

**DEPARTMENT OF HEALTH AND HUMAN SERVICES**

**National Institutes of Health**

**Submission for OMB Review; Comment Request; NHLBI Health Information Center's Revolving Customer Satisfaction Survey**

*Summary:* Under the provisions of Section 3507(a)(1)(D) of the Paperwork Reduction Act of 1995, the National Heart, Lung and Blood Institute (NHLBI), the National Institutes of Health (NIH) has submitted to the Office of Management and Budget (OMB) a request for review and approval of the information collection listed below. This proposed information collection was previously published in the **Federal Register** on May 7, 2009, page 21372, and allowed 60 days for public comment. No public comments were

received. The purpose of this notice is to allow an additional 30 days for public comment. The National Institutes of Health may not conduct or sponsor, and the respondent is not required to respond to, an information collection that has been extended, revised, or implemented on or after October 1, 1995, unless it displays a currently valid OMB control number.

*Proposed Collection: Title:* NHLBI Health Information Center's Revolving Customer Satisfaction Survey. *Type of Information Collection Request:* New. *Need and Use of Information Collection:* The purpose of this survey is to identify those areas in which services provided by the NHLBI Health Information Center (HIC) to health professionals, patients and their families, and the general public are outstanding and areas where improvements are needed. That information will be used to formulate programs, processes, training, and

enhancements to raise the level of customer satisfaction with the services provided by the NHLBI HIC. With subsequent surveys, data will demonstrate whether gains have been made in areas for improvement and if new customer needs must be addressed. *Frequency of Response:* Twice a year. *Affected Public:* Individuals. *Type of Respondents:* Individuals who contact the NHLBI HIC by telephone or e-mail during each 1-month data collection period. The annual reporting burden is as follows: *Estimated Number of Respondents:* 99; *Estimated Number of Responses per Respondent:* 1; *Average Burden Hours Per Response:* 0.05; and *Estimated Total Annual Burden Hours Requested:* 9.9. The annualized cost to respondents is estimated at: \$242.15. There are no Capital Costs, Operating Costs, and/or Maintenance Costs to report.

Type of respondent	Estimated number of respondents	Annual frequency of response	Average burden hours per response	Estimated total annual burden hours requested
General Public .....	43	2	0.05	4.3
Private Companies .....	14	2	0.05	1.4
Public Sector Groups .....	13	2	0.05	1.3
Health Professionals .....	29	2	0.05	2.9
<b>Totals</b> .....	<b>99</b>			<b>9.9</b>

*Request for Comments:* Written comments and/or suggestions from the public and affected agencies are invited on one or more of the following points: (1) Whether the proposed collection of information is necessary for the proper performance of the function of the agency, including whether the information will have practical utility; (2) The accuracy of the agency's estimate of the burden of the proposed collection of information, including the validity of the methodology and assumptions used; (3) Ways to enhance the quality, utility, and clarity of the information to be collected; and (4) Ways to minimize the burden of the collection of information on those who are to respond, including the use of appropriate automated, electronic, mechanical, or other technological collection techniques or other forms of information technology.

*Direct Comments to OMB:* Written comments and/or suggestions regarding the item(s) contained in this notice, especially regarding the estimated public burden and associated response time, should be directed to the: Office of Management and Budget, Office of Regulatory Affairs, [OIRA\\_submission@omb.eop.gov](mailto:OIRA_submission@omb.eop.gov) or by

fax to 202-395-6974, Attention: Desk Officer for NIH. To request more information on the proposed project or to obtain a copy of the data collection plans and instruments, contact: Dr. Ann M. Taubenheim, Principal Investigator, National Heart, Lung, and Blood Institute, Office of Communications and Legislative Activities, NIH, 31 Center Drive, Building 31, Room 4A10, Bethesda, MD 21045, or call non-toll-free number 301-496-4236 or e-mail your request, including your address, to [taubenha@nhlbi.nih.gov](mailto:taubenha@nhlbi.nih.gov).

*Comments Due Date:* Comments regarding this information collection are best assured of having their full effect if received within 30 days of the date of this publication.

Dated: July 17, 2009.  
**Ann M. Taubenheim,**  
*Principal Investigator, NHLBI.*  
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**DEPARTMENT OF HEALTH AND HUMAN SERVICES**

**Centers for Medicare & Medicaid Services**

[Document Identifier: CMS-10178]

**Agency Information Collection Activities: Proposed Collection; Comment Request**

**AGENCY:** Centers for Medicare & Medicaid Services, HHS.

In compliance with the requirement of section 3506(c)(2)(A) of the Paperwork Reduction Act of 1995, the Centers for Medicare & Medicaid Services (CMS) is publishing the following summary of proposed collections for public comment. Interested persons are invited to send comments regarding this burden estimate or any other aspect of this collection of information, including any of the following subjects: (1) The necessity and utility of the proposed information collection for the proper performance of the agency's functions; (2) the accuracy of the estimated burden; (3) ways to enhance the quality, utility, and clarity of the information to be collected; and (4) the use of