

Department of
Veterans Affairs

Memorandum

Date: July 26, 2007
From: VHA OMB Clearance Liaison (19E1)
Subj: Request for Approval of Generic Patient Satisfaction Survey (2900-0570)
To: VA OMB Clearance Officer (005E3)

The VHA Office of Information requests permission to survey veterans and health care providers who have participated in the My HealtheVet Program. My HealtheVet (www.myhealth.va.gov) is a web-based application that enables veterans to create and maintain a robust Personal Health Record (PHR) provides access to trusted health information, links to Federal and VA benefits and resources, a comprehensive Personal Health Journal, and for enrolled veterans, online requests for VA prescription refills.

a. POINT OF CONTACT for this survey is:

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b. PURPOSE: The VHA My HealtheVet Pilot Program presents a unique opportunity to evaluate the perceived and actual benefits to patients and clinicians, in some cases based on nearly seven years of experience. The scope of inquiry for this particular study is focused on capturing the perceptions and feedback of the veterans and their providers who have participated in the My HealtheVet Pilot program.

The second veteran survey instrument consists of the addition of five questions to the VHA Survey of Healthcare Experiences of Patients (SHEP) in order to collect data related to patient satisfaction with the National My HealtheVet Program. My HealtheVet-related SHEP questions will enable assessment of the effectiveness of the national program in meeting veterans' needs and expectations.

Collecting satisfaction data related to the Program is an integral dimension of program evaluation.

c. BURDEN:

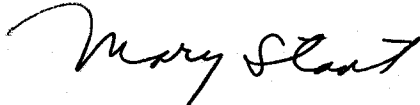
My HealtheVet Pilot Survey: $7428 \times 20 \text{ minutes} / 60 = 2476 \text{ hours}$
My HealtheVet SHEP Questions: $1000 \times 5 \text{ minutes} / 60 = 83 \text{ Hours}$

d. ADDITIONAL INFORMATION:

See attachment.

e. **PROPOSED QUESTIONS:**

See attachment.

A handwritten signature in cursive script that reads "Mary Stout". The signature is written in black ink and is positioned above the printed name.

Mary Stout

Request for Approval for My Health_eVet Veteran Surveys 2007
2900-0570

The Veterans Health Administration's (VHA) My Health_eVet Program is a national program which is available to serve all veterans (24.3 million) as well as Department of Veterans Affairs (VA) staff, health care providers, and veteran family members and caregivers. My Health_eVet (www.myhealth.va.gov) is a web-based application that enables veterans to create and maintain a robust Personal Health Record (PHR). My Health_eVet provides access to trusted health information, links to Federal and VA benefits and resources, a comprehensive Personal Health Journal, and for enrolled veterans, online requests for VA prescription refills. New features for enrolled veterans are being rolled out incrementally and will soon include a secure copy of key portions of the VA Electronic Medical Record.

As a complement to VA's award-winning Electronic Medical Record (VistA/CPRS), the My Health_eVet Personal Health Record offers veterans an opportunity to more fully participate as partners with physicians in their health care. Based on the early success of the My Health_eVet Pilot, the National My Health_eVet Program was released in November 2003 as a basic framework to which enhanced features and services have been added incrementally each year. The program is provided as a benefit to all veterans and VA staff. The release of extracted electronic medical record data in 2007 will offer veterans who are VA patients the same kind of functionality that has been available in the pilot, enabling a successful transition for My Health_eVet Pilot participants, and subsequent closure of the Pilot program.

The VHA My Health_eVet Personal Health Record is based on the core belief that knowledgeable patients are better able to make informed health care choices, stay healthy, and seek services when they need them. Given the significant range of potential benefits that personal health records may offer, the use of PHRs as integrated tools to complement traditional care interactions requires evaluation to identify the qualitative and quantitative impact on patients, providers, and health care systems. One dimension of the performance evaluation plan for My Health_eVet is focused on capturing the perceptions and feedback of the veterans and health care providers who have used My Health_eVet. This is an important first step that will fill the current gap in empirical support that exists in the eHealth arena.