

**SUBMISSION OF INFORMATION COLLECTION UNDER THE  
Generic Clearance for the Collection of Qualitative Feedback on Agency Service  
Delivery**

**DATE OF REQUEST:** January 12, 2017

**SUB AGENCY (I/C):** HHS/AHRQ

**TITLE:** Customer Satisfaction Analysis for the AHRQ National Healthcare Quality and Disparities Report and National Quality Strategy Products and Websites

**GENERIC CLEARANCE UNDER OMB#:** 0925-0179

**EXP. DATE:** 11/30/2017

**ABSTRACT:**

The Agency for Healthcare Research and Quality (AHRQ) seeks feedback from customers and stakeholders on their experiences with the National Healthcare Quality and Disparities Reports (QDR) and National Quality Strategy (NQS) products to examine their satisfaction with these products and identify opportunities to improve the quality of these resources. The customer satisfaction interviews described in this request would provide needed input on the extent to which QDR and NQS reports, products, and websites are meeting the current needs of customers, and collect ideas for ways to improve the usability and relevance of these products to advance quality improvement efforts and the NQS aims.

**TOTAL ANNUAL BURDEN APPROVED:** 3,383 Hours Per year

**BURDEN USED TO DATE:** 534 hours.

**BURDEN THIS REQUEST:** 40 hours.

**FEDERAL COST:** The estimated annual cost to the Federal government is \$37,981\_\_\_\_\_.

**IS RACE AND ETHNICITY DATA COLLECTED AS REQUIRED?**

\_\_\_\_\_ YES      \_\_\_\_\_ NO      \_\_\_\_\_x\_ N/A

**OBLIGATION TO RESPOND:**

VOLUNTARY  
\_\_\_\_\_ REQUIRED TO OBTAIN OR RETAIN BENEFITS  
\_\_\_\_\_ MANDATORY

**HOW WILL THIS SURVEY BE OFFERED?**

\_\_\_\_\_ WEB SITE  
 TELEPHONE INTERVIEW  
\_\_\_\_\_ MAIL RESPONSE  
 IN PERSON INTERVIEW  
\_\_\_\_\_ OTHER: \_\_\_\_\_

**CONTACT INFORMATION:**

NAME: Erwin Brown  
TELEPHONE NUMBER: 301.427.1652  
EMAIL ADDRESS: ebrown@ahrq.gov