

Health Resources and Services Administration
SUPPORTING STATEMENT
HRSA Bureau of Health Workforce (BHW)/Division of Practitioner Data Bank (DPDB)
2019 Education Forum Participant Survey

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 participant satisfaction survey under HRSA’s generic clearance. HRSA’s Division of Practitioner Data Bank (DPDB) will obtain feedback from individuals participating in information sessions held during the National Practitioner Data Bank (NPDB) 2019 Education Forum.

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 surveying the participants is to provide insight on the overall quality of the NPDB 2019 Education Forum and to obtain suggestions for future forums.

2. Purpose and Use of the Information

The NPDB is a web-based repository of reports containing information on medical malpractice payments and certain adverse actions related to health care practitioners, providers, and suppliers. Established by Congress in 1986, it is a workforce tool that prevents practitioners from moving state to state without disclosure or discovery of previous damaging performance. The mission of the NPDB is to improve health care quality, protect the public, and reduce health care fraud and abuse in the U.S.

The NPDB’s Education Forum will consist of multiple information sessions covering a range of topics, including: an Overview of the NPDB; Querying the NPDB; NPDB Guidebook and Website; Medical Malpractice Payment Reporting, State Licensing Board Reporting and Adverse Clinical Privileges Actions, among others.

HRSA will only use the information gathered for internal purposes to obtain a better understanding of how to improve the content and structure of future education and outreach efforts.

Survey respondents will include NPDB system users such as staff from state licensing boards and hospitals, medical malpractice payers, and other health care professionals. The survey will include questions regarding the forum's content and effectiveness. A copy of the survey instrument is attached.

3. Use of Improved Information Technology

The survey will be conducted electronically via email.

4. Efforts to Avoid Duplication

The survey is designed to reflect and capture specific feedback on Education Forum information sessions. No other source exists for this information.

5. Involvement of Small Entities

The survey will not have a significant impact on small businesses or other small entities.

6. Consequences if Information Collected Less Frequently

The one-time survey will be used to enhance future NPDB outreach to its users. Failure to collect participant feedback could impact the content of future NPDB education and outreach efforts.

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

The survey 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 November 13, 2017, (Vol. 82, No.217, pages 52308-52309). No public comments were received.

DPDB staff developed the survey for this activity.

9. Remuneration of Respondents

Not Applicable.

10. Assurance of Confidentiality

Participation is fully voluntary. Respondents will be assured that the information collected will not impact 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

Respondents will consist of NPDB users attending the NPDB 2019 Education Forum.

Annual burden estimates

We estimate that up to 150 respondents will participate in the survey. Since many of the NPDB users are state and local government agencies, we obtained a median state government worker hourly rate (rounded) for management occupations to calculate the cost. The Department of Labor website (<https://www.bls.gov/oes/2017/may/999001.htm#11-0000>) was used to determine the mean hourly wage.

Type of Collection	Number of Respondents	Responses per Respondent	Total Responses	Hours per Respondent	Total Burden Hours	Wage Rate	Total Hour Cost
Participant Survey	150	1	150	.02	3	\$50/hr	\$150
Total	150	--	150	--	1.50		\$150

Planned frequency of information collection

The survey will be conducted once at the completion of the NPDB 2019 Education Forum.

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

DPDB staff or its contractor(s) will conduct the survey by email. The estimated annual cost to the government is approximately \$4,170. This includes 1% from a GS-13 FTE salary of \$96,970 and 1% from a contracted Web Designer salary of \$320,000. The total costs of administering this survey are already covered within an existing contract and will not result in additional costs.

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

DPDB staff or its contractor(s) will prepare, organize, analyze and consolidate the responses from the surveys. Narrative information from the surveys will be summarized and examined using descriptive analysis. Findings will only be used for internal service improvement 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.