

**Proposed Project***Voluntary Customer Surveys of "Partners" of the Agency for Healthcare Research and Quality*

In response to Executive Order 12862, the Agency for Healthcare Research and Quality (AHRQ) plans to conduct voluntary customer surveys of "partners" to identify how well AHRQ is performing its functions with its partners and to use this information to determine the kind and quality of services they like and expect, their level of satisfaction with existing services, and to implement improvements where feasible and practical.

AHRQ partners are typically health care payers, plans, practitioners and providers, researchers, professional associations, AHRQ data suppliers, and State and local governments, as well as persons or entities that provide service

to the public for AHRQ, e.g., dissemination of AHRQ publications by a "middle man" such as a professional society.

Partner surveys to be conducted by AHRQ may include, for example, surveys of research grantees to measure satisfaction with technical assistance received from AHRQ. Results of these surveys will be used to assess and redirect resources and efforts needed to improve services. For example, the AHRQ's Office of Research Review, Education, and Policy (ORREP) provides grant funds for training of health services researchers. AHRQ would like to survey scholars whose training it has supported regarding their experience with respect to the AHRQ grant support they received.

In addition, the Office of Health Care Information (OHCI) is proposing to

survey one component of their customers: researchers. This proposed survey will be undertaken by a contractor to determine how AHRQ could better serve the research community. Questions asked may include a need for extended hours to answer inquiries on grant application—related matters or the development of a comprehensive manual on submission of grant applications.

**Method of Collection**

The data will be collected using a combination of preferred methodologies appropriate to each survey. These methodologies are:

- Mail and telephone surveys;
- Electronic technologies; and
- Focus groups.

The estimated annual hour burden is as follows:

Type of survey	No. of respondents	Average burden/ response in minutes	Total hours of burden
Mail/Telephone Surveys/Electronic Technologies .....	9,400	20	3,133.3
Focus Groups .....	700	97.7	1140
Totals .....	10,100	25.4	4,273.3

**Request for Comments**

Comments are invited on: (a) The necessity of the proposed collections; (b) the accuracy of the Agency's estimate of burden (including hours and cost) of the proposed collection of information; (c) ways to enhance the quality, utility and clarity of the information to be collected; and (d) ways to minimize the burden of the collection of information upon the respondents, including the use of automated collection techniques or other forms of information technology.

Comments submitted in response to this notice will be summarized and included in the request for OMB approval of the proposed information collection. All comments will become a matter of public record.

Copies of these proposed collection plans and instruments can be obtained from the AHRQ Reports Clearance Officer (see above).

Dated: September 14, 2001.

**John M. Eisenberg,**

Director.

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**DEPARTMENT OF HEALTH AND HUMAN SERVICES****Centers for Disease Control and Prevention****Workshop on Best Practices in Workplace**

The National Institute for Occupational Safety and Health (NIOSH) of the Centers for Disease Control and Prevention (CDC) announces the following meeting:

*Name:* Workshop on Best Practices in Workplace.

*Times and Dates:* 1 pm-4:30 pm, November 7, 2001; 8 am-5:30 pm, November 8, 2001; 8 am-12 pm, November 9, 2001.

*Location:* Kingsgate Marriott Conference Center at the, University of Cincinnati, Cincinnati, OH 45219. Phone: 1-513-487-3800.

*Status:* Open to the public, limited only by the space available. The meeting room accommodates approximately 100 people.

*Purpose:* To identify successful workplace surveillance programs conducted in the private and public sectors, to learn from them, and to share their tools and effective prevention activities.

*Matters to be Discussed:* The workshop emphasizes practical approaches to workplace surveillance. Participants will discuss current practices, describing both the difficulties encountered, and practical examples of success and impacts that can be

replicated by others. The workshop format will include an introductory plenary session the afternoon of the 1st day; followed the 2nd day by multiple parallel breakout sessions with brief oral presentations, and discussion among the participants; the morning of the 3rd day includes a plenary session with National Occupational Research Agenda (NORA) partners reporting on workshop highlights, including identified surveillance opportunities.

*Contact Person for Additional Information:*

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The Director, Management Analysis and Services Office, has been delegated the authority to sign **Federal Register** notices pertaining to announcements of meetings and other committee management activities, for both the Centers for Disease Control and Prevention and the Agency for Toxic Substances and Disease Registry.

Dated: September 13, 2001.

**Carolyn J. Russell,**

Director, Management Analysis and Services Office, Centers for Disease Control and Prevention.

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