



Care Coordination Home Telehealth (CCHT) Patient Satisfaction Survey

THE PAPERWORK REDUCTION ACT OF 1995 requires us to notify you that this information collected is in accordance with the clearance requirements of section 3507 of this Act. The public reporting burden for this collection of information is estimated to average 1.5 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. No person will be penalized for failing to furnish this information if it does not display a current valid OMB control number. This collection of information is intended to fulfill the need identified by the Department of Veterans Affairs in their call for evaluation and improvements to the current Patient Satisfaction program. Your obligation to respond to this survey is voluntary and failure to furnish this information will have no effect on any of your benefits.

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