

**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.¹ 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.² 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-2.³ The Network expands AHRQ's programmatic efforts to address quality and safety in long-term care,⁴ and aligns with other agency efforts to provide COVID-19 guidance to nursing homes.⁵ 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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