

DEPARTMENT OF HEALTH AND HUMAN SERVICES**National Institutes of Health****Warren Grant Magnuson Clinical Center; Proposed Collection; Comment Request; Customer and Other Partners Satisfaction Surveys**

Summary: In compliance with the requirement of section 3506(c)(2)(A) of the Paperwork Reduction Act of 1995 for the opportunity for public comment on the proposed data collection projects, the Warren Grant Magnuson Clinical Center (CC), the National Institutes of Health, (NIH) will publish periodic summaries of proposed projects to be submitted to the Office of Management and Budget (OMB) for review and approval.

Proposed Collection

Title: Customer and Other Partners Satisfaction Surveys. *Type of Information Collection Request:* New request/waiver. *Need and Use of Information Collection:* The information

collected in these surveys will be used by Clinical Center personnel: (1) To evaluate the satisfaction of various Clinical Center customers and other partners with Clinical Center services; (2) to assist with the design of modifications of these services, based on customer input; (3) to develop new services, based on customer need; and (4) to evaluate the satisfaction of various Clinical Center customers and other partners with implemented service modifications. These surveys will almost certainly lead to quality improvement activities that will enhance and/or streamline the Clinical Center's operations. The major mechanisms by which the Clinical Center will request customer input is through surveys and focus groups. The surveys will be tailored specifically to each class of customer and to that class of customer's needs. Surveys will either be collected as written documents, as faxed documents, mailed electronically or collected by telephone from customers. Information gathered from these surveys of Clinical Center

customers and other partners will be presented to, and used directly by, Clinical Center management to enhance the services and operations of our organization. *Frequency of Response:* The participants will respond yearly. *Affected public:* Individuals and households; businesses and other for profit, small businesses and organizations. *Types of respondents:* These surveys are designed to assess the satisfaction of the Clinical Center's major internal and external customers with the services provided. These customers include, but are not limited to, the following groups of individuals: Clinical Center patients, family members of Clinical Center patients, visitors to the Clinical Center, National Institutes of Health investigators, NIH intramural collaborators, private physicians or organizations who refer patients to the Clinical Center, volunteers, vendors and collaborating commercial enterprises, small businesses, regulators, and other organizations. The annual reporting burden is as follows:

Customer	Type of survey	Estimated number to be surveyed	Expected response rate (percent)	Time to complete survey (minutes)	Estimated burden hours
FY 2004					
Clinical Center Patients	Questionnaire	5000	50	30	1250
Family Members of Patients	Questionnaire	3000	50	30	750
Visitors to the Clinical Center ...	Questionnaire	1500	15	10	37.5
Clinical Center Employees	Questionnaire/Electronic	2500	60	20	501
NIH Investigators	Questionnaire/Electronic	2400	25	30	300
NIH Intramural Collaborators	Questionnaire/Electronic	1500	30	15	112.5
Vendors and Collaborating Commercial Enterprises.	Questionnaire	2000	20	15	100
Professionals and Organizations Referring Patients.	Questionnaire/Electronic	1000	30	20	100.2
Regulators	Questionnaire/Electronic	30	85	20	8.5
Volunteers	Questionnaire	275	60	20	55.11
Total	19,205	3215.01
FY 2005					
Clinical Center Patients	Questionnaire/Electronic	5000	50	30	1250
Family Members of Patients	Questionnaire/Electronic	2000	50	30	500
Visitors to the Clinical Center ...	Questionnaire/Electronic	1000	15	10	25
Clinical Center Employees	Questionnaire/Electronic	2500	60	20	501
NIH Investigators	Questionnaire/Electronic	2500	25	20	208.75
NIH Intramural Collaborators	Questionnaire/Electronic	1000	30	10	50.1
Vendors and Collaborating Commercial Enterprises.	Questionnaire/Electronic	2500	20	15	125
Professionals and Organizations Referring Patients.	Questionnaire/Electronic	3000	30	20	300.6
Regulators	Questionnaire/Electronic	25	80	15	5
Volunteers	Questionnaire/Electronic	300	50	15	37.5
Total	19,825	3002.95
FY 2006					
Clinical Center Patients	Questionnaire/Electronic	5000	60	30	1500
Family Members of Patients	Questionnaire/Electronic	2000	40	30	400
Visitors to the Clinical Center ...	Questionnaire/Electronic	1000	15	10	25.05
Clinical Center Employees	Questionnaire/Electronic	2500	60	15	375