

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 0920-1026)

TITLE OF INFORMATION COLLECTION:

Preparing Healthcare Workers to Work in Ebola Treatment Units (ETUs) in Africa: Training Toolkit_Registration and Evaluation

PURPOSE:

As part of a comprehensive response to the Ebola epidemic in Africa, the Centers for Disease Control and Prevention (CDC) provides a three-day, in-person training course for healthcare workers titled, *Preparing Healthcare Workers to Work in Ebola Treatment Units (ETUs) in Africa*. The CDC training contains information from similar courses developed by Médecins Sans Frontières (MSF) and the World Health Organization (WHO), and on CDC guidelines for infection prevention and control.

Additionally, CDC has developed a training toolkit to assist external organizations replicate the CDC 3-day in-person training course that can prepare healthcare workers (HCWs) to work in ETUs in Africa. The toolkit training materials are intended for organizations training HCWs to work in ETUs in Africa; the toolkit is not intended to prepare healthcare workers to work in the US. This toolkit is a high-priority for CDC leadership, the National Security Council, and the White House to enable training of a greater number of HCWs.

Organizations will request the toolkit through a secure, web-based registration process using the IBM SPSS Data Collection system which is operated out of CDC headquarters in Atlanta and has received Certification and Accreditation through the CDC’s Office of the Chief Information Security Officer (OCISO). Users will begin the registration process by completing a registration questionnaire. Users will be asked to provide organizational/business contact information such as name, title, position and email, expected training information, such as anticipated location of training, number and type of trainees, and the expected location of the deployment of persons who will receive the training. During the registration process, requestors will have the option to download the electronic planning materials on how to set up their course at the time they complete the registration. They will also indicate whether they prefer to receive the entire toolkit, when available, by downloading or requesting hard copy with DVDs sent by postal mail. An email will be sent to registrants to alert them when the materials are available. Three months after the toolkit becomes available, CDC will deploy automated, personalized emails to the email address provided during the registration process. These emails will prompt registrants to complete an evaluation of the training toolkit materials.

The purpose of the training toolkit registration questionnaire is to ensure that there is adequate data to report to CDC leadership and the National Security Council about which organizations are accessing and using the training materials and the numbers of HCWs they are training. It is also critical to determine if the training toolkit is used for its intended purpose. The purpose of the training toolkit evaluation is to assess the overall satisfaction of the users of the toolkit and to determine if the course curriculum or training methods need to be modified to better achieve the learning objectives. The information gathered is needed to evaluate the quality of the training materials as well as validate the number of trainings that were conducted and the number of persons who received the training. The collected data are qualitative and quantitative in nature.

An email will be sent to the registrants under the following circumstances:

- (1) Attachment C_ Reminder Email_Incomplete Registration: If the registrant does not complete the registration process, an incomplete registration reminder email will be sent with a link to prompt the registrant to continue to the end of the survey in order to access the course planning materials and the toolkit;

- (2) Attachment D_Registration Complete Thank You Email: A thank you email will be sent to registrants who have completed the entire registration process with a link to access the planning materials;
- (3) Attachment E_ Toolkit Availability Email Notification: A Toolkit Availability Email Notification will be sent to registrants when the toolkit is available;
- (4) Attachment F_ Invitation Email for Evaluation Survey: An evaluation invitation email will be sent to registrants 3 months after the toolkit materials have been accessed;
- (5) Attachment G_Reminder Email_Incomplete Evaluation Survey: If a registrant does not complete the evaluation survey, an email will be sent with a link to prompt them to continue to the end of the evaluation survey, reminding participants of the importance of their feedback on the toolkit.

DESCRIPTION OF RESPONDENTS:

The respondent pool includes U.S. based or international organizations such as health care systems, governmental and non-governmental groups (e.g., non-profit relief organizations) or their designees who plan to access and use the training toolkit materials.

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: Registration Questionnaire and Customer Satisfaction Survey

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: Pat Drehobl (pdb2)

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, is the information that will be collected included in records that are subject to the Privacy Act of 1974? Yes No
- 3. If Applicable, has a System or Records Notice 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

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
Public/Private Sector Organizations (registration questionnaire)	1000	18/60	300
Public/Private Sector Organizations (evaluation survey)	300	14/60	70
Totals			370 hours

FEDERAL COST: The estimated annual cost to the Federal government is \$18,573.25

This estimate includes the following:

1. Staff hours of 3 evaluators for development, review and testing of the survey instruments (140 hours) – \$4064.20
2. Staff hours of 9 pilot testers to obtain initial burden hours of taking the surveys (2.5 hours) - \$74.03
3. Programming time, web hosting and survey implementation (50 hours) - \$6249.10
4. Annual survey maintenance by programmer (40 hours) - \$5,166.80
5. Analysis of evaluation surveys– (104 hours) - \$3019.12

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?

The Ebola training toolkit will be promoted in two main ways. The first is through an email announcement to organizations that have sent healthcare workers to train at the in-person 3-day training. Some of these groups have expressed interest in setting up their own training, based on the CDC materials. Examples of these groups are governmental organizations (e.g., U.S. Department of Defense, Korean CDC, Taiwan CDC, WHO); non-governmental and non-profit organizations (e.g., Adventist Health International, British Red Cross, Samaritan’s Purse); and academic groups (e.g., University of North Carolina, University of Utah). The second promotional mechanism is by posting an announcement on CDC’s website and social media sites which will specify the intended target audience. Note that the web posting URL will link to the registration survey and allow interested organizations to obtain the course planning materials and toolkit training materials.

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, please explain.
2. Will interviewers or facilitators be used? Yes No

Attachment A_Preparing HCW to Work in ETUs in Africa Training Toolkit_ Registration Questionnaire

Attachment B_ Preparing HCW to Work in ETUs in Africa Training Toolkit_Evaluation Survey

Attachment C_ Reminder Email_Incomplete Registration

Attachment D_Registration Complete_Thank You Email

Attachment E_ Toolkit Availability Email Notification

Attachment F_ Invitation Email for Evaluation Survey

Attachment G_Reminder Email_Incomplete Evaluation Survey