SU	RVEY OF VETERAN ENROLLEES. HEALTH AN MODULE		_1/	ANCE UPON VA - KEY DRIVERS		
	I. USAGE OF VA HEALTH CARE					
	II. ENROLLMENT IN VA HEALTH CARE					
	III. ATTITUDES SURROUNDING VA HEALTH CARE					
	NOTE: QUESTIONS IN EACH SECTION WILL BE RANDOMIZED FOR INTERVIEWING.					
	NOTE: Questions 1-21 are aimed at understanding how veterans use or might use VA health care.  USAGE OF VA HEALTH CARE					
- 1	Interviewer, for each question, read list.					
	DEPENDENCE	1		All of my health care needs		
		2	Н	Most of my health care needs		
		3	Н	Some of my health care needs		
1		4	Н	None of my health care needs		
	I use VA to meet	5		I have no health care needs		
		98	H	Don't Know		
		99	Н	Refused		
	SUMMARY USE	1	Н	All of my health care needs		
		2	Н	Most of my health care needs		
		3		Some of my health care needs		
2						
_	I rely on VA for	4		None of my health care needs		
		5	Н	I have no health care needs		
		98	H	Don't Know		
	USE TYPE I	99		Refused		
	USETTPET					
PREQ3	Now I am going to read you a list of different types of health care services. Given your current situation, if you needed to use these services of if you already do use them, please tell me if you would definitely go to VA, maybe go to VA, or would you definitely go somewhere else. Lets begin					
	Interviewer, for each question, read list.					
	Preventative Care Such as Physicals or Immunizations	1		Would definitely go to VA		
		2		Would maybe go to VA		
3		3		Would definitely go somewhere else		
3		98		Don't Know		
		99		Refused		
		1		Would definitely go to VA		
	Urgent Care, such as when you are sick and need to see a doctor within a day	2		Would maybe go to VA		
4		3		Would definitely go somewhere else		
		98		Don't Know		
		99		Refused		

		1	Would definitely go to VA
5	Routine or Necessary Care, such as to see your primary care physician for routine day to day care (for example, for a cold or the flu).	2	Would maybe go to VA
		3	Would definitely go somewhere else
		98	Don't Know
		99	Refused
		1	Would definitely go to VA
		-	<del>-</del>
6	Prescriptions or Other Medical Supplies	2	Would definitely as computates also
	rescriptions of other medical supplies	3	Would definitely go somewhere else
		98 99	Don't Know Refused
		1	Would maybe go to VA
7	Mental Health Care	2	Would definitely as computates also
′	Mental Health Care	3	Would definitely go somewhere else  Don't Know
		98	
		99	Refused
		1	Would definitely go to VA
8	V Pave or Lah Toete	2	Would maybe go to VA
°	X-Rays or Lab Tests	3	Would definitely go somewhere else
		98	Don't Know
		99	Refused
		1	Would group a go to VA
9	Inpatient Care	2	Would maybe go to VA
9	inpatient Care	3	Would definitely go somewhere else
		98	Don't Know
		99	Refused
		1	Would definitely go to VA
10	Vision Care	2	Would maybe go to VA
10	Vision Care	3	Would definitely go somewhere else
		98	Don't Know
	USE TYPE II	99	Refused
PRE Q11	Now, I am going to read you a list of common health problems, conditions, or services. If you now have or in the future developed the need to use related health care, please tell me if you would definitely go to VA, would maybe go to VA, or would definitely go somewhere else.		
VA FORM	Interviewer, for each question, read list.		

		i	$\neg$	
		1	$\neg$	Would definitely go to VA
		2	$\dashv$	Would maybe go to VA
11	Arthritis	3	'`	Would definitely go somewhere else
		98	_	Don't Know
		99		Refused
		1	'	Would definitely go to VA
		2	'	Would maybe go to VA
12	Heart Disease	3	'	Would definitely go somewhere else
		98		Don't Know
		99		Refused
		1	,	Would definitely go to VA
		2	,	Would maybe go to VA
13	Digestive Problems	3	,	Would definitely go somewhere else
		98	7	Don't Know
		99		Refused
		1	,	Would definitely go to VA
		2	7	Would maybe go to VA
14	Cancer	3	,	Would definitely go somewhere else
		98		Don't Know
		99		Refused
		1	,	Would definitely go to VA
		2	$\neg$	Would maybe go to VA
15	Stroke	3	$\neg$	Would definitely go somewhere else
		98	$\neg$	Don't Know
		99	$\dashv$	Refused
		1	,	Would definitely go to VA
		2	$\dashv$	Would maybe go to VA
16	Mental Health Problems	3	$\neg$	Would definitely go somewhere else
		98	$\neg$	Don't Know
		99	-	Refused
		1	$\dashv$	Would definitely go to VA
		2	$\dashv$	Would maybe go to VA
17	Substance Abuse Problems	3	$\neg$	Would definitely go somewhere else
		98	$\neg$	Don't Know
		99	$\dashv$	Refused
		1	$\dashv$	Would definitely go to VA
		2	$\neg$	Would maybe go to VA
18	Post-Traumatic Stress Disorder (PTSD)	3	$\neg$	Would definitely go somewhere else
10	Post-Traumatic Stress Disorder (PTSD)	98	$\neg$	Don't Know
		1	$\neg$	
VA FORM	10.24024k	99	_	Refused

Service-Connected Conditions    1						
Prosthetics  Prosthetics  Interviewer Note: This includes appliances, equipment and devicessuch as artificial limbs, orthopedic braces and shoes, wheelchairs, or crutches and canes - but NOT eyeglasses or hearing aids.  Homemaker/Home Health Aide Services  Homemaker/Home Health Aide Services  Interviewer Note:such as when a nurse or aide comes into your home to assist you with nutrition and meals, medications, medical equipment, rehabilitation, etc.  NOTE: Questions 22- 33 are aimed at understanding perceptions of VA that are components of reliance.  NOTE: Screener question for ENROLLMENT Questions 22- 26 is in Health Insurance Module.  ENROLLMENT  I am now going to read you a series of statements that I would like you to tell me how much you agree with. For each tell me if you completely agree, agree, neither agree nor disagree, disagree, or completely disagree.  Interviewer, for each question, read list.  I enrolled in VA health care to obtain services more cost-effectively to me.  3 Would definitely go somewhere else Don't Know Parties of VA Would maybe go to VA Would maybe go			1 Would definitely go to VA			
Prosthetics  Interviewer Note: This includes appliances, equipment and devicessuch as artificial limbs, orthopedic braces and shoes, wheelchairs, or crutches and canes - but NOT eyeglasses or hearing aids.  Homemaker/Home Health Aide Services  Interviewer Note:such as when a nurse or aide comes into your home to assist you with nutrition and meals, medications, medical equipment, rehabilitation, etc.  NOTE: Questions 22- 33 are aimed at understanding perceptions of VA that are components of reliance.  NOTE: SCREENER question for ENROLLMENT Questions 22- 25 is in Health Insurance Module.  II ENROLLMENT Usual Missing to read you a series of statements that I would like you to tell me how much you agree with. For each statement tell me if you completely agree, agree, elister agree nor disagree, disagree, or completely disagree.  Interviewer, for each question, read list.  I completely agree Don't Know Page Pagree Don't Know Page Page Page Page Pagree Page Pagree Page Page Pagree Page Page Page Page Page Page Page Pa			2 Would maybe go to VA			
Prosthetics  Interviewer Note: This includes appliances, equipment and devicessuch as artificial limbs, orthopedic braces and shoes, wheelchairs, or crutches and canes - but NOT eyeglasses or hearing aids.  Homemaker/Home Health Aide Services  Interviewer Note:such as when a nurse or aide comes into your home to assist you with nutrition and meals, medications, medical equipment, rehabilitation, etc.  NOTE: Questions 22 - 33 are aimed at understanding perceptions of VA that are components of reliance.  NOTE: SCREENER question for ENROLLMENT Questions 22 - 25 is in Health insurance Module.  II ENROLLMENT  Iam now going to read you a series of statements that I would like you to tell me how much you agree with. For each statement tell me if you completely agree, agree, neither agree nor disagree, disagree, or completely disagree.  Interviewer, for each question, read list.  1 Completely agree Agree neither agree nor disagree disagree or completely agree, agree, neither agree nor disagree Don't Know  1 Completely disagree  2 Agree Neither agree nor disagree  3 Neither agree nor disagree  4 Disagree  2 Completely disagree  2 Agree  3 Neither agree nor disagree  4 Disagree  5 Completely disagree  1 Completely disagree  2 Agree  3 Neither agree nor disagree  4 Disagree  5 Completely disagree  6 Disagree  7 Omether or disagree  8 Disagree  9 Son't Know  9 Refused	19	Service-Connected Conditions	3 Would definitely go somewhere else			
Prosthetics Interviewer Note: This includes appliances, equipment and devices such as artificial limbs, orthopedic braces and shoes, wheelchairs, or ructhes and canes - but NOT eyeglasses or hearing aids.  Homemaker/Home Health Aide Services Interviewer Note:such as when a nurse or aide comes into your home to assist you with nutrition and meals, medications, medical equipment, rehabilitation, etc.  NOTE: Questions 22- 33 are aimed at understanding perceptions of VA that are components of reliance.  NOTE: SCREENER question for ENROLLMENT Questions 22- 26 is in Health Insurance Module.  ENROLLMENT  I am now going to read you a series of statements that I would like you to tell me how much you agree with. For each statement ell me if you completely agree, agree, interviewer, for each question, read list.  I enrolled in VA health care to fill gaps in my coverage.  I enrolled in VA health care to obtain services more cost-effectively to me.  I enrolled in VA health care to obtain services more cost-effectively to me.			98 Don't Know			
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Interviewer Note: This includes appliances, equipment NOT every devices such as artificial limbs, orthopedic braces and shoes, wheelchairs, or crutches and canes - but NOT eyeglasses or hearing aids.    Homemaker/Home Health Aide Services		Prosthetics	1 Would definitely go to VA			
and devicessuch as artificial limbs, orthopedic braces and shoes, wheelchairs, or crutches and canes - but NOT eyeglasses or hearing alds.  Homemaker/Home Health Aide Services  Interviewer Note:such as when a nurse or aide comes into your home to assist you with nutrition and meals, medications, medical equipment, rehabilitation, etc.  NOTE: Questions 22-33 are aimed at understanding perceptions of VA that are components of reliance.  NOTE: SCREENER question for ENROLLMENT Questions 22-26 is in Health Insurance Module.  II ENROLLMENT  I am now going to read you a series of statements that I would like you to tell me how much you agree with. For each statement tell me if you completely agree, agree, neither agree nor disagree, disagree, or completely disagree.  Interviewer, for each question, read list.  I enrolled in VA health care to fill gaps in my coverage.  I enrolled in VA health care to obtain services more cost-effectively to me.  I enrolled in VA health care to obtain services more cost-effectively to me.    Would definitely go to VA     Would efinitely go to VA     Would maybe go to VA			2 Would maybe go to VA			
and shoes, wheelchairs, or crutches and canes - but NOT eyeglasses or hearing aids.  Homemaker/Home Health Aide Services  Interviewer Note:such as when a nurse or aide comes into your home to assist you with nutrition and meals, medications, medical equipment, rehabilitation, etc.  NOTE: Questions 22- 33 are aimed at understanding perceptions of VA that are components of reliance.  NOTE: SCREENER question for ENROLLMENT Questions 22- 26 is in Health Insurance Module.  II ENROLLMENT  I am now going to read you a series of statements that I would like you to tell me how much you agree with. For each statement tell me if you completely agree, agree, nother agree nor disagree, disagree, or completely disagree.  Interviewer, for each question, read list.  1 Completely agree 2 Agree 3 Neither agree nor disagree 9 Disagree 1 I enrolled in VA health care to fill gaps in my coverage.  1 I enrolled in VA health care to obtain services more cost-effectively to me.  1 I enrolled in VA health care to obtain services more cost-effectively to me.	20	and devicessuch as artificial limbs, orthopedic braces	3 Would definitely go somewhere else			
Homemaker/Home Health Aide Services  Interviewer Note:such as when a nurse or aide comes into your home to assist you with nutrition and meals, medications, medical equipment, rehabilitation, etc.  NOTE: Questions 22- 33 are aimed at understanding perceptions of VA that are components of reliance.  NOTE: SCREENER question for ENROLLMENT Questions 22- 26 is in Health Insurance Module.  II ENROLLMENT  I am now going to read you a series of statements that I would like you to tell me how much you agree with. For each statement tell me if you completely agree, agree, interviewer, for each question, read list.  I enrolled in VA health care to fill gaps in my coverage.  I enrolled in VA health care to obtain services more cost-effectively to me.    Refused   Would definitely go to VA   Would definitely go to VA   Would definitely sore   Net Insurance   NoTE: SCREENER question for ENROLLMENT      Lam now going to read you a series of statements that I would like you to tell me how much you agree with. For each statement tell me if you completely agree, agree, agree   Disagree   Disagree		and shoes, wheelchairs, or crutches and canes - but	98 Don't Know			
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22 I enrolled in VA health care to fill gaps in my coverage.  1   Completely agree   Agree   Neither agree nor disagree   Disagree   Don't Know   Refused   Completely agree   Agree   Agree   Don't Know   Refused   Completely agree   Agree   Agree   Agree   Agree   Agree   Agree   Neither agree nor disagree   Don't Know   Don't Know		would like you to tell me how much you agree with. For each statement tell me if you completely agree, agree, neither agree nor disagree, disagree, or completely				
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I enrolled in VA health care to fill gaps in my coverage.  5			2 Agree			
Completely disagree  Don't Know  Refused  Completely agree  Completely agree  Agree  Agree  Neither agree nor disagree  Disagree  Completely disagree  Disagree  Don't Know		I enrolled in VA health care to fill gaps in my coverage.	3 Neither agree nor disagree			
23 I enrolled in VA health care to obtain services more cost-effectively to me.  1 Don't Know 99 Refused 1 Completely agree 2 Agree 3 Neither agree nor disagree 4 Disagree 5 Completely disagree 98 Don't Know	22		4 Disagree			
23 I enrolled in VA health care to obtain services more cost-effectively to me.  Page 1			5 Completely disagree			
23 I enrolled in VA health care to obtain services more cost-effectively to me.  1			98 Don't Know			
2 Agree 3 Neither agree nor disagree Cost-effectively to me. 4 Disagree Completely disagree Don't Know			99 Refused			
23 I enrolled in VA health care to obtain services more cost-effectively to me.  3 Neither agree nor disagree Disagree Completely disagree Don't Know			1 Completely agree			
I enrolled in VA health care to obtain services more cost-effectively to me.  Disagree  Completely disagree  Don't Know			2 Agree			
cost-effectively to me.  4 Disagree  5 Completely disagree  98 Don't Know			3 Neither agree nor disagree			
5 Completely disagree 98 Don't Know	23		4 Disagree			
98 Don't Know			5 Completely disagree			
99 Refused			H			

		1	Completely agree
		2	Agree
	L	3	Neither agree nor disagree
24	I enrolled in VA health care in case I was to lose my health care coverage, that is as a safety net or backup.	4	Disagree
		5	Completely disagree
		98	Don't Know
		99	Refused
		1	Completely agree
	I enrolled in VA health care because I am entitled to the benefits/because I deserve them.	2	Agree
		3	Neither agree nor disagree
25		4	Disagree
		5	Completely disagree
		98	Don't Know
		99	Refused
		1	Completely agree
		2	Agree
	Il enrolled in VA health care because I had no other	3	Neither agree nor disagree
26	coverage.	4	Disagree
		5	Completely disagree
		98	Don't Know
		99	Refused
	ATTITUDES		
III	I am now going to read you a list of statements and I would like you to rate each statement on a (5/10) point scale, with 1 being the most true and (5/10) being the		
PRE	I am now going to read you a list of statements and I would like you to rate each statement on a (5/10) point		
	I am now going to read you a list of statements and I would like you to rate each statement on a (5/10) point scale, with 1 being the most true and (5/10) being the		
PRE	I am now going to read you a list of statements and I would like you to rate each statement on a (5/10) point scale, with 1 being the most true and (5/10) being the least true.  Interviewer: In Qs 27-33, and for each individual item, enter numerical rating, or 98 for "Don't Know" or 99 for		
PRE	I am now going to read you a list of statements and I would like you to rate each statement on a (5/10) point scale, with 1 being the most true and (5/10) being the least true.  Interviewer: In Qs 27-33, and for each individual item, enter numerical rating, or 98 for "Don't Know" or 99 for "Refused".		
PRE	I am now going to read you a list of statements and I would like you to rate each statement on a (5/10) point scale, with 1 being the most true and (5/10) being the least true.  Interviewer: In Qs 27-33, and for each individual item, enter numerical rating, or 98 for "Don't Know" or 99 for "Refused".  Overall Image		
PRE	I am now going to read you a list of statements and I would like you to rate each statement on a (5/10) point scale, with 1 being the most true and (5/10) being the least true.  Interviewer: In Qs 27-33, and for each individual item, enter numerical rating, or 98 for "Don't Know" or 99 for "Refused".  Overall Image  1. VA serves people like me.		
PRE Q27	I am now going to read you a list of statements and I would like you to rate each statement on a (5/10) point scale, with 1 being the most true and (5/10) being the least true.  Interviewer: In Qs 27-33, and for each individual item, enter numerical rating, or 98 for "Don't Know" or 99 for "Refused".  Overall Image  1. VA serves people like me.  2. Veterans like me are comfortable going to VA.  3. Veterans like me like going to VA because you can talk to		
PRE Q27	I am now going to read you a list of statements and I would like you to rate each statement on a (5/10) point scale, with 1 being the most true and (5/10) being the least true.  Interviewer: In Qs 27-33, and for each individual item, enter numerical rating, or 98 for "Don't Know" or 99 for "Refused".  Overall Image  1. VA serves people like me.  2. Veterans like me are comfortable going to VA.  3. Veterans like me like going to VA because you can talk to other veterans.  4. Veterans like me hear or read good things about VA		
PRE Q27	I am now going to read you a list of statements and I would like you to rate each statement on a (5/10) point scale, with 1 being the most true and (5/10) being the least true.  Interviewer: In Qs 27-33, and for each individual item, enter numerical rating, or 98 for "Don't Know" or 99 for "Refused".  Overall Image  1. VA serves people like me. 2. Veterans like me are comfortable going to VA. 3. Veterans like me like going to VA because you can talk to other veterans.  4. Veterans like me hear or read good things about VA health care from other people.  Cost  1. VA is the most cost-effective healthcare provider for veterans like me.		
PRE Q27	I am now going to read you a list of statements and I would like you to rate each statement on a (5/10) point scale, with 1 being the most true and (5/10) being the least true.  Interviewer: In Qs 27-33, and for each individual item, enter numerical rating, or 98 for "Don't Know" or 99 for "Refused".  Overall Image  1. VA serves people like me. 2. Veterans like me are comfortable going to VA. 3. Veterans like me like going to VA because you can talk to other veterans.  4. Veterans like me hear or read good things about VA health care from other people.  Cost  1. VA is the most cost-effective healthcare provider for		
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	la	
	Quality	
	1. Veterans like me who go to VA are well taken care of.	$\vdash$
	2. Veterans like me who use VA are satisfied with the health care they receive.	
	3. Veterans like me are confident in the care they receive from VA.	
29	4. VA facilities have the most up to date medical technology.	
	5. VA health care providers are experts in their fields.	
	6. VA health care providers explain treatment/diagnoses in a way that patients can understand.	
	7. VA health care providers treat their patients with respect.	
	8. VA health care providers listen to their patients' concerns.	
	Convenience	_
	There is a VA health care facility close to where I live.	
	2. Veterans like me can get in and out of an appointment at VA in a reasonable time.	_ Π
30	3. When veterans like me go to VA for an appointment, they do not wait a long time to see the doctor.	
	4. Transportation to and from the VA facility is manageable for veterans like me.	
	5. There is a VA provider in my area that offers all of the health care services that veterans like me need.	П
	Accessibility	
	It is easy for veterans like me to get around in the VA health care facility.	
31	2. Veterans like me can see many different doctors, specialists, etc., in one visit to VA.	
	3. I feel I know what is available to me through my VA coverage.	
	4. I understand how my VA health insurance coverage works.	
	Availability	
	Patients can get an appointment at VA when they want or need one.	
	2. It takes more than 30 days to get an appointment at VA.	П
	3. Patients can see specialists at VA when they need to.	П
32	VA patients can see the doctor/health care provider that they want.	
	5. There is plenty of parking at my local VA facility.	П
	6. It is easy to get to my local VA facility.	П
	7. My local VA facility has enough staff to meet the needs of veterans in this area.	

	Other Factors	
	My best friends include veterans met through military service or veterans groups.	П
	2. If the cost of health care to me increases, I will use VA more.	
33	3. I would only use VA if I did not have access to any other source of health care.	
	4. I have a doctor outside VA who I really like and trust.	
	5. My family has a health insurance plan that covers me and the rest of the family	
	6. Veterans who can afford to use other sources of health care should leave the VA to those who really need it.	П

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