

ELECTRONIC SURVEY QUESTIONS

Office of Care Coordination Services CCHT Patient Satisfaction

1. My care coordinator explains things in a way that is easy to understand.
 - Always
 - Usually
 - Sometimes
 - Never

2. The information provided by my care coordinator has helped me manage my health problem(s).
 - Strongly Agree
 - Agree
 - Disagree
 - Strongly Disagree

3. Over the past 3 months, my home telehealth equipment works:
 - Always
 - Usually
 - Sometimes
 - Never

4. My home telehealth equipment is easy to use.
 - Strongly Agree
 - Agree
 - Disagree
 - Strongly Disagree

5. I have made changes in the way I take care of myself as a result of the VA home telehealth program.
 - Strongly Agree
 - Agree
 - Disagree
 - Strongly Disagree

6. When I have questions, I am able to contact my care coordinator during business hours.
 - Always
 - Usually
 - Sometimes
 - Never

7. Using the VA home telehealth program has made a positive difference in my health.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

8. I would recommend a home telehealth program to others.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree