

**SUBMISSION OF INFORMATION COLLECTION UNDER THE
Generic Clearance for the Collection of Qualitative Feedback on Agency Service
Delivery**

DATE OF REQUEST: August 30, 2016

SUB AGENCY (I/C): HHS/AHRQ

**TITLE: : Nominator Customer Satisfaction Survey for the Evidence Based
Practice Center (EPC) Division**

GENERIC CLEARANCE UNDER OMB#: 0925-0179

EXP. DATE: 11/30/2017

ABSTRACT:

The mission of the EPC program is to create reports that improve healthcare by supporting evidence-based decision making by patients, providers, and policymakers. To ensure that our reports are used, we invite nominations from professional organizations that create guidelines or other private or public sector organizations that need a systematic review of the evidence on some medical question in order to improve medical care. In order to improve how we work with these nominators and to improve the utility of the final report, we would like to interview a representative of each nominator (most likely whoever worked as liaison with us during the project) about their experience and the usefulness of the final report once the project is completed. This information will be used to increase the efficiency and impact of our program.

TOTAL ANNUAL BURDEN APPROVED: 3,383 Hours Per year

BURDEN USED TO DATE: 404 hours.

BURDEN THIS REQUEST: 20 hours.

FEDERAL COST: The estimated annual cost to the Federal government is \$1,200.

IS RACE AND ETHNICITY DATA COLLECTED AS REQUIRED?

 YES NO x N/A

OBLIGATION TO RESPOND:

 x VOLUNTARY
 REQUIRED TO OBTAIN OR RETAIN BENEFITS
 MANDATORY

HOW WILL THIS SURVEY BE OFFERED?

 WEB SITE
 x TELEPHONE INTERVIEW
 MAIL RESPONSE
 IN PERSON INTERVIEW
 OTHER: _____

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