

**Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback on Agency Service Delivery” (OMB Control Number: 0920-1050)**

**TITLE OF INFORMATION COLLECTION:** CDC Latent Tuberculosis Infection Mobile App Survey

**PURPOSE:**

It is estimated that more than 13 million people in the United States have latent tuberculosis (TB) infection. Identifying and treating those at highest risk for tuberculosis disease will help move toward elimination of the disease in the U.S. Health care providers play a key role in achieving the goal of TB elimination because of their access to high-risk populations. The Latent Tuberculosis Infection (LTBI) mobile app is a clinical resource application, developed by CDC’s Division of Tuberculosis Elimination (DTBE), to assist healthcare providers with the diagnosis and treatment of LTBI. The app presents healthcare providers with LTBI information including diagnosis, treatment, terms and abbreviations, and other resources including education materials. This app supports a new recommendation from the U.S. Prevention Services Task Force that expands opportunities for health care providers to identify at-risk populations for TB prevention. The app is available in Apple (iOS) and Android versions. The app has been downloaded over 13,000 times.

CDC requests OMB approval to collect information from a convenience sample of **200** individuals who are either current users of the app or potential users. Current users will have access to the survey link through the app homepage. We will recruit potential users through existing TB partner email distribution lists including GovDelivery, TB Education & Training Network, Regional Training and Medical Consultation Centers, Find TB Resources, TB Controllers, CDC field staff, TB Epidemiologic Studies Consortium, and TB Trials Consortium. All current users, and potential users receiving the recruitment email, will be eligible to complete the survey if they choose. The core content of the survey is the same for all respondents, but a few questions are tailored to specific user status (current vs. potential users). **Attachment A** provides an overview of survey questions and the items that vary according to user status. Screen shot files are provided to show how the customer satisfaction survey appears to current users (see **Attachment B**) and to potential users (see **Attachment C**). In all cases the estimated burden per response is 10 minutes.

CDC will use the information to assess whether the app has been successful in reaching private providers, public health professionals, and other members of the professional TB community, and to assess users’ perceptions of the app’s usefulness as a reference for diagnosis and treatment of latent TB infection. Feedback from the survey will be used to improve customer experience and satisfaction.

**DESCRIPTION OF RESPONDENTS:**

This is a voluntary survey, participants will fall into the following groups:

- Current app users
- Potential app users

**TYPE OF COLLECTION:** (Check one)

Customer Comment Card/Complaint Form       Customer Satisfaction Survey

- Usability Testing (e.g., Website or Software)       Small Discussion Group  
 Focus Group       Other: \_\_\_\_\_

**CERTIFICATION:**

I certify the following to be true:

1. The collection is voluntary.
2. The collection is low-burden for respondents and low-cost for the Federal Government.
3. The collection is non-controversial and does not raise issues of concern to other federal agencies.
4. The results are not intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of substantially informing influential policy decisions.
6. The collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the future.

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To assist review, please provide answers to the following question:

**Personally Identifiable Information:**

1. Is personally identifiable information (PII) collected?  Yes  No
2. If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974?  Yes  No
3. If Yes, has an up-to-date System of Records Notice (SORN) been published?  Yes  No

**Gifts or Payments:**

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants?  Yes  No

**BURDEN HOURS**

Category of Respondent	No. of Respondents	Participation Time	Burden Hours
Current app users and potential app users	200	10/60	33
<b>Totals</b>	<b>200</b>	<b>10/60</b>	<b>33</b>

**FEDERAL COST:** The estimated annual cost to the Federal government is \$1,103

**If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:**

**The selection of your targeted respondents**

1. Do you have a customer list or something similar that defines the universe of potential respondents and do you have a sampling plan for selecting from this universe?  
 Yes       No

If the answer is yes, please provide a description of both below (or attach the sampling plan)? If the answer is no, please provide a description of how you plan to identify your potential group of respondents and how you will select them?

CDC will recruit current users through a survey link located on the homepage of the app. Potential users will be recruited through existing TB partner email distribution lists including GovDelivery, TB Education & Training Network, Regional Training and Medical Consultation Centers, Find TB Resources, TB Controllers, CDC field staff, TB Epidemiologic Studies Consortium, and TB Trials Consortium. All current users, and potential users receiving the recruitment email, will be eligible to complete the survey if they choose. We will collect responses from 50 private healthcare providers, 50 public healthcare providers, 50 public health professionals, 25 medical students, and 25 "other" respondents who will specify their occupation. Participants will complete the survey online remotely. Information collection will be discontinued after reaching 200 respondents, or after 3 weeks, whichever comes first. The survey will not collect any identifiable information about the participants. Responses will be confidential and kept in a secure manner. The data collected will be used to directly inform improvements to DTBE's Latent Tuberculosis Infection mobile application.

### **Administration of the Instrument**

1. How will you collect the information? (Check all that apply)
  - Web-based or other forms of Social Media
  - Telephone
  - In-person
  - Mail
  - Other, Explain
  
2. Will interviewers or facilitators be used?  Yes  No