SUPPORTING STATEMENT - PART A

Restructure or Realignment of Military Medical Treatment Facilities- 0720-RMTF

1. Need for the Information Collection

The National Defense Authorization Act for Fiscal Year (FY) 2017 (NDAA FY 2017 – Public Law 114-328), Section 703 "Military Medical Treatment Facilities" states that, there shall be an update on the study (i.e. a report) from the 2015 Military Health System Modernization Study that addresses the realignment or restructuring of military medical treatment facilities (MTFs). As part of the report on the implementation plan to restructure or realign all MTFs, this survey will provide valuable data on TRICARE beneficiary's experience with the transition from receiving their care at an MTF to now receiving care in the private-sector with a network provider/facility.

2. Use of the Information

The collection of this information will be from TRICARE Prime enrollees empaneled at MTFs undergoing MTF restructuring as a result of NDAA FY 2017, Section 703. These TRICARE Prime enrollees will be responding to questions relating to how their transition from the MTF to either a Network (private-sector care) primary care manager (PCM) or TRICARE Select resulted. This information will assist the Defense Health Agency (DHA) with assessing this restructuring effort as well as future efforts to ensure beneficiaries receive high-quality care.

The web-based survey will be administered on a voluntary basis to TRICARE Prime enrollees (beneficiaries) who have been dis-enrolled from receiving care at an MTF. There will be no hard-copies of the survey. Responses and respondents will remain confidential. The 19 question survey is estimated to take approximately 10 minutes to complete and participants will complete electronically via the link sent from max.gov. The DHA Analytics and Evaluation Division (AED) Survey Team will program the survey via the max.gov platform. After a respondent completes the survey, the responses will be tracked via max.gov. Only the AED Survey Team will have access to the raw survey responses.

After the survey fielding period ends, aggregated results will be analyzed. Specifically, survey findings will show what problems beneficiaries faced during the transition from their MTF PCM to a network PCM, details on access to care now with a network PCM, satisfaction with their new network PCM, and communications about the transition overall. The survey findings allow for actionable feedback for DHA leaders to act-upon while the MTF realignment/restructuring continues to take place to ensure patients are having the best possible experience during this transition.

3. Use of Information Technology

The survey instrument will be distributed via a web-link emailed to respondents and responses will be collected electronically (100%).

4. Non-duplication

The information obtained through this collection is unique and is not already available for use or adaptation from another cleared source.

5. Burden on Small Businesses

This information collection does not impose a significant economic impact on a substantial number of small businesses or entities.

6. Less Frequent Collection

The collection frequency to each TRICARE Prime enrollee empaneled at a restructuring MTF will be two times. The first survey will be released two weeks after transition to collect immediate information regarding the transition and access to care experience; a second survey will be released six months after transition to review progress. These surveys will help the DHA immediately address concerns and inform future MTF re-scoping efforts.

7. Paperwork Reduction Act Guidelines

This collection of information does not require collection to be conducted in a manner inconsistent with the guidelines delineated in 5 CFR 1320.5(d)(2).

8. Consultation and Public Comments

Part A: PUBLIC NOTICE

A 60-Day Federal Register Notice (FRN) for the collection published on Friday, October 20, 2023. The 60-Day FRN citation is 80 FRN 72440.

One comment was received during the 60-Day Comment Period. It is included below, as well as our Agency's response to the comment.

Public comment: This is bad and should not be allowed to move forward. Why should people support a government that enacts such things as this.

Agency response: This survey is an NDAA requirement to collect information on patient satisfaction with the restructure/realignment of MTFs. Results will be briefed to DHA leadership at the conclusion of the study.

A 30-Day Federal Register Notice for the collection published on Tuesday, January 9, 2024. The 30-Day FRN citation is 89 FRN 1083.

Part B: CONSULTATION

No additional consultation apart from soliciting public comments through the Federal Register will be conducted for this submission.

9. Gifts or Payment

No payments or gifts are being offered to respondents as an incentive to participate in the collection.

10. Confidentiality

A Privacy Act Statement is not required for this collection because we are not requesting individuals to furnish personal information for a system of records.

A System of Record Notice (SORN) is not required for this collection because records are not retrievable by PII.

A Privacy Impact Assessment (PIA) is not required for this collection because PII is not being collected electronically.

As applicable, records will be maintained in accordance with the following records disposition schedules:

FILE NUMBER: 905-02
FILE TITLE: Quality Assurance Studies and Analyses of Healthcare Quality Standards
FILE DESCRIPTION: Files pertaining to the quality assurance analysis of DoD, other federal agency, State and local, and other healthcare standards including studies and analyses that result in issuance of new standards.
DISPOSITION: Permanent. Cut off upon completion of standard. Transfer to NARA 25 years after cutoff.
AUTHORITY: NC1-330-77-005, item 905-02a and 905-02c

FILE NUMBER: 905-03
FILE TITLE: Ad Hoc Quality Assurance Studies and Analyses of Healthcare Quality
FILE DESCRIPTION: Studies and evaluations on a "when required" basis, not resulting in issuance of new standards.
DISPOSITION: Temporary. Cut off upon completion of study. Destroy 5 years after cutoff.
AUTHORITY: NC1-330-77-005, item 905-02b

11. Sensitive Questions

We are including a standard race question in this survey, in addition to other demographics, in order to better understand if there are differences in patients' experiences with the transition based on their demographics. If we find differences, this will be helpful for DHA leadership to better communicate to specific demographic groups.

12. Respondent Burden and its Labor Costs

Part A: ESTIMATION OF RESPONDENT BURDEN

1) Collection Instrument
   [Restructure Or Realignment of Military Medical Treatment Facilities]
   a) Number of Respondents: 53,100
   b) Number of Responses Per Respondent: 2
   c) Number of Total Annual Responses: 106,200
   d) Response Time: 10 minutes
   e) Respondent Burden Hours: 17,700 hours

2) Total Submission Burden
   a) Total Number of Respondents: 53,100
   b) Total Number of Annual Responses: 106,200
   c) Total Respondent Burden Hours: 17,700 hours

Part B: LABOR COST OF RESPONDENT BURDEN

1) Collection Instrument
   [Restructure Or Realignment of Military Medical Treatment Facilities]
   a) Number of Total Annual Responses: 106,200
   b) Response Time: 10 minutes
   c) Respondent Hourly Wage: $29.76
   d) Labor Burden per Response: $4.96
   e) Total Labor Burden: $526,752

2) Overall Labor Burden
   a) Total Number of Annual Responses: 106,200
   b) Total Labor Burden: $526,752

Due to the wide range of respondent wages, mean wage for all occupations was used for calculations (https://www.bls.gov/oes/current/oes_nat.htm#00-0000).

13. Respondent Costs Other Than Burden Hour Costs

There are no annualized costs to respondents other than the labor burden costs addressed in Section 12 of this document to complete this collection.

14. Cost to the Federal Government

Part A: LABOR COST TO THE FEDERAL GOVERNMENT

The total cost to the government for conducting the annual web survey data collection is approximately $9,890 which includes the cost of government oversight (one GS-15 working on

this project two hours a week), web survey development, data collection, analysis and feedback report preparation and delivery.

Part B: OPERATIONAL AND MAINTENANCE COSTS

1) Cost Categories
    a) Equipment: $0
    b) Printing: $0
    c) Postage: $0
    d) Software Purchases: $0
    e) Licensing Costs: $0
    f) Other: $0

2) Total Operational and Maintenance Cost: $0

Part C: TOTAL COST TO THE FEDERAL GOVERNMENT

1) Total Labor Cost to the Federal Government: $9,890

2) Total Operational and Maintenance Costs: $0

3) Total Cost to the Federal Government: $9,890

15. Reasons for Change in Burden

This is a new collection with a new associated burden.

16. Publication of Results

The results of this information collection will not be published.

17. Non-Display of OMB Expiration Date

We are not seeking approval to omit the display of the expiration date of the OMB approval on the collection instrument.

18. Exceptions to "Certification for Paperwork Reduction Submissions"

We are not requesting any exemptions to the provisions stated in 5 CFR 1320.9.