

Health Resources and Services Administration
SUPPORTING STATEMENT
HRSA Division of Practitioner Data Bank
Customer Service Survey

A. Justification

1. Circumstances of Information Collection

The Health Resources and Services Administration (HRSA) currently has approval under the generic clearance, Office of Management and Budget (OMB) Control No. 0915-0212, to conduct customer satisfaction surveys and focus groups. This collection of information helps fulfill the requirements of:

- a. Executive Order 12862, "Setting Customer Service Standards," which directs Agencies to continually reform their management practices and operations to provide service to the public that matches or exceeds the best service available in the private sector.

This is a request for OMB approval of a qualitative voluntary customer satisfaction survey under HRSA's generic clearance. HRSA's Division of Practitioner Data Bank (DPDB) will obtain feedback from registered entities as well as licensed medical physicians of the Division of the National Practitioner Data Bank call center (NPDB).

Executive Order 12862 directs agencies that "provide significant services directly to the public" to "survey customers to determine the kind and quality of services they want and their level of satisfaction with existing services". The objective of surveying the National Practitioner Data Bank call center is to provide insight regarding organizations' opinions, experiences, and perceptions of the call center agents, including any satisfactory and unsatisfactory services.

2. Purpose and Use of the Information

The expected impact on the need for using the survey results is to help improve the training of the customer service representatives, which in turn will help improve the overall customer service experience for callers. The primary use for information gathered through the surveys is to identify strengths and weaknesses of the NPDB customer service call center agents, to determine the level of satisfaction given to the customers. HRSA will only use the information gathered for internal purposes to get a better understanding of call center representatives' knowledge.

Survey respondents from NPDB customer service call center program will include reporting entities, including state licensing boards, health care practitioners, professional societies and federal government agencies. The surveys will include questions regarding the knowledge of the call center agent, resolve of the inquiry, and any general feedback. Copies of the survey instruments are attached.

NPDB staff will provide the survey and inform each respondent that participation in the survey is voluntary and the information provided will only be shared internally with the evaluation team members. The information provided from the surveys will be important feedback regarding our customers' satisfaction and suggestions for improvement of aspects of Division of Practitioner Data Bank NPDB call center.

3. Use of Improved Information Technology

The surveys will employ information technology as it will be conducted via phone which is the most appropriate methodology to obtain feedback from respondents. If respondents permit, their responses will be recorded to verify notes, taken by GDIT staff, for accuracy. Once notes are verified for accuracy, the recorded survey will be destroyed.

4. Efforts to Avoid Duplication

Each survey is designed to reflect the specifics of the service provided by the call center representatives. Surveys have been reviewed carefully to avoid potential duplication. The proposed surveys are unique to this activity and the information is not found elsewhere.

5. Involvement of Small Entities

These surveys will not have a significant impact on small businesses or other small entities.

6. Consequences if Information Collected Less Frequently

These surveys are for a one-time project to last six months.

7. Consistency with the Guidelines in 5 CFR 1320.5(d)(2)

These surveys will be implemented in a manner fully consistent with 5 CFR 1320.5(d)(2).

8. Consultation outside the Agency

In accordance with 5 CFR 1320.8(d), a 60-day notice was published in the *Federal Register* for HRSA's generic clearance, OMB Control No. 0915-0212 on November 13, 2017, Vol. 82, No. 217, pp 52308-09. No public comments were received. The surveys for this activity were developed by DBO staff with close collaboration of DPDB staff that implement and provide assistance to call center representatives.

9. Remuneration of Respondents

Not Applicable.

10. Assurance of Confidentiality

To date, the HRSA customer satisfaction surveys have not collected personally identifiable information from respondents. Participation is fully voluntary and responses are anonymous.

Tape recordings of the surveys will only be conducted if respondents permit. Respondents will be assured that neither their participation/non-participation nor any responses to items will have any effect on their participation in HRSA programs.

11. Questions of a Sensitive Nature

The surveys do not contain questions of a sensitive nature.

12. Estimates of Annualized Hour Burden

Respondents

Respondents will include all callers who call into the NPDB call center. Surveys will target all eligible organizations: 1) those who are reporting malpractice incidents; 2) those who are inquiring about their malpractice incidents; and 3) those who have account issues.

Annual burden estimates

The total respondent burden for the telephone-based customer satisfaction surveys is estimated to be 360 hours. We expect a total of 120 respondents to participate in the surveys: 60 respondents from reporting entities and 60 respondents from individuals to submit responses once per month.

Type of Collection	Number of Respondents	Responses per Respondent	Total Responses	Hours per Respondent	Total Burden Hours
NPDB Customer Service Survey	120	12	1,440	.25	360
Total	120	12	1,440	.25	360

Planned frequency of information collection

This is a one-time project. HRSA requested that GDIT investigate asking customers evaluation questions after the NPDB Customer Service Center operator has completed the customer's support case. The automated survey will help examine the trade-offs in potential options we can use to capture user responses to evaluation questions and proposes sample questions.

13. Estimates of Annualized Cost Burden to Respondents

The only associated cost to respondents is their time to provide the requested information.

14. Estimates of Annualized Cost to the Government

Respondents who agree to complete the telephone survey will be routed to a dedicated telephone line. The estimated annual cost to the government is \$480.00 annually to acquire the additional telephone number.

15. Change in Burden

Not Applicable. This is a new activity under HRSA's generic clearance and will be included in the total burden currently approved by OMB under OMB Control No. 0915-0212.

16. Plans for Analysis and Timetable of Key Activities

The telephone surveys will be conducted in a period of 6 months. NPDB staff will prepare, organize and consolidate their notes from the surveys. Narrative information from the surveys will be summarized and examined using descriptive analysis. Findings will only be used for internal service improvement and will not be generalized to the public. There are no plans for publication of any survey results.

17. Exemption for Display of Expiration Date

No exemption is being requested. The expiration date will be displayed.

18. Certifications

This information collection activity will comply with the requirements in 5 CFR 1320.9.