

**DATE:** August 3, 2024

**TO:** Daniel Cline, OMB Desk Officer

**FROM:** Joella Roland, HRSA Information Collection Clearance Officer

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**Request:** The Health Resources and Services Administration (HRSA) Bureau of Primary Health Care requests approval for changes to 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 with an expiration date of April 30<sup>th</sup>, 2024.

**Purpose:** This is a request for OMB approval of a qualitative voluntary donor experience survey or focus group under HRSA's generic clearance.

National Marrow Donor Program NMDP<sup>SM</sup> ("NMDP") is the Health Resources and Services Administration (HRSA) contractor operating the Single Point of Access- Coordinating Center (SPA-CC) contract under the C.W. Bill Young Cell Transplantation Program (Program) that was established by the Stem Cell Therapeutic and Research Act of 2005 (Public Law [P.L.] 109-129) and was most recently reauthorized in 2021 (P.L. 117-15).

**Changes:** Name change from Be The Match<sup>®</sup> to NMDP<sup>SM</sup>. There are nominal changes to the burden hours. See details per this memo and attachments A, B, C, and D.

**Instruments:** The HRSA contractor will elicit feedback, via a web-based survey format, from NMDP blood stem cell donors. Feedback from donors is essential to understand the changing needs for services and information as well as to gauge the helpfulness of the HRSA contractor and the educational materials and support provided. The primary use of information gathered through the survey is to determine the effectiveness of donation programs and services.

The current 2023 burden hour estimate has changed nominally from the 2022 burden estimate. The SPA-CC recognized a calculation error, and the 2022 burden hour estimate should have been 211 instead of the previously submitted 218. Responses to the survey have increased

minimally from 1,625 to 1,672 likely due to growth in overall donor volume and the 2023 burden estimate reflects a more accurate total (217 hours) based on calculations.

All surveys are administered using a web-based survey tool. The technology used for the survey allows reminders to be sent only to non-responders, reducing the number of contacts, which also lessens the burden for both respondents and the contractor staff.

**Time Sensitivity:**

This instrument was previously approved through a generic clearance process and expires on April 30, 2024.

**Burden:**

Respondent calculation estimates are based on volumes from the current post-donation survey (Be The Match® Donation Experience Survey) distribution in 2022 and the current response rate of approximately 53 percent. Burden hours were calculated via the Qualtrics survey tool, upon programming the survey a time estimate for completion was provided.

<b>Type of Respondent</b>	<b>Form Name</b>	<b>No. of Respondents</b>	<b>No. Responses per Respondent</b>	<b>Average Burden per Response (in hours)</b>	<b>Total Burden Hours</b>
Blood Stem Cell Donors	Be The Match® Donation Experience Survey	1,672 (of 3,159 sent)	1	8 minutes (.13 hrs.)	217
<b>Total</b>		1,672 (of 3,159 sent)	1	8 minutes (.13 hrs.)	217

**PROPOSED CLARIFICATIONS AND NON-SUBSTANTIVE CHANGES:**

Survey name change from Be The Match® Donation Experience Survey to NMDP<sup>SM</sup> Donation Experience Survey.

**Attachments:**

Attachment A - Donation Experience Survey - Name Change Edits