration (VHA) Health Resource Center (HRC) has served as a national point of contact for the Department of Veterans Affairs (VA) since 2002 in support of Veterans and related administrative initiatives. The HRC provides customer service and support to Veterans, their beneficiaries, caregivers, other government agencies and the general public regarding VA health benefits, eligibility, billing and pharmacy-related inquiries. HRC also assists with a variety of other interests within the Department of Veterans Affairs (VA), such as disaster support, payroll administration and technical support. Veteran Satisfaction is a key measure for the HRC to determine our Customer’s valued opinion of how HRC is meeting the VA ICARE core values as well as MyVA goals to improve the Veteran experience in interactions with the VA. The surveys will be gathered post-call on a voluntary basis and focus on key metric driven measures which drives Veteran satisfaction; such as how long a Veteran has to wait before someone answers the telephone; how long it takes to resolve the Veteran’s inquiry; and whether the Veteran’s issue is fully resolved. The results of these surveys will be collected, analyzed to determine process improvements, and shared internally with HRC’s customer base on a monthly basis and through town hall meetings.

The major use of this data is four-fold: 1) to provide Veterans an opportunity to comment on present and influence future experiences when utilizing HRC services; 2) to fulfill the requirements of a Service Level Agreement which requires the HRC to conduct random customer satisfaction surveys to ensure quality service and Veteran satisfaction; 3) to comply with the VA’s core organizational values (ICARE) by providing the best services to Veterans, their families, and beneficiaries; 4) to provide a performance measurement model which directly assists in determining where improvement efforts should be focused to achieve the highest levels of Veterans’ satisfaction. Currently, there are no other means of continuously evaluate Veteran satisfaction, without offering the surveys. Interactions with the Veterans and timely feedback allow HRC to improve the Veteran experience.

DESCRIPTION OF RESPONDENTS:

Respondents are Veterans or their representative that have called the HRC. The burden on respondents has been limited to approximately 3 minutes. The surveys are designed and carried out with appropriate controls and are strictly voluntary in nature.

TYPE OF COLLECTION: (Check one)

- | | |
|--|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input checked="" type="checkbox"/> Customer Satisfaction Survey |
| <input type="checkbox"/> Usability Testing (e.g., Website or Software) | <input type="checkbox"/> Small Discussion Group |
| <input type="checkbox"/> Focus Group | <input type="checkbox"/> 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: Amber Stroud

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

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? [] Yes [X] 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 [X] No

BURDEN HOURS

| Category of Respondent | No. of Respondents | Participation Time | Burden |
|------------------------|--------------------|--------------------|--------|
| Individuals | 35,000 | 3 min | 1,750 |
| | | | |
| Totals | | | |

FEDERAL COST: The estimated annual cost to the Federal government is \$0.

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 [X] 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?

All Veterans or their representatives who phone the HRC will have an opportunity to complete the survey in order to gather the most complete amount of data possible. This enhances the opportunity to provide a higher level of customer service to the broadest spectrum of clientele possible.

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