



June 17, 2015

## Non-Substantive Change Request to OMB CN 0938-1185

### ESRD Grievant Satisfaction Survey

This is a non-substantive change request to the survey materials for the OMB-approved ESRD Grievant Satisfaction Survey. Changes made to the pre-notification letter and Question 2 and the branching for Question 3 of the survey questionnaire are as follows:

#### Pre-Notification Letter

- Updating the organization name to read “ESRD **National** Coordinating Center (NCC)” rather than “ESRD **Network** Coordinating Center (NCC)” for consistency with CMS-approved 2015 contract modification.
  - IMPACT: Ensure consistency with 2015 ESRD NCC branding.
- Grammatical additions, i.e. “call you **up to** five times” and “call you **between** the following dates”, to clarify the language.
- Replacing “[insert Network name]” to “the Network”.
  - IMPACT: Keep the pre-notification letter to one page.

#### Survey Questionnaire

- Add Question 2A “Did your Network explain your right to file a grievance to you?”
  - IMPACT: Reduce length of survey for respondents that may answer “No”.
- Remove “Did not understand at all (-1)” and “Network did not explain grievance rights (-2)” from answer options for newly created Question 2B.
  - IMPACT: Eliminate overuse of negative responses and ensure consistency in Likert scale scoring, allowing for balanced measurement.
- Correct branching on pg. 4, such that a “Yes” answer for Question 3A directs to Question 3B and a “No” answer for Questions 3A directs to Question 3C.
  - IMPACT: Currently, survey respondents may be answering questions that aren’t relevant.

#### Pre-Notification Letter and Survey Questionnaire

- Change in CMS contact, from Renée Dupee to Kathleen Egan, per CMS direction.
- Addition of OMB CN and expiration date.

These changes have no impact on the burden associated with this collection. We are currently receiving survey respondent contact information; thus, approval for these corrections is needed quickly to ensure that our survey administrator can use the updated versions of the pre-notification letter and survey questionnaire.