

DEPARTMENT OF HEALTH AND HUMAN SERVICES

Agency for Health Care Policy and Research

Agency Information Collection Activities: Proposed Collection: Comment Request

AGENCY: Agency for Health Care Policy and Research, HHS.

ACTION: Notice.

SUMMARY: This notice announces the Agency for Health Care Policy and Research's (AHCP) intention to request the Office of Management and Budget (OMB) to grant a generic approval for "Voluntary Customer Surveys of 'Partners' of the Agency for Health Care Policy and Research." In accordance with the Paperwork Reduction Act of 1995, Public Law 104-13 (44 U.S.C. 3506(c)(2)(A)), the Agency for Health Care Policy and Research invites the public to comment on this proposed information collection request to allow AHCP to conduct surveys.

The Agency for Health Care Policy and Research will publish periodic summaries of proposed projects being developed for submission to OMB under the Paperwork Reduction Act of 1995.

DATES: Comments on this notice must be received by November 23, 1998.

ADDRESSES: Written comments should be submitted to: Ruth A. Celtnieks, Reports Clearance Officer, AHCP, 2101

E. Jefferson Street, Suite 500, Rockville, Maryland 20852-4908. All comments will become a matter of public record.

FOR FURTHER INFORMATION CONTACT: Ruth A. Celtnieks, AHCP Reports Clearance Officer, (301) 594-1406, ext. 1497.

SUPPLEMENTARY INFORMATION:

Proposed Project

"Voluntary Customer Surveys of 'Partners' of the Agency for Health Care Policy and Research"

In response to Executive Order 12862, the Agency for Health Care Policy and Research (AHCP) plans to conduct voluntary customer surveys of "partners" to identify how well AHCP is performing its functions with its partners and to use this information to determine the kind and quality of services they want and expect, their level of satisfaction with existing services, and to implement improvements where feasible and practical. AHCP partners are typically payers, plans, practitioners and health care providers, researchers, AHCP suppliers and in some cases State and local governments or persons or entities that provide service to the public for AHCP, e.g., a middle man.

Partner surveys to be conducted by AHCP may include, for example, surveys of grantees to measure satisfaction with technical assistance received from AHCP. Results of these surveys will be used to assess and

redirect resources and efforts needed to improve services.

In addition, approval is requested for customer surveys that would be undertaken by one of AHCP's "partners" (grantees) to assess their satisfaction with services received. For example, the AHCP's Office of Research Review, Education, and Policy (ORREP) provides grant funds for training of health services researchers. AHCP would like to survey scholars whose training it has supported regarding their training experience. The Office for Health Care Information (OHCI) is proposing to survey one component of their customers: researchers. This proposed survey will be undertaken by a contractor to determine how AHCP could better serve the research community. Questions asked may include a need for extended hours to answer inquiries on grant submission-related matters or the development of a comprehensive manual on grant submission.

Method of Collection

The data will be collected using a combination of preferred methodologies appropriate to each survey. These methodologies are:

- Mail surveys;
- Evaluation forms; and
- Telephone surveys.

The estimated annual burden is as follows:

Type of survey	Number of respondents	Average burden/ response	Total hours of burden
Mail/Telephone Surveys	3,000	20 minutes	1,000
Focus Groups	200	1.5 hours	300
Totals	3,200	.41 hours	1,300

Request for Comments

Comments are invited on: (a) The necessity of the proposed collection for the proper performance of the functions of the Agency, including whether the information shall have practical utility; (b) the accuracy of the Agency's estimate of the burden of the proposed collection of information; (c) ways to enhance the quality, utility, and clarity of the information to be collected; and (d) ways to minimize the burden of the collection of information on respondents, including through the use of automated collection techniques or other forms of information technology.

Comments submitted in response to this notice will be summarized and/or included in the request for OMB approval of this information collection.

Copies of these proposed collections plans can be obtained from the AHCP Reports Clearance Officer (see above).

Dated: September 14, 1998.

John M. Eisenberg,

Administrator.

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DEPARTMENT OF HEALTH AND HUMAN SERVICES

Centers for Disease Control and Prevention

Chronic Fatigue Syndrome Coordinating Committee (CFSCC): Notice of Charter Renewal

This gives notice under the Federal Advisory Committee Act (Public Law 92-463) of October 6, 1972, that the Chronic Fatigue Syndrome Coordinating Committee, Centers for Disease Control and Prevention, Department of Health and Human Services, has been renewed for a 2-year period beginning September 5, 1998, through September 5, 2000.

For further information, contact Lisa Blake-DiSpigna, Executive Secretary,