

**DOCUMENTATION FOR THE GENERIC CLEARANCE
FOR THE COLLECTION OF QUALITATIVE RESEARCH & ASSESSMENT**

TITLE OF INFORMATION COLLECTION:

- INTERVIEWS
- SMALL DISCUSSION GROUPS
- FOCUS GROUPS
- QUESTIONNAIRES
- OTHER (EXPLAIN:)

DESCRIPTION OF THIS SPECIFIC COLLECTION

1. Intended purpose

In 2014, the United States Department of Health and Human Services' (HHS) Assistant Secretary of Preparedness and Response (ASPR) created the Technical Resources Assistance Center and Information Exchange (TRACIE) to meet the needs of regional ASPR staff, healthcare coalitions, healthcare entities, healthcare providers, emergency managers, public health practitioners, and others working in disaster medicine, healthcare system preparedness, and public health emergency preparedness. ASPR TRACIE supports timely access to information and promising practices, identifies and remedies knowledge gaps, and provides users with responses to a range of requests for technical assistance. ASPR TRACIE is comprised of three complementary domains: (1) a technical resources database; (2) a direct-service technical assistance center; and (3) an information exchange discussion board. This Generic Information Collection request aims to collect customer satisfaction feedback on all three domains. ASPR would like to obtain feedback from users of ASPR TRACIE on the quality of the technical assistance provided and the overarching ASPR TRACIE initiative. Customer satisfaction feedback will be collected through two methods.

1. Online customer satisfaction survey of individuals who use the Assistance Center services.
2. Online customer satisfaction survey of individuals who use ASPR TRACIE services.

2. Need for the collection

This project is building on (and not duplicating) other federal and non-federal efforts to improve access to health technical assistance. The project is placing a particular emphasis on the perspective of local practitioners, including the information they need to carry out this work.

3. Planned use of the data

Information gathered through this data collection will allow ASPR to understand the strengths and weaknesses of the services and resources provided by ASPR TRACIE, and improve each of the domains so they best meet the needs of users. The information will

be used to inform the development of ASPR TRACIE website, domain offerings, and additional products and resources that will support healthcare quality. Information will not be shared publically.

4. Date(s) and location(s)

Data will be collected on an ongoing basis following approval of this package.

1. Online customer satisfaction survey of individuals who use the Assistance Center services: Requests for completion of online surveys will be collected following completion of services provided by the Assistance Center. Data will be collected for the life of the Generic Information Collection clearance.
2. Online customer satisfaction survey of individuals who use ASPR TRACIE services: A request will be sent out to users of ASPR TRACIE annually. One survey will be conducted per year of the life of the Generic Information Collection clearance.

5. Collection procedures

The data collection will be conducted through online surveys. Potential participants will receive a request through their email that provides a link to the survey. The survey will be conducted online using the instruments included in Attachments A and B.

6. Number of collections (e.g., focus groups, surveys, sessions)

1. Online customer satisfaction survey of individuals who use the Assistance Center services: Data will be on an ongoing basis for the life of the Generic Information Collection clearance.
2. Online customer satisfaction survey of individuals who use ASPR TRACIE services: One survey will be conducted per year of the life of the Generic Information Collection clearance.

7. Description of respondents/participants

Participants will include individuals who use ASPR TRACIE services, including regional ASPR staff, healthcare coalitions, healthcare entities, healthcare providers, emergency managers, public health practitioners, and others working in disaster medicine, healthcare system preparedness, and public health emergency preparedness.

1. Online customer satisfaction survey of individuals who use the Assistance Center services: Only individuals who contact ASPR TRACIE Assistance Center and ASPR TRACIE sets up a database record (i.e., use the services of the ASPR TRACIE Assistance Center) will receive a request to complete the survey.
2. Online customer satisfaction survey of individuals who use ASPR TRACIE services: Only individuals who have signed up for the ASPR TRACIE listserv, are in the ASPR TRACIE database, or are ASPR TRACIE registered users will receive a request to complete the survey.

8. Description of how results will be used

The information gathered from the surveys will be summarized by the Contractor for this project. Contractor staff will develop frequencies and cross-tabulations of all quantitative data (i.e., closed-ended questions) and will pull out the main themes from qualitative data (i.e., open-ended questions). The summary will be provided to the federal project officers (FPOs). Together, Contractor staff and the FPOs will then decide what implications these findings have for the overarching ASPR TRACIE initiative and the three ASPR TRACIE domains. Sample changes based on the findings could include revisions to language, development of new resources, and additions or deletions of features.

9. Description of how results will or will not be disseminated and why or why not

Findings from these data collections will be used for internal purposes (i.e., initiative improvement) only and will not be disseminated publically. Access to data and findings will be limited to federal and contract staff working on the project.

AMOUNT OF ANY PROPOSED STIPEND OR INCENTIVE – NONE

BURDEN HOUR COMPUTATION (*Number of responses (X) estimated response or participation time in minutes (/60) = annual burden hours*):

Category of Respondent	No. of Respondents	Participation Time	Burden
Healthcare Practitioners and Technical Occupations: Assistance Center	500	5/60 hours	42 hours
Healthcare Practitioners and Technical Occupations: TRACIE Overarching	500	10/60 hours	83 hours
TOTAL	1000		125 hours

BURDEN COST COMPUTATION

Category of Respondent	No. of Respondents	Hourly Rate	Response Time	Total
Healthcare Practitioners and Technical Occupations	500	35.93	5/60 hours	\$1,509.06
Healthcare Practitioners and Technical	500	35.93	10/60 hours	\$2,982.19

Occupations				
TOTAL	1000	35.93		\$4,491.25

OTHER SUPPORTING INFORMATION

REQUESTED APPROVAL DATE: June 16, 2015

NAME OF CONTACT PERSON: Pamela Shayne Brannman, ASPR Director, TRACIE

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DEPARTMENT/OFFICE/BUREAU: HHS/ASPR