

**Health Resources and Services Administration**  
**SUPPORTING STATEMENT**  
**Opioid Addiction Treatment ECHO - Virtual Learning Community**

**A. Justification**

1. Circumstances of Information Collection

The Health Resources and Services Administration (HRSA) currently has approval under the generic clearance, Office of Management and Budget (OMB) Control No. 0915-0212, to conduct customer satisfaction surveys and focus groups. This collection of information helps fulfill the requirements of:

- a. Executive Order 12862, "Setting Customer Service Standards," which directs Agencies to continually reform their management practices and operations to provide service to the public that matches or exceeds the best service available in the private sector.

This is a request for OMB approval of a qualitative voluntary customer satisfaction survey or focus group under HRSA's generic clearance. HRSA's Bureau of Primary Health Care (BPHC), Office of Quality Improvement, Quality Division (QD) will obtain satisfaction feedback concerning an online/virtual learning community (VLC), which is an online resource tool made available to health center providers who are participating in a technical assistance initiative that focuses to enhance their capacity to prevent and treat opioid use disorder.

Executive Order 12862 directs agencies that "provide significant services directly to the public" to "survey customers to determine the kind and quality of services they want and their level of satisfaction with existing services." The objective of obtaining feedback from health center providers is to gauge their satisfaction of the VLC resource/tool and to provide insight regarding the current utilization of the VLC and any barriers and suggestions for enhancing this online tool.

2. Purpose and Use of the Information

BPHC invested over \$2 million to develop a technical assistance initiative that will assist over 100 health centers and their primary care teams in increasing their capacities to prevent and treat opioid use disorder across the nation. Along with the bi-weekly virtual clinic sessions that providers participate in for this initiative, a VLC was developed to archive various resources, clinic sessions, and supplementary information for health center providers. In addition, the VLC is a platform that allows providers and technical assistance faculty the opportunity to post questions/messages to facilitate shared learning on various topics concerning how to address opioid use disorder in their health centers.

The primary use for information obtained from the VLC satisfaction survey will be to develop enhancements to the online platform which allows opportunities for health center providers to access opioid and substance abuse-related resources and engage in shared learning with other health center providers in a supportive environment. These enhancements will be based on the

feedback received from the survey.

No data from this survey will be used for research purposes.

Survey respondents for this voluntary satisfaction survey will include health center grantees that are participating in BPHC's technical assistance initiative called Opioid Addiction Treatment ECHO. The satisfaction survey will include questions to obtain feedback on grantees' satisfaction with accessing and using the various features of the VLC. Overall, the satisfaction surveys will provide important feedback that will inform the development of improvements to the VLC.

3. Use of Improved Information Technology

The Opioid Addiction Treatment ECHO, VLC Satisfaction survey will employ information technology permitting the electronic collection of data.

4. Efforts to Avoid Duplication

The Opioid Addiction Treatment ECHO, VLC Satisfaction survey was developed to reflect the specific features of the VLC. The proposed surveys are unique to this technical assistance activity and the information is not found elsewhere.

5. Involvement of Small Entities

These surveys will not have a significant impact on small businesses or other small entities.

6. Consequences if Information Collected Less Frequently

These surveys are for a one-time project that will help evaluate delivery of funding of the primary care provider expansion programs.

7. Consistency With the Guidelines in 5 CFR 1320.5(d)(2)

These surveys will be implemented in a manner fully consistent with 5 CFR 1320.5(d)(2).

8. Consultation Outside the Agency

The notice required in 5 CFR 1320.8(d) was published in the *Federal Register* on December 17, 2014, (Vol. 79, No.242, pages 75164). No public comments were received.

9. Remuneration of Respondents

Not Applicable.

10. Assurance of Confidentiality

To date, the HRSA customer satisfaction surveys have not collected personally identifiable information from respondents. Similarly, the Opioid ECHO VLC satisfaction survey will not collect any personally identifiable information. Participation is fully voluntary and responses are anonymous. Respondents will be assured that neither their participation/non-participation nor any responses to items will have any effect on their participation in HRSA programs.

11. Questions of a Sensitive Nature

The survey does not contain questions of a sensitive nature.

12. Estimates of Annualized Hour Burden

*Respondents:*

Survey respondents will include current and new Opioid ECHO participants from BPHC’s technical assistance initiative called Opioid Addiction Treatment ECHO. This initiative provides virtual, bi-weekly teleECHO clinic sessions to health center providers who want additional support and guidance with treating opioid use disorder in the primary care setting. All current participants in Opioid Addiction Treatment ECHO will be eligible to receive the satisfaction survey.

Respondents are not required to be screened prior to being included in this data collection activity.

*Annual burden estimates:*

The respondent burden for the electronic Opioid ECHO VLC satisfaction survey is estimated to be 7 minutes per survey for a total of 24 hours. We expect a total of 100 respondents from HRSA-funded health centers that are participating in the Opioid Addiction Treatment ECHO technical assistance initiative to participate in the Opioid ECHO VLC satisfaction survey. Respondents will receive the satisfaction survey at least twice during the 12-month period.

Type of Collection	Number of Respondents	Responses per Respondent	Total Responses	Hours per Respondent	Total Burden Hours	Wage Rate	Total Hour Cost <sup>1</sup>
Opioid ECHO Virtual Learning Community Satisfaction Survey	100	2	200	.12	24	\$94/hour	\$ 2256
Total	100		200		24		\$ 2256

<sup>1</sup> Based on median wage of \$94.42/hour for General Internist. Bureau of Labor Statistics, U.S. Department of Labor, Occupational Employment Statistics, at [https://www.bls.gov/oes/current/oes\\_nat.htm#29-0000](https://www.bls.gov/oes/current/oes_nat.htm#29-0000).

*Planned frequency of information collection:*

The Opioid ECHO VLC satisfaction surveys will be fielded to Opioid ECHO participants on a quarterly basis over a period of 12 months (September 2017 through September 2018). During this time, at least two cycles of a 12-week curriculum will be implemented which will include both new and continuing respondents/ECHO participants during this time.

13. Estimates of Annualized Cost Burden to Respondents

The only associated cost to respondents is their time to provide the requested information.

14. Estimates of Annualized Cost to the Government

The Opioid ECHO VLC satisfaction survey will be facilitated by a contractor. The annual contract cost of completing a report detailing the results of VLC usage and participant feedback from the satisfaction survey is \$68,997.54. It is estimated that 20% of this effort will be attributed to the quarterly data collection for this survey, which is a total of \$13,799.51.

15. Change in Burden

Not Applicable. This is a new activity under HRSA's generic clearance and will be included in the total burden currently approved by OMB under OMB Control No. 0915-0212.

16. Plans for Analysis and Timetable of Key Activities

The Opioid ECHO VLC satisfaction surveys will be conducted quarterly over a period of 12 months. The HRSA/BPHC/QD staff will work with the Contractor, the University of New Mexico ECHO Institute, to prepare, organize and consolidate survey results. Narrative information from the surveys will be summarized and examined using descriptive analysis. Findings will only be internally to improve the VLC and will not be generalized to the public. There are no plans for publication of any survey results.

17. Exemption for Display of Expiration Date

No exemption is being requested. The expiration date will be displayed.

18. Certifications

This information collection activity will comply with the requirements in 5 CFR 1320.9.