

# NOTICE OF OFFICE OF MANAGEMENT AND BUDGET ACTION

Date 03/27/2017

Department of Veterans Affairs

FOR CERTIFYING OFFICIAL: Rob Thomas

FOR CLEARANCE OFFICER: Cynthia Harvey-Pryor

In accordance with the Paperwork Reduction Act, OMB has taken action on your request received  
03/27/2017

ACTION REQUESTED: Generic IC

IC TITLE: VE Feedback Tool: eComment Card

ICR REFERENCE NUMBER: 201403-2900-007

AGENCY ICR TRACKING NUMBER: 2900-0770

TITLE: Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery (NCA, VBA, VHA)

LIST OF INFORMATION COLLECTIONS: See next page

OMB ACTION: Approved without change

OMB CONTROL NUMBER: 2900-0770

The agency is required to display the OMB Control Number and inform respondents of its legal significance in accordance with 5 CFR 1320.5(b).

EXPIRATION DATE: 08/31/2017

DISCONTINUE DATE:

BURDEN:	RESPONSES	HOURS	COSTS
Previous	200,000	100,000	0
New	200,000	100,000	0
Difference			
Change due to New Statute	0	0	0
Change due to Agency Discretion	0	0	0
Change due to Agency Adjustment	0	0	0
Change due to PRA Violation	0	0	0

TERMS OF CLEARANCE: Terms of the Generic ICR remain in effect.

OMB Authorizing Official: Dominic J. Mancini  
Deputy and Acting Administrator,  
Office Of Information And Regulatory Affairs

List of ICs				
IC Title	Form No.	Form Name	CFR Citation	Hrs/\$/Resp
Veterans Transportation Service (VTS) Veterans Satisfaction Questionnaire	VA Form 10-0517	Veterans Transportation Service (VTS) Questionnaire	5 CFR 1320.8(d)	1,281 / 0 / 13,482
Clinical Video Telehealth (CVT) Patient Satisfaction Survey	VA Form 10-0481a	Clinical Video Telehealth (CVT) Patient Satisfaction Survey	5 CFR 1320.8(d)	125 / 0 / 2,500
Patient Satisfaction Questionnaire: Network Consolidated Laboratory (NCL) Phlebotomy Service	VA Form 10-0516	Patient Satisfaction Questionnaire: Laboratory P&LMS VA New England Healthcare System	5 CFR 1320.8(d)	80 / 0 / 1,600
Telephone Survey on User Experience and Satisfaction with the Virtual Lifetime Electronic Record (VLER) Health Data Exchange			5 CFR 1320.8(d)	55 / 0 / 220
Project ARCH (Access received Closer to Home) Patient Satisfaction Survey	VA Form 10-0522	Project ARCH (Access Received Closer to Home) Patient Satisfaction Survey	5 CFR 1320.8(d)	1,440 / 0 / 7,200
VHA Generic Request: Notice Nurse Comment Card; Low Vision Clinic Patient Satisfaction Survey; Vendor Registration; Telephone Transformation Focus Group	VA Form 10-0527, VA Form 10-0528, VA form 10-0519	PVAMC Low Vision Patient Satisfaction Survey, Vendor Application for Fair, Notice Your Nurse		126 / 0 / 586
PACT Lab Caregiver and Patient Focus Groups; Point of Care (POC) Patient and Provider Focus Groups; Telehealth in the PADRECC: Veteran Focus Group; COMM Patient Survey; Office of Public Health Survey	Article and Volume Number of Newsletter, VA Form 10-0526	Office of Public Health Gulf War Newsletter Survey, The Continuity of Medication Management Patient Survey		1,165 / 0 / 11,356
Childcare Service Satisfaction Survey; Purchased Care Online Survey; VHA ORD Focus Group Request; Teleretinal Patient Satisfaction Survey; Spinal Cord Home Care Satisfaction Survey	VA Form 10-0540, VA Form 10-0538, VA Form 10-0542, VA Form 10-0531	Teleretinal Patient Satisfaction Survey, Purchased Care Patient Satisfaction Survey, Spinal Cord Home Care Survey, Childcare Services Satisfaction Survey		1,883 / 0 / 30,875
Spinal Cord Patient Survey; Caregiver Training Participant Feedback; Income Verification Survey; Non-VA Care Vet Survey; Neuro-Rehab Satisfaction Survey	VA Form 10-0546, VA Form 10-0545, VA Form 10-0541, VA Form 10-0515, VA Form 10-0520	Neurology/Rehabilitation Inpatient Program Satisfaction Survey, Non-VA Care Coordination Veteran Satisfaction Survey, Survey of Veterans' Satisfaction with Income Verification, Spinal Cord Injury Patient Survey, National Family Caregiver Participant Training Feedback Form	5 CFR 1320.9	1,335 / 0 / 12,920

List of ICs				
IC Title	Form No.	Form Name	CFR Citation	Hrs/\$/Resp
Community Living Center (CLC) Satisfaction Survey; Cardiac Cath Lab Satisfaction Survey; Psychiatric Patient Survey	VA Form 10-0550, VA Form 10-0547, VA Form 10-0548	Psychiatric Patient Satisfaction Survey, Cardiac Cath Lab Customer Satisfaction Survey, Community Living Center (CLC) Satisfaction Survey	5 CFR 1320.8(d)	64 / 0 / 875
Survey of Veterans Perceptions of an Enhanced VA Outpatient Prescription Label	VA Form 10-0549	Rx Label Feedback		373 / 0 / 5,600
VCS Patriot Store/Cafe Customer/VCS Focus Group/Patient Experience of Care Survey/VA Dental Service Customer Survey/Mental Health Satisfaction	VA form 10-0553, VA Form 10-0554, VA form 10-0552, VA Form 10-0553S, VA Form 10-0551	Dental Service Customer Satisfaction Survey, Office of Mental Health Veteran Satisfaction Survey, Patient Experience of Care Survey, Dental Satisfaction Survey (Spanish version), VCS Patriot Store and VCS Patriot Cafe Customer Satisfaction Survey		2,632 / 0 / 11,765
PTSD Family Caregiver Feedback/ARCH Focus Group/VA Courtesy Standards/PTSD Coach (Phone) Apps Survey	VA Form 10-0497, VA Form 10-0496a, VA Form 10-0496, VA Form 10-0495	VA Courtesy Standards - The Golden Rule Approach Veteran Feedback Form, Phone Apps Focus Group Demographic Questionnaire, PTSD Coach App Survey, Understanding PTSD for Family Caregivers: Feedback Survey	5 CFR 1320.8(d)	1,353 / 0 / 4,420
Food and Nutrition Survey/Fraud,Waste,Abuse Complaint/Epilepsy Satisf-Survey/Building Better Caregivers Survey/Sodium Dichromate Feedback Survey	VA Form 10-0499, VA Form 10-0558, VA Form 10-0500, VA Form 10-0498, VA Form 10-0559	Building Better Caregivers Satisfaction Survey, Epilepsy Centers of Excellence (ECoE) Patient Satisfaction Survey, Fraud, Waste and Abuse Complaint Form, Food and Nutrition Satisfaction Survey, Sodium Dichromate Exposure Exam Feedback Survey	5 CFR 1320.8(d)	4,941 / 0 / 129,980
VHA Customer Value Online Survey / Customer Value Focus Group			5 CFR 1230.8(d)	423 / 0 / 860
Vet Apptmnt Apps Satisfaction Srvy/Hem-Oncology Telehealth Satisfaction Svy				36 / 0 / 430
DeBakey Home Care Satisfaction Survey / CPEP Veterans Satisfaction Survey	VA Form 10-0480, VA Form 10-0476	Compensation and Pension Examination Program (CPEP) Veterans Satisfaction Survey, Michael E. DeBakey Patient Satisfaction Survey		170 / 0 / 1,714
Patient Satisfaction Surveys: Radiation Oncology/VISN 12 Telephone Care Service	VA Form 10-10063, VA Form 10-10058	Patient Satisfaction Survey- Radiation Oncology, Telephone Care Services Patient Satisfaction Survey		66 / 0 / 560

List of ICs				
IC Title	Form No.	Form Name	CFR Citation	Hrs/\$/Resp
Boston VAMC Ophthalmology Satisfaction Survey / VISN 20 Telephone Call Center Satisfaction Survey	VA Form 10-10059, VA Form 10-211001NR	Telephone Customer Service Experience Satisfaction Survey, Patient Satisfaction Survey_Boston VAMC_Dept. of Ophthalmology		275 / 0 / 2,300
Anticoagulation (Warfarin/Coumadin) Patient Satisfaction Survey	VA Form 10-211002	Anticoagulation (warfarin/Coumadin) Patient Satisfaction Survey		560 / 0 / 4,800
MSCoE Patient Survey/Project ARCH Non-Participant Survey/Wait Rm Television Edu Survey	VA Form 10-211005, VA Form 10-211003, VA Form 10-211004	Patient Survey: Waiting Room Television Video Patient Education, MSCoE Patient Survey, PROJECT ARCH (Access Received Closer to Home) Non-Participating Veterans Survey		1,866 / 0 / 7,515
Outpatient Pharmacy Customer Satisfaction Survey	VA Fform 10-211006NR	Outpatient Pharmacy Customer Satisfaction Survey	5 CFR 1320.9	4 / 0 / 50
National Patient Centered Community Care Survey Questions / Oklahoma City (OKC) VAMC Dental Patient Satisfaction Survey	10-211009, 10-211008	National Patient Centered Community Care Veterans Survey Question, Dental (Ambulatory) Patient Satisfaction Survey		1,434 / 0 / 12,400
Rehabilitation Care Survey/HEC Vet Enrollment Survey/Project ARCH non-sub change	VA Form 10-211004, VA Form 10-211013, VA Form 10-211010	Project ARCH Non-Participant Survey, HEC Enrollment Survey, Survey of Rehabilitation Care Survey		271 / 0 / 1,328
HomeBased PrimaryCare Survey/Non-VA Purchased Care Survey/Vet Dental Insurance Survey/Teledermatology Imaging Patient Satisfaction Survey	VA Form 10-211013, VA Form 10-211016, VA Form 10-211014, VA Form 10-211011	Non-VA-Purchased Care Veteran Survey, Tele-Dermatology Imaging Patient Satisfaction Survey, Home Based Primary Care Survey, Dental Insurance Program Survey		1,388 / 0 / 14,320
Survey of Patient Satisfaction at Surgical Service	VA Form 10-211015SP, VA Form 10-211015	Spanish version: Survey of Patient Satisfaction at Surgical Services, Survey of Patient Satisfaction at Surgical Service		608 / 0 / 1,825
VISN 1 Call Center Customer Service Survey / OKC HB Primary Care Satisfaction Survey	VA Form 10-211014a	Oklahoma City VAMC Home Based Primary Care (HBPC) Program		314 / 0 / 4,350
2014 Post-9/11 GI Bill Communications Assessment				75 / 0 / 100
Mental Health Survey, Prosthetics Customer Service Survey, Prosthetics Internal Survey, HME Survey	10-10123, 10-10122, 10-10126, 10-10125	MH Veteran Survey, HME Vendor Performance Survey, Patient Satisfaction Survey, Prosthetics Customer Service Survey		1,317 / 0 / 3,160
Awards and ROI-2013 NVSBC	2900-0770, 2900-0770	Awards and ROI - 2013 NVSBC, Awards and ROI-2013 NVSBC		89 / 0 / 1,639
OSDBU Post-Event Evaluation	2900-0770	OSDBU Post-Event Evaluation		542 / 0 / 10,000

List of ICs				
IC Title	Form No.	Form Name	CFR Citation	Hrs/\$/Resp
Health Research Multilevel Engagement, SORCC Patient Survey,	10-10145, 2900-0770, 10-10142, 10-10147	SOU-SORCC Patient Survey, State Veterans Home Patient Satisfaction, Womens Health Research Network , VHA OSI Primary Care Survey		1,067 / 0 / 4,477
OPA Patient Satisfaction, Audiology Survey, National Rollout Survey, Telehealth Survey	10-10128, 10-10127, 10-10129, 10-0526	Audiology Hearing Aid Questionnaire, Telehealth Master Preceptor, Mental Health Survey, Caribbean Harvey Survey		0 / 0 / 10,366
VA Office of Construction and Facilities Management (CFM) Supplier Satisfaction Survey Revision	VA Form 10163	CFM Supplier Satisfaction Survey		183 / 0 / 1,000
Extended Hours Program Evaluation, Maternity Care Coordination, Advanced Education Veteran Survey, State Veterans Home Administrator Survey, VOV Conjoint Survey	10-10144, 10-10132, 10-10131, 10-10128, 10-10136, 10-10129	Voice of the Veteran (VOV) Satisfaction Survey Office of Strategic Integration (OSI) Conjoint Analysis, Extended Hours Evaluation - Users, Maternity Care Coordination Survey, Advanced Education Veteran Survey, State Veterans Home Admin Survey, Extended Hours Evaluation - Non-Users		521 / 0 / 1,840
IOM Study, NCL Patient Satisfaction Survey, Battlecreek Urgent Care Survey, Tobacco & Nicotine Use Survey, VISN 1 Patient Satisfaction Survey	10-10133, 10-10131, 10-10128, 10-10130, 10-10135, 10-10136	VISN 1 Patient Satisfaction Survey, IOM VA Mental Health Services Evaluation, IOM VA Mental Health Services Evaluation, IOM VA Mental Health Services Evaluation, Battlecreek Urgent Care Survey, Tobacco and Smoking Cessation Survey		897 / 0 / 2,990
2014 NVSBE Events Satisfaction	2900-0770, 2900-0770, 2900-0770, 2900-0770, 2900-0770	Senior Leaders Roundtables , Exhibitor Satisfaction, CVE Booth Satisfaction, Learning Sessions, NRT Satisfaction, Business Requirement Sessions		541 / 0 / 16,225
2014 NVSBE Post-Engagement	2900-0770	2014 NVSBE Post-Engagement Survey		15 / 0 / 3,500
MHV Website Redesign, National Family Caregiver Survey, MEC Notification Survey	10-10114, 10-10119, 10-10155	National Family Caregiver Participant Training Feedback Form, Caregiver Feedback Form, MEC Notification Survey		5,084 / 0 / 42,029
Veterans Choice Program, Nationwide Dialysis Contracts, VLER User Survey, Healthcare User survey, Patient Experience of Care	10-0552, 10-0450, 10-0455, 10-0457	Patient Experience of Care Survey, Veterans Choice Program Survey, Nationwide Dialysis Program Survey, VLER Program Survey		1,339 / 0 / 10,045
NAC Customer Response Survey				83 / 0 / 1,000

List of ICs				
IC Title	Form No.	Form Name	CFR Citation	Hrs/\$/Resp
CBO-Veterans Point of Service; PACT Intensive Management Evaluation; Watson Caritas Patient Score	10-10169, 10-10168, 10-10170, 10-10171, 10-10172	PIM Patient Interview Guide, PIM Patient Letter, PIM Stakeholder Interview, VPS Survey Questions, Watson's Caritas Patient Survey		467 / 0 / 5,350
VISN 20 Cancer Care Survey, VA Research Currents	VA Form 10-10167, VA Form 10-10164	Customer Satisfaction Survey on VA Research Communication, VA Research Currents, VISN 20 Cancer Care Survey		260 / 0 / 3,204
Customer Satisfaction Survey for Claims Clinics Pilot Program			5 CFR 1320.9	333 / 0 / 2,000
VHA Women Veterans Call Center				8,667 / 0 / 130,000
Feedback USA Button			5 CFR 1320.9	128 / 0 / 1,920
VA Conjoint Survey - External Communication	10-1500188(WS)	VA External Communication Conjoint Questionnaire		200 / 0 / 800
Health Advocate Survey				4 / 0 / 50
Telebenefits Satisfaction Survey				667 / 0 / 4,000
Health Advocate Survey				21 / 0 / 250
Veteran Experience and Satisfaction with the Department of Veteran Affairs Compensation and Pension Claims Examination				833 / 0 / 10,000
Cooperative Studies Program	10-1500196(WS), 10-1500197(WS)	DMC Survey, CSPCC Study Chairperson and NSC Survey		9 / 0 / 105
Clinic Based Telehealth Satisfaction Survey	10-0481a	VA Telehealth Patient Survey		2,500 / 0 / 10,000
Veterans Experience Initiative	10-0516, 10-0476	NCL Patient Satisfaction Questionnaire , Michael E. DeBakey Home Care Program		8,185 / 0 / 491,126
VAInfoApp	10-1500199(WS)	MySurvey		15 / 0 / 30
Shared Decision Making				25 / 0 / 150
Rehabilitation and Audiology Customer Service Survey				60 / 0 / 240
Non-VA Behavioral Health Care				25 / 0 / 150
HRC Satisfaction Survey				1,750 / 0 / 35,000
VACT Primary Care Patient Satisfaction Questionnaire				100 / 0 / 400
Verification Cost of Compliance				15 / 0 / 150
Veteran Experience and Satisfaction with the Department of Veterans Affairs Compensation and Pension Claims Examination Survey				1,167 / 0 / 10,000
Mental Health - SORCC Satisfaction Survey				83 / 0 / 2,500

List of ICs				
IC Title	Form No.	Form Name	CFR Citation	Hrs/\$/Resp
Survey regarding effectiveness of the GI Bill Feedback System			5 CFR 1320.9	0 / 0 / 250
VAR Mobile App Rev 8-2016				38 / 0 / 25
Primary Care Satisfaction and Effectiveness Survey				33 / 0 / 1,000
Debt Management Center - Customer Service Experience				1,800 / 0 / 18,000
VE Access Survey Questions				833 / 0 / 50,000
Community Residential Care				267 / 0 / 3,200
MFH Caregiver Survey				58 / 0 / 700
MFH Veteran Survey				83 / 0 / 1,000
CWT IT Consumers Satisfaction Survey 1				20 / 0 / 120
CWT IT Stakeholders Satisfaction Survey				2 / 0 / 10
CWT TW Consumers Satisfaction Survey				23 / 0 / 140
MHICM Consumer Satisfaction Survey				10 / 0 / 60
PTSD Consultation Program				200 / 0 / 1,200
VCP_VACC Provider Survey	10-1500210(WS), 10-1500209(WS)	VACC Provider Survey, VCP Provider Survey		667 / 0 / 4,000
Congressional Response Team Customer Satisfaction Survey				9 / 0 / 110
Admission Process Customer Satisfaction Survey - Roseburg VAMC				25 / 0 / 304
Veterans Affairs Acquisition 360 Survey				105 / 0 / 420
Board of Veterans Appeals Hearing Experience Surveys				917 / 0 / 8,000
VE Feedback Tool: eComment Card				11 / 0 / 135
Total Hours Actually Used for Information Collections Under Currently Approved ICR:				66,636