

Attachment C-2

Telephone Scheduling Script B (for Subject Matter Experts That Do Not Respond to the Introductory Email)

Form Approved
OMB No. 0920-1030
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NOTICE – Public reporting burden of this collection of information is estimated to average 5 minutes per response. An agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a currently valid OMB control number. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to: CDC/ATSDR Reports Clearance Officer, 1600 Clifton Road, MS D-74, Atlanta, GA 30333, ATTN: PRA (0920-1030).

Assurance of Confidentiality – All information which would permit identification of an individual, a practice, or an establishment will be held confidential, will be used for statistical purposes only by NCHS staff, contractors, and agents only when required and with necessary controls, and will not be disclosed or released to other persons without the consent of the individual or establishment in accordance with section 308(d) of the Public Health Service Act (42 USC 242m).

If subject matter expert did not respond to Introductory e-mail:

SCHEDULER WILL CALL SUBJECT MATTER EXPERT. IF THE SUBJECT MATTER EXPERT IS NOT AVAILABLE OR IF ROUTED TO VOICEMAIL, THE SCHEDULER WILL OFFER TO CALL BACK.

IF SUBJECT MATTER EXPERT IS AVAILABLE:

Hello, my name is _____. I am calling about the National Study of Long-Term Care Providers (NSLTCP) conducted by the National Center for Health Statistics. The NSLTCP is one of the country's main sources of statistics about long-term care providers and service users. The NSLTCP currently collects information on nursing homes, home health agencies, some types of residential care facilities, and hospices and adult day service providers, but does not include many other providers of long-term care.

NCHS has contracted with RTI International, a nonprofit research organization, to conduct a project exploring the types of providers that could be added to the scope of NSLTCP. As part of this project, RTI is conducting interviews with experts who are knowledgeable about providers of long-term care services for individuals with a broad range of disabilities, and about sources of data on these providers. Given your expertise about different long-term care services providers, we would like to interview you for this project. Interviews will be conducted by telephone and will take about 1 hour to complete. If you agree to participate in an interview, we can schedule a time that is convenient for you now.

Would it be possible for you to schedule this interview now?

IF SUBJECT MATTER EXPERT DOES NOT WANT TO PARTICIPATE → Ok, thank you for your time.
HANG UP AND FINALIZE AS NON-PARTICIPANT

IF SUBJECT MATTER EXPERT WANTS TO PARTICIPATE BUT CANNOT SCHEDULE INTERVIEW NOW → When would be a better time to call you to schedule the interview? OBTAIN AND RECORD DATE AND TIME TO CALL BACK.

DATE: _____/_____/2016
MONTH DAY

TIME: __:__ AM/PM

We will call you back at this time to schedule the interview. If you have any questions before then, please e-mail me at XXXXXX@rti.org or call me at [SCHEDULER TELEPHONE NUMBER]. Thank you.

IF YES, CAN SCHEDULE INTERVIEW NOW → SCHEDULE AN APPOINTMENT WITH THE SUBJECT MATTER EXPERT AND CONFIRM THE PHONE NUMBER.

DATE: _____/_____/2016
MONTH DAY

TIME: __:__ AM/PM

PHONE NUMBER TO CALL FOR INTERVIEW: (____) - ____ - _____, EXT: _____

I have scheduled an appointment for you with Michael Lepore on [RESTATE DATE AND TIME OF APPOINTMENT]. Dr. Lepore will call you with a colleague who will take notes and contribute to the conversation.

With your permission, during the interview, RTI will audio-record the conversation to most accurately and comprehensively capture the content of the discussion. RTI will summarize the information gathered from the interviews into a final report for internal NCHS use only. The information you provide will be held confidential. Information which would identify you or link you with your responses will only be used by NCHS staff and contractors for the purposes of this project, and will not be disclosed to anyone else. All documentation generated as a result of the interviews, such as electronic notes and audio recordings, will be transferred securely to NCHS for storage and safekeeping.

If you have any questions before the appointment or need to reschedule, please e-mail me at XXXXXX@rti.org or call me at [SCHEDULER TELEPHONE NUMBER].

Thank you.

IF SUBJECT MATTER EXPERT ASKS FOR INFORMATION ON NSLTCP, PROVIDE WEBSITE:
Further information about the NSLTCP is available at <http://www.cdc.gov/nchs/nsltcp.htm>.