

Health Resources and Services Administration
SUPPORTING STATEMENT
Division of Practitioner Data Bank (DPDB) Feedback and Satisfaction Surveys

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," directs Agencies to continually reform their management practices and operations in order 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 under HRSA's generic clearance.

The Bureau of Health Workforce's Division of Practitioner Data Bank (DPDB) conducts numerous education and outreach activities to support its customers' understanding of their registration, reporting, and querying requirements under federal statutes and regulations. By law, certain entities (referred to as "eligible entities") report to the National Practitioner Databank (NPDB), query the NPDB, or both. Eligible entities include medical malpractice payers, hospitals and other health care entities, professional societies, health plans, peer review organizations, private accreditation organizations, quality improvement organizations, and certain federal and state agencies. Health care practitioners, entities, providers, and suppliers are also authorized to query on themselves for information reported to the NPDB, since they may be the subjects of NPDB reports. Final regulations implementing the laws referenced above governing the NPDB are found at 45 CFR Part 60. In order to assess DPDB's customer satisfaction in a timely manner and collect feedback on various education and outreach activities, HRSA is proposing to implement a satisfaction survey. DPDB staff plan to use data from the survey for program improvement purposes only.

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 this data collection request is to assess customer satisfaction with webcasts provided by DPDB staff. Information collected through this survey tool will only be used to improve the quality and effectiveness of webcast offerings or for program improvement purposes.

2. Purpose and Use of the Information

The purpose of this information collection request is to assess participant satisfaction with various training and educational webcasts offered by DPDB. The satisfaction survey will collect immediate feedback from participants in webcasts offered during the year in order to make improvements to service delivery. Understanding participant customer satisfaction with these activities can assist HRSA in properly tailoring webcasts to participant preferences and improve participation in voluntary activities.

HRSA provides educational and outreach activities to participants through multiple means. Specifically, the survey included in this clearance package will evaluate customer satisfaction with the following activities: webcasts and webcast-based dialogues. The satisfaction survey will effectively solicit feedback for different education and outreach strategies, and is included in this clearance package.

This information collection request contains the following customer feedback and satisfaction survey:

- DPDB Generic Webcast Survey

Participants will have the opportunity to complete a survey on the webcast topic following the conclusion of each webcast activity. Every participant will have the opportunity to provide feedback, though completion of the survey is voluntary. Participants will complete surveys anonymously.

Feedback contained in the surveys will be summarized and used to identify the strengths and weaknesses of particular events, as well as more broadly to identify education and outreach strategies, modalities, and content that participants find most useful. Feedback and satisfaction data will also be used to inform a continuous quality improvement framework to test and refine education and outreach strategies.

3. Use of Improved Information Technology

In general, HRSA plans to use web-based survey delivery software, such as Survey Monkey, to provide the survey instruments to participants. The use of a web-based application will reduce reporting burden and ease data collection and analysis. HRSA estimates that 100% of survey responses will be collected electronically.

4. Efforts to Avoid Duplication

This information is not available through any other source and is not currently being collected. The proposed information collection is specific to participants in ongoing DPDB education and outreach activities.

5. Involvement of Small Entities

Proposed data collection includes participants in DPDB education and outreach activities. Generally, participation in these activities does not involve small entities, as most participants represent hospitals, health care entities, state licensing boards, and medical malpractice insurance companies. No small businesses will be involved in this proposed information collection. Additionally, completion of the data collection forms is purely voluntary.

6. Consequences if Information Collected Less Frequently

Information will be collected following the conclusion of education and outreach activities. Less frequent collection of this information will impede HRSA's ability to utilize feedback and satisfaction data to tailor education and outreach activities to participant preferences and continually improve the quality of these offerings.

There are no legal obstacles to reduce the burden.

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

9. Remuneration of Respondents

No remuneration is sought for this proposed data collection activity.

10. Assurance of Confidentiality

To date, the HRSA customer satisfaction surveys have not collected personally identifiable information from respondents. No personally identifiable information will be collected as part of this proposed data collection activity.

11. Questions of a Sensitive Nature

No questions of a sensitive nature will be asked as part of this proposed data collection activity.

12. Estimates of Annualized Hour Burden

Respondents:

Respondents include participants in ongoing DPDB webcast activities. HRSA estimates that approximately 6 DPDB webcast activities will occur annually with an average participation of

100 participants each and an average time to complete the TA feedback and satisfaction survey of 0.166 hours. The total annual burden estimate for respondents is 99.6 hours.

Annual burden estimates:

Type of Collection	Number of Respondents ¹	Responses per Respondent	Total Responses	Hours per Respondent	Total Burden Hours	Wage Rate ²	Total Hour Cost
Webcast Survey	600	1	600	0.166	99.6	\$28.53	\$2,841.59
Total	600		600		99.6		\$ 2,841.59

The annual burden estimate table summarizes the number of respondents per year per form (note that respondents do not represent an unduplicated count as the same respondent may participate in multiple education and outreach activities per year).

Planned frequency of information collection:

Information will be collected at the conclusion of each education and outreach activity.

13. Estimates of Annualized Cost Burden to Respondents

HRSA anticipates the total annualized cost to respondents to be \$2,841.59. No capital or start-up costs are associated with this information collection request. The total annualized cost estimate is related to the time for respondents to complete and submit satisfaction surveys.

14. Estimates of Annualized Cost to the Government

Costs to the federal government fall into the following category:

- Costs for administering and analyzing government-furnished satisfaction surveys

Type of Cost	Description of Services	Annual Cost
GS-13 Step 1 Public Health Analyst (Hourly Rate \$47.68)	DPDB Staff administering and analyzing government-furnished satisfaction surveys (40 hours)	\$1,907.20

HRSA anticipates the average annual cost for the federal government will include personnel costs to administer and analyze the satisfaction surveys. This will include a public health analyst at Grade 13 Step 1 (\$47.68 hourly rate) for 40 hours.

¹ The number of respondents is not an unduplicated count.

² Wages for DPDB webcast participant staff is based on the 2018 Bureau of Labor Statistics data for the median hourly wage for Executive Administrative Assistants.

The total cost to the federal government for these activities is \$1,907.20 per year.

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

Data analysis plans for the webcast survey will include providing basic descriptive statistics. The webcast satisfaction survey will be administered throughout the year following the conclusion of each webcast activity.

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.

DPDB Generic Webcast Survey

National Practitioner Data Bank (NPDB) Webcast Survey
[Webcast Title]

1. Overall, how satisfied were you with the webcast?
 - Extremely satisfied
 - Satisfied
 - Neutral
 - Dissatisfied
 - Extremely dissatisfied
2. Please comment on your response to the previous question. *Open-ended text response*
3. To what extent did this webcast improve your knowledge of **[Webcast Title]**?
 - a. Greatly improved knowledge
 - b. Moderately improved knowledge
 - c. Slightly improved knowledge
 - d. Did not improve knowledge
4. Please comment on your response to the previous question. *Open-ended text response*
5. What were the most helpful parts of the webcast? *Open-ended text response*
6. Were any items of the webcast confusing? *If so, please explain. Open-ended text response*
7. Was content missing from the webcast that would have been helpful to you? *If so, please explain. Open-ended text response*
8. Was a webcast the best way to learn about this subject matter, or would you have preferred another format (if so, please specify format)? *Open-ended text response*
9. How can the NPDB improve future webcasts? *Open-ended text response*
10. What topics should be the focus of future webcasts? *Open-ended text response*