

Supporting Statement Outline

NOTE: Complete Part B for Survey ICR Requests

SUPPORTING STATEMENT – PART B

SCORE™ Culture and Engagement Survey – 0720-SCOR

B. COLLECTIONS OF INFORMATION EMPLOYING STATISTICAL METHODS

If the collection of information employs statistical methods, the following information should be provided in this Supporting Statement:

1. Description of the Activity

The SCORE™ culture survey is a web-based instrument administered to all staff, both clinical and non-clinical, working in the military medical treatment facilities (MTFs) within the Defense Health Network National Capital Region (DHN NCR); no sampling will be conducted. There are approximately 11,463 military, civilian, contractor, and volunteers assigned DHN NCR facilities. During the last iteration of the survey, there was a 60% response rate. Of those there were 3,224 (47%) active duty, 2,741 (40%) civilian, 737 contractors (11%), 66 volunteers (0.9%), and 105 unidentified.

The survey takes about 15 minutes to complete. All survey responses are voluntary and will be individually anonymous.

2. Procedures for the Collection of Information

The survey is offered to all employees with the DHN NCR military treatment facilities (military, civilian, contract, volunteers, trainees, etc.); thus, there is no sample to which the survey is targeted.

3. Maximization of Response Rates, Non-response, and Reliability

Multiple communication channels such as email, intranet announcements, posters, flyers, and team meetings are used to maximize the response rate. 60% response rate is encouraged to provide actionable data; the minimum response rate to ensure data validity is 40%. The survey will be administered voluntarily to all staff within the DHN NCR. MTF leaders will use email, posters, and flyers to communicate the survey. Fact sheets will be provided to all staff members to communicate the purpose and importance of the SCORE survey. During the survey period, response rates will be provided by work setting and staff will be encouraged to take the survey if they have not already completed it. The survey uses a generic link to protect anonymity, so reminder emails will be sent to all staff regardless of if they have already completed the survey. MTF leaders provide the number of staff eligible to take the survey which allows for a response rate to be calculated.

4. Tests of Procedures

There are no test procedures.

5. Statistical Consultation and Information Analysis

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