## Department of Veterans Affairs

## **Ethics Consultation Feedback Tool**

This information is collected in accordance with section 3507 of the Paperwork Reduction Act of 1995. Accordingly, VA may not conduct or sponsor, and you are not required to respond to a collection of information unless it displays a valid OMB number. VA anticipates that the time expended by all individuals who complete this survey will average 5 minutes. This includes the time it will take to read instructions, gather necessary facts and fill out the form. Customer satisfaction surveys are used to gauge customer perceptions of VA services as well as customer expectations and desires. The results of this survey will lead to improvement in the quality of service delivery by helping to shape the direction and focus of specific programs and services. Submission of this form is voluntary and failure to respond will have no impact on benefits to which you may be entitled.

Recently, you spoke with someone from the Ethics Consultation Service. The job of the service is to help patients, families, and staff work through difficult patient care decisions by listening to what everyone thinks and helping people decide the best thing to do. In order to help improve the Ethics Consultation Service, we ask that you take a few minutes to complete this form.

## DIRECTIONS: For each of the following statements, please place an "X" in the box that best describes your most recent experience with the Ethics Consultation Service.

| Rate the Ethics Consultant(s) on:  | Excellent | Very Good | Good | Fair              | Poor | Don't Know |
|--|-----------|-----------|------|-------------------|------|------------|
| Making you feel at ease  |           |           |      |                   |      |            |
| Respecting your opinions   |           |           |      |                   |      |            |
| Being an expert in ethics  |           |           |      |                   |      |            |
| Giving you useful information  |           |           |      |                   |      |            |
| Explaining things well   |           |           |      |                   |      |            |
| Clarifying decisions that had to be made                                     |           |           |      |                   |      |            |
| Clarifying who is the right person to make the decision(s)                   |           |           |      |                   |      |            |
| Describing possible options  |           |           |      |                   |      |            |
| Clearing up any disagreements  |           |           |      |                   |      |            |
| Being easy to get in touch with  |           |           |      |                   |      |            |
| Being timely enough to meet your needs                                       |           |           |      |                   |      |            |
| Providing a helpful service  |           |           |      |                   |      |            |
| Overall, my experience with the Ethics<br>Consultation Service was:          |           |           |      |                   |      |            |
| Did the consultation service make any recommendations? Yes No Don't k        |           |           |      |                   | Know |            |
| If yes, were the recommendations generally followed?                         |           |           |      | Yes No Don't Know |      |            |
| Do you have any comments or suggestions for the Ethics Consultation Service? |           |           |      |                   |      |            |
|  |           |           |      |                   |      |            |