

Attachment 1(B-J)

Evaluation of Programs Supporting
the Mental Health of the Health
Professions Workforce
Healthcare Workforce Survey
Respondent Contact Materials

Evaluation of Programs Supporting the Mental Health of the Health Professions Workforce; the Healthcare Workforce Survey Invitation and Reminders

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1B. Healthcare Workforce Survey Pre-Notification

Initial Contact 1. Awardee sends to all Healthcare Workforce contacts.

Subject line: Upcoming Healthcare Workforce Survey Notification – 1 WEEK AWAY

Hello,

Next week, you will receive an email invitation to take part in a 15-minute web-based survey to help address workplace burnout.

You are being invited to complete this survey because you may have participated in activities or programs to improve the health and wellbeing of healthcare professionals [and students]. [ORGANIZATION] received funding from the Health Resources and Services Administration (HRSA) to offer these programs. HRSA has contracted with NORC at the University of Chicago (NORC) to collect anonymous survey responses.

Your survey responses will help improve services and programs designed to support the well-being of people like you for years to come. Your answers will be kept private and will **not** be shared with [ORGANIZATION] or any co-workers.

Please be on the lookout for an email from [AWARDEE NAME/EMAIL] next week. This email will provide you with a link to the secure online survey that will ask questions about burnout in the workplace as well as any classes or other offerings you may have been a part of. Completing the survey is voluntary. You can skip any questions or end the survey at any time, but we **need to hear from you!**

If you have any questions about the upcoming survey, please visit our frequently asked questions (FAQs) at [<http://surveyfaqs.norc.org>], email the NORC survey support team at [helpdeskemailaddress@norc.org], or call [8XX-XXX-XXXX].

Thank you,
[NORC Project Director and signature]

1C. Healthcare Workforce Survey Initial Invitation

Initial contact 2. Awardee sends to all Healthcare Workforce contacts approximately one week after the Healthcare Workforce Survey Pre-Notification.

Subject line: Please complete a short NORC survey to help address workplace burnout.

Hello,

You are invited to take part in a survey to help address workplace burnout. You are receiving this email because you may have participated in activities or programs to improve the health and wellbeing of healthcare professionals [and students]. [ORGANIZATION] received funding from the Health Resources and Services Administration (HRSA) to offer these programs. This is the first time HRSA has invested in these types of activities, and they want to hear from you and your co-workers. HRSA has contracted with NORC at the University of Chicago (NORC) to collect anonymous survey responses. Your survey answers will be kept private and will **not** be shared with [ORGANIZATION] or any co-workers.

What am I being asked to do?

Please complete a brief, 15-minute NORC web survey that asks about burnout in the workplace as well as any classes or other offerings you may have been a part of. Doing the survey is voluntary. You can skip any questions or end the survey at any time.

How do I access the survey?

You can access the secure survey here: [LINK]

Does it matter if I take this survey?

Yes! We want to know whether the program made a meaningful difference in your life and workplace. **Your voice matters.** Your feedback will help improve services and programs designed to support the well-being of people like you for years to come. **We need to hear from you!** Please complete the survey within the next week.

Will my answers be kept private?

Yes, your answers will be kept private and will **not** be shared with your employers or colleagues. NORC designed the survey and programmed it on NORC software. Your responses will go directly to NORC. The survey does not ask for your name or any contact information; your responses will be anonymous. NORC, HRSA, and your organizations will never be able to match your responses to you. NORC will combine your responses with others and report only summary results.

Who is collecting this information? Why?

NORC, an independent research organization, is conducting this survey for HRSA. All of the survey responses go directly to NORC. Your organization does not have access to your survey responses. NORC will use your survey responses to help improve services and programs that support the well-being of people like you.

What if I have questions?

If you have any questions about the survey, please visit our frequently asked questions (FAQs) at [<http://surveyfaqs.norc.org>], email the NORC survey support team at [helpdeskemailaddress@norc.org], or call [8XX-XXX-XXXX].

Thank you,
[NORC Project Director and signature]

1D. Healthcare Workforce Survey Reminder 1

Initial contact 3. Awardee sends to all Healthcare Workforce contacts approximately one week after the Healthcare Workforce Survey initial email invitation.

Subject line: Your voice matters – Reminder to complete NORC survey on workplace burnout.

Hello,

On [DATE] you received an invitation to complete a survey asking for your input on burnout in the workplace and any classes or programs you may have been a part of at [AWARDEE NAME].

Your survey responses will help improve services and programs designed to support the well-being of people like you for years to come. Your answers will be kept private and will **not** be shared with [ORGANIZATION] or any co-workers.

As a reminder, the survey should take about 15 minutes to complete. You can skip any questions or end the survey at any time. Doing this survey is **completely voluntary, but we need to hear from you!**

NORC at the University of Chicago (NORC), an independent research organization, is conducting the survey. All survey responses go directly to NORC. NORC does **not** collect your name or any contact information. NORC will group your responses with others to report only summary results. Your employer will **not** have access to your responses.

You can access the secure survey here: **[LINK]**

If you have already taken this survey, thank you. If you have any questions about the survey, please visit our frequently asked questions (FAQs) at [<http://surveyfags.norc.org>], email the NORC survey support team at [helpdeskemailaddress@norc.org], or call [8XX-XXX-XXXX].

Sincerely,

[NORC Project Director and signature]

1E. Healthcare Workforce Survey Reminder 2

Initial contact 4. Awardee sends to all Healthcare Workforce contacts approximately one week after the Healthcare Workforce Survey reminder email 1.

Subject line: We need to hear from you! Please take NORC survey on workplace burnout.

Hello,

You have received an email to complete a survey about workplace burnout and classes or programs you may have been a part of at [AWARDEE NAME]. Doing this survey is **completely voluntary, but your voice can make a difference!**

Your survey responses will help improve programs and services that support the well-being of U.S. healthcare workers [and students], including you and your co-workers. **We need to hear from you!**

Your answers will be kept private and will **not** be shared with [ORGANIZATION] or any co-workers. The survey should take about 15 minutes to complete. You can skip any questions or end the survey at any time.

You can access the secure survey here: **[LINK]**

NORC at the University of Chicago (NORC), an independent research organization, is conducting this survey, and all responses go directly to NORC. Your employer or co-workers will **not** have access to your answers. NORC does **not** collect your name or any contact information and will combine your responses with others to report only summary results.

If you have already taken this survey, thank you. If you have any questions about the survey, please visit our frequently asked questions (FAQs) at [<http://surveyfaqs.norc.org>], email the NORC survey support team at [helpdeskemailaddress@norc.org], or call [8XX-XXX-XXXX].

We need your help to make this survey a success. We hope you will take part!

Thank you,

[NORC Project Director and signature]

1F. Healthcare Workforce Survey Reminder 3

Initial contact 5. Awardee sends to all Healthcare Workforce contacts approximately one week after the Healthcare Workforce Survey reminder email 2.

Subject line: Your voice matters! Please take NORC survey on workplace burnout.

Hello,

You have received an email to take a survey about workplace burnout and classes or programs you may have been a part of at [AWARDEE NAME]. Doing this survey is **completely voluntary, but your voice can make a difference!** Your survey responses will help improve future programs and services to support the well-being of people like you.

Your answers will be kept private and will **not** be shared with your employers or co-workers. The survey should take about 15 minutes to complete. You can skip any questions or end the survey at any time.

You can access the secure survey here: **[LINK]**

NORC at the University of Chicago (NORC), an independent research organization, is conducting this survey, and all survey responses will go directly to NORC. Your employer or co-workers will **not** have access to your responses. NORC does **not** collect your name or any contact information and will combine your responses with others to report only summary results.

If you have already taken this survey, thank you. If you have any questions about the survey, please visit our frequently asked questions (FAQs) at [<http://surveyfags.norc.org>], email the NORC survey support team at [helpdeskemailaddress@norc.org], or call [8XX-XXX-XXXX].

Sincerely,

[NORC Project Director and signature]

1G. Healthcare Workforce Survey Last Chance 1

Initial contact 6. Awardee sends to all Healthcare Workforce contacts approximately one week after the Healthcare Workforce Survey reminder email 3.

Subject line: Survey ending soon! Please complete NORC workplace burnout survey.

Hello,

We need to hear from you. This is your chance to provide valuable information about burnout in the workplace and any classes or programs you may have been a part of at [AWARDEE NAME] to address burnout. **Please complete our survey this week.**

The survey should take about 15 minutes to complete. Doing this survey is **completely voluntary**. Your answers to the survey will be kept private and will **not** be shared with your employers or co-workers.

You can access the secure survey here: [LINK]

NORC at the University of Chicago (NORC), an independent research organization, is conducting the survey. All survey responses will go directly to NORC. Your employer will **not** have access to your responses. NORC does **not** collect your name or any contact information and NORC will combine your responses with others to report only summary results.

If you have already taken this survey, thank you. If you have any questions about the survey, please visit our frequently asked questions (FAQs) at [<http://surveyfaqs.norc.org>], email the NORC survey support team at [helpdeskeaddress@norc.org], or call [8XX-XXX-XXXX].

Please participate; this is your chance to provide feedback to improve future programs and services to support the well-being of people like you.

Thank you,

[NORC Project Director and signature]

1H. Healthcare Workforce Survey Last Chance 2

Initial contact 7. Awardee sends to Healthcare Workforce contacts approximately one week after the Healthcare Workforce Survey last chance email 1.

Subject line: Last chance for your voice to be heard! NORC workplace burnout survey ending.

Hello,

This is your last chance to provide valuable input on workplace burnout and classes or programs you may have been a part of at [AWARDEE NAME]. Your survey responses will help improve programs and services to support U.S. healthcare workers [and students], including you and your co-workers. **We need to hear from you!**

The survey should take about 15 minutes to complete. Doing this survey is **completely voluntary**. NORC at the University of Chicago (NORC), an independent research organization, is conducting the survey, and all survey responses go directly to NORC. Your answers will be kept private and will **not** be shared with [ORGANIZATION] or any co-workers. NORC does **not** collect your name or any contact information and will combine your responses with others to report only summary results.

This survey will close this week. We appreciate your participation!

You can access the secure survey here: [LINK]

If you have already completed the survey, thank you. If you have any questions about the survey, please visit our frequently asked questions (FAQs) at [<http://surveyfaqs.norc.org>], email the NORC survey support team at [helpdeskemailaddress@norc.org], or call [8XX-XXX-XXXX].

We need your help to make this survey a success. We look forward to receiving your answers.

Thank you,

[NORC Project Director and signature]

11. Healthcare Workforce Survey Frequently Asked Questions (FAQs)

To be available as a webpage. Hyperlink/clickable URL embedded in Healthcare Workforce email invitations and reminders, as well as in footer of Healthcare Workforce web survey.



Healthcare Workforce Survey FAQs

About the Healthcare Workforce Survey

What is the survey about?

The Health Resources and Services Administration (HRSA) has funded organizations to help improve resiliency and to address burnout among healthcare workers [and students]. The survey asks about your work environment, burnout in the workplace, and your experiences with any organizational trainings, classes, or other activities and services.

How long will this take?

Completing the survey should take no more than 15 minutes.

Please note that you will need to complete the survey all at one time or you will lose your progress. If you exit the survey before finishing, you will *not* be able to return to the survey to complete it.

What types of questions will you ask me?

The survey will ask questions about your experiences with organization activities and programs, use of resources, how your experiences in the workplace have changed over the past year, and what is most helpful in supporting you at work. Questions also ask about your burnout, resiliency, and wellness.

Who is sponsoring the survey?

The U.S. Department of Health and Human Services Health Resources and Services Administration (HRSA) is sponsoring this survey. HRSA has contracted with NORC to conduct the survey.

What is HRSA?

HRSA is an agency of the U.S. Department of Health and Human Services with a mission to improve health outcomes and achieve health equity through access to quality services, a skilled health workforce, and innovative, high-value programs.

What is NORC?

NORC is an independent, non-partisan research organization affiliated with the University of Chicago. NORC has been conducting groundbreaking research studies since 1941. HRSA has contracted with NORC to conduct this survey.

Why should I participate?

NORC will use your survey responses to assess the impact of various organizational activities funded by HRSA. Your responses will help to make recommendations to improve classes and resources to better support the well-being of people like you.

How do I complete the survey?

1. Using a smart phone, tablet, or computer, access the survey by clicking on the secure link you received via email from your local organization.
2. The online survey will open in a new tab.



3. [INSERT PICTURE OF INITIAL WEB SURVEY PAGE PLUS INSTRUCTIONS TO ADVANCE TO NEXT SCREEN.]
4. As you move through the survey, please do not use your browser back-forward buttons as it may cause loss of progress and answers. Instead, please use the back-forward buttons on the survey page itself. [INSERT PICTURE.]
5. To exit the survey at any time, use the "Quit" button at the top of each screen. Please note that if you exit, you will not be able to reenter the survey to complete the survey.

You will need to complete the survey all at one time, or you will lose your progress.

If you believe you have not received an email with the survey link, please contact the NORC survey support team at [\[helpdeskemail@norc.org\]](mailto:helpdeskemail@norc.org).

Will this be private?

Will my answers be private?

Yes, your answers to the survey will be kept private and will **not** be shared with your employer or co-workers. None of your personal information (for example, name, email address) are being collected. Your responses will be anonymous. Your local organization/employer/training program, HRSA, and NORC will never be able track your responses back to you.

Who will see my answers?

Your responses will go directly to NORC. NORC designed the survey and programmed it on NORC software. The survey does not ask for your name or any contact information. NORC will combine your answers with others and report only summary results.

Who do I contact if I have questions?

If you have questions about the survey, please email the NORC survey support team at [\[helpdeskemail@norc.org\]](mailto:helpdeskemail@norc.org) or call [\[8XX-XXX-XXXX\]](tel:8XX-XXX-XXXX).

If you have any questions about your rights completing the survey, feel you have been harmed, or wish to discuss other survey-related concerns with someone who is not part of the research team, contact the NORC Institutional Review Board (IRB) manager at irb@norc.org or toll-free at 1-866-309-0542

Public Burden Statement: The purpose of this information collection is to evaluate federal programs designed to support the mental health and resiliency of the healthcare and public safety workforce. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB Control Number for this information collection is 0915-XXXX and is valid until MM/DD/20XX. Public reporting burden for this collection of information is estimated to average xx hours per response, including the time for reviewing instructions, searching existing data sources, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to HRSA Reports Clearance Officer, 5600 Fishers Lane, Room 14N136B, Rockville, Maryland, 20857 or paperwork@hrsa.gov.

1j. Healthcare Workforce Flyer

As needed – Available for any Awardee organization to post or discuss at Awardee organization or during healthcare workforce activity or other offering for target participant population.



HEALTHCARE WORKFORCE SURVEY

FOR HEALTHCARE WORKERS [AND STUDENTS]

We need to hear from you!

Check your Inbox!

You will receive emails from [AWARDEE NAME, AWARDEE EMAIL ADDRESS] to complete a 15-minute survey on workplace burnout and your involvement in related activities or classes.

Your answers will provide information to shape future programs that address burnout among healthcare workers.

HRSA has contracted with NORC, a research organization, to conduct the survey.

All survey answers will be kept private and will not be shared with employers or co-workers. Your responses will be combined with others to report only summary results.

Survey participation is completely voluntary. You may choose not to answer any question.

Please contact NORC:

Email [helpdeskemailaddress@norc.org]

Online FAQs [<http://surveyfaqs.norc.org>]

Phone [8XX-XXX-XXXX]