

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

TITLE OF INFORMATION COLLECTION: Assessing Customer Satisfaction with Health, United States Report

PURPOSE

Health, United States is a Congressionally-mandated annual report from the Secretary of the Department of Health and Human Services to the President of the United States and to Congress on the health of the nation. The report has been produced by the National Center for Health Statistics (NCHS) since 1975, with periodic updates to content, design, and dissemination in response to stakeholder needs. It covers four statutorily mandated topic areas (Health Status and determinants; health care utilization; health care resources; and health care expenditures) and uses high-quality nationally-representative data to track long-term trends for over 100 health indicators. With the current easy and quick availability of health data on the internet and through cell phone technologies and social media, Health, United States is seeking to maintain the same relevance and accessibility with major stakeholder groups who have traditionally used the report. Web analytics, reviews of press coverage, and PubMed statistics are all used to measure the Report’s reach. NCHS has also conducted limited outreach with stakeholders in the form of a standardized annual web convenience survey and informal interviews with federal staff. This process has identified issues with web presence, accessibility, and timeliness. However, there has been little communication between stakeholder groups and the team that produces the report, and it is unclear what changes (e.g., content, format, design, and mode of delivery) are needed to increase its accessibility and utility for users. CDC is requesting OMB approval to collect feedback to ensure the manner by which NCHS reports on the nation’s health is meeting the needs of their stakeholders. NCHS intends to use the results of this effort to improve the manner by which it engages Congress and law makers and delivers information about the health of the nation.

DESCRIPTION OF RESPONDENTS

Respondents to the Customer Interview (Attachment 1) will be federal government staff and employees. The report is generated for the President and Congress and respondents may include staff working within the Department of Health and Human Services, Executive Branch and other departments of the federal government who are the primary customers of the report. Respondents will be contacted using a convenience sample of federal staff who currently receive the report from NCHS electronically or by mail. No personally identifiable information (PII) will be collected; however, if respondents provide PII, it will not be retained.

TYPE OF COLLECTION: (Check one)

- | | |
|--|---|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input type="checkbox"/> Customer Satisfaction Survey |
| <input type="checkbox"/> Usability Testing (e.g., Website or Software) | <input type="checkbox"/> Small Discussion Group |
| <input type="checkbox"/> Focus Group | <input checked="" type="checkbox"/> Other: <u>One-on-one interviews</u> |

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.

Name: Juliana K. Cyril, MPH, PhD
Director, Office of Technology and Innovation
Office of the Associate Director for Science

Project Team Lead – *Renee Gindi*

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

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? [] Yes [X] No
2. If Yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974? [] Yes [X] No
3. If Applicable, has a System or Records Notice been published? [] Yes [X] No

Gifts or Payments:

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

BURDEN HOURS

The CDC project team will conduct 30-minute, semi-structured interviews using a convenience sample of respondents. Respondents will be federal staff who currently receive the report electronically or by mail.

Category of Respondent	No. of Respondents	Participation Time	Burden
Staff working within the Department of Health and Human Services, Executive Branch and other departments of the federal government for whom the Health, United States report is produced	50	30	25
Totals			25 hours

FEDERAL COST

The project cost is associated with the CDC project team members responsible for conducting the interviews. These figures were estimated as the sum of the anticipated direct labor; fringe and burden on direct labor.

Project Staff Oversight	Annual Cost
CDC Cost: Health Scientist (3% of Time)	\$3,480.00
CDC Cost: Health Scientist (3% of Time)	\$3,480.00
CDC Cost: Health Scientist (3% of Time)	\$3,480.00
Total	\$10,440

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 [x] No

Administration of the Instrument

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