



Non-Substantive Change Request to OMB CN 0938-1185 ESRD Grievant Satisfaction Survey

This is a non-substantive change request to modify the survey mode for the OMB-approved End Stage Renal Disease (ESRD) Grievant Satisfaction Survey. Currently, the Grievant Satisfaction Survey is administered by a third-party surveyor to a grievant whom a Network has asked and the patient has verbally agreed to go to survey when their case is closed, and the survey is conducted in telephone mode only. The ESRD NCC and Centers for Medicare & Medicaid Services (CMS) has studied the current survey mode and associated outcomes for calendar year 2016, and discovered that there is an unusually low number of completed surveys. The ESRD NCC and CMS have determined that, in order to have a ESRD Network satisfaction measure related to the grievants satisfaction with how well the Network handled their grievance, there needs be an increased number of completed surveys in order to meet the qualifications of the CMS data use agreement. In order to achieve a greater survey completion, two changes are being proposed to the current survey process.

First, the ESRD NCC recommends increasing the sample size by including all individuals of qualified grievance cases to participate in the survey, thereby removing the accumulation process from the Networks. All qualified grievants will receive a pre-notification letter explaining that the grievant may be asked to participate in the survey. Grievants will be able to decline participation by not utilizing the online link, or declining to take the survey by phone. By maximizing the sample size, the total number of completed surveys is optimized which reduces the margin of error and non-response bias. In addition, the increased number of completed surveys aims to sufficiently meet CMS Data Use Agreement guidelines to establish a satisfaction measure. Historically, the outcome for completed surveys is approximately 170 per contract year using the single mode approach. The current level of burden for the survey is based on 384 grievants completing the survey per contract year.

Second, HSAG requests OMB clearance to move from a single-mode survey telephone approach to a multi-mode survey approach that uses an online and a telephone approach to survey. The grievant will receive a pre-notification letter informing them of their potential inclusion in the survey. The third-party survey administrator will first conduct the survey using an online approach. This will be followed by a telephone call to those grievants who have not responded to the survey using the online method. Increasing the sample size and adapting a multi-mode approach to survey will support the goal of achieving 384 completed surveys and implementing a grievant satisfaction measure in the ESRD Network contract.