

NOTICE OF OFFICE OF MANAGEMENT AND BUDGET ACTION

Date 06/06/2012

Department of Veterans Affairs

FOR CERTIFYING OFFICIAL: Roger Baker

FOR CLEARANCE OFFICER: Denise McLamb

In accordance with the Paperwork Reduction Act, OMB has taken action on your request received 06/06/2012

ACTION REQUESTED: Generic IC

TYPE OF REVIEW REQUESTED:

ICR REFERENCE NUMBER: 201107-2900-001

AGENCY ICR TRACKING NUMBER: 2900-0770

TITLE: Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery (NCA, VBA, VHA)

LIST OF INFORMATION COLLECTIONS: See next page

OMB ACTION: Approved without change

OMB CONTROL NUMBER: 2900-0770

The agency is required to display the OMB Control Number and inform respondents of its legal significance in accordance with 5 CFR 1320.5(b).

EXPIRATION DATE:

DISCONTINUE DATE:

BURDEN:	RESPONSES	HOURS	COSTS
Previous	200,000	100,000	0
New	200,000	100,000	0
Difference			
Change due to New Statute	0	0	0
Change due to Agency Discretion	0	0	0
Change due to Agency Adjustment	0	0	0
Change Due to Potential Violation of the PRA	0	0	0

TERMS OF CLEARANCE: Terms of the Generic ICR remain in effect.

OMB Authorizing Official:

Kevin F. Neyland
Deputy Administrator,
Office Of Information And Regulatory Affairs

List of ICs				
IC Title	Form No.	Form Name	CFR Citation	Hrs/\$/Resp
Veterans Transportation Service (VTS) Veterans Satisfaction Questionnaire	VA Form 10-0517	Veterans Transportation Service (VTS) Questionnaire	5 CFR 1320.8(d)	1,281 / 0 / 13,482
Clinical Video Telehealth (CVT) Patient Satisfaction Survey	VA Form 10-0481a	Clinical Video Telehealth (CVT) Patient Satisfaction Survey	5 CFR 1320.8(d)	125 / 0 / 2,500
Patient Satisfaction Questionnaire: Network Consolidated Laboratory (NCL) Phlebotomy Service	VA Form 10-0516	Patient Satisfaction Questionnaire: Laboratory P&LMS VA New England Healthcare System	5 CFR 1320.8(d)	80 / 0 / 1,600
Telephone Survey on User Experience and Satisfaction with the Virtual Lifetime Electronic Record (VLER) Health Data Exchange			5 CFR 1320.8(d)	55 / 0 / 220
Project ARCH (Access received Closer to Home) Patient Satisfaction Survey	VA Form 10-0522	Project ARCH (Access Received Closer to Home) Patient Satisfaction Survey	5 CFR 1320.8(d)	1,440 / 0 / 7,200
VHA Generic Request: Notice Nurse Comment Card; Low Vision Clinic Patient Satisfaction Survey; Vendor Registration; Telephone Transformation Focus Group	VA Form 10-0527, VA Form 10-0528, VA form 10-0519	PVAMC Low Vision Patient Satisfaction Survey, Vendor Application for Fair, Notice Your Nurse		126 / 0 / 586
PACT Lab Caregiver and Patient Focus Groups; Point of Care (POC) Patient and Provider Focus Groups; Telehealth	Article and Volume Number of Newsletter, VA Form 10-0526			1,165 / 0 / 11,356

List of ICs				
IC Title	Form No.	Form Name	CFR Citation	Hrs/\$/Resp
in the PADRECC: Veteran Focus Group; COMM Patient Survey; Office of Public Health Survey				
Childcare Service Satisfaction Survey; Purchased Care Online Survey; VHA ORD Focus Group Request; Teleretinal Patient Satisfaction Survey; Spinal Cord Home Care Satisfaction Survey	VA Form 10-0538, VA Form 10-0540, VA Form 10-0542, VA Form 10-0531	Purchased Care Patient Satisfaction Survey, Teleretinal Patient Satisfaction Survey, Spinal Cord Home Care Survey, Childcare Services Satisfaction Survey		1,883 / 0 / 30,875
Spinal Cord Patient Survey; Caregiver Training Participant Feedback; Income Verification Survey; Non-VA Care Vet Survey; Neuro-Rehab Satisfaction Survey	VA Form 10-0545, VA Form 10-0541, VA Form 10-0520, VA Form 10-0515, VA Form 10-0546	Non-VA Care Coordination Veteran Satisfaction Survey, Survey of Veterans' Satisfaction with Income Verification, National Family Caregiver Participant Training Feedback Form, Spinal Cord Injury Patient Survey, Nuerology/Rehabilitation Inpatient Program Satisfaction Survey	5 CFR 1320.9	1,335 / 0 / 12,920
Community Living Center (CLC) Satisfaction Survey; Cardiac Cath Lab Satisfaction Survey; Psychiatric Patient Survey	VA Form 10-0550, VA Form 10-0547, VA Form 10-0548	Psychiatric Patient Satisfaction Survey, Cardiac Cath Lab Customer Satisfaction Survey, Community Living Center (CLC) Satisfaction Survey	5 CFR 1320.8(d)	64 / 0 / 875
Survey of Veterans Perceptions of an Enhanced VA Outpatient Prescription Label	VA Form 10-0549	Rx Label Feedback		373 / 0 / 5,600
Total Hours Actually Used for Information Collections Under Currently Approved ICR:				7,927