

Generic Clearance for the Trusted Exchange Framework and Common Agreement (TEFCA) Monitoring Activities

Supporting Statement B

B. STATISTICAL METHODS

Data collection methods and procedures will vary and will include a mix of qualitative and quantitative approaches. The Office of the National Coordinator for Health Information Technology (ONC) primary purpose of data collection is for internal program monitoring. Information may be used to communicate program performance and progress. This could include sharing information about TEFCA performance externally to stakeholders or through reports to Congress, investigations by federal entities such as the HHS Office of the Inspector General and the U.S. Government Accountability Office, or other related purposes.

1. Universe and Respondent Selection

Data collection under this clearance will include qualitative and quantitative methods. The activities under this clearance may involve samples of self-selected TEFCA participants, as well as convenience samples, and quota samples, with respondents selected either to cover a broad range of customers or to include specific characteristics related to certain products or services. Results will not be used to make statements representative of the universe of study, to produce statistical descriptions (careful, repeatable measurements), or to generalize the data beyond the scope of the sample. The specific sample planned for each individual collection and the method for soliciting participation will be described fully in each collection request.

As noted, activities under this clearance may include qualitative methods to gather information from TEFCA participants to inform ONC about the TEFCA user experience. Qualitative surveys are tools used by the government to gather information necessary to improve programs, products, or services. The accuracy, reliability, and applicability of the results of these surveys are adequate for their purpose.

The samples associated with this collection are not subjected to the same scrutiny as scientifically drawn samples where estimates are published or otherwise released to the public.

2. Procedures for Collecting Information

Data collection methods and procedures will vary and the specifics of these will be provided with each collection request. ONC expects to use a variety of methodologies for these collections. For example, ONC or its contractors may use electronic or commercial survey-specific software to automate its collection and analysis of feedback. Information collection instruments may be electronically disseminated and/or posted on target pages of ONC or the

contractor's website. Telephone scripts, personal interviews, and focus groups with professional guidance and moderation may also be used.

3. Methods to Maximize Response

Information collected under this generic clearance will not yield generalizable quantitative findings; it can provide useful input on participation and program monitoring metrics, but it will not yield data about participant or customer opinions that can be generalized.

4. Testing of Procedures

Pretesting may be done with internal staff, a limited number of external colleagues, and/or customers who are familiar with the programs and products. If the number of pretest respondents exceeds nine members of the public, ONC will submit the pretest instruments for review under this generic clearance.

5. Contacts for Statistical Aspects and Data Collection

ONC program staff will obtain information from statisticians in the development, design, conduct, and analysis of the information collected when appropriate. This statistical expertise will be available from agency statisticians or from contractors and ONC will include the names and contact information of persons consulted in the specific information collection requests submitted under this generic clearance.