

# Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 0935-0179)

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**TITLE OF INFORMATION COLLECTION:** Voluntary Customer Satisfaction Survey of AHRQ PSNet Users

## **PURPOSE:**

The purpose of this request is to conduct a voluntary customer satisfaction survey of the AHRQ Patient Safety Network (PSNet) site to invite feedback from our audience on how the site is being used as a resource on patient safety, along with the extent to which it is meeting the needs of its users. A secondary objective is to use the results to consider future enhancements to the AHRQ PSNet site. To achieve this goal, a short web-based survey will be available on the site for readers to complete voluntarily during a 4-week period in 2022. (The survey instrument was previously developed, validated, and administered. It has been updated slightly in 2014 to account for some new features of the site.)

AHRQ PSNet is a popular patient safety site that offers weekly updates on patient safety literature, reports, news, tools, and meetings, and a vast set of carefully annotated links to important research and other information on patient safety. Supported by a robust taxonomy and web architecture, AHRQ PSNet provides powerful searching and browsing capability, as well as the ability for diverse users to customize the site around their interests (My PSNet). AHRQ PSNet can be accessed via the Internet at <http://psnet.ahrq.gov>.

## **DESCRIPTION OF RESPONDENTS:**

Respondents will be a sample of visitors to the AHRQ PSNet site during the survey period, and may include health care providers, allied health professionals, educators, and trainees, along with non-clinician hospital, quality, and safety professionals.

## **TYPE OF COLLECTION:** (Check one)

- |   |   |
|---|---|
| <input type="checkbox"/> Customer Comment Card/Complaint Form                     | <input type="checkbox"/> Customer Satisfaction Survey |
| <input checked="" type="checkbox"/> Usability Testing (e.g., Website or Software) | <input type="checkbox"/> Small Discussion Group       |
| <input type="checkbox"/> Focus Group  | <input type="checkbox"/> Other: _____                 |

## **CERTIFICATION:**

I certify the following to be true:

1. The collection is voluntary.
2. The collection is low-burden for respondents and low-cost for the Federal Government.
3. The collection is non-controversial and does not raise issues of concern to other federal agencies.
4. The results are not intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of substantially informing influential policy decisions.
6. The collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the future.

Name: \_\_Rhoni Rakos

To assist review, please provide answers to the following question:

**Personally Identifiable Information:**

1. Is personally identifiable information (PII) collected? ☒ Yes ☐ No
2. If Yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974? ☐ Yes ☒ No
3. If Applicable, has a System or Records Notice been published? ☐ Yes ☐ No

**Gifts or Payments:**

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants?  
☐ Yes ☒ No

**Category of Respondent:** *(the options here are Public Sector or Private Sector, or both)*  
Both

**BURDEN HOURS**

Category of Respondent	No. of Respondents	Participation Time	Burden
AHRQ PSNet site visitor	200	3 minutes	10 hours
User Interview	25	1 hour	25 hours
<b>Totals</b>	<b>200 (25 will be selected for additional interview)</b>	<b>3 minutes OR 1 hour 3 minutes</b>	<b>35 hours</b>

**FEDERAL COST:** The estimated annual cost to the Federal government is \$4,165

**Annual cost to AHRQ for project oversight**

AHRQ Position	% Time	Annualized Cost
GS-14, Step -5	3%	\$4,165
Total		\$4165

<https://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/salary-tables/21Tables/html/DCB.aspx>

**If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:**

**The selection of your targeted respondents**

1. Do you have a customer list or something similar that defines the universe of potential respondents and do you have a sampling plan for selecting from this universe? ☐ Yes ☒ No

If the answer is yes, please provide a description of both below (or attach the sampling plan)? If the answer is no, please provide a description of how you plan to identify your potential group of respondents and how you will select them?

All visitors to the AHRQ PSNet site during the survey period will be eligible to participate in the survey. The AHRQ PSNet site has, on average, 130,000 visitor sessions per month. Using the relatively conservative assumption of a 3% response rate, we would expect up to 4,000 responses over a one-month period. We propose to solicit all site visitors for up to 4 weeks with the expectation that we will obtain the targeted 200 responses. Once we have received 200 responses, the survey will be automatically disabled, and we will remove it from the site.

During the administration period, participant recruitment will occur as follows. The first approach will be that during the survey period, visitors to the website will encounter a "pop-up-type" window requesting their participation in the survey. Choosing to take the survey will open the electronic survey instrument in a new window. The second approach will be a link to the survey in our weekly e-mail newsletter to registered users.

### **Administration of the Instrument**

1. How will you collect the information? (Check all that apply)

☒ Web-based or other forms of Social Media

☐ Telephone

☐ In-person

☐ Mail

☐ Other, Explain

2. Will interviewers or facilitators be used? ☒ Yes ☐ No

**Please make sure that all instruments, instructions, and scripts are submitted with the request.**

Attachment A: Survey Instrument