

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

**DATE OF REQUEST:** 04/06/2021

**SUB AGENCY (I/C):** HHS/AHRQ

**TITLE:** AHRQ ECHO National Nursing Home COVID-19 Action Network  
Customer Satisfaction Survey

**GENERIC CLEARANCE UNDER OMB#:** 0935-0179

**EXP. DATE:** 11/30/2023

**ABSTRACT:**

Nursing homes have reported nearly 571,000 confirmed cases of severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) infection and coronavirus disease 2019 (COVID-19), resulting in over 112,000 COVID-19-related deaths.<sup>1</sup> The U.S. Department of Health and Human Services (HHS) has distributed funds to nursing homes and launched several initiatives to improve nursing home safety and infection control.<sup>2</sup> AHRQ's National Nursing Home COVID-19 Action Network (the Network) is a cornerstone of HHS's response, intended to provide training and assistance to nursing homes on best practices to minimize transmission of SARS-CoV-2.<sup>3</sup> The Network expands AHRQ's programmatic efforts to address quality and safety in long-term care,<sup>4</sup> and aligns with other agency efforts to provide COVID-19 guidance to nursing homes.<sup>5</sup> As the pandemic continues, nursing homes require easy access and implementation support for up-to-date best practices on SARS-CoV-2 infection control, COVID-19 care and management, and safety measures to protect residents and staff.

AHRQ's National Nursing Home COVID-19 Coordinating Center plays a critical, complementary role to the Network as a bridge between AHRQ's initiatives and the nursing home quality improvement (QI) community that: 1) engages scientific and policy stakeholders to identify safety needs and best practices, 2) ensures coordinated development and dissemination of QI tools and other resources, and 3) assesses the impact of the Network to inform the nation's COVID-19 response.

**TOTAL ANNUAL BURDEN APPROVED:** 3,383 Hours Per year

**BURDEN USED TO DATE:** 1687 hours.

**BURDEN THIS REQUEST:** 505 hours.

**FEDERAL COST:** The estimated annual cost to the Federal government is \$50,285\_\_\_\_\_.

**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?**

  X   WEB SITE

\_\_\_\_\_ TELEPHONE INTERVIEW

\_\_\_\_\_ MAIL RESPONSE

X IN PERSON INTERVIEW

OTHER: \_\_\_\_\_

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