

**SUBMISSION OF INFORMATION COLLECTION UNDER THE
Generic Clearance for the Collection of Qualitative Feedback on Agency Service
Delivery**

DATE OF REQUEST: January 12, 2017

SUB AGENCY (I/C): HHS/AHRQ

TITLE: Customer Satisfaction Analysis for the AHRQ National Healthcare Quality and Disparities Report and National Quality Strategy Products and Websites

GENERIC CLEARANCE UNDER OMB#: 0925-0179

EXP. DATE: 11/30/2017

ABSTRACT:

The Agency for Healthcare Research and Quality (AHRQ) seeks feedback from customers and stakeholders on their experiences with the National Healthcare Quality and Disparities Reports (QDR) and National Quality Strategy (NQS) products to examine their satisfaction with these products and identify opportunities to improve the quality of these resources. The customer satisfaction interviews described in this request would provide needed input on the extent to which QDR and NQS reports, products, and websites are meeting the current needs of customers, and collect ideas for ways to improve the usability and relevance of these products to advance quality improvement efforts and the NQS aims.

TOTAL ANNUAL BURDEN APPROVED: 3,383 Hours Per year

BURDEN USED TO DATE: 534 hours.

BURDEN THIS REQUEST: 40 hours.

FEDERAL COST: The estimated annual cost to the Federal government is \$37,981_____.

IS RACE AND ETHNICITY DATA COLLECTED AS REQUIRED?

____ YES ____ NO ____x____ N/A

OBLIGATION TO RESPOND:

__x__ VOLUNTARY
____ REQUIRED TO OBTAIN OR RETAIN BENEFITS
____ MANDATORY

HOW WILL THIS SURVEY BE OFFERED?

____ WEB SITE
__x__ TELEPHONE INTERVIEW
____ MAIL RESPONSE
__x__ IN PERSON INTERVIEW
____ OTHER: _____

CONTACT INFORMATION:

NAME: _Erwin Brown_____
TELEPHONE NUMBER: 301.427.1652_____
EMAIL ADDRESS: _ebrown@ahrq.gov_____