

Supporting Statement B

Centers for Medicare & Medicaid Services (CMS) Office of Burden Reduction and Health Informatics (OBRHI) Data Collection to Support CMS Burden Reduction and Health Informatics Efforts

B. Statistical Methods

Data collection methods and procedures will vary; however, the primary purpose of these collections will be to inform future CMS programs. There are no plans to publish or otherwise release this information.

1. Universe and Respondent Selection

Data collections conducted under this clearance may involve non-probability or convenience samples, such as satisfaction surveys of CMS stakeholders participating in events or conducting surveys using existing non-probability survey panels. Results will not be used to make statements representative of the universe of study, to produce statistical descriptions, 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.

Because these are qualitative surveys that will be used by CMS and OBRHI to inform changes or improvements to CMS programs and services, these data collections are not subjected to the same scrutiny as scientifically drawn samples where estimates are published or otherwise released to the public. The accuracy, reliability, and applicability of the results of these surveys are adequate for their purpose.

2. Procedures for Collecting Information

Data collection methods and procedures will vary and the specifics of these will be provided with each collection request. CMS expects to use a variety of methodologies for these collections.

For qualitative interview projects, CMS and its contractors will develop interview or moderator's guides that will be used to guide such interviews. As appropriate, CMS will provide the questionnaire used to assess participants' eligibility to participate in the interview or focus group. Depending on the project, these interviews may be conducted in-person, by videoconference, or by telephone.

When conducting surveys, CMS will primarily use online surveys using commercial off-the-shelf web survey software. Additionally, CMS anticipates that it may occasionally conduct surveys using existing survey panels to administer surveys to target populations, such as

physicians. CMS may use paper questionnaires or other materials to augment online surveys (i.e., “push to web” survey design¹) or distribute the survey in-person.

3. Methods to Maximize Response

The data collections conducted under this clearance are not intended to produce findings that can be generalized beyond the participants; however, CMS will take steps to maximize response rates. For example, for qualitative interview projects, CMS will develop recruitment procedures to increase the likelihood of recruiting a sufficient number of participants for each project.

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, the Agency will submit the pretest instruments for review under this generic clearance. The specific testing procedures will vary for each data collection.

Additionally, OBRHI may conduct qualitative data collections (e.g., cognitive interviews, pilot tests) under this clearance to pretest probability-based surveys prior to data collection.

5. Contacts for Statistical Aspects and Data Collection

Each program will obtain information from statisticians in the development, design, conduct, and analysis of customer/partner service surveys, when appropriate. This statistical expertise will be available from agency statisticians or from contractors, and the Agency will include the names and contact information of persons consulted in the specific information collection requests submitted under this generic clearance.

¹ Dillman, D. A., Smyth, J. D., & Christian, L. M. (2014). *Internet, phone, mail, and mixed-mode surveys: The Tailored Design Method* (4th ed.). Wiley.