

JUSTIFICATION A

TITLE: From War to Home: Improving Patient-Centered Care and Promoting Empathy for OEF/OIF Veterans in the VHA – PACT Demo Lab VISN 4

OMB FORM 2900-XXXX

A. JUSTIFICATION

1. Explain the circumstances that make the collection of information necessary. Identify legal or administrative requirements that necessitate the collection of information.

This project is being conducted under the auspices of the VISN 4 Demonstration Lab, which was funded by Patient Care Services to assess the Patient Aligned Care Team (PACT) model of care for Veterans. There is considerable interest in and urgency to implement the PACT model – reflecting both a desire to improve health care for Veterans and to sustain the VA’s leadership in health care quality. CEPACT aims to contribute to these goals by evaluating the effects of the VA PACT initiative and by testing new, innovative strategies for patient care that can be spread if proven effective.

This study builds on a prior photo voice study conducted by the study PI (Dr. True) in collaboration with 29 OEF/OIF Veterans, who used photos and stories to convey their post-deployment experiences, perspectives, and needs. This work resulted in an exhibit entitled *From War to Home: Through the Veteran’s Lens* (FWTH) that is intended to stimulate dialogue and promote understanding among VA and non-VA audiences about the impact of military service and deployment on Veterans’ health, Veterans’ experiences of care, and sources of challenge and support in transitioning back to civilian life. The exhibit was first installed at the Philadelphia VA Medical Center and has since traveled to several VA and non-VA venues; in addition, the study PI and Veteran participants have co-presented findings from the study to diverse audiences, including providers and other healthcare staff, nursing and social work students, and the general public. Audiences received both the exhibit and related dissemination activities enthusiastically, and preliminary data indicated that visiting the exhibit and/or attending a presentation had a positive impact on attendees’ understanding of and empathy toward OEF/OIF Veterans’ healthcare preferences and needs.

The current project was developed to promote dissemination of the findings from this previous work by:

1. further refining the messaging of the FWTH exhibit for multiple audiences and in different settings;
2. developing new products (e.g., videos, webinars, panel discussions) for delivering these messages;
3. identifying best practices for measuring impact of various products on promoting empathy for and decreasing stigma toward OEF/OIF Veterans.

The project aims to enhance PACT implementation by providing education about the needs and experiences of OEF/OIF Veterans that is emotionally resonant and engaging to learners on a visceral level, as well as promoting a greater sense of alignment with VA’s mission of providing patient-centered care. Collection of information from audience members is essential to assessing whether or not our dissemination products and activities are achieving the desired impact. Since this information is not available through other means, we developed a brief, voluntary, anonymous questionnaire in order to gather feedback from attendees at each dissemination event.

Legal authority for this data collection is found under 38 USC, Part I, Chapter 5, Section 527 that authorizes the collection of data that will allow measurement and evaluation of the Department of Veterans Affairs Programs, the goal of which is improved health care for veterans.

2. Indicate how, by whom, and for what purposes the information is to be used; indicate actual use the agency has made of the information received from current collection.

The aforementioned Audience Feedback Questionnaire is distributed to attendees at each dissemination event (exhibit, presentation, etc.). The information thus gathered has been used by the Principal Investigator, Dr. True, and her research team to assess the success of any given event/product and to make further refinements to messaging. The PI does not currently have plans to publish findings from this evaluation.

3. Describe whether, and to what extent, the collection of information involves the use of automated, electronic, mechanical, or other technological collection techniques or other forms of information technology, e.g. permitting electronic submission of responses, and the basis for the decision for adopting this means of collection. Also describe any consideration of using information technology to reduce burden.

Data collection will not involve the use of information technology. Data collection will take place via distribution and voluntary completion of a structured questionnaire; the questionnaire is sufficiently brief that respondents may complete and return it before they leave the event.

Improved information technology will not decrease the burden on the public.

4. Describe efforts to identify duplication. Show specifically why any similar information already available cannot be used or modified for use for the purposes described in Item 2 above.

Information about the audience impact of FWTH dissemination activities is not available from any other already existing source, nor is there any similar information that could be modified or used to assess the impact of FWTH events and products on target audiences.

5. If the collection of information impacts small businesses or other small entities, describe any methods used to minimize burden.

No small businesses or entities are impacted by the information collection.

6. Describe the consequences to Federal program or policy activities if the collection is not conducted or is conducted less frequently as well as any technical or legal obstacles to reducing burden.

Not collecting information regarding the impact of dissemination events/products will result in a lack of information on the impact of activities designed to promote empathy for and decrease stigma toward OEF/OIF Veterans. Consequently, VA would not be responsive to the needs of the patient because it would not be able to determine whether the funded project was achieving its stated aims.

7. Explain any special circumstances that would cause an information collection to be conducted more often than quarterly or require respondents to prepare written responses to a collection of information in fewer than 30 days after receipt of it; submit more than an original and two copies of any document; retain records, other than health, medical, government contract, grant-in-aid, or tax records for more than three years; in connection with a statistical survey that is not designed to produce valid and reliable results that can be generalized to the universe of study and require the use of a statistical data classification that has not been reviewed and approved by OMB.

Information collection generally occurs at the time of the event that audiences are asked to evaluate; while respondents have the option of completing and returning the questionnaire at a later date, it is preferable for them to complete it before leaving the event in order to ensure both maximum recall and respondent anonymity.

8. a. If applicable, provide a copy and identify the date and page number of publication in the Federal Register of the sponsor's notice, required by 5 CFR 1320.8(d), soliciting comments on the information collection prior to submission to OMB. Summarize public comments received in response to that notice and describe actions taken by the sponsor in responses to these comments. Specifically address comments received on cost and hour burden.

TO BE COMPLETED AFTER PUBLICATION

The notice of Proposed Information Collection Activity was published in the Federal Register on 01/27/2015 (Volume 80, Number 4336, Page 4336). We received no comments in response to this notice.

b. Describe efforts to consult with persons outside the agency to obtain their views on the availability of data, frequency of collection, clarity of instructions and recordkeeping, disclosure or reporting format, and on the data elements to be recorded, disclosed or reported. Explain any circumstances which preclude consultation every three years with representatives of those from whom information is to be obtained.

Outside consultation is conducted with the public through the 60- and 30-day Federal Register notices.

9. Explain any decision to provide any payment or gift to respondents, other than remuneration of contractors or grantees.

No payment or gift is provided to respondents.

10. Describe any assurance of privacy, to the extent permitted by law, provided to respondents and the basis for the assurance in statute, regulation, or agency policy.

Information on these forms will become part of a system of records which complies with the Privacy Act of 1974. This system is identified as "Veteran, Patient, Employee and Volunteer Research and Development Project Records-VA (34VA11)" as set forth in the Compilation of Privacy Act Issuances via online GPO access at <http://www.gpoaccess.gov/privacyact/index.html>

11. Provide additional justification for any questions of a sensitive nature (Information that, with a reasonable degree of medical certainty, is likely to have a serious adverse effect on an individual's mental or physical health if revealed to him or her), such as sexual behavior and attitudes, religious beliefs, and other matters that are commonly considered private; include specific uses to be made of the information, the explanation to be given to persons from whom the information is requested, and any steps to be taken to obtain their consent.

There are no questions of a sensitive nature.

12. Estimate of the hour burden of the collection of information:

a. The number of respondents, frequency of responses, annual hour burden, and explanation for each form is reported as follows:

VA Form 10-10130	No. of respondents	x No. of responses	x No. of minutes	÷ by 60 =	Number of Hours
Audience Feedback Questionnaire	1000*	1 = 1000	5 = 5000		83.3

* We are not in a position to know in advance how large the audience for any given event will be nor how many audience members will choose to complete this optional questionnaire. The figure quoted above is a generous estimate based on data collected to date and plans for future dissemination events.

b. If this request for approval covers more than one form, provide separate hour burden estimates for each form and aggregate the hour burdens in Item 13 of OMB 83-I.

See chart in subparagraph 12a above.

c. Provide estimates of annual cost to respondents for the hour burdens for collections of information. The cost of contracting out or paying outside parties for information collection activities should not be included here. Instead, this cost should be included in Item 14.

VA does not require any additional recordkeeping. The cost to the respondents for completing these forms is estimated to be \$1916.67 (\$23 per hour x 83.3 burden hours).

Source: Dept. of Labor Statistics

13. Provide an estimate of the total annual cost burden to respondents or record keepers resulting from the collection of information. (Do not include the cost of any hour burden shown in Items 12 and 14).

The only operation/maintenance cost is the cost of a Survey Monkey account (used for data entry and management): \$300 – this account is also used for other projects. The only cost to respondents is their time, which is minimal (5 minutes) and voluntary.

14. Provide estimates of annual cost to the Federal Government. Also, provide a description of the method used to estimate cost, which should include quantification of hours, operation expenses (such as equipment, overhead, printing, and support staff), and any other expense that would not have been incurred without this collection of information. Agencies also may aggregate cost estimates from Items 12, 13, and 14 in a single table.

All costs for this data collection are included in grant funds already approved by VHA Patient Care Services for the PACT Demonstration Laboratory. There are no additional costs to the government for this activity.

15. Explain the reason for any burden hour changes or adjustments reported in items 13 or 14 of the OMB form 83-1.

This is a new collection and all burden hours are considered a program increase.

16. For collections of information whose results will be published, outline plans for tabulation and publication. Address any complex analytical techniques that will be used. Provide the time schedule for the entire project, including beginning and ending dates of the collection of information, completion of report, publication dates, and other actions.

VA does not intend to publish this data.

17. If seeking approval to omit the expiration date for OMB approval of the information collection, explain the reasons that display would be inappropriate.

VA does not seek to omit the expiration date.

18. Explain each exception to the certification statement identified in Item 19, "Certification for Paperwork Reduction Act Submissions," of OMB 83-I.

There are no exceptions.