

Terminology (systematic classification by VHA, CSS or major category)	General Issue (systematic classification by overall category of the question)	Secondary Issue (systematic classification by secondary category of the question)	Questions	Response	Response	Response	Response	Response	Response	Response	Response
Access	Cost	Costs of care	The following statement refers to the access and convenience of clinic services. The cost of health care at the clinic is reasonable.	Strongly agree	Agree	No opinion	Disagree	Strongly disagree	Does Not Apply		
Access	General	Location - site of care	The following statement refers to the access and convenience of clinic services. The location of the clinic is convenient for me.	Strongly agree	Agree	No opinion	Disagree	Strongly disagree	Does Not Apply		
Access	General	Office Hours-site of care	The following statement refers to the access and convenience of clinic services. The current clinic hours are inconvenient for me and my family.	Strongly agree	Agree	No opinion	Disagree	Strongly disagree	Does Not Apply		
Access	General	Scheduling Appointments	The following statement refers to the access and convenience of clinic services. It was not difficult to schedule today's appointment of clinic services.	Strongly agree	Agree	No opinion	Disagree	Strongly disagree	Does Not Apply		
Access	General	Waiting area	The following statement refers to the access and convenience of clinic services. The time spent waiting in the clinic was too long.	Strongly agree	Agree	No opinion	Disagree	Strongly disagree	Does Not Apply		
Courtesy	Access	Overall	The following statement relates to your feelings about the staff. The staff was too busy to spend time with me.	Strongly agree	Agree	No opinion	Disagree	Strongly disagree	Does Not Apply		
Courtesy	General	Overall	The following statement relates to your feelings about the staff. The staff was not courteous.	Strongly agree	Agree	No opinion	Disagree	Strongly disagree	Does Not Apply		
Courtesy	Overall	Overall	The following statement relates to your feelings about the staff. The staff was helpful.	Strongly agree	Agree	No opinion	Disagree	Strongly disagree	Does Not Apply		
Education and Information	Discharge & Follow-up/Home Care	Discharge/follow-up care instructions	The following statement refers to the health care you received on today's visit. The nurse or nurse practitioner showed me how to do things I will need to do at home.	Strongly agree	Agree	No opinion	Disagree	Strongly disagree	Does Not Apply		
Education and Information	Questions	Answered questions	The following statement relates to your feelings about the staff. The staff gave me opportunities to ask questions.	Strongly agree	Agree	No opinion	Disagree	Strongly disagree	Does Not Apply		
Education and Information	Status of Health, Medical Condition	Info about health/condition	The following statement refers to the health care you received on today's visit. I did not find the information about my health useful.	Strongly agree	Agree	No opinion	Disagree	Strongly disagree	Does Not Apply		
Education and Information	Status of Health, Medical Condition	Info about health/condition	The following statement refers to the health care you received on today's visit. Information given to me today about my health was clear and adequate.	Strongly agree	Agree	No opinion	Disagree	Strongly disagree	Does Not Apply		
Education and Information	Treatment & treatment options, tests, procedures	Explanation of illness, treatment, treatment options	The following statement refers to the health care you received on today's visit. I understand all tests and/or examinations that were done on me today.	Strongly agree	Agree	No opinion	Disagree	Strongly disagree	Does Not Apply		
Preferences	personalized care	Personal interest	The following statement relates to your feelings about the staff. The staff respected me as an individual.	Strongly agree	Agree	No opinion	Disagree	Strongly disagree	Does Not Apply		
Preferences	Quality of Care	Quality of service	The following statement refers to the health care you received on today's visit. I have better care at other sites.	Strongly agree	Agree	No opinion	Disagree	Strongly disagree	Does Not Apply		
Preferences	Quality of Care	Quality of service	The following statement refers to the health care you received on today's visit. The clinic provides me with the care I expect.	Strongly agree	Agree	No opinion	Disagree	Strongly disagree	Does Not Apply		
Preferences	Quality of Care	Quality of service	The following statement refers to the health care you received on today's visit. Future intentions: Would you come back to the clinic?	Yes	No	No opinion	Disagree	Strongly disagree	Does Not Apply		
Preferences	Quality of Care	Quality of service	The following statement refers to the health care you received on today's visit. I am satisfied with my visit.	Yes	No	No opinion	Disagree	Strongly disagree	Does Not Apply		
Preferences	Quality of Care	Satisfaction	The following statement refers to the health care you received on today's visit. Some of the tests and/or procedures done on me today were unnecessary.	Strongly agree	Agree	No opinion	Disagree	Strongly disagree	Does Not Apply		
Preferences	Treatment & treatment options, tests, procedures	Explanation of what was done for you	The following statement refers to the health care you received on today's visit. Some of the tests and/or procedures done on me today were unnecessary.	Strongly agree	Agree	No opinion	Disagree	Strongly disagree	Does Not Apply		
Access	Access	Office hours - site of care	The following question refers to the health care you received on most recent physician office visit. Convenience of office hours?	Excellent	Very Good	Good	Fair	Poor	Does Not Apply		
Access	Access	Timeliness of care	At the time of your most recent physician office visit, how long did you wait to see the doctor?	1-5 min.	6-15 min.	16-30 min.	31-45 min.	46-1 hr.	Over 1 hr		
Access	Access	Timeliness of care	At the time of your most recent physician office visit, how would you rate the waiting time to see the doctor?	Excellent	Very Good	Good	Fair	Poor	Does Not Apply		
Access	Access	Timeliness of care	Before your most recent physician office visit, how would you rate the time between making an appointment and the day of your visit?	Excellent	Very Good	Good	Fair	Poor	Does Not Apply		
Access	Access	Visit Time	At the time of your most recent physician office visit, how would you rate the amount of time spent with the doctor?	Excellent	Very Good	Good	Fair	Poor	Does Not Apply		
Access	Phone	Efficiency - patient inconvenience	Before your most recent physician office visit, how would you rate the availability of a nurse to talk on the phone during office hours?	Excellent	Very Good	Good	Fair	Poor	Does Not Apply		
Access	Phone	Efficiency - patient inconvenience	Before your most recent physician office visit, how would you rate the availability of the doctor to talk on the phone during office hours?	Excellent	Very Good	Good	Fair	Poor	Does Not Apply		
Access	Phone	Efficiency - patient inconvenience	Before your most recent physician office visit, how would you rate the ease in getting through to the doctor's office by phone?	Excellent	Very Good	Good	Fair	Poor	Does Not Apply		
Access	Physical Environment	Location - site of care	Before your most recent physician office visit, how would you rate the parking convenience?	Excellent	Very Good	Good	Fair	Poor	Does Not Apply		
Courtesy	Courtesy	Phone	Before your most recent physician office visit, how would you rate the courtesy of the staff taking your call?	Excellent	Very Good	Good	Fair	Poor	Does Not Apply		
Courtesy	Courtesy	Waiting area	At the time of your most recent physician office visit, how would you rate the courtesy of the office receptionist?	Excellent	Very Good	Good	Fair	Poor	Does Not Apply		
Education and Information	Instructions	Explanation of what was done for you	At the time of your most recent physician office visit, how would you rate the doctor's explanation of what was done for you (tests, diagnosis, treatment)?	Excellent	Very Good	Good	Fair	Poor	Does Not Apply		
Physical Comfort	physical environment	physical surroundings	At the time of your most recent physician office visit, how would you rate the comfort of the waiting area?	Excellent	Very Good	Good	Fair	Poor	Does Not Apply		
Access	Access	Satisfaction	General Satisfaction with Care: How satisfied have you been with the availability of medical care at night and on weekends?	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	No Experience	Does Not Apply		
Access	overall	Satisfaction	General Satisfaction with Care: How satisfied have you been with getting all your medical care needs taken care of at the same location?	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	No Experience	Does Not Apply		
Access	personalized care	Efficiency - patient inconvenience	Think about the care you receive from the usual source of care. Your doctor often seems to be in a hurry.	Strongly agree	Agree	Disagree	Strongly disagree	No Experience	Does Not Apply		
Access	Physical Environment	Satisfaction	General Satisfaction with Care: How satisfied have you been with the ease and convenience of getting to a doctor from where you live?	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	No Experience	Does Not Apply		
Continuity	follow-up	Follow-up - after treatment or operation.	General Satisfaction with Care: How satisfied have you been with the follow-up care received by you after an initial treatment or operation?	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	No Experience	Does Not Apply		

Primary/Secondary classification by VHA, CSS or major category]	General Issue (systemic classification by overall category of the question)	Secondary Issue (systemic classification by overall category of the question)	Questions	Response	Response	Response	Response	Response	Response	Response	Response
Continuity	medical hx	clinical understanding of medical history	Think about the care you receive from the usual source of care. Your doctor has a good understanding of your medical history.	Strongly agree	Agree	Disagree	Strongly disagree	No Experience			
Continuity	Status of Health, Medical Condition	clinical review of active problems	Think about the care you receive from the usual source of care. Your doctor has a complete understanding of the things that are wrong with you.	Strongly agree	Agree	Disagree	Strongly disagree	No Experience			
Coordination	medical hx	Clinician understanding of medical history	Think about the care you receive from the usual source of care. Your provider has a good understanding of your medical history.	Strongly agree	Agree	Disagree	Strongly disagree	No Experience			
Coordination	personalized care	Clinical review of active problems	Think about the care you receive from the usual source of care. You often have health problems that should be discussed but are not.	Strongly agree	Agree	Disagree	Strongly disagree	No Experience			
Coordination	personalized care	Clinician understanding of medical history	Think about the care you receive from the usual source of care. Your provider has a complete understanding of the things that are wrong with you.	Strongly agree	Agree	Disagree	Strongly disagree	No Experience			
Courtesy	General	Personalized care	Think about the care you receive from the usual source of care. Your doctor often acts as though he was doing a favor by talking to you.	Strongly agree	Agree	Disagree	Strongly disagree	No Experience			
Education and Information	Status of Health, Medical Condition	Info about health/condition	General Satisfaction with Care: How satisfied have you been with the information given to you about what was wrong with you?	Very satisfied	Satisfied	Disatisfied	Very dissatisfied	No Experience			
Education and Information	Status of Health, Medical Condition	Info about health/condition	Think about the care you receive from the usual source of care. Your doctor often does not explain your medical problems to you.	Strongly agree	Agree	Disagree	Strongly disagree	No Experience			
Education and Information	Status of Health, Medical Condition	Info about health/condition	Think about the care you receive from the usual source of care. Your doctor tells you all you want to know about your condition and treatment.	Strongly agree	Agree	Disagree	Strongly disagree	No Experience			
Emotional support	Emotional Support	Personal interest	General Satisfaction with Care: How satisfied have you been with the concern of doctors for your overall health rather than just for an isolated symptom or disease?	Very satisfied	Satisfied	Disatisfied	Very dissatisfied	No Experience			
Emotional support	Emotional Support	Personal interest	Think about the care you receive from the usual source of care. You depend on your doctor in order to feel better both physically and emotionally.	Strongly agree	Agree	Disagree	Strongly disagree	No Experience			
Emotional support	Emotional Support	Trust	Think about the care you receive from the usual source of care. You have great confidence in your doctor.	Strongly agree	Agree	Disagree	Strongly disagree	No Experience			
Education and Information	Patient / Family Questions	Answered questions	Think about the care you receive from the usual source of care. Your doctor answers all your questions.	Strongly agree	Agree	Disagree	Strongly disagree	No Experience			
Access	personalized care	Satisfaction	Here is a question about the visit you just made. In terms of your satisfaction, how would you rate the length of time waiting at the Clinic?	Excellent	Very Good	Good	Fair	Poor			
Access	personalized care	Satisfaction	Here is a question about the visit you just made. In terms of your satisfaction, how would you rate the time spent with the doctor?	Excellent	Very Good	Good	Fair	Poor			
Access	Phone	Satisfaction	Here is a question about the visit you just made. In terms of your satisfaction, how would you rate getting through to the Clinic by phone?	Excellent	Very Good	Good	Fair	Poor			
Access	Physical Environment	Satisfaction	Here is a question about the visit you just made. In terms of your satisfaction, how would you rate the convenience of the location of the Clinic?	Excellent	Very Good	Good	Fair	Poor			
Courtesy	General	Overall	Here is a question about the visit you just made. In terms of your respect, sensitivity, friendliness?	Excellent	Very Good	Good	Fair	Poor			
Education and Information	Treatment & treatment options, tests, procedures	Explanation of illness, treatment, treatment options	Here is a question about the visit you just made. In terms of your satisfaction, how would you rate the doctor's explanation of what was done for you?	Excellent	Very Good	Good	Fair	Poor			
Access	Access	Satisfaction	Here is a question about the visit you just made. In terms of your satisfaction, how would you rate how long you waited to get an appointment?	Excellent	Very Good	Good	Fair	Poor			
Access	Medication	Wait for prescription	I am usually kept waiting a long time when I get my prescription filled.	Strongly agree	Agree	Not Sure	Disagree	Strongly disagree			
Courtesy	Courtesy	Overall - Pharmacy	My pharmacist was not professional in his or her manner.	Strongly agree	Agree	Not Sure	Disagree	Strongly disagree			
Pharmacy / Medication	Access	Personal interest	My pharmacist seemed unconcerned about me.	Strongly agree	Agree	Not Sure	Disagree	Strongly disagree			
Pharmacy / Medication	Access	Pharmacy/hours	The pharmacy is not always open when I would like to get my prescription.	Strongly agree	Agree	Not Sure	Disagree	Strongly disagree			
Pharmacy / Medication	Access	Pharmacy hours	The pharmacy's hours are convenient for me.	Strongly agree	Agree	Not Sure	Disagree	Strongly disagree			
Pharmacy / Medication	Access	Wait for prescription	My prescriptions are always filled promptly.	Strongly agree	Agree	Not Sure	Disagree	Strongly disagree			
Pharmacy / Medication	Background	Calling medication renewal service	I have called the medication renewal service for help.	Yes	No	Not Sure	Disagree	Strongly disagree			
Pharmacy / Medication	Cost	Medications	Co-pays on prescriptions concern me.	Strongly agree	Agree	Not Sure	Disagree	Strongly disagree			
Pharmacy / Medication	Education / Information	Info about medication	I understood what my pharmacist said to me.	Yes	No	Not Sure					
Pharmacy / Medication	Education / Information	Info about medication	My pharmacist talked with me about my prescription.	Yes	No	Not Sure					
Pharmacy / Medication	Education / Information	Patient understanding	My pharmacist asked me if I had any questions.	Yes	No	Not Sure					
Pharmacy / Medication	Emotional Support	Personal concerns	My pharmacist look my concerns seriously.	Strongly agree	Agree	Not Sure	Disagree	Strongly disagree			
Pharmacy / Medication	Emotional Support	Personal interest	My pharmacist took a personal interest in me.	Strongly agree	Agree	Not Sure	Disagree	Strongly disagree			
Pharmacy / Medication	Medication	Information / explanations about medications	I had to ask my pharmacist to explain some information.	Strongly agree	Agree	Not Sure	Disagree	Strongly disagree			
Pharmacy / Medication	Medication	Information / explanations about medications	My pharmacist and I really did not talk about my prescriptions.	Strongly agree	Agree	Not Sure	Disagree	Strongly disagree			

Primary / Medication Issues	General Issue (systematic classification by VHA, CSS or major category)	Secondary Issue (systematic classification by secondary category of the question)	Questions	Response	Response	Response	Response	Response	Response	Response	Response	Response	Response	Response
Pharmacy / Medication Issues	Medication	Information / explanations about medications	My pharmacist asked me about over-the-counter medicines or other medications that I buy myself.	Yes	No	Not Sure	Disagree	Strongly disagree						
Pharmacy / Medication Issues	Medication	Information / explanations about medications	My pharmacist explained things thoroughly.	Strongly agree	Agree	Not Sure	Disagree	Strongly disagree						
Pharmacy / Medication Issues	Medication	Information / explanations about medications	My pharmacist gave me information on over-the-counter medicines that I buy.	Yes	No	Not Sure								
Pharmacy / Medication Issues	Medication	Information / explanations about medications	My pharmacist gave me written information I needed about my prescription.	Yes	No	Not Sure								
Pharmacy / Medication Issues	Medication	Information / explanations about medications	My pharmacist used words I did not understand.	Strongly agree	Agree	Not Sure	Disagree	Strongly disagree						
Pharmacy / Medication Issues	Medication	Information / explanations about medications	My prescriptions are dispensed with clear instructions on the container.	Strongly agree	Agree	Not Sure	Disagree	Strongly disagree						
Pharmacy / Medication Issues	Overall	Overall	My medication needs were met by my pharmacist.	Strongly agree	Agree	Not Sure	Disagree	Strongly disagree						
Pharmacy / Medication Issues	Physical Environment	Waiting area	My pharmacy waiting area has too few places to sit.	Strongly agree	Agree	Not Sure	Disagree	Strongly disagree						
Pharmacy / Medication Issues	Physical Environment	Waiting area	The pharmacy waiting area was clean.	Strongly agree	Agree	Not Sure	Disagree	Strongly disagree						
Pharmacy / Medication Issues	Physical Environment	Waiting area	The pharmacy waiting area was comfortable (noise level and temperature).	Strongly agree	Agree	Not Sure	Disagree	Strongly disagree						
Pharmacy / Medication Issues	Quality of Care	Dispensing medication	I get medications in the mail that I did not order.	Yes	No	Not Sure								
Pharmacy / Medication Issues	Quality of Care	Dispensing medication	I have received a wrong medication at the pharmacy window.	Yes	No	Not Sure	Disagree	Strongly disagree						
Pharmacy / Medication Issues	Medication	Dispensing medication	I like the prescription waiting televisions monitors located in the hospital.	Strongly agree	Agree	Not Sure	Disagree	Strongly disagree						
Access	Efficiency	Efficiency - patient inconvenience	EFFICIENCY OF THE ADMITTING PROCEDURE: Ease of getting admitted, including the amount of time it took.	Excellent	Very Good	Good	Fair	Poor	Doesn't Apply					
Continuity	monitoring & checking	Frequency of monitoring & checking	ATTENTION OF DOCTORS TO YOUR CONDITION: How often doctors checked on you to keep track of your condition and how you were doing.	Excellent	Very Good	Good	Fair	Poor	Doesn't Apply					
Continuity	monitoring & checking	Frequency of monitoring & checking	ATTENTION OF NURSES TO YOUR CONDITION: How often nurses checked on you to keep track of your condition and how you were doing.	Excellent	Very Good	Good	Fair	Poor	Doesn't Apply					
Courtesy	Courtesy	Overall-Phys	CONCERN AND CARING BY DOCTORS: Courtesy and respect you were given; friendliness and kindness.	Excellent	Very Good	Good	Fair	Poor	Doesn't Apply					
Courtesy	Courtesy	Overall-RN	CONCERN AND CARING BY NURSES: Courtesy and respect you were given; friendliness and kindness.	Excellent	Very Good	Good	Fair	Poor	Doesn't Apply					
Courtesy	monitoring & checking	Timeliness of monitoring & checking	NURSING STAFF RESPONSE TO YOUR CALLS: How quick they were to help.	Excellent	Very Good	Good	Fair	Poor	Doesn't Apply					
Courtesy	personalized care	Personal interest	ATTENTION OF ADMITTING STAFF TO YOUR INDIVIDUAL NEEDS: Their handling of your personal needs and wants.	Excellent	Very Good	Good	Fair	Poor	Doesn't Apply					
Courtesy	Physical Environment	Overall	HOUSEKEEPING STAFF: How well they did their jobs and how they acted towards you.	Excellent	Very Good	Good	Fair	Poor	Doesn't Apply					
Courtesy	Quality of Care	Overall-Lab	LABORATORY STAFF: How well they did their jobs and how they acted towards you.	Excellent	Very Good	Good	Fair	Poor	Doesn't Apply					
Education and Information	Discharge & Follow-up/home Care	Discharge follow-up care instructions	INFORMATION GIVEN BY DOCTORS: Amount of information you were given about what to do after leaving the hospital.	Excellent	Very Good	Good	Fair	Poor	Doesn't Apply					
Education and Information	Instructions	Information about patient's surgical or other procedures.	INSTRUCTIONS: How well nurses and other staff explained about tests, treatments and what to expect.	Excellent	Very Good	Good	Fair	Poor	Doesn't Apply					
Education and Information	Patient / Family Questions	Answered questions	EASE OF GETTING INFORMATION: Willingness of hospital staff to answer your questions.	Excellent	Very Good	Good	Fair	Poor	Doesn't Apply					
Education and Information	Treatment & treatment options, tests, procedures.	Explanation of illness, given about your illness and treatment options.	INFORMATION GIVEN BY DOCTORS: Amount of information you were given about your illness and treatment.	Excellent	Very Good	Good	Fair	Poor	Doesn't Apply					
Emotional support	Emotional Support	Personal interest	SENSITIVITY TO PROBLEMS: Sensitivity of hospital staff to your special problems or concerns.	Excellent	Very Good	Good	Fair	Poor	Doesn't Apply					
Family Involvement	Communication / Info Transfer	Communication with patients and families / providers	INFORMING FAMILY OR FRIENDS: How well family or friends were kept informed about your condition and needs.	Excellent	Very Good	Good	Fair	Poor	Doesn't Apply					
Physical Comfort	physical environment	physical surroundings	How well you would rate the hospital building overall.	Excellent	Very Good	Good	Fair	Poor	Doesn't Apply					
Physical Comfort	physical environment	physical surroundings	RESTFULNESS OF HOSPITAL ATMOSPHERE: Amount of peace and quiet.	Excellent	Very Good	Good	Fair	Poor	Doesn't Apply					
Preferences	Quality of Care	Quality of service	Looking back to when you had your surgery, if you had the decision to make again, would you:	Definitely have surgery	Probably have surgery	Probably not have surgery	Definitely not have surgery							
Transition	Discharge & Follow-up/ Home Care	Explanations of what to expect & do after leaving hospital	DISCHARGE INSTRUCTIONS: How clearly and completely you were told what to do and what to expect when you left the hospital.	Excellent	Very Good	Good	Fair	Poor	Doesn't Apply					
Transition	Efficiency	Efficiency - patient inconvenience	DISCHARGE PROCEDURES: Time it took to be discharged from the hospital and how efficiently it was handled.	Excellent	Very Good	Good	Fair	Poor	Doesn't Apply					
Access	Access	ED Care	Please rate the following aspects of the health care you received in the past twelve months. Access to medical care in an emergency.	Excellent	Very Good	Good	Fair	Poor	Doesn't Apply					
Access	Access	Inpatient Care	Please rate the following aspects of the health care you received in the past twelve months. Access to hospital care if you need it.	Excellent	Very Good	Good	Fair	Poor	Doesn't Apply					

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Access	Access	Overall	Please rate the following aspects of the health care you received in the past twelve months. Access to health care whenever you need it.	Excellent	Very Good	Good	Fair	Poor	Not Applicable		
Access	Access	Patient Preferences	Please rate the following aspects of the health care you received in the past twelve months. Amount of time with health care providers during a visit.	Excellent	Very Good	Good	Fair	Poor	Not Applicable		
Access	Access	Patient Preferences	Please rate the following aspects of the health care you received in the past twelve months. Ease of seeing the provider of your choice.	Excellent	Very Good	Good	Fair	Poor	Not Applicable		
Access	Access	Referrals	Please rate the following aspects of the health care you received in the past twelve months. Access to a specialist if you need one.	Excellent	Very Good	Good	Fair	Poor	Not Applicable		
Access	Phone	Scheduling Appointments	In the past 12 months, how many telephone calls did you or a family member USUALLY make to get an appointment with a provider for you?	1 to 2 calls	3 to 5 calls	6 to 9 calls	10 or more calls	Did not make telephone calls for appointments in past 12 months	Not Applicable		
Access	Access	Timeliness to be seen for care	How long did you USUALLY wait between the days you made an appointment for care and the day you actually saw the provider when going for care?	Same Day	1-3 Days	4-7 Days	8-14 Days	15-30 Days	31-60 Days	More Than 61 Days	Does Not Apply
Access	Access	Timeliness to be seen for care	How long did you USUALLY wait between the days you made an appointment for care and the day you actually saw the provider when going for chronic or ongoing condition?	Same Day	1-3 Days	4-7 Days	8-14 Days	15-30 Days	31-60 Days	More Than 61 Days	Does Not Apply
Access	Physical Environment	Satisfaction	Please rate the following aspects of the health care you received in the past twelve months. Convenience of location of treatment.	Excellent	Very Good	Good	Fair	Poor	Not Applicable		
Access	Access	Timeliness to be seen for care	How long did you USUALLY wait between the days you made an appointment for care and the day you actually saw the provider when going for minor illness or injury (like treatment for a sore throat)?	Same Day	1-3 Days	4-7 Days	8-14 Days	15-30 Days	31-60 Days	More Than 61 Days	Does Not Apply
Access	Access	Timeliness to be seen for care	How long did you USUALLY wait between the days you made an appointment for care and the day you actually saw the provider when going for routine care (like a check-up)?	Same Day	1-3 Days	4-7 Days	8-14 Days	15-30 Days	31-60 Days	More Than 61 Days	Does Not Apply
Access	Access	Timeliness to be seen for care	How long did you USUALLY wait between the days you made an appointment for care and the day you actually saw the provider when going for urgent care (like broken arm or shortness of breath)?	Less than 10 minutes	10 minutes to less than 15 minutes	15 minutes to less than 30 minutes	30 minutes to an hour	More than 1 hour	Not Applicable		
Access	Access	Timeliness to be seen for care	In the past 12 months, was there a time when you wanted to get health care at a facility but could not get care?	Yes	No						
Access	Access	Timeliness to be seen for care	Please rate the following aspects of the health care you received from providers in the past 12 months. Length of time you wait at office to see the provider.	Excellent	Very Good	Good	Fair	Poor	Not Applicable		
Access	Access	Timeliness to be seen for care	Please rate the following aspects of the health care you received from providers in the past 12 months. Length of time you wait between making an appointment for routine care and the day of your visit.	Excellent	Very Good	Good	Fair	Poor	Not Applicable		
Access	Access	Office hours - site of care	Please rate the following aspects of the health care you received from providers in the past 12 months. Convenience of hours.	Excellent	Very Good	Good	Fair	Poor	Not Applicable		
Access	Access	Provider Options	Please rate the following aspects of the health care you received from providers in the past 12 months. Ability to choose health care providers.	Excellent	Very Good	Good	Fair	Poor	Not Applicable		
Access	Access	Scheduling Appointments	Please rate the following aspects of the health care you received from providers in the past 12 months. Ease of making appointments for health care by phone.	Excellent	Very Good	Good	Fair	Poor	Not Applicable		
Access	Physical Environment	Location - site of care	In the past 12 months, how long did it usually take you to travel to the facility where you had your visit(s)?	Less than 10 minutes	10 minutes to less than 15 minutes	15 minutes to less than 30 minutes	30 minutes to an hour	More than 1 hour	Not Applicable		
Courtesy	General	overall	Please rate the following aspects of the health care you received from providers in the past 12 months. Courtesy shown to you by administrative staff (e.g., receptionists).	Excellent	Very Good	Good	Fair	Poor	Not Applicable		
Courtesy	General	overall	Please rate the following aspects of the health care you received from providers in the past 12 months. Courtesy shown to you by health care providers.	Excellent	Very Good	Good	Fair	Poor	Not Applicable		
Education and Information	Instructions	Information about patient's surgical or other procedures	Please rate the following aspects of the health care you received from providers in the past 12 months. Provider's explanation of health care procedures.	Excellent	Very Good	Good	Fair	Poor	Not Applicable		
Education and Information	Instructions	Information about patient's surgical or other procedures	Please rate the following aspects of the health care you received from providers in the past 12 months. Provider's explanation of medical tests.	Excellent	Very Good	Good	Fair	Poor	Not Applicable		
Education and Information	Phone	Medical information regarding your care/condition by phone	Please rate the following aspects of the health care you received from providers in the past 12 months. Availability of health care information or advice by phone.	Excellent	Very Good	Good	Fair	Poor	Not Applicable		
Education and Information	Treatment & treatment options, tests, procedures	Information/advice - preventative	Please rate the following aspects of the health care you received from providers in the past 12 months. Advice provider gives you about ways to avoid illness and stay healthy.	Excellent	Very Good	Good	Fair	Poor	Not Applicable		
Emotional support	personalized care	Personal Interest	Please rate the following aspects of the health care you received from providers in the past 12 months. Health care providers personal interest in the outcome of your problem.	Excellent	Very Good	Good	Fair	Poor	Not Applicable		
Emotional support	personalized care	Personal Interest	Please rate the following aspects of the health care you received from providers in the past 12 months. Provider's concern for you as a person.	Excellent	Very Good	Good	Fair	Poor	Not Applicable		
Emotional support	personalized care	Personal Interest	Please rate the following aspects of the health care you received from providers in the past 12 months. Reassurance and support offered to you by health care providers.	Excellent	Very Good	Good	Fair	Poor	Not Applicable		
Preferences	personalized care	Personal interest	Please rate the following aspects of the health care you received from providers in the past 12 months. Attention provider gives to what you have to say.	Excellent	Very Good	Good	Fair	Poor	Not Applicable		

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Preferences	Privacy	Personal interest	Please rate the following aspects of the health care you received from providers in the past 12 months. Provide a concern for your privacy.	Excellent	Very Good	Good	Fair	Poor	Not Applicable					
Preferences	Quality of Care	Quality of service	How much do you agree or disagree with the following statements about the health you received in the past 12 months? I would recommend this type of health care to my family or friends who need care.	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree						
Preferences	Quality of Care	Satisfaction	How much do you agree or disagree with the following statements about the health you received in the past 12 months? I am satisfied with the health care that I receive.	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree						
Education and Information	Status of Health, Medical Condition	Info about health/condition	The following statement refers to getting physical help from a nurse. The information given by the nurse about my physical problems helps me to adjust to my condition.	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Not applicable						
Education and Information	Status of Health, Medical Condition	Info about health/condition	The following statement refers to how nurses handle important areas of your care of my life. The nurse gives information about how my condition will affect other areas of my life.	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Not applicable						
Emotional support	Communication / Info Transfer	Info about health/condition	The following statement refers to getting physical help from a nurse. I am able to discuss my physical problems with the nurse.	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Not applicable						
Emotional support	Communication / Info Transfer	Personal interest	The following statement refers to how nurses handle important areas of your life. The nurse discusses how my condition will affect the sexual aspects of my life.	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Not applicable						
Emotional support	Emotional Support	Personal interest	The following statement refers to how nurses handle important areas of your life. I find the nurse is interested in knowing what I have done, or would like to do during my lifetime.	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Not applicable						
Emotional support	Emotional support	Personal interest	The following statement refers to how nurses handle important areas of your life. The nurse helps me with my feelings about my relationships with others.	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Not applicable						
Emotional support	Emotional support	Personal interest	The following statement refers to the way the nurse deals with your feelings. The nurse openly discusses my feelings to help me to adjust to being ill.	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Not applicable						
Emotional support	Emotional support	Personal interest	The following statement refers to the way that helps me to adjust to a new situation. The nurse reacts to my feelings in a way that helps me.	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Not applicable						
Emotional support	Emotional Support	Personal interest	The following statement refers to how nurses handle important areas of your life. The nurse shows concern about how my condition will affect the work or job that I am normally involved with.	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Not applicable						
Emotional support	Emotional support	Personal interest	The following statement refers to the way the nurse deals with your feelings. The nurse shows concern for my feelings.	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Not applicable						
Emotional support	Emotional support	Personal interest	The following statement refers to the way the nurse deals with your feelings. The nurse tells me how he/she sees my feelings affecting others who are close to me.	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Not applicable						
Emotional support	Emotional support	Personal interest	The following statement refers to how nurses handle important areas of your life. When I have a new condition, I find that the nurse is easy to talk to.	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Not applicable						
Emotional support	Emotional support	Personal interest	The following statement refers to the way the nurse deals with your feelings in the way I live. The nurse helps me to discuss my feelings when I need to make changes in the way I live.	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Not applicable						
Emotional support	monitoring & checking	Info about health/condition	The following statement refers to the way the nurse deals with your feelings. The nurse listens to my feelings when taking care of me.	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Not applicable						
Emotional support	monitoring & checking	Personal concerns understood	The following statement refers to the way the nurse deals with your feelings. When I am depressed, the nurse leaves me alone.	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Not applicable						
Emotional support	monitoring & checking	Info about health/condition	The following statement refers to getting physical help from a nurse. The nurse is sensitive to the possible effect that information may have on my recovery.	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Not applicable						
Emotional support	personalized care	Info about health/condition	The following statement refers to the way the nurse deals with your feelings. The nurse is sensitive to my feelings when I am trying to understand my condition.	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Not applicable						
Emotional support	personalized care	Personal concerns understood	The following statement refers to the way the nurse deals with your feelings. The nurse helps me to interpret the meaning of my feelings.	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Not applicable						
Emotional support	personalized care	Personal interest	The following statement refers to the way the nurse deals with your feelings. The nurse shares his/her feelings about my situation to help me to understand my condition.	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Not applicable						
Emotional support	Spiritual Needs	Personal interest	The following statement refers to how the nurse handles your need for hope and spiritual needs. I find that the nurse encourages me to reflect on my spiritual needs.	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Not applicable						
Emotional support	Spiritual Needs	Personal interest	The following statement refers to how the nurse handles your need for hope and spiritual needs. The nurse accepts my need to sometimes feel like the situation is out of my hands.	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Not applicable						
Emotional support	Spiritual Needs	Personal interest	The following statement refers to how the nurse handles your need for hope and spiritual needs. The nurse assists me in obtaining religious or spiritual advice to help me to deal with health-related situations.	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Not applicable						
Emotional support	Spiritual Needs	Personal interest	The following statement refers to how the nurse handles your need for hope and spiritual needs. The nurse considers my need for some hope when feeling the about my condition.	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Not applicable						
Emotional support	Spiritual Needs	Personal interest	The following statement refers to how the nurse handles your need for hope and spiritual needs. The nurse does not get involved with my spiritual needs.	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Not applicable						

Taxonomy (systematic classification by VHA CSS or major category)	General Issue (systematic classification by overall category of the question)	Secondary Issue (systematic classification by secondary category of the question)	Questions	Response	Response	Response	Response	Response	Response	Response	Response	Response	Response	Response
Emotional support	Spiritual Needs	Personal Interest	The following statement refers to how the nurse handles your need for hope and spiritual needs. The nurse helps me obtain spiritual guidance when I am dealing with difficult feelings.	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Not applicable						
Emotional support	Spiritual Needs	Personal Interest	The following statement refers to how the nurse handles your need for hope and spiritual needs. The nurse is able to sense times when I need help from a higher power.	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Not applicable						
Emotional support	Spiritual Needs	Personal Interest	The following statement refers to how the nurse handles your need for hope and spiritual needs. The nurse openly discusses how this situation fits into the rest of my life.	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Not applicable						
Emotional support	Spiritual Needs	Personal Interest	The following statement refers to how the nurse recognizes that my spiritual beliefs may help me to adjust to new situations in my life.	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Not applicable						
Emotional support	Spiritual Needs	Personal Interest	The following statement refers to how the nurse handles your need for hope and spiritual needs. While ill, I feel the nurse has shown concern for my spiritual needs.	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Not applicable						
Emotional support	Spiritual Needs	Personal Interest	The following statement refers to getting physical help from a nurse. The nurse shares his/her view of my physical condition with me.	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Not applicable						
Emotional support	Spiritual Needs	Personal Interest	The following statement refers to getting physical help from a nurse. The nurse shows concern about how my physical condition will affect other areas of my life.	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Not applicable						
Emotional support	Spiritual Needs	Personal Interest	The following statement refers to getting physical help from a nurse. The nurse focuses when I need help in dealing with physical problems.	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Not applicable						
Emotional support	Spiritual Needs	Personal Interest	The following statement refers to getting physical help from a nurse. The nurse understands my condition and this helps me to deal with physical problems.	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Not applicable						
Emotional support	Spiritual Needs	Personal Interest	The following statement refers to how nurses handle important areas of your life. The nurse shares his/her view of how my family or friends are reaching for my situation.	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Not applicable						
Emotional support	Spiritual Needs	Personal Interest	The following statement refers to how nurses handle important areas of your life. The nurse talks about my condition to family, friends, or other people who I go to for help.	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Not applicable						
Emotional support	Spiritual Needs	Personal Interest	The following statement refers to how nurses handle important areas of your life. The nurse allows me time to reflect on how my condition will affect my family, friends, etc.	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Not applicable						
Emotional support	Spiritual Needs	Personal Interest	The following statement refers to getting physical help from a nurse. The nurse allows time for me to think over my physical problems.	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Not applicable						
Emotional support	Spiritual Needs	Personal Interest	The following statement refers to the nurse(s) caring for you. The nurse is too busy at the desk to spend time talking with me.	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Not applicable						
Emotional support	Spiritual Needs	Personal Interest	The following statement refers to the nurse(s) caring for you. A person feels free to ask the nurse questions.	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Not applicable						
Emotional support	Spiritual Needs	Personal Interest	The following statement refers to the nurse(s) caring for you. The nurse is pleasant to be around.	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Not applicable						
Emotional support	Spiritual Needs	Personal Interest	The following statement refers to the nurse(s) caring for you. The nurse should be more friendly than he/she is.	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Not applicable						
Emotional support	Spiritual Needs	Personal Interest	The following statement refers to the nurse(s) caring for you. When I need to talk to someone, I can go to the nurse with my problems.	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Not applicable						
Emotional support	Spiritual Needs	Personal Interest	The following statement refers to the nurse(s) caring for you. The nurse should be more attentive than he/she is.	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Not applicable						
Emotional support	Spiritual Needs	Personal Interest	The following statement refers to the nurse(s) caring for you. The nurse is just not patient enough.	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Not applicable						
Emotional support	Spiritual Needs	Personal Interest	The following statement refers to the nurse(s) caring for you. Too often the nurse thinks you can't understand the medical explanation of your illness, so he/she just doesn't bother to explain.	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Not applicable						
Emotional support	Spiritual Needs	Personal Interest	The following statement refers to the nurse(s) caring for you. It is always easy to understand what the nurse is talking about.	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Not applicable						
Emotional support	Spiritual Needs	Personal Interest	The following statement refers to the nurse(s) caring for you. The nurse explains things in simple language.	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Not applicable						
Emotional support	Spiritual Needs	Personal Interest	The following statement refers to the nurse(s) caring for you. The nurse gives directions at just the right speed.	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Not applicable						
Emotional support	Spiritual Needs	Personal Interest	The following statement refers to the nurse(s) caring for you. The nurse makes it a point to show me how to carry out the doctor's orders.	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Not applicable						
Emotional support	Spiritual Needs	Personal Interest	The following statement refers to the nurse(s) caring for you. The nurse always gives complete explanations of why tests are ordered.	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Not applicable						
Emotional support	Spiritual Needs	Personal Interest	The following statement refers to the nurse(s) caring for you. I wish the nurse would tell me about the results of my tests more than he/she does.	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Not applicable						
Emotional support	Spiritual Needs	Personal Interest	The following statement refers to the nurse(s) caring for you. Just talking to the nurse makes me feel better.	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Not applicable						
Emotional support	Spiritual Needs	Personal Interest	The following statement refers to the nurse(s) caring for you. The nurse is a person who can understand how I feel.	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Not applicable						



Taxonomy [systematic classification by VHA, CSS or major category]	General Issue [systematic classification by overall category of the question]	Secondary Issue [systematic classification by secondary category of the question]	Questions	Response	Response	Response	Response	Response	Response	Response
Emotional support	Emotional Support	Personal Interest	The following statement refers to the nurse(s) caring for you. The nurse is understanding in listening to a patient's problems. Thinking about your visit with the person you saw, how would you rate the time spent with the person you saw?	STRONGLY DISAGREE	AGREE	UNCERTAIN	DISAGREE	STRONGLY DISAGREE		
Access	Personalized care	Overall	Thinking about your visit with the person you saw, how would you rate the time spent with the person you saw?	Poor	Fair	Good	Very Good	Excellent		
Access	Phone	Overall	Thinking about your visit with the person you saw, how would you rate getting through to the office by phone?	Poor	Fair	Good	Very Good	Excellent		
Preferences	Quality of Care	Quality of Service	Thinking about your visit with the person you saw, would you recommend the person you saw to your family and friends?	Definitely not	Probably not	Probably yes	Definitely yes	Excellent		
Preferences	Quality of Care	Satisfaction	Thinking about your visit with the person you saw, how would you rate the visit overall?	Poor	Fair	Good	Very Good	Excellent		
Courtesy	Overall	Patient Preferences	Thinking about your visit with the person you saw, how would you rate the personal manner (courtesy, respect, sensitivity, friendliness) of the person you saw?	Poor	Fair	Good	Very Good	Excellent		
Access	Access	Scheduling Appointments	Thinking about your visit with the person you saw, how would you rate how long you waited to get an appointment?	Poor	Fair	Good	Very Good	Excellent		
Access	Access	Timeliness to be seen for care	Thinking about your visit with the person you saw, how would you rate the length of time waiting at the office?	Poor	Fair	Good	Very Good	Excellent		
Access	Background	Background Info	A health professional could be a general doctor, a specialist doctor, a nurse practitioner, a physician assistant, a nurse, or anyone else you would see for health care. In the last 6 months, did you try to see a doctor or other health professional right away to get care for an illness or injury?	Never	Sometimes	Usually	Always			
Access	Background	Background Info	In the last 6 months, did you phone a doctor's office or clinic during the day Monday to Friday to get medical help or advice for yourself?	Yes	No					
Access	Background	Background Info	In the last 6 months, did you try to make any appointments with a doctor or other health professional for regular or routine health care?	Yes	No	I don't have a personal doctor or nurse				
Access	Background	Background Info	In the last 6 months, did you try to see your personal doctor or nurse?	Yes	No					
Access	General	General	In the last 6 months, when you needed regular or routine health care, how often did you get an appointment as soon as you wanted?	Never	Sometimes	Usually	Always	I haven't tried to get an appointment for regular or routine care in the last 6 months		
Access	General	General	In the last 6 months, when you tried to see for an illness or injury, how often did you see a doctor or other health professional as soon as you wanted?	Never	Sometimes	Usually	Always	I haven't had any appointments in the last 6 months		
Access	General	Waiting area	In the last 6 months, how often did you wait in the doctor's office or clinic more than 30 minutes past your appointment time to see the person you went to see?	Never	Sometimes	Usually	Always			
Access	Patient Preferences	Provider Options	In the last 6 months, how often did you have to see someone else when you wanted to see your personal doctor or nurse?	Never	Sometimes	Usually	Always			
Access	Patient Preferences	Provider Options	With the choices your health insurance plan gives you, was it easy to find a personal doctor or nurse you are happy with?	Yes	No	I haven't tried to find a personal doctor or nurse for myself				
Access	Patient Preferences	Scheduling Appointments	In the last 6 months, how often did you see a specialist when you thought you needed one?	Never	Sometimes	Usually	Always	I didn't need to see a specialist in the last 6 months		
Access	Phone	Medical information regarding your care/condition by phone	In the last 6 months, how often did you get the medical help or advice you needed when you phoned the doctor's office or clinic during the day Monday to Friday?	Never	Sometimes	Usually	Always	I haven't phoned for medical help or advice during the day Monday to Friday in the last 6 months		
Access	Process / Sequence	Scheduling Appointments	In the last 6 months, in order to see a specialist did you need to get a referral, that is approval or permission, from your doctor?	Yes	No	I didn't need to see a specialist in the last 6 months				
Access	Process / Sequence	Scheduling Appointments	In the last 6 months, was it always easy to get a referral when you needed one?	Yes	No	I didn't need to see a specialist in the last 6 months or I didn't need a referral in the last 6 months				
Access	Timeliness to be seen for care	Medical information regarding your care/condition by phone	In the last 6 months, how often did you get help or advice during the day Monday to Friday without a long wait?	Never	Sometimes	Usually	Always	I never phoned for or never got medical help or advice during the day Monday to Friday in the last 6 months		
Access	Patient Preferences	Visit Time	In the last 6 months, how often did doctors or other health professionals spend enough time with you?	Never	Sometimes	Usually	Always	I had no visits in the last 6 months		

Taxonomy (systematic classification by VHA CSS or major category)	General Issue (systematic classification by overall category of the question)	Secondary Issue (systematic classification by secondary category of the question)	Questions	Response	Response	Response	Response	Response	Response	Response	Response	Response
Continuity	medical hx	clinical understanding of medical history	In the last 6 months, how often did doctors or other health professionals know what you thought they should know about your medical history?	Never	Sometimes	Usually	Always	I had no visits in the last 6 months				
Continuity	personalized care	personal provider - continuity	Do you have one person you think of as your personal doctor or nurse?	Yes	No	Usually	Always	I had no visits in the last 6 months				
Courtesy	Communication / Info Transfer	Personal Interest	In the last 6 months, how often did doctors or other health professionals listen carefully to you?	Never	Sometimes	Usually	Always	I haven't talked to staff at a doctor's office or clinic in the last 6 months				
Courtesy	General	overall	In the last 6 months, how often was office staff at a doctor's office or clinic as helpful as you thought they should be?	Never	Sometimes	Usually	Always	I haven't talked to staff at a doctor's office or clinic in the last 6 months				
Courtesy	Overall	Patient Preferences	In the last 6 months, how often did office staff at a doctor's office or clinic treat you with courtesy and respect?	Never	Sometimes	Usually	Always	I haven't talked to staff at a doctor's office or clinic in the last 6 months				
Education and Information	Status of Health, Medical Condition	Info about health/condition	In the last 6 months, how often did doctors or other health professionals explain things in a way you could understand?	Never	Sometimes	Usually	Always	I had no visits in the last 6 months				
Preferences	monitoring & checking	Frequency of monitoring & checking	In the last 6 months, how often did you get the tests or treatment you thought you needed?	Never	Sometimes	Usually	Always	I haven't needed tests or treatment in the last 6 months				
Preferences	Patient Preferences	Info about health/condition	In the last 6 months, how often were you involved as much as you wanted in these decisions about your health care?	Never	Sometimes	Usually	Always	No decisions were made about my health care in the last 6 months				
Preferences	Patient Preferences	Personal provider - continuity	A personal doctor or nurse is the health professional who knows you best. This can be a general doctor, a specialist doctor, a nurse practitioner, a physician assistant, or a nurse. Since you joined the plan, have you tried to find a personal doctor or nurse for yourself?	Yes	No							
Preferences	Patient Preferences	Satisfaction	We want to know your rating of the specialist you saw most often in the last 6 months. Use any number on a scale from 0 to 10 possible, and 10 is the best specialist possible. How would you rate the specialist?	1=Worst personal doctor or nurse possible	10=Best specialist possible	I didn't need to see a specialist in the last 6 mos.	Always	I had no visits in the last 6 months				
Preferences	personalized care	Patient concerns understood	In the last 6 months, how often did doctors or other health professionals show respect for what you had to say?	Never	Sometimes	Usually	Always					
Preferences	personalized care	Satisfaction	We want to know your rating of your personal doctor or nurse. Use any number on a scale from 0 to 10 where 0 is the worst personal doctor or nurse possible and 10 the best personal doctor or nurse possible. How would you rate your personal doctor or nurse now?	1=Worst personal doctor or nurse possible	10=Best personal doctor or nurse possible	I don't have a personal doctor or nurse	Always					
Coordination	personalized care	Personal provider - patient identification	Do you have one person you think of as your provider?	Yes	No							
Access	Access	Timeliness to be seen for care	How long do you usually have to wait between the time you make an appointment for care and the day you actually see the provider?	2 days or less	3 days to 1 week	1 to 2 weeks	3 to 4 weeks	5 to 6 weeks	7 to 8 weeks	More than 8 weeks		
Access	Access	Timeliness to be seen for care	Once you get to your provider's office, how long do you usually have to wait to see your provider when you have an appointment for care?	Less than 10 minutes	10 to 15 minutes	16 minutes to 1/2 hour	More than 1/2 hour but less than 45 minutes	45 minutes to 1 hour	More than 1 hour			
Access	Administrative Issues	Administrative info covered (eligibility, covered services, etc.)	Information: Availability of answers to questions about benefits or services covered.	Poor	Fair	Good	Very Good	Excellent				
Access	Patient Preferences	Personal provider	Clozes and Continuity: Ease of seeing the doctor of your choice	Poor	Fair	Good	Very Good	Excellent				
Access	Patient Preferences	Visit Time	Interpersonal Care: Amount of time you have with doctors and staff during a visit	Poor	Fair	Good	Very Good	Excellent				
Access	Access	Office hours - site of care	Arranging For and Getting Care: Hours when the doctor's office is open.	Poor	Fair	Good	Very Good	Excellent				
Continuity	personalized care	Scheduling Appointments	Arranging For and Getting Care: Arrangements for making appointments for medical care by phone.	Poor	Fair	Good	Very Good	Excellent				
Continuity	personalized care	Personal provider - continuity	When you go for medical care, how often do you see the same doctor?	Always	Most of the time	Sometimes	Rarely or never					
Continuity	personalized care	Personal provider - continuity	When you go for medical care, how often do you see the same provider?	Always	Most of the time	Sometimes	Rarely or never					
Courtesy	General	overall	Interpersonal Care: Friendliness and courtesy shown to you by doctors.	Poor	Fair	Good	Very Good	Excellent				
Courtesy	General	overall	Interpersonal Care: Friendliness and courtesy shown to you by staff.	Poor	Fair	Good	Very Good	Excellent				
Courtesy	personalized care	Patient concerns understood	Communication: Attention given to what you have to say.	Poor	Fair	Good	Very Good	Excellent				
Education and Information	Administrative Issues	Administrative info (eligibility, covered services, etc.)	Availability of information from your plan about eligibility, covered services, or administrative issues.	Poor	Fair	Good	Very Good	Excellent				
Education and Information	Financial/Cost Issues	Costs of care	Availability of information from your doctor or plan about costs of care.	Poor	Fair	Good	Very Good	Excellent				
Education and Information	Phone	Medical information regarding your care/condition by phone	Arranging For and Getting Care: Availability of medical information or advice by phone.	Poor	Fair	Good	Very Good	Excellent				
Emotional support	personalized care	Personal Interest	Interpersonal Care: Reassurance and support offered to you by doctors and staff	Poor	Fair	Good	Very Good	Excellent				
Preferences	Patient Preferences	Personal Interest	Choice and Continuity: Arrangements for choosing a personal doctor	Poor	Fair	Good	Very Good	Excellent				
Preferences	Privacy	Personal Interest	Interpersonal Care: Respect shown to you, attention to your privacy.	Poor	Fair	Good	Very Good	Excellent				
Preferences	Quality of Care	Quality of services	Overall quality of care and services.	Poor	Fair	Good	Very Good	Excellent				
Preferences	Quality of Care	Quality of services	There are some things about the medical care I receive that could be better.	Strongly agree	Agree	Not sure	Disagree	Strongly disagree				
Preferences	Quality of Care	Quality of service	Would you recommend your current health insurance plan to your family or friends if they needed care?	Definitely yes	Probably yes	Probably not	Definitely not					
Preferences	Quality of Care	Satisfaction	I am dissatisfied with some things about the medical care I receive.	Strongly agree	Agree	Not sure	Disagree	Strongly disagree				



Primary Issue (systematic classification by VHA, CSS or major category)	General Issue (systematic classification by overall category of the question)	Secondary Issue (systematic classification by secondary category of the question)	Questions	Response	Response	Response	Response	Response	Response	Response	Response	Response	Response
Emotional support	Personalized Care procedures	Personal interest options	Interpersonal Care: Personal interest in you and your medical problems	Poor	Fair	Good	Very Good	Excellent					
Emotional support	Treatment & treatment options, tests, procedures	Explanation of illness, explanation of treatment options	here is a question about the visit you just made. in terms of your satisfaction, how would you rate the explanation of what was done for you?	Poor	Fair	Good	Very Good	Excellent					
Access	Access	Timeliness to be seen for care	here is a question about the visit you just made. in terms of your satisfaction, how would you rate the length of time spent waiting at the office to see the doctor?	Poor	Fair	Good	Very Good	Excellent					
Access	Access	Scheduling appointments	here is a question about the visit you just made. in terms of your satisfaction, how would you rate the length of time you wait between making an appointment for routine care and the day of your visit?	Poor	Fair	Good	Very Good	Excellent					
Pharmacy / Medication Issues	Overall	Prescription services	Please rate the following aspects of the health care you received from providers in the past 12 months. Services available for getting prescriptions filled.	Poor	Fair	Good	Very Good	Excellent					
Access	General	Timeliness of treatments	Thinking about your most recent hospital stay, how would you rate how easy it was to get your doctor when needed?	Poor	Fair	Good	Very Good	Excellent					
Access	personalized care	Frequency of monitoring	Thinking about your most recent hospital stay, do you think that the amount of time you spent in the hospital was:	Too short	About right	Too long	Not sure						
Coordination	monitoring & checking	Frequency of monitoring & checking	Thinking about your most recent hospital stay, how would you rate how often nurses checked on you to keep track of how you were doing?	Poor	Fair	Good	Very Good	Excellent					
Coordination	monitoring & checking	Frequency of monitoring & checking	Thinking about your most recent hospital stay, how would you rate how often doctors checked on you to keep track of how you were doing?	Poor	Fair	Good	Very Good	Excellent					
Coordination	overall	Coordination - providers	Thinking about your most recent hospital stay, how would you rate teamwork among all the providers who cared for you?	Poor	Fair	Good	Very Good	Excellent					
Courtesy	personalized care	Patient Preferences	Thinking about your most recent hospital stay, how would you rate courtesy and respect shown to you by doctors?	Poor	Fair	Good	Very Good	Excellent					
Courtesy	personalized care	Patient Preferences	Thinking about your most recent hospital stay, how would you rate courtesy and respect shown to you by nurses and other health professionals?	Poor	Fair	Good	Very Good	Excellent					
Education and Information	Discharge & Follow-up Home Care	Explanations of what to expect & do after leaving hospital	Thinking about your most recent hospital stay, how would you rate how well doctors explained what to expect and what to do after leaving the hospital?	Poor	Fair	Good	Very Good	Excellent					
Education and Information	Discharge & Follow-up Home Care	Explanations of what to expect & do after leaving hospital	Thinking about your most recent hospital stay, how would you rate how well nurses and other health professionals explained what to expect and what to do after leaving the hospital?	Poor	Fair	Good	Very Good	Excellent					
Education and Information	Instructions	Explanations of what to expect re: tests, treatments	Thinking about your most recent hospital stay, how would you rate how well nurses and other health professionals explained what to expect about tests and treatments?	Poor	Fair	Good	Very Good	Excellent					
Education and Information	Treatment & treatment options, tests, procedures	Explanation of illness or treatment, treatment options	Thinking about your most recent hospital stay, how would you rate how well doctors explained your illness and treatment options?	Poor	Fair	Good	Very Good	Excellent					
Emotional support	Patient Preferences	Communication	Thinking about your most recent hospital stay, how would you rate how well doctors listened to you?	Poor	Fair	Good	Very Good	Excellent					
Emotional support	Patient Preferences	Communication	Thinking about your most recent hospital stay, how would you rate how well nurses and other health professionals listened to you?	Poor	Fair	Good	Very Good	Excellent					
Emotional support	personalized care	Patient concerns understood	Thinking about your most recent hospital stay, how would you rate how sensitive doctors were to your special problems and concerns?	Poor	Fair	Good	Very Good	Excellent					
Emotional support	personalized care	Patient concerns understood	Thinking about your most recent hospital stay, how would you rate how sensitive nurses and other health professionals were to your special problems and concerns?	Poor	Fair	Good	Very Good	Excellent					
Family Involvement	Communication / Info Transfer	Communication with patients and families - physicians	Thinking about your most recent hospital stay, how would you rate Doctors' communication with patients and families?	Poor	Fair	Good	Very Good	Excellent					
Family Involvement	Communication / Info Transfer	Communication with patients and families - nurses	Thinking about your most recent hospital stay, how would you rate Nurses' and other health professionals' communication with patients and families?	Poor	Fair	Good	Very Good	Excellent					
Physical Comfort	personalized care	efficiency - patient inconvenience	Thinking about your most recent hospital stay, how would you rate how quickly the nursing staff responded to your calls?	Poor	Fair	Good	Very Good	Excellent					
Physical Comfort	personalized care	efficiency - patient inconvenience	Did your doctor involve you in decisions about your care during your most recent hospital stay?	Yes	No	Does not apply							
Preferences	Quality of Care	Quality of service	Thinking about your most recent hospital stay, how well did your hospital stay meet your needs?	Fully met my needs	Partly met my needs	Does not meet my needs							
Preferences	Quality of Care	Quality of service	Thinking about your most recent hospital stay, how would you rate the overall quality of care and services you received from the hospital?	Poor	Fair	Good	Very Good	Excellent					
Preferences	Quality of Care	Satisfaction	How dissatisfied or satisfied were you with the overall hospital care you received during the last 12 months?	Very Dissatisfied	Dissatisfied	Neither Dissatisfied Nor Satisfied	Satisfied	Very Satisfied					
Preferences	Status of Health, Medical Condition	Overall	Thinking about your most recent hospital stay, how much were you helped by your hospital stay?	Helped a lot	Helped a little	Not helped	Did not need to be helped or expect help						
Transition	Discharge & Follow-up / Home Care	Discharge/ follow-up care instructions	Thinking about all your hospital care in the past 12 months, how would you rate getting help from the hospital staff in arranging for follow-up care, if you needed it?	Big problem	Small problem	Not a problem							
Access	Discharge/ follow-up / Home Care	Discharge/ follow-up care instructions	Thinking about all your the mental health care during the last 12 months, how much of a problem did you have with the choice of mental health professionals available to you?	Big problem	Small problem	Not a problem							

Primary (systematic classification by VHA CSS or major category)	General Issue (systematic classification by overall category of the question)	Secondary Issue (systematic classification by secondary category of the question)	Questions	Response	Response	Response	Response	Response	Response	Response	Response
Access	Access	Timeliness to be seen for care	On your most recent visit to a mental health professional, how much of a problem did you have with how long you waited between making an appointment and the day of your visit for additional visits?	2 days or less	3 days to 1 week	1 to 2 weeks	3 to 4 weeks	5 to 6 weeks	7 to 8 weeks	More than 8 weeks	
Access	Access	Timeliness to be seen for care	On your most recent visit to a mental health professional, how much of a problem did you have with how long you waited between making your first appointment and the day of your first visit?	Big problem	Small problem	Not a problem					
Courtesy	General	Overall-Mental Health	On your most recent visit to a mental health professional, how much of a problem did you have with courtesy and respect shown to you by your mental health professionals?	Poor	Fair	Good	Very good	Excellent	Does not apply		
Courtesy	Patient Preferences	Communication info about health/candidian	Thinking about all your mental health care during the past 12 months, did your mental health professional involve you in decisions about your care?	Yes	No	Does Not Apply					
Courtesy	personalized care	On your most recent visit to a mental health professional, how would you rate your visit to your mental health professional (listener to you)?	On your most recent visit to a mental health professional, how would you rate how well your mental health professional kept information about you confidential (secret)?	Poor	Fair	Good	Very Good	Excellent	Does not apply		
Courtesy	personalized care	Patient concerns understood - privacy	On your most recent visit to a mental health professional, how would you rate reassurance and support offered by your mental health professional?	Poor	Fair	Good	Very Good	Excellent	N/A		
Emotional support	Emotional Support	Personal interest	On your most recent visit to a mental health professional, how would you rate reassurance and support offered by your mental health professional?	Poor	Fair	Good	Very Good	Excellent			
Courtesy	Communication / Info Transfer	Patient concerns understood	This question is about how you feel about the medical care you receive. We are interested in your feelings, good and bad, about the medical care you received in the last 12 months. Doctors sometimes ignore what I tell them.	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree			
Courtesy	Courtesy	Overall-Phys	This question is about how you feel about the medical care you receive. We are interested in your feelings, good and bad, about the medical care you received in the last 12 months. My doctors treat me in a very friendly and courteous manner.	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree			
Courtesy	Quality of Care	Efficiency - patient inconvenience	This question is about how you feel about the medical care you receive. We are interested in your feelings, good and bad, about the medical care you received in the last 12 months. Those who provide my medical care sometimes hurry too much when they treat me.	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree			
Preferences	Quality of Care	Quality of service	This question is about how you feel about the medical care you receive. We are interested in your feelings, good and bad, about the medical care you received in the last 12 months. I think my doctor's office has everything needed to provide complete medical care.	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree			
Courtesy	personalized care	Personal interest	This question is about how you feel about the medical care you receive. We are interested in your feelings, good and bad, about the medical care you received in the last 12 months. Doctors act too businesslike and impersonal toward me.	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree			
Preferences	Quality of Care	Quality of service	This question is about how you feel about the medical care you receive. We are interested in your feelings, good and bad, about the medical care you received in the last 12 months. The medical care I have been receiving is just about perfect.	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree			
Access	Access	Referrals	This question is about how you feel about the medical care you receive. We are interested in your feelings, good and bad, about the medical care you received in the last 12 months. I have easy access to the medical specialists I need.	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree			
Access	Efficiency	Timeliness to be seen for care	This question is about how you feel about the medical care you receive. We are interested in your feelings, good and bad, about the medical care you received in the last 12 months. Where I get medical care people have to wait too long for emergency treatment.	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree			
Education and Information	Instructions	Why tests or procedures scheduled for you	This question is about how you feel about the medical care you receive. We are interested in your feelings, good and bad, about the medical care you received in the last 12 months. Doctors are good about explaining the reason for medical tests.	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree			
Access	Access	Timeliness to be seen for care	This question is about how you feel about the medical care you receive. We are interested in your feelings, good and bad, about the medical care you received in the last 12 months. I find it hard to get an appointment for medical care right away.	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree			
Access	Access	hospital care	Accessibility and Convenience: If I need hospital care, I can get admitted without any trouble.	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree			
Access	Financial/Coast Issues	Costs of care	This question is about how you feel about the medical care you receive. We are interested in your feelings, good and bad, about the medical care you received in the last 12 months. Doctors usually spend plenty of time with me.	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree			
Access	Financial/Coast Issues	Costs of care	This question is about how you feel about the medical care you receive. We are interested in your feelings, good and bad, about the medical care you received in the last 12 months. I have to pay for more of my medical care than I can afford.	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree			
Access	Financial/Coast Issues	Costs of care	Financial Aspects: Sometimes I go without the medical care I need because it is too expensive.	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree			
Access	Access	Timeliness to be seen for care	Accessibility and Convenience: I am usually kept waiting for a long time when I am at the doctor's office.	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree			
Access	Access	Timeliness to be seen for care	Accessibility and Convenience: It is easy for me to get medical care in an emergency.	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree			

Taxonomy (systematic classification by VHA, CSS or major category)	General Issue (systematic classification by overall category of the question)	Secondary Issue (systematic classification by secondary category of the question)	Questions	Response	Response	Response	Response	Response	Response	Response	Response	Response	Response	Response
Access	Access	Timeliness to be seen for care	Accessibility and Convenience: It's hard for me to get medical care on short notice.	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree						
Access	Access	Office hours - site of care	Accessibility and Convenience: The office hours when I can get medical care are convenient (good) for me.	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree						
Access	Access	Office hours - site of care	Accessibility and Convenience: The office where I get medical care should be open for more hours than it is.	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree						
Access	Access	Phone	Accessibility and Convenience: If I have a medical question, I can reach a doctor for help without any problem.	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree						
Access	Access	Physical Environment	Accessibility and Convenience: Places where I can get medical care are very conveniently located.	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree						
Courtesy	Courtesy	Location - site of care	Communication: During my medical visits, I am always allowed to say everything that I think is important.	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree						
Courtesy	Courtesy	Transfer / Info	Communication: Doctors listen carefully to what I have to say.	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree						
Courtesy	Courtesy	Transfer	Communication: Doctors take me should give me more respect.	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree						
Courtesy	Courtesy	Courtesy	Interpersonal Aspects: The doctors who treat me should give me more respect.	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree						
Courtesy	Courtesy	Emotional Support	Interpersonal Aspects: Sometimes doctors make me feel foolish.	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree						
Courtesy	Courtesy	Emotional Support	Interpersonal Aspects: The doctors who treat me have a genuine interest in me as a person.	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree						
Courtesy	Courtesy	Emotional Support	Interpersonal Aspects: When I am receiving medical care, they should pay more attention to my physical.	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree						
Courtesy	Courtesy	Emotional Support	Communication: Sometimes doctors use medical terms without explaining what they mean.	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree						
Education and Information	Education and Information	Why tests or procedures scheduled for you	Interpersonal Aspects: Doctors always do their best to keep me from worrying.	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree						
Emotional support	Emotional support	Personal interest	Interpersonal Aspects: I have some questions about the visit you just made. In terms of your satisfaction, how would you rate the time spent with the person you saw?	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree						
Access	Access	Personalized care	Here are some questions about the visit you just made. In terms of your satisfaction, how would you rate the time spent with the person you saw?	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree						
Access	Access	Personalized care	Has a VA medical staff member encouraged you and/or your family to become actively involved in your care plan?	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree						
Access	Access	Personalized care	Do you remember a VA medical staff member asking you to state your full name and your social security number or birth date before you were treated?	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree						
Access	Access	Personalized care	Do you remember a VA medical staff member helping you document a complete list of your current medications?	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree						
Access	Access	Personalized care	Has a VA medical staff member helped you document a complete list of your current medications?	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree						
Access	Access	Personalized care	Did you receive surgery?	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree						
Access	Access	Personalized care	If yes, do you remember the doctor marking part of your body with a pen to indicate where the operation would be done?	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree						
Access	Access	Personalized care	Do you remember your doctors and/or nurses washing their hands with soap and water, using a hand-oo, or putting on gloves before touching you?	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree						
Access	Access	Personalized care	Have you ever expressed a concern about your safety during a stay at a VA medical facility?	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree						
Access	Access	Personalized care	If so, would you care to comment?	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree						
Access	Access	Personalized care	Have you ever expressed a concern about your safety during a visit to a VA outpatient facility?	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree						
Access	Access	Personalized care	If so, would you care to comment?	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree						
Access	Access	Personalized care	Do you have any other comments about patient safety at VA facilities?	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree						
Access	Access	Personalized care	Please rate your overall sense of safety at this hospital.	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree						
Access	Access	Personalized care	Please rate your overall sense of security at this hospital.	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree						
Access	Access	Personalized care	How safe is the healthcare that is provided to you?	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree						
Access	Access	Personalized care	How safe is the equipment used in your care?	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree						
Access	Access	Personalized care	How safe is the physical environment (lighting, floors, condition of pavement)?	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree						
Access	Access	Personalized care	Did you have a complaint about how you were treated (medically or personally) during your last healthcare visit or hospitalization?	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree						
Access	Access	Personalized care	If you reported this complaint to someone at the VA location where you received your care, to whom did you report this complaint?	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree						
Access	Access	Personalized care	On a 5-point scale, how easy was it for you to find someone to hear your complaints? (Please mark only one)	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree						
Access	Access	Personalized care	How long is it reasonable to wait for a complaint like yours to be resolved?	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree						
Access	Access	Personalized care	Was your complaint or problem settled to your satisfaction?	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree						
Access	Access	Personalized care	How long did it take for the VA hospital to resolve your complaint?	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree						
Access	Access	Personalized care	If you did not report this complaint, what was the most important reason you did not report it? (Please mark only one)	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree						
Access	Access	Personalized care	What was the reason for your admission?	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree						
Access	Access	Personalized care	How long were you here for this stay?	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree						
Access	Access	Personalized care	Less than one week	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree						
Access	Access	Personalized care	1-2 weeks	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree						
Access	Access	Personalized care	2-4 weeks	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree						
Access	Access	Personalized care	More than 21 days	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree						
Access	Access	Personalized care	Am still waiting for it to be resolved	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree						
Access	Access	Personalized care	I did not have a complaint	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree						
Access	Access	Personalized care	Other	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree						
Access	Access	Personalized care	Not Applicable	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree						
Access	Access	Personalized care	Did not report the complaint to a VA employee	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree						
Access	Access	Personalized care	Difficult	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree						
Access	Access	Personalized care	Very difficult	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree						
Access	Access	Personalized care	More than 21 days	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree						
Access	Access	Personalized care	Very difficult	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree						
Access	Access	Personalized care	Not Applicable	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree						
Access	Access	Personalized care	Am still waiting for it to be resolved	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree						
Access	Access	Personalized care	I did not have a complaint	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree						
Access	Access	Personalized care	Other	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree						
Access	Access	Personalized care	Not Applicable	Strongly agree	Agree	Uncertain	Disagree	Strongly disagree						

Taxonomy (systematic classification by VHA CSS or major category)	General Issue (systematic classification by general category of the question)	Secondary Issue (systematic classification by secondary category of the question)	Questions	Response	Response	Response	Response	Response	Response	Response	Response	Response	Response	Response
Courtesy	Personalized care		When you first arrived on the unit, were you made to feel welcome?	Yes, completely	Yes, somewhat	Not at all	Very good	Excellent						
Access	Personalized care		How would you rate the admission process?	Poor	Fair	Good	Very good	Excellent						
Education and Information	Personal interest	quality of care	Did the staff introduce themselves to you?	Almost all the time	Most of the time	Some of the time	None of the time							
Emotional Support	Personalized care		Did you know the roles of staff members?	Almost all the time	Most of the time	Some of the time	None of the time							
Emotional Support	Personalized care		Did you find the staff compassionate and reassuring?	Almost all the time	Most of the time	Some of the time	None of the time							
Info & Education	Personalized care	status of health	Did your doctor listen to your concerns?	Almost all the time	Most of the time	Some of the time	None of the time							
Info & Education	Personalized care	privacy	Did you nurse spend extra time with you if you had a concern?	Almost all the time	Most of the time	Some of the time	None of the time							
Courtesy		privacy	Did you feel that you were given choices regarding your care?	Almost all the time	Most of the time	Some of the time	None of the time							
Courtesy		privacy	Whenever possible, do you feel the staff tried to prevent others from hearing information about you?	Almost all the time	Most of the time	Some of the time	None of the time							
Info & Education	Information	Information	Did the staff close doors and/or pull curtains to help you maintain your privacy?	Almost all the time	Most of the time	Some of the time	None of the time							
Info & Education	Information	Information	Were you told about tests being ordered before taking for them?	Almost all the time	Most of the time	Some of the time	None of the time							
Info & Education	Information	Information	How did we do getting you ready and to appointments in time?	Poor	Fair	Good	Very good	Excellent						
Physical Contact	Personalized care	Personalized care	Did someone explain test results in a way you could understand?	Not at all	Sometimes	Almost always	Completely	Did not have tests						
Community	Transition	Transition	If there was a social worker involved in your care, did you feel that he/she helped smooth your transition from hospital to home?	Yes, completely	Yes, somewhat	No	Did not see a social worker	Did not have pain						
Emotional Support	Quality of care	Quality of care	If you met with the psychologist during your stay, did you feel he/she was supportive of your concerns?	Yes, completely	Yes, somewhat	No	Did not see a psychiatrist							
Info & Education	Personalized care	Personalized care	If you saw occupational therapy during your stay, how would you rate the service?	Poor	Fair	Good	Very good	Excellent						
Info & Education	Personalized care	Personalized care	If you saw physical therapy during this hospital stay, how would you rate the quality of the services you received?	Poor	Fair	Good	Very good	Excellent						
Access	support	support	Did a PVA (Paralyzed Veterans of America) representative stop by to see you while you were in the hospital?	Yes	No									
Overall satisfaction	quality	quality	How would you rate your overall care?	Poor	Fair	Good	Very good	Excellent						
Transition to Outpt	continuity	continuity	Before you were discharged, did someone review your medications and how to take them?	Yes	No									
Transition to Outpt	continuity	continuity	Before you were discharged, did someone explain the plan for follow up care?	Yes	No									
Info & Education	quality care	quality care	Before discharge, did someone explain what you could do to speed your recovery at home?	Yes	No									
Overall satisfaction	preferences	preferences	Would you choose to receive care at this VA Medical Center again in the future?	Agree	Not sure	Disagree								
Access			Before coming to the Emergency Room, did you call your primary care provider to try to schedule an urgent care appointment?	Yes, but no appointments were available	Yes, but my provider told me to come to the ER	No	Don't have a primary care provider							
Bereavement	Family		During (PATIENT'S) last VA inpatient admission, was there ever a problem understanding what any doctor was saying to you about what to expect from treatment?	Yes	No									
Bereavement	Family		During (PATIENT'S) last VA inpatient admission, do you feel that the doctors you talked to listened to your concerns about (PATIENT'S) medical treatment?	Yes	No	Had no concerns								
Bereavement	Family	preferences	At any time during (PATIENT'S) last VA inpatient admission did the doctor or other care team member do anything with respect to end-of-life care that was inconsistent with (PATIENT'S) previously stated wishes?	Yes	No									
Bereavement	Family	respect	During (PATIENT'S) last VA inpatient admission, how often was (he/she) treated with respect by those who were taking care of (him/her) - always, usually, sometimes, or never?	Always	Usually	Sometimes	Never							
Bereavement	Family	information	In (PATIENT'S) last VA inpatient admission, how often were family members kept informed about (PATIENT'S) condition - always, usually, sometimes or never?	Always	Usually	Sometimes	Never							
Bereavement	Family	Information	At any time while (PATIENT) was under care of the VA hospital did you or your family receive any information about what to expect while (he/she) was dying?	Yes	No									
Bereavement	Family	physical comfort	In (PATIENT'S) last VA inpatient admission, how often did you have concerns about (PATIENT'S) personal care needs - such as bathing, dressing, and changing bedding/being in when you were not there-always, usually, sometimes or never?	Always	Usually	Sometimes	Never							
Bereavement	Family	physical comfort	Do you feel that more should have been done by the health care team to keep (PATIENT) free from pain during (PATIENT'S) last VA admission?	Yes	No									
Bereavement	Family	physical comfort	For symptoms other than pain (such as nausea or shortness of breath), do you feel that more should have been done to keep (PATIENT) comfortable during (PATIENT'S) last VA inpatient admission?	Yes	No									
Bereavement	Family	Religion	In (PATIENT'S) last VA inpatient admission, while (PATIENT) was under care of the VA hospital, did someone talk with you about your religious or spiritual beliefs or concerns?	Yes	No									
Bereavement	Family	Religion	Did you have as much contact regarding spirituality or religion as you wanted in (PATIENT'S) last week, while (PATIENT) was under care of the VA hospital?	Yes	No									
Bereavement	Family	emotional support	In (PATIENT'S) last week, while (PATIENT) was under care of the VA hospital, how much support in dealing with your feelings about (PATIENT'S) death did the doctors, nurses, and other professional staff taking care of (him/her) provide you - less support than was needed or about the right amount?	Less than was needed	Right amount									
Bereavement	Family	Information	Did any VA staff members offer to assist you with practical issues related to (PATIENT'S) death such as burial benefits and funeral arrangements?	Yes	No									

Taxonomy [systematic classification by VHA, CSS or major category]	General Issue [systematic classification by overall category of the question]	Secondary Issue [systematic classification by secondary category of the question]	Questions	Response	Response	Response	Response	Response	Response	Response	Response	Response
Bereavement	Family		If Yes, what issues did they help you with? If you were to describe the overall treatment of (PATIENT) and (fisher) loved ones during (fisher) last VA inpatient admission, would you say it was excellent, very good, good, fair, or poor? Is there anything else that you would like to share about (PATIENT'S NAME) care during the last week of life? Is there anything else that you would like to share about how the care could have been improved for (PATIENT)?	(open text)								
Bereavement	Family			Excellent	Very Good	Good	Fair	Poor				
Bereavement	Family			(open text)								
Bereavement	Family			(open text)								