HCD Community of Practice October Meeting

PM3 HCD Team
October 25, 2018

Agenda

Welcome
PM3 HCD team and its role

Updates
Teams report successes, challenges, needs

Events

Presentation: **Paperwork Reduction Act and its impact on user research**
Presenters: Bill Parham and Denise King, CMS

Wrap-Up and Next Steps

WELCOME

http://bit.ly/Oct2018-HCD-COP

Our Team

HCD Strategy at PM3

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TANTUS

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Mavens make change happen through information and ideas.

Connectors make change happen through people.

Salespeople make change happen through persuasion

Malcolm Gladwell, The Tipping Point

PM3 HCD Role: We support you by...

- Removing your roadblocks
- Coaching product teams on integrating UX best practices
- Being your advocate
- Recommending best practices to ISG with goal of reducing burden to you
- Connecting you with others who care about UX/HCD

New chat

Search history

HCQIS

ROOMS

Human Centered Design

PM3 Atlassian Support

PM3 HCD Activity Stream

+ Create a room

Human Centered Design
HCQIS Human Centered Design (HCD) Community of Practice. Discussion of CMS user experience (UX)…

Members

Kramme, Caro

Robert Fay

Wednesday August 22, 2018

Robert Fay changed the topic to: HCQIS Human Centered Design (HCD) Community of Practice. Discussion of CMS user experience (UX) issues.
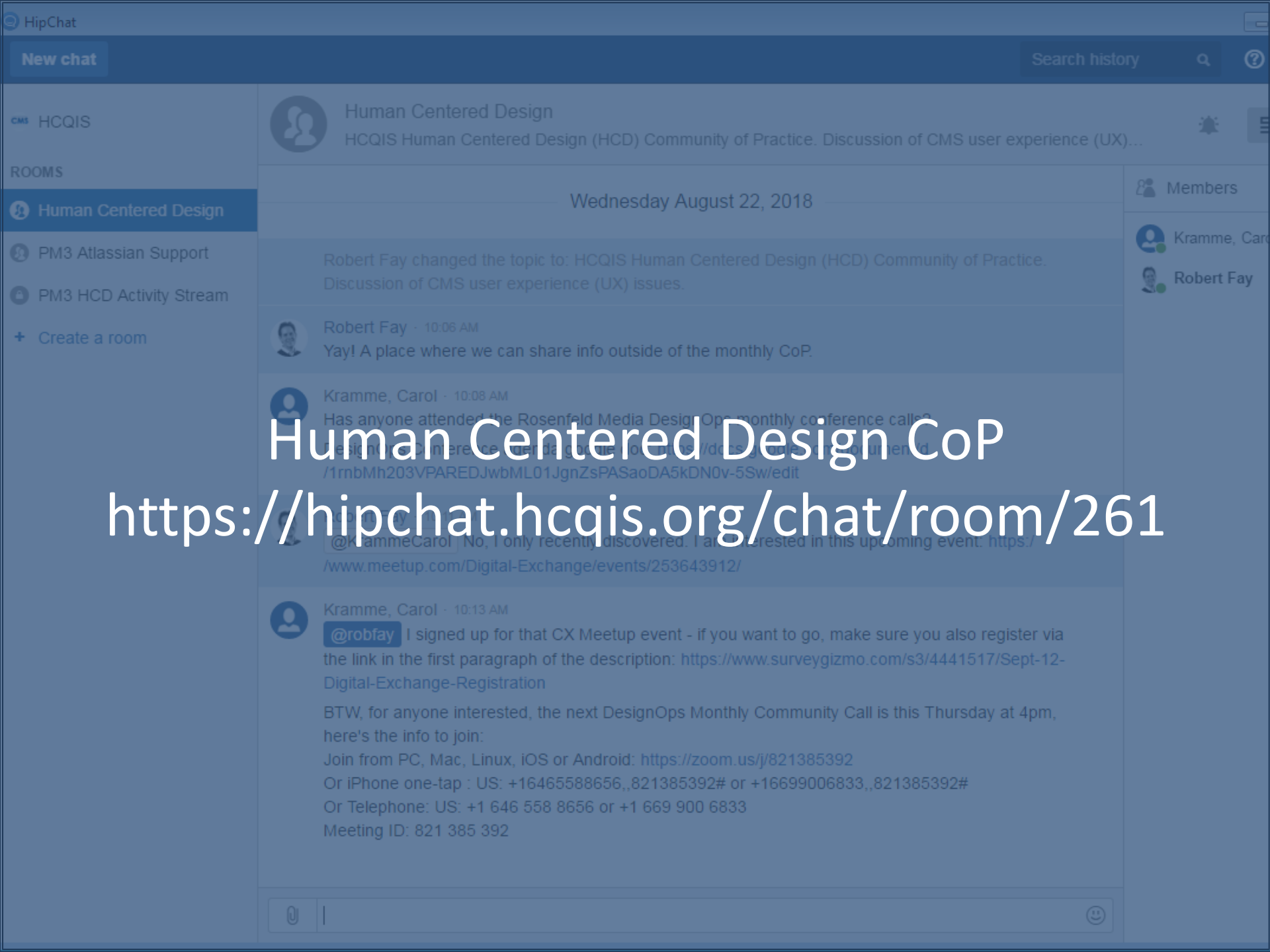
Robert Fay · 10:06 AM
Yay! A place where we can share info outside of the monthly CoP.

Kramme, Carol · 10:08 AM
Has anyone attended the Rosenfeld Media DesignOps monthly conference calls?

DesignOps Conference agenda google doc: https://docs.google.com/document/d /1rnbMh203VPAREDJwbML01JgnZsPASaoDA5kDN0v-5Sw/edit

Robert Fay · 10:11 AM
@KrammeCarol No, I only recently discovered. I am interested in this upcoming event: https:/ /www.meetup.com/Digital-Exchange/events/253643912/

Kramme, Carol · 10:13 AM
@robfay I signed up for that CX Meetup event - if you want to go, make sure you also register via the link in the first paragraph of the description: https://www.surveygizmo.com/s3/4441517/Sept-12-Digital-Exchange-Registration

BTW, for anyone interested, the next DesignOps Monthly Community Call is this Thursday at 4pm, here's the info to join:
Join from PC, Mac, Linux, iOS or Android: https://zoom.us/j/821385392
Or iPhone one-tap : US: +16465588656,,821385392# or +16699006833,,821385392#
Or Telephone: US: +1 646 558 8656 or +1 669 900 6833
Meeting ID: 821 385 392

Human Centered Design CoP
https://hipchat.hcqis.org/chat/room/261

UPDATES

Tell Your Story

1. What team are you on?

2. What are you working on?

3. Problems?

4. Successes?

5. Any UX openings?

EVENTS

REcon 18: Designing the Future of Research

Saturday, October 20, 2018, 9am - 7pm

Location: New York, NY TBD

Cost: free, request invite

More Info: http://www.recon18.com/

PRA and its impact on user research

PRESENTATION

William Parham – william.parham@cms.hhs.gov
Denise King – denise.king@cms.hhs.gov

CENTERS FOR MEDICARE & MEDICAID SERVICES

OFFICE OF STRATEGIC OPERATIONS AND REGULATORY AFFAIRS REGULATIONS DEVELOPMENT GROUP

INTRODUCTION TO THE PAPERWORK REDUCTION ACT (PRA)

OCTOBER 25, 2018

Agenda

- Introduction to the PRA

- Generic Information Collection Requests

- Short Term Resources

Introduction to the PRA

The Paperwork Reduction Act of 1995

- 5 CFR 1320 – Reporting and Recordkeeping Requirements: Final Rule

- 44 U.S.C. 3501 through 3521
    - Title 44 U.S.C. - Public Printing and Documents
    - Chapter 35 - Coordination of Federal Information Policy
    - Subchapter I - Federal Information Policy

Purpose

The purpose of the PRA is ". . .to reduce, minimize and control <u>burdens</u> and maximize the <u>practical utility</u> and <u>public benefit </u>of the information created, collected, disclosed, maintained, used, shared and disseminated by or for the Federal government." (5 CFR 1320.1)

Burden

Burden means the total time, effort, or financial resources expended by persons to generate, maintain, retain, or disclose or provide information to or for a Federal agency.

What is a collection of information?

The term "collection of information" means –

- Obtaining (or causing to be obtained), soliciting, or requiring the disclosure to third parties or the public, of facts or opinions by or for an agency, regardless of form or format, calling for responses to the following:
  - Identical questions posed to, or identical reporting or recordkeeping requirements imposed on, 10 or more persons.
  - Questions posed to agencies, instrumentalities, or employees of the United States which are to be used for general statistical purposes.

Sample Information Collection Requests

Type of Collection Instrument	Examples
Reports	Medicare Cost Reports
Forms	1500 Provider Claim Form; 1490(UB-04) Institutional Claim Form
Applications	Medicare Provider Enrollment Application
Surveys	HCAHPS
General Reporting Requirements	RHQDAPU, Part D Reporting Requirements
Requests for Proposals	DMEPOS Competitive Bidding Forms
* Please see 5 CFR 1320.3(c) for an exhaustive list	

Exceptions

Generally, information does not include:

- Requests for identifying information (i.e., name and address)
- General solicitations of public comments
- Information collected as part of a public meeting or hearing
- See 5 CFR 1320.3(h) for a complete list

Generic Information Collections

Umbrella Generic

- Labor intensive
  - This requires a lot of work on the front end.
  - Will need to describe what type of collections expected.
  - Will need to have a good idea of how many collections and burden hours
- Processed like a regular PRA package.
  - Notice and comment period required.
  - Supporting Statement is required.
  - Public comment periods – 60-day and 30-day.
- No collection instruments submitted until the "Umbrella" is approved.

Fast Track Generic

Fast Track Generic Information Collections must:

- Be related to service delivery feedback and/or process improvement. Examples include but are not limited to:
    - Comment cards
    - Focus groups
    - Online surveys
- Must be voluntary
- Noncontroversial
- Cannot impose a significant burden (ex. 10 minute survey, 1,000 individuals)
- Does not require statistical rigor
- Results can not be published
- Cannot be used to set policy

Short Term Resources

- Existing generic collections
- PRA Exemptions
- Collection activities involving less than 10 entities

WRAP UP & NEXT STEPS

See you in October

Thank you!

Please direct any ideas, questions or concerns to:

robert.fay@tantus.hcqis.org

or

https://hipchat.hcqis.org/chat/room/261