

**DATE:** June 30, 2025

**TO:** Dan Cline, Desk Officer, Office of Management and Budget

**FROM:** Samantha Miller, Information Collection Clearance Officer, Office of Planning, Analysis and Evaluation, Health Resources and Services Administration

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**Request:** The Health Resources and Services Administration (HRSA) Health Services Bureau requests approval for a change to the NMDP<sup>®</sup> Patient Support Center Survey (OMB 0906-0004 expiration date 10/31/2026).

**Purpose:** The survey measures satisfaction with the NMDP Patient Support Center. The purpose of this request is to make a change to the survey screening instrument to make it applicable to both the English and Spanish versions. The change to each of the surveys is necessary to comply with Executive Order 14168 (January 20, 2025). The change involves removing one question that asks for the respondent's gender. There are no changes to the email text, other survey questions, or survey methodology.

This memo explains the change and supporting rationale.

**Changes:** Question 6 in the original survey asks for the respondent's gender. This question will be removed from the survey.

#### **Instruments:**

Attached are the English language burden statement that includes the survey instrument – clean and redlined (Attachments 1 and 2), and the Spanish language burden statement that consists of the survey instrument – clean and redlined (Attachments 3 and 4). The changes to the overall scope of the survey instrument are minimal, with one question regarding respondent gender being removed.

#### **Survey Design, Patient Sampling and Recruitment, and Survey Materials**

There are no changes to survey methodology, design, recruitment, or email invitations. The invitation to participate is sent to all individuals who interact with the Patient Support Center, so sampling is not used.

**Time Sensitivity:** The change to each version must be completed to ensure compliance with Executive Order 14168, so timely approval within the standard 10 business day timeline is requested.

**Burden:** The change included herein does not alter the estimated reporting burden for patients.

**PROPOSED CLARIFICATIONS AND NON-SUBSTANTIVE CHANGES:**

**Table A**

<b>Instrument</b>	<b>Variable</b>	<b>Change implemented</b>	<b>Rationale</b>
05122023 - OPA PSC Survey English - OMB 0906-0004	Gender	Question 6 will be removed from the survey.	Compliance with Executive Order 14168 (January 20, 2025)
05122023 - OPA PSC Survey Spanish - OMB 0906-0004	Gender	Question 6 will be removed from the survey.	Compliance with Executive Order 14168 (January 20, 2025)

**Attachments:**

1. OPA PSC Survey English - OMB 0906-0004 – 06302025 - CLEAN
2. OPA PSC Survey English - OMB 0906-0004 – 06302925 - REDLINE (All changes and additions are tracked.)
3. OPA PSC Survey Spanish - OMB 0906-0004 – 06302925 - CLEAN.
4. OPA PSC Survey Spanish - OMB 0906-0004 – 06302025 – REDLINE (All changes and additions are tracked.)