

VA New England Health Care System (VISN 1) White Paper
OMB No. 2900-0070
November 2017

Background

In December 2013 the VISN 1 Call Center Customer Satisfaction Survey was submitted to OMB for approval. This survey was approved in February 2014 with the OMB No. 2900-0070. In December 2016 the VISN 1 Executive Leadership approved a project to consolidate the VISN 1 Call Centers under VHA Member Services. Member Services submitted a white paper requesting to change the name of this survey to VHA-Medical Center Solutions Call Centers Customer Satisfaction Survey, which was approved NOA 10/25/2017. We have been informed that the proposed consolidation between the VISN 1 Call Centers and VHA-Member Services will not be moving forward.

Modification

Request a change in the name of the VHA-Medical Center Solutions Call Center Customer Satisfaction Survey to VISN 1 Call Centers Customer Satisfaction Survey.

This is a non-substantive change and will reflect no increase respondent burden hours.