Request for Approval under the "Generic Clearance for the Collection of Routine Customer Feedback"

TITLE OF INFORMATION COLLECTION: Agency for Healthcare Research and Quality (AHRQ) COVID-19 Primary Care Learning Community Participant Survey

PURPOSE:

In mid-2020, AHRQ established the COVID-19 Primary Care Learning Community with the goal of supporting primary care practices to help them adapt new methods of care delivery during COVID-19 and beyond. The Learning Community was targeted toward regional, state, and local organizations who work directly with primary care practices including Quality Improvement Organizations (QIO)s regional extension centers, practice transformation organizations, primary care associations, Area Health Education Centers (AHEC), state and local agencies that support primary care practices, professional societies, EvidenceNOW grantees, and others along with representation of those on the front lines. A key goal of the Learning Community was to encourage communication between the organizations and the practices they support, to learn what practices need and find resources to assist them, and communication between the organizations and AHRQ to help determine where AHRQ could make investments in primary care for the greatest impact.

The Learning Community consisted of three main activities: (1) webinars and small group discussions on topics of interest to organizations that support primary care, (2) a repository of resources on topics of interest to primary care, delivered monthly to community members via newsletter, and (3) a white paper describing the challenges COVID-19 has placed on primary care practices and providers and innovative ways in which primary care has responded.

Prior to launching the Learning Community, AHRQ hosted three listening sessions in August and October 2020. The purpose of the listening sessions was to hear from various primary care stakeholders about their efforts, experiences, challenges, and needs during the COVID-19 pandemic. During these listening sessions, attendees provided input on topics, formats, and frequency of Learning Community meetings, as well as what they hoped to gain from the Learning Community.

Based on feedback from the listening sessions, AHRQ held a series of eight Learning Community webinar sessions between December 2020 and November 2021 to discuss and learn about challenges and innovative work being done across the country to address the needs of primary care practices. The session formats encouraged interaction and peer-to-peer learning among attendees. A variety of formats were used, including guest speakers; small group discussions segmented by audience, role, or speaker topic; short 5-minute speaker presentations; longer guest speaker presentations; panels with Q&A; and large group discussions that included share outs from small groups and reactions to guest speaker presentations. Session topics included 1) whole-person care during COVID-19, 2) the role of practice facilitation in supporting primary care practices during COVID-19, 3) role of primary care in promoting vaccine confidence, 4) experiences with supporting primary care and COVID-19 vaccination efforts, 5) use of telehealth in primary care, 6) integrating primary care and public health in response to COVID-19, 7) integrating behavioral health and primary care during COVID-19, and 8) supporting well-being during COVID-19 and beyond.

To assess whether the webinar sessions met the needs and expectations of the Learning Community members, AHRQ would like to obtain feedback from participants who attended one or more of the webinar sessions. We

will administer a short, web-based survey to collect feedback on which session(s) they attended; which benefits they may have received through their participation in the learning community; how valuable they found each learning community activity; and whether they would be interested in participating in any future learning community activities. The information will be used by AHRQ to inform any potential future Primary Learning Community activities.

DESCRIPTION OF RESPONDENTS:

Respondents will be Primary Care Learning Community members who attended at least one of the eight webinar sessions hosted between December 2020 and November 2021. These participants represent over 200 organizations, including universities and other research institutions, healthcare providers, and quality improvement organizations. Participants most commonly hold the professional roles of program manager or researcher, as well as practice facilitators and clinical healthcare personnel.

TYPE OF COLLECTION: (Check one)

[ ] Customer Comment Card/Complaint Form   [X] Customer Satisfaction Survey

[ ] Usability Testing (e.g., Website or Software   [ ] Small Discussion Group

[] Focus Group   [] 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:_____Marian James_____

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 [ ] 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 [X] No

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

Both public sector and private sector

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time (minutes)	Burden (hours)
Web-based survey	285	5	24
Totals	**285**		**24**

FEDERAL COST: The estimated annual cost to the Federal government is $220.00_____

Grade	Number of Hours	Value
GS-14	2	100.00
GS-15	2	120.00
Total		220.00

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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?

    [X] 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?

> We will target all individuals from the Learning Community who attended at least one of the eight webinar sessions between December 2020 and November 2021. AHRQ's contractor for the Primary Care Learning Community, NORC at the University of Chicago, maintains an updated Learning Community contact list, which is used to invite members to attend upcoming webinar sessions, and for distribution of the monthly newsletter. As of November 2021, the list consists of approximately 470 Learning

Community members who have registered for at least one session or requested to be added to the contact list. Of these, approximately 285 attended at least one or more of the eight webinar sessions. NORC will send the survey invitation email to the list of individuals who attended at least one webinar session.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)
   [X] Web-based or other forms of Social Media

   [ ] Telephone

   [ ] In-person

   [ ] Mail

   [ ] Other, Explain

2. Will interviewers or facilitators be used? [ ] Yes [X] No