

**Department of
Veterans Affairs**

Memorandum

Date: August 29, 2013

From: Stakeholder Relations Manager, Chief Business Office Purchased Care (10NB3)

Subj: Project Access Received Closer to Home (ARCH) Non-Participating Veterans Survey

To: The Office of Management and Budget (OMB)

1. Project ARCH is a pilot program designed to improve access to care for Veterans who have to travel a long distance to a VA health care facility by partnering with local, non-VA medical care providers.
2. Altarum Institute is a Department of Veterans Affairs (VA) contractor who conducts monthly satisfaction surveys of Veterans receiving care through Project ARCH. As an additional point of data collection, Altarum developed a survey for eligible Veterans who have not received care through the Project ARCH program.
3. The Project ARCH pilot sites offer either primary or selected specialty non-VA medical care services. To determine Veteran eligibility at the specialty non-VA medical care sites, Altarum identified Veterans who had received Project ARCH-eligible services through VA directly or through other non-VA purchased care methods.
4. In conducting the first focus group with Veterans from specialty care sites for the survey, Altarum observed confusion about the Project ARCH program among those Veterans who lived in specialty non-VA medical care sites. Altarum found that the Veterans often need prodding to remember what eligible Project ARCH care they received.
5. The first page of the attached survey currently states, "When answering the questions, think only about the reasons why you have not participating in Project ARCH."
6. To avoid confusion for Veterans at the specialty care sites, VA/Altarum is proposing to replace the above statement with, "When answering the questions, think only about the reasons why you had care on [DATE] from [DOCTOR/HOSPITAL], rather than receiving the medical care through Project ARCH."

Page 2

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7. Please refer questions to Mr. Douglas Katason, Stakeholder Relations Manage, at (303) 370-1600 or by e-mail at douglas.katason@va.gov.

Douglas Katason