

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

TITLE OF INFORMATION COLLECTION:

Information Gathering and Usability Testing to Harmonize AHRQ Data Tools

PURPOSE:

AHRQ has a number of data tools online that allow users with little to no programming experience to use data. These include MEPS tables and MEPSnet (Household and Insurance Component), the Healthcare Cost and Use Project (HCUPnet and FastStats), the Quality and Disparities Reports and tables from the CAHPS user database.

This project will interview users (up to 10 for each tool) in order to assess needed improvements and identify ways that the tools could be harmonized across data sources to improve the user experience and reduce AHRQ's total cost of developing and maintaining these tools. This collection is one of several activities feeding into this assessment.

This collection is entirely for AHRQ's review of the tools and improving our service to customers. It is in no way related to a scientific or policy decision

DESCRIPTION OF RESPONDENTS:

Targeted respondents are current or potential customers of AHRQ data tools. They are familiar with at least one AHRQ dataset or data tool and have previously engaged with AHRQ to learn more about AHRQ datasets or summary statistics. AHRQ employees will identify the respondents that they anticipate will be most enthusiastic to participate in an effort to improve AHRQ's data tools.

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: _____

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

Personally Identifiable Information:

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

Gifts or Payments:

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

Category of Respondent: Public and Private Sector

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
Users of MEPS tools	50	1 hour	50
Totals	50		50

FEDERAL COST: The estimated annual cost to the Federal government is \$1,268.69 _____

Grade	Number of Hours	Value
Survey/Statistical Support: GS-14, Step 5 average	<u>20</u>	\$1,268.69
Total		<u>\$,1,268.69</u>

<https://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/salary-tables/pdf/2018/DCB.pdf>

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

Targeted respondents are current or potential customers of AHRQ data tools. They are familiar with at least one AHRQ dataset or data tool and have previously engaged with AHRQ to learn more about AHRQ datasets or summary statistics. AHRQ employees will identify the respondents that they anticipate will be most enthusiastic to participate in an effort to improve AHRQ's data tools.

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?

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