

**(CATI) SURVEY OF VETERAN ENROLLEES'  
HEALTH AND RELIANCE UPON VA**

**2013 Survey of Enrollees  
Survey Instrument**

INTENDED AUDIENCE: Priority 1 through 8 veterans who have applied or are currently enrolled for VA health care services.

TIME BEGUN \_\_\_\_\_

**2011 Average Introduction Timing: 2 Minutes, 6 Seconds**

**INTRO.** Hello, my name is <interviewer first and last name.> I'm calling on behalf of VA, the Department of Veteran Affairs. May I speak with <INSERT NAME>?

- 01 (SKIP TO INTRO) RESPONDENT AVAILABLE
- 02 (SKIP TO CALLBACK) RESPONDENT NOT AVAILABLE
- 03 (SKIP TO **PROXY**) RESPONDENT UNABLE TO DO INTERVIEW  
PHYSICAL/MENTAL HEALTH REASON
- 04 DO NOT KNOW RESPONDENT/DO NOT RECOGNIZE NAME – MAKE A WRONG NUMBER
- 05 (SKIP TO BADNUM) RESPONDENT NOT AT NUMBER
- 06 TERMINATION SCREEN

**BADNUM** Do you have a telephone number where I might be able to reach <INSERT NAME>?

- 01 YES – MAKE NEW NUMBER DISPOSITION, COLLECT TELEPHONE NUMBER
- 02 NO – MAKE NO NUMBER AVAILABLE
- 03 NO – WILL NOT RELEASE TELEPHONE NUMBER

**INTRODUCTION2A.:** We are conducting a survey on behalf of VA about veterans' use of health care services and needs. You may have recently received a letter from the Under Secretary for Health for the Department of Veteran Affairs, inviting you to participate in this survey. Your name was randomly selected from a list of veterans who enrolled to use VA health care services. This survey will take 10-20 minutes.

- 01 YES, CONTINUE //GO TO INTRO2AA//
- 02 REQUESTED CALLBACK
- 03 RESPONDENT HESITATES/NEED MORE INFORMATION //CONTINUE TO INTRO2B//
- 04 RESPONDENT DID NOT RECEIVE LETTER //RESPONDENT HESITATES/NEEDS MORE  
INFORMATION/CONTINUE TO INTRO2B//
- 05 RESPONDENT DID NOT RECEIVE LETTER //REFUSED

99 REFUSED

**INTRO2B. IF NECESSARY MORE INFORMATION:** This survey is about how many veterans use VA services and what types of services they do or do not use.

**IF NECESSARY CONFIDENTIALITY:** Your name and answers will be linked. However, VA will protect your identity and answers to the extent allowed under the law. Your answers will in no way affect your benefits. No information that you provide will be released to the general public in a way that can be traced back to you.

**ONLY IF LEGITIMACY IS QUESTIONED READ:** This survey has been reviewed and approved by the VHA Office of the Assistant Deputy Under Secretary for Health for Policy and Planning and the Office of Management and Budget. If you have any questions regarding the legitimacy of this survey, you may call the Department of Veterans Affairs in Washington, D.C. at 1-800-XXX-XXXX.

- 01 YES, CONTINUE
- 02 REQUESTED CALLBACK
- 03 REFUSED

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INTRO2AA. Everything we talk about will be confidential, although this call may be monitored for quality assurance. Your participation is voluntary – you can choose not to answer any question or end the survey at anytime without an explanation. Your benefits will not change as a result of your answering any questions. If you choose not to participate, or answer a question, your benefits will **also** not be affected. However, your participation is important for this survey's success – we need to talk to veterans like you. Would now be a good time?

01 YES, CONTINUE //GO TO SECTION A//  
02 REQUESTED CALLBACK  
03 REFUSED

**PROXY** We are conducting a survey about veterans' use of health care services and needs. <INSERT NAME> may have recently received a letter from the Under Secretary for Health for the Department of Veteran Affairs, inviting <INSERT NAME> to participate in this survey. <INSERT NAME> was randomly selected from a list of veterans who enrolled to use VA health care services. This is an important survey, would you be able to answer questions about <INSERT NAME>'s health care, insurance and health status?

**IF NECESSARY MORE INFORMATION:** This survey is about how many veterans use VA services and what types of services they do or do not use.

**IF NECESSARY CONFIDENTIALITY:** Your name and answers will be linked. However, VA will protect your identity and answers to the extent allowed under the law. Your answers will in no way affect your benefits. No information that you provide will be released to the general public in a way that can be traced back to you.

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01 YES, CONTINUE //GO TO PROXY2//  
02 NO  
03 RESPONDENT WILL NOT CONTINUE WITHOUT LETTER //REFUSED///  
98 DON'T KNOW  
99 REFUSED

01 YES – CREATE VARIABLE “**PROXY**= 01 IF **PROXY** INTERVIEW AND 00 IF NOT **PROXY**”  
02 NO – TERMINATE CREATE DISPOSITIN NO ELIGIBLE **PROXY**, RESPONDENT UNABLE  
98 DON'T KNOW – TERMINATE CREATE DISPOSITION NO ELIGIBLE **PROXY**, RESPONDENT UNABLE  
99 REFUSED – TERMINATE **PROXY** REFUSAL

**PROXY\_2.** This survey will take 10-20 minutes. Everything we talk about will be confidential, although this call may be monitored for quality assurance. Your participation on behalf of <INSERT NAME> is voluntary – you can choose not to answer any question or end the survey at anytime without an explanation. <INSERT NAME> benefits will not change as a result of your answering any questions. If you choose not to participate, or answer a question, <INSERT NAME> benefits will **also** not be affected. However, your participation on behalf of <INSERT NAME> is important for this survey's success – we need to talk to veterans like <INSERT NAME>. Would now be a good time?

**IF NECESSARY MORE INFORMATION:** This survey is about how many veterans use VA services and what types of services they do or do not use.

**IF NECESSARY CONFIDENTIALITY:** Your name and answers will be linked. However, VA will protect your identity and answers to the extent allowed under the law. Your answers will in no way affect your benefits. No information that you provide will be released to the general public in a way that can be traced back to you.

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- 01 (SKIP TO RESIDE) YES
- 02 (SKIP TO CALLBACK) NO

**RESIDE** Does <INSERT NAME> still live at this telephone number or somewhere else?

- 01 (SKIP TO RELATION) STILL AT LOCATION
- 02 DIFFERENT LOCATION
- 98 DON'T KNOW
- 99 REFUSED

**RESIDE\_1** In what state does <INSERT NAME> live?

/PROVIDE LIST OF STATE NAMES/

- 98 DON'T KNOW
- 99 REFUSED

**RELATION** Before we begin, could you tell me how you would describe your relationship to <INSERT NAME>? I am going to read you a list. Are you <INSERT NAME>'s...

- 01 Spouse
- 02 Significant other
- 03 Parent
- 04 Sibling
- 05 Child
- 06 Some other relative
- 07 Friend
- 08 Caregiver
- 09 Guardian or Attorney
- 10 Social Worker or Case Worker
- 97 Some other relation
- 98 DON'T KNOW
- 99 REFUSED

**CALLBACK** When would be a convenient time to call back and speak with <INSERT NAME>?

/IF **PROXY=01**/ When would be a convenient time to call back <INSERT NAME>?

- 01 MAKE APPOINTMENT 104
- 02 CALL BACK ANYTIME 105

**A: Health Insurance Module: 2011 Average Timing 2 Minutes, 29 Seconds**

**PREA** Many of the following questions may be simply answered as either yes or no. However, if you are unsure about it, just let me know and I will note that.

/IF **PROXY=01 ALSO ASK**/ Please remember when answering that we are talking about <INSERT NAME>

I would like to first ask about healthcare benefits .....

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PREA: Are you enrolled in VA health care?  
/IF PROXY=01/ Is <INSERT NAME> enrolled in VA Health care?

- 1 YES
- 2 NO
- 3 I DON'T REMEMBER ENROLLING
- 98 DON'T KNOW
- 99 REFUSED

**NOTE: New Question to better understand how Economic Recovery might impact utilization:**

If (01 Yes)

PREA1a: Did you enroll in VA for health care within the last five years?

- 1. YES
- 2. NO
- 98. DON'T KNOW
- 99. REFUSED

PREA1b [If yes], What is the primary reason that you enrolled?

- A.) RECENT DISCHARGE FROM SERVICE
- B.) LOSS OF OR REDUCTION IN OTHER HEALTH INSURANCE BENEFITS
- C.) OTHER ECONOMIC CIRCUMSTANCES
- D.) TO MEET THE REQUIREMENT UNDER THE NEW HEALTH CARE REFORM LAWS
- E.) MOVED CLOSER TO A VA FACILITY
- F.) A VA FACILITY OPENED CLOSE TO YOU
- G. OTHER (PLEASE SPECIFY)

A1. Are you covered by Medicare?  
/IF PROXY=01ASK/ Is <INSERT NAME> covered by Medicare?

- 01 YES
- 02 //SKIP TO A7// NO
- 98 //SKIP TO A7// DON'T KNOW
- 99 //SKIP TO A7// REFUSED

A2. Did you choose to receive your Medicare coverage through a Medicare Advantage Plan and not through the Original Medicare Plan? Medicare Advantage Plans include Medicare HMOs (Health Maintenance Organizations), Medicare PPOs (Preferred Provider Organizations), Medicare Special Needs Plans, and Medicare Private Fee-for-Service Plans.

//IF PROXY=01ASK// Did <INSERT NAME> choose to receive Medicare coverage through a Medicare Advantage Plan and not through the Original Medicare Plan? Medicare Advantage Plans include Medicare HMOs (Health Maintenance Organizations), Medicare PPOs (Preferred Provider Organizations), Medicare Special Needs Plans, and Medicare Private Fee-for-Service Plans.

- 1 //SKIP TO A6// YES
- 2 NO
- 98 DON'T KNOW
- 99 REFUSED

A3. Does your Medicare coverage pay for care if you are hospitalized?  
//IF PROXY=01ASK// Does <INSERT NAME>'s Medicare coverage pay for care if hospitalized?

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[INTERVIEWER NOTE: This type of Medicare is also sometimes called "Part A"; if they have it, there is generally no premium because they or a spouse paid for it through payroll taxes while they were working.]

- 1 YES
- 2 NO
- 98 DON'T KNOW
- 99 REFUSED

- A4. Does your Medicare coverage pay for doctor's office visits?  
//IF PROXY=01ASK// Does <INSERT NAME>'s Medicare coverage pay for doctor's office visits?

[INTERVIEWER NOTE: This type of Medicare is also sometimes called "Part B"; if they have it, they generally pay a monthly fee or premium which may be directly deducted from their Social Security check.]

- 1 YES
- 2 NO
- 98 DON'T KNOW
- 99 REFUSED

- A5. Do you purchase any private health care coverage to supplement Medicare; that is to pay for services Medicare does not pay for?  
//IF PROXY=01ASK// Does <INSERT NAME> purchase any private health care coverage to supplement Medicare; that is to pay for services Medicare does not pay for?

[INTERVIEWER NOTE DO NOT READ: "YES" - TYPES OF PRIVATE INSURANCE A PERSON CAN PURCHASE TO SUPPLEMENT MEDICARE INCLUDE MEDIGAP OR MEDICARE SUPPLEMENT. DOES NOT INCLUDE MEDICARE ADVANTAGE OR MEDICARE + CHOICE.]

[INTERVIEWER NOTE DO NOT READ: "NO" - A TYPE OF INSURANCE THAT DOES NOT COUNT IS THE DEPARTMENT OF DEFENSE'S TRICARE FOR LIFE PLAN FOR MEDICARE ELIGIBLE MILITARY RETIREES.]

- 01 YES
- 02 NO
- 98 DON'T KNOW
- 99 REFUSED

- A6. Do you have Medicare prescription drug coverage, "Part D"?  
//IF PROXY=01ASK// Does <INSERT NAME> have Medicare prescription drug coverage, "Part D"?

- 1 YES
- 2 NO
- 98 DON'T KNOW
- 99 REFUSED

- A7. Are you currently covered by Medicaid for any of your health care?  
//IF PROXY=01ASK// Is <INSERT NAME> currently covered by Medicaid for any of his or her health care?

[IF NECESSARY: Medicaid is a program that pays for Medical Assistance for certain individuals with low incomes and resources and is provided by your State governments' social services department.]

[INTERVIEWER NOTE: "Medical Assistance" = "Medicaid" in some States.]

//RECALL LIST FROM 2005 FOR STATE MEDICAID PLAN NAME//

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- 1 YES
- 2 NO
- 98 DON'T KNOW
- 99 REFUSED

A8. Are you currently covered by the Department of Defense's TRICARE or TRICARE for Life health care programs?  
//IF PROXY=01ASK// Is <INSERT NAME> covered by the Department of Defense's TRICARE or TRICARE for Life health care programs?

- 1 YES
- 2 NO
- 98 DON'T KNOW
- 99 REFUSED

A9. Are you currently covered by any other individual or group health plan that either you, or an employer, or someone else, such as a family member obtains for you?  
//IF PROXY=01ASK// Is <INSERT NAME> currently covered by any other individual or group health plan that either <INSERT NAME>, or an employer, or someone else, such as a family member obtains for <INSERT NAME>?

[INTERVIEWER NOTE DO NOT READ: "YES" - DO COUNT ANY PRIVATE RETIREE HEALTH INSURANCE PLAN.]

[INTERVIEWER NOTE DO NOT READ: "NO" - DO NOT COUNT PRIVATE MEDIGAP, MEDICARE SUPPLEMENT, MEDICARE ADVANTAGE, OR MEDICARE + CHOICE PLANS.]

- 1 YES
- 2 //SKIP TO A13// NO
- 98 //SKIP TO A13// DON'T KNOW
- 99 //SKIP TO A13// REFUSED

A10. Who provides this coverage? If more than one source applies, please indicate the primary source.

[INTERVIEWER: READ LIST CAN ONLY SELECT ONE]

- 1 Current employer, including COBRA coverage
- 2 Former employer
- 3 Individually purchased coverage
- 4 Federal, State, County, or local community health services program
- 5 Family member, such as a spouse, parent, etc.
- 97 Or from somewhere else? (SPECIFY)
- 98 DON'T KNOW
- 99 REFUSED

A10\_O //IF A10=97 ASK// Who provides this coverage?

- 1 //TEXT RESPONSE//
- 98 DON'T KNOW
- 99 REFUSED

A10\_OV [INTERVIEWER: CAN YOUR SPECIFY RESPONSE BE CODED USING THE LIST BELOW

IF YES, SELECT NOW.

- 01 Current employer, including COBRA coverage

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- 02 Former employer
- 03 Individually purchased coverage
- 04 Federal, State, County, or local community health services program
- 05 Family member, such as a spouse, parent, etc.

96 NO, UNIQUE RESPONSE

A11. Does this coverage include prescription drug coverage?

- 1 YES
- 2 NO
- 98 DON'T KNOW
- 99 REFUSED

A12. Is this coverage provided through an HMO or other managed care organization?

[INTERVIEWER NOTE: An HMO or Health Maintenance Organization or other managed care coverage requires you to use certain doctors, hospitals, and other providers. If you use health care services or providers who are not in the plan, you pay more, or all of the cost for that health care.]

- 1 YES
- 2 NO
- 98 DON'T KNOW
- 99 REFUSED

A13. Do you currently have prescription drug benefit from VA?

//IF PROXY=01ASK// Does <INSERT NAME> currently have prescription drug coverage from VA?

- 1 YES
- 2 NO
- 98 DON'T KNOW
- 99 REFUSED

A15A. How many different prescription medications did you use in the last 30 days?

//IF PROXY=01ASK// How many different prescription medications did <INSERT NAME> use in the last 30 days?

[IF NECESSARY: Your best guess is fine.]

\_\_\_\_\_ [0 – 50]

- 98 DON'T KNOW
- 99 REFUSED

//IF A15A IN 0, 98, 99 SKIP TO A16, ALL ELSE CONTINUE//

A15B. Of these prescription medications, how many did you obtain from VA?

//IF PROXY=01ASK// Of these prescription medications, how many did <INSERT NAME> obtain from VA?

[INTERVIEWER NOTE: THESE MEDICATIONS COME FROM SOME VA FACILITY OR THROUGH THE MAIL FROM VA. DOES NOT REFER TO MEDICATIONS WHERE A RESPONDENT IS REIMBURSED FOR THE OUT OF POCKET COSTS.]

[IF NECESSARY: Your best guess is fine.]

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\_\_\_\_\_ [0 – 50]

98 DON'T KNOW  
99 REFUSED

**Section L: LTC Long-Term Care:**

**NOTE: L1 – L3 are new questions submitted as a “nonsubstantial change” in 2012 to inform Long Term Care Model (part of EHCPM)  
Estimated Timing – 53 Seconds**

L1. Excluding any Medicare Supplement Policy, do you [does <insert name>] have a long-term care policy that covers nursing home care, assisted living, or long-term care services in the home?

01 Yes  
02 No  
98 Don't Know  
99 Refused

L2. How many times have you [(has<insert name>] ever been a patient in a nursing home, assisted living, convalescent, or rest home?

01 \_\_\_\_\_ [1-99] times  
02 0 //Skip to L3//  
98 Don't Know //Skip to L3//  
99 Refused //Skip to L3//

L2a. When were you [was<insert name>] admitted the last time? (month, year)

01 \_\_\_\_\_ 01-12 month  
02 \_\_\_\_\_ 1900-2012 year  
98 Don't Know  
99 Refused

L2b. How long were you [was<insert name>] there the last time?

01 1-30 day  
02 31-60 days  
03 61-90 days  
04 91 to 180 days  
05 181+ days  
98 Don't Know  
99 Refused

L2c. For the most recent admission, what were all of the sources of payment that covered or will cover the cost of your/<insert name>'s nursing home, assisted living, convalescent, or rest home care for that first month or billing period?

01 Private insurance  
02 Self/private pay/out-of-pocket  
03 Medicare (including Medicare HMO)  
04 Medicaid (including Medicaid HMO)  
05 Department of Veterans Affairs Contract or other Department of Veterans Affairs Programs  
06 Other  
98 Don't Know  
99 Refused

L2d. What were all the sources of payment that covered or will cover the cost of your/<insert name>'s care for the past month or billing period?

01 Private insurance  
02 Self/private pay/out-of-pocket



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- 03 Medicare (including Medicare HMO)
- 04 Medicaid (including Medicaid HMO)
- 05 Department of Veterans Affairs Contract or other Department of Veterans Affairs Programs
- 06 Other
- 98 Don't Know
- 99 Refused

L3. In the last month, that is, since <fill date>, how many times did you/<insert name> receive nursing services at home from someone such as a visiting nurse, home health aide, or nurse's aide?

- 01 \_\_\_ 1-31 (times)
- 02 \_\_\_ 0//Skip to Next Section
- 98 Don't Know//Skip to Next Section//
- 99 Refused//Skip to Next Section//

L3a. What were all the sources of payment that covered or will cover the cost of your/ <insert name>'s nursing services at home care for the past month or billing period?

- 01 Private insurance
- 02 Self/private pay/out-of-pocket
- 03 Medicare (including Medicare HMO)
- 04 Medicaid (including Medicaid HMO)
- 05 Department of Veterans Affairs Contract or other Department of Veterans Affairs Programs
- 06 Non-Paid/Family/Volunteer
- 07 Other
- 98 Don't Know
- 99 Refused

**Section B: Reliance on VA : 2011 Average Timing is 2 Minutes, 4 Seconds**

***PREB1***

*Next, I will be asking you about use of medical health services in 20xx from both Non-VA sources, as well as from VA. First, my questions are about Non-VA provided Health Care Services.*

*/IF PROXY=01/ Next, I will be asking you about <INSERT NAME>'s use of medical or mental health services in from both Non-VA sources, as well as from VA. First, my questions are about Non-VA provided Health Care Services.*

B11B. From October through December 20xx, how many outpatient visits or trips, did you make to any Non-VA doctor's office, hospital, or outpatient clinic? Please do not count dental, mental health, substance abuse visits or any visits paid for by VA?

/IF PROXY=01/ From October through December 20xx, how many outpatient visits or trips, did <INSERT NAME> make to any Non-VA doctor's office, hospital, or outpatient clinic? Please do not count dental, mental health, substance abuse visits or any visits paid for by VA?

[INTERVIEWER NOTE: PAID FOR INCLUDES ANY PART/PORION OF.]

- 01 ENTER NUMBER \_\_\_\_\_ [RANGE=0- 366]
- 998 DON'T KNOW
- 999 REFUSED

B22B. From October through December 20xx, how many outpatient visits or trips did you make that were paid for by VA? That would include the number of times you went to a VA doctor, hospital or clinic for medical care or received medical care somewhere else that was paid for by VA. Do not count dental or mental health visits or trips to a pharmacy.

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/IF PROXY=01/ From October through December 20xx, how many outpatient visits or trips did <INSERT NAME> make that were paid for by VA? That would include the number of times <INSERT NAME> went to a VA doctor, hospital or clinic for medical care or received medical care somewhere else that was paid for by VA. Do not count dental or mental health visits or trips to a pharmacy.

[INTERVIEWER NOTE: PAID FOR INCLUDES ANY PART/PORION OF.]

01 ENTER NUMBER \_\_\_\_\_ [RANGE=1-366]

998 DON'T KNOW

999 REFUSED

B25. I am going to read you a list of possible ways you could use VA for your health care in the future. Please listen to them all, and then tell me the one that best describes the primary way you plan to use VA health care in the future. Do you plan to use VA as....

/IF PROXY=01/ I am going to read you a list of possible ways <INSERT NAME> could use VA for health care in the future. Please listen to them all, and then tell me the one that best describes the primary way <INSERT NAME> plans to use VA health care in the future. Does <INSERT NAME> plan to use VA as

[INTERVIEWER: PLEASE READ ENTIRE LIST. CHOOSE ONLY ONE. IF RESPONDENT WILL NOT PICK ONE, ENTER INTO "OTHER" BOTH RESPONSES]

01 Your primary source of healthcare;

/IF PROXY=01/ a primary source of healthcare

02 Backup to non-VA care for some minor services

/IF **PROXY**=01/ As backup to non-VA care for some minor services

03 A "safety net" to use only if needed

04 For prescriptions;

05 For specialized care

06 Some other way;

07 Or do you have No plans to use VA for healthcare

/IF **PROXY**=01/ Or does <INSERT NAME> have no plans to use VA for healthcare?

98 DON'T KNOW

99 REFUSED

B25\_O /IF B25=06 ASK, ELSE CONTINUE/ Could you please tell me how you primarily plan to use VA for health care in the future?

/IF PROXY=01/ Could you please tell me how <INSERT NAME> primarily plans to use VA for health care in the future?

01 ENTER RESPONSE: \_\_\_\_\_

98 DON'T KNOW

99 REFUSED

B25\_OV [INTERVIEWER: CAN YOUR SPECIFY RESPONSE BE CODED USING THE LIST BELOW

IF YES, SELECT NOW.

01 Your primary source of health care;

/IF **PROXY**=01/ a primary source of health care

02 Backup to non-VA care for some minor services

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- /IF **PROXY**=01/ As backup to non-VA care for some minor services
- 03 A “safety net” to use only if needed
  - 04 For prescriptions;
  - 05 For specialized care
  - 96 NO, UNIQUE RESPONSE

///Ask if Intro2AA=01 OR Proxy2=01///

C1. Please tell me how you would complete the following statement...  
I use VA services to meet....

///If Proxy=01/// Please tell me how <insert name> would complete the following statement.

[Interviewer Please Read List]

- 01 All of my health care needs
- 02 Most of my health care needs
- 03 Some of my health care needs
- 04 None of my health care needs
- 05 I have no healthcare needs
- 98 Don’t Know
- 99 Refused

**NOTE: C2-C4 are new questions in 2013 to better understand the impact of travel time on Enrollee health care choices; after 2013, there is no intent to continue to ask these questions**

The following questions are about access to primary health care, whether at the VA or at another health care provider. Primary health care refers to physicals, immunizations, or routine care for illnesses such as the flu.

C2. Which of the following statements best describes how travel time or distance impacts your access to care at your nearest preferred health care provider? (Choose one.)

- Travel time or distance usually does not stop me from seeking care when I need it
- Because of travel time or distance I sometimes do not seek care when I should
- Because of travel time or distance I only seek medical care for emergencies
- Travel time or distance always stops me from seeking care

C3. I would like to read you a list of potential barriers to seeking primary health care. Can you tell me which you consider the greatest barrier to seeking primary health care at your nearest health care provider? (Choose one.)

- Cost
- Available medical services
- Acceptability; for example, physical environment, neighborhood, or provider professionalism
- Accommodations; for example, hours of operation or availability of parking
- Travel Time or Distance
- Other
- I have no problems accessing health care at the nearest health care provider

C4. How many minutes, ONE WAY, is the most you would travel for routine medical care? (Choose one.)

- 30 minutes or less
- 31-45 minutes
- 46-60 minutes
- More than 60 minutes
- Don’t know / unsure

New technologies can help healthcare systems like the VA provide more convenient and timely healthcare to Veterans like you. In order to assess how these technologies might benefit Veterans, we would like to ask a few questions about how you get information.

**NOTE: New questions C5 through C9 are a “Rural Health” Module to inform Rural Health initiatives; they will be rotated with Smoking Questions.**

C5. Do you use a phone that also gives you access to email, the internet, and other applications, such as an iPhone, Android, or Blackberry (sometimes known as a smart phone)?

- 01.YES

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- 02. NO
- 98. DON'T KNOW
- 99. REFUSED

- C6. Where do you most frequently access the internet? (Choose one)
- 01. At home through my cable or satellite company
  - 02. At home through my telephone service
  - 03. Public Library
  - 04. VA Medical Center Library
  - 05. Other Public Wireless Spots (for example, internet cafes)
  - 06. I don't access the internet
  - 07 Other

- C7. Are you aware of the MyHealthVet Web site?
- 01. YES
  - 02. NO
  - 98. DON'T KNOW
  - 99. REFUSED

If 01, yes, do you use it (check all that apply)

- 01. For health information
- 02. To communicate with your healthcare provider via secure e-mail
- 03. To access your Personal Health Record
- 04. To access lab test results
- 05. To reorder prescriptions
- 06. To schedule appointments
- 07. I don't use the site
- 08. Other

- C8. From where do you get most of your VA benefits information?
- 01. Friends or acquaintances
  - 02. VA mailings (such as the patient handbook)
  - 03. VA Outreach Events
  - 04. Other community forums sponsored by non-VA organizations
  - 05. A Veterans Service Organization such as VFW, AmVets, etc
  - 06. My local Veterans Service Officer
  - 07. Internet
  - 08. Other

- C9. Would you say that you live in an urban area or a rural area?
- 01. RURAL
  - 02. URBAN
  - 03. DK/NR
  - 04. REFUSED

**Section D: Key Drivers** ///ASK ALL RESPONDENTS///

**2011 Average Timing is 4 Minutes, 3 Seconds**

NOTE: Two new statements (highlighted) have been added to help inform ACA impact on utilization and to help inform Enrollee utilization in economic recovery.

PRED5 I am now going to read you a list of statements and I would like you to tell me for each statement if you completely agree, agree, neither agree nor disagree, disagree, or completely disagree.

**Quality** //ROTATE//

D12b Veterans like me who use VA are satisfied with the health care they receive.

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D12g VA health care providers treat their patients with respect.

- 01 Completely Agree
- 02 Agree
- 03 Neither agree nor disagree
- 04 Disagree
- 05 Completely Disagree
- 98 DON'T KNOW
- 99 REFUSED

//END ROTATE//

**Cost //ROTATE//**

D11a VA is the most cost-effective healthcare provider for veterans like me.

D11c VA offers veterans like me the best value for our health care dollar.

- 01 Completely Agree
- 02 Agree
- 03 Neither agree nor disagree
- 04 Disagree
- 05 Completely Disagree
- 98 DON'T KNOW
- 99 REFUSED

//END ROTATE//

**Availability and Accessibility of Services //ROTATE//**

D13b Veterans like me can get in and out of an appointment at VA in a reasonable time.

D13c When veterans like me go to VA for an appointment; they do not wait a long time to see the doctor.

- 01 Completely Agree
- 02 Agree
- 03 Neither agree nor disagree
- 04 Disagree
- 05 Completely Disagree
- 98 DON'T KNOW
- 99 REFUSED

//END ROTATE//

**Convenience of Location //ROTATE//**

D13e There is a VA provider in my area that offers all of the health care services that veterans like me need.

D14a It is easy for veterans like me to get around in the VA health care facility.

D15f It is easy to get to my local VA facility.

- 01 Completely Agree
- 02 Agree
- 03 Neither agree nor disagree
- 04 Disagree
- 05 Completely Disagree
- 98 DON'T KNOW
- 99 REFUSED

//END ROTATE//

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**Other Factors: Friends Using VA Services //ROTATE//**

D10c Veterans like me like going to VA because you can talk to other veterans.

- 01 Completely Agree
- 02 Agree
- 03 Neither agree nor disagree
- 04 Disagree
- 05 Completely Disagree
- 98 DON'T KNOW
- 99 REFUSED

**Knowledge of VA Health Insurance //ROTATE//**

D14c I feel I know what is available to me through my VA benefits.

D14d I understand how my VA health benefits works.

- 01 Completely Agree
- 02 Agree
- 03 Neither agree nor disagree
- 04 Disagree
- 05 Completely Disagree
- 98 DON'T KNOW
- 99 REFUSED

**Availability of NON-VA Health Care Alternatives //ROTATE//**

D16d I have a doctor outside VA who I really like and trust.

D16e My family has a health insurance plan that covers me and the rest of the family.

D16h I tend to use the same healthcare providers as my spouse/partner and/or children

- 01 Completely Agree
- 02 Agree
- 03 Neither agree nor disagree
- 04 Disagree
- 05 Completely Disagree
- 98 DON'T KNOW
- 99 REFUSED

//END ROTATE//

**Other Issues //ROTATE//**

D16c I would only use VA if I did not have access to any other source of health care.

D16f Veterans who can afford to use other sources of health care should leave the VA to those who really need it.

D16b If the cost of health care to me increases, I will use VA more.

D16g My use of VA will decrease if my financial resources improve

- 01 Completely Agree
- 02 Agree
- 03 Neither agree nor disagree
- 04 Disagree
- 05 Completely Disagree
- 98 DON'T KNOW

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99 REFUSED

//END ROTATE//

**Section E: Demographics**

**Average 2011 Timing is 4 minutes, 30 seconds**

**PREE1 Now, I'd like to ask you about your current health.**

/IF **PROXY**=01/ Now, I'd like to ask you about <INSERT NAME>'s current health.

**E1.** Compared to other people your age, would you say your health is:

/IF **PROXY**=01/ Compared to other people <INSERT NAME>'s age, would you say <INSERT NAME>'s health is:

[INTERVIEWER PLEASE READ LIST]

- 01 Excellent
- 02 Very good
- 03 Good
- 04 Fair, or
- 05 Poor
  
- 98 DON'T KNOW
- 99 REFUSED

**PREE5 We are almost finished. The last questions are for demographic purposes only.**

**E5.** Which of the following best describes your current marital status?

/IF **PROXY**=01/ Which of the following best describes <INSERT NAME>'s current marital status?

[INTERVIEWER READ LIST.]

**NOTE: Highlighted options added for Health Care Reform policy; provides better understanding of household composition**

- 01 Married
- 02 Registered Civil Partnership
- 03 Registered Common Law Partnership
- 04 Widowed
- 05 Divorced
- 06 Separated
- 07 Single – Never Married
  
- 98 DON'T KNOW
- 99 REFUSED

**E6.** /IF E5=01 OR 04 ASK/ Not including yourself, how many dependents, such as your spouse or dependent children do you currently have?

**If >0 ASK/How many of these dependents are under the age of 18 (0 to 17 years of age)?**

**IF>0 ASK/How many of these dependents are between the age of 18 and 26?**

/IF E7 NE 01 OR 04 ASK/ Not including yourself, how many dependents, do you currently have?

/IF **PROXY**=01AND E7=01 OR 04 ASK/ Not including <INSERT NAME>, how many dependents, such as a spouse or dependent children does <INSERT NAME> currently have?

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/IF PROXY=01 AND E7 NE 01 OR 04 ASK/ Not including <INSERT NAME>, how many dependents, does <INSERT NAME> currently have?

[INTERVIEWER NOTE: "DEPENDENT" IS ANYONE WHO RELIES ON THE RESPONDENT FOR AT LEAST HALF OF THAT PERSON'S FINANCIAL SUPPORT.]

01 ENTER NUMBER \_\_\_\_\_ [RANGE=0-97]

98 DON'T KNOW

99 REFUSED

**PERIOD OF SERVICE**

**PREE6A.** In the following, we would like to obtain some information on your active duty military history. Most veterans have served only one continuous tour of duty, with no breaks in service. A one time discharge from the military after continuous service is one term of service. However, some veterans have experienced breaks in service and thus have served multiple terms of service. How many terms of active duty military service have you served? Please do not include Reserve or National Guard training or drill periods unless "activated" at the time.

/IF PROXY=01/ In the following, we would like to obtain some information on <INSERT NAME>'s active duty military history. Most veterans have served only one continuous tour of duty, with no breaks in service. A one time discharge from the military after continuous service is one term of service. However, some veterans have experienced breaks in service and thus have served multiple terms of service. How many terms of active duty military service has <INSERT NAME> served? Please do not include Reserve or National Guard training or drill periods unless "activated" at the time.

E6A. How many terms of active duty military service have you served? Please do not include Reserve or National Guard training or drill periods unless "activated" at the time.

/IF PROXY=01/ How many terms of active duty military service has <INSERT NAME> served? Please do not include Reserve or National Guard training or drill periods unless "activated" at the time.

[INTERVIEWER NOTE: WE ARE ONLY RECORDING THE FIRST SIX PERIODS.]

ENTER NUMBER [1-6]

98 (SKIP TO E8) DON'T KNOW

99 (SKIP TO E8) REFUSED

E6AT. /IFE6A >1/I would like to ask you the year you started and ended each of these terms of active duty military service. Starting with your first...

/IF E6A=1/ I would like to ask you the year you started and ended this term of active duty military service.

/IF PROXY=01/I would like to ask you the year <INSERT NAME> started and ended each of these terms of active duty military service. Starting with <INSERT NAME'S> first...

/IF PROXY=01 and E6=1/I would like to ask you the year <INSERT NAME> started and ended this term of active duty military service.

/START LOOP EQUAL TO E6A/

**E6B\_1.** What year did your <first> term of active duty military service start?

/IF E6A=1/ What year did your term of active duty military service start?



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/IF **PROXY**=01/ What year did <INSERT NAME>'s <first> term of active duty military service start?

/IF **PROXY**=01 and E6A=1/ What year did <INSERT NAME>'s term of active duty military service start?

01 ENTER YEAR \_\_\_\_\_ [RANGE: >=1918]

9998 DON'T KNOW

9999 REFUSED

**E6C\_1.** What year did your <first> term of active duty military service end?

/IF E6A=1/ What year did your term of active duty military service end?

/IF **PROXY**=01/ What year did <INSERT NAME>'s <first> term of active duty military service end?

/IF **PROXY**=01 and E6A=1/ What year did <INSERT NAME>'s term of active duty military service end?

01 ENTER YEAR \_\_\_\_\_ [RANGE: >=1918]

9998 DON'T KNOW

9999 REFUSED

**COMBAT STATUS**

**E7\_1.** During this term of military service were you ever in or exposed to combat?

/IF **PROXY**=01/ During this term of military service was <INSERT NAME> ever in or exposed to combat?

01 YES

02 NO

98 DON'T KNOW

99 REFUSED

*/END LOOP/*

**EMPLOYMENT STATUS**

**E8.** How would you best characterize your employment status? I am going to read you a list. Please listen to all of the choices and then tell me which best describes you. Are you

01 Employed Fulltime

02 Self-employed fulltime

03 Employed part-time

04 Self employed part-time

05 Unemployed, looking for work, or laid off

06 Currently not employed – either retired, a homemaker, student, etc.

98 DON'T KNOW

99 REFUSED

**ETHNICITY AND RACE**

**E9.** Would you describe yourself as Hispanic, or Latino?

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/IF PROXY=01/ Would you describe <INSERT NAME> as Hispanic, or Latino?

- 01 YES
- 02 NO
  
- 98 DON'T KNOW
- 99 REFUSED

**E10.** I am going to read you a list, please tell me which of the following describes your race? You can choose more than one. Are you ...

/IF PROXY=01/ I am going to read you a list, please tell me which of the following describes <INSERT NAME>'s race? You can choose more than one....

[INTERVIEWER NOTE: PLEASE READ LIST.]

/MUL=5/

- 01 American Indian or Alaska Native
- 02 Asian
- 03 Black or African-American
- 04 Native Hawaiian or Other Pacific Islander
- 05 White
  
- 98 DON'T KNOW
- 99 REFUSED
- 100

**HOUSEHOLD INCOME**

PE11. Could you please tell me what your total annual household income was from all sources in 20XX.

/IF PROXY=01/ Could you please tell me what was <INSERT NAME>'s total annual household income was from all sources in 20XX.

[IF NECESSARY: I would like to remind you that everything we discuss is confidential, and that your answer to this question will not affect your benefits.]

[IF NECESSARY: Your best guess or estimate is fine.]

- 01 GAVE RESPONSE (ANNUALLY) ///GO TO E11Y///
- 02 GAVE RESPONSE (MONTHLY) ///GO TO E11M///
- 98 DON'T KNOW
- 99 REFUSED

E11Y. Could you please tell me what your total annual household income was from all sources in 20XX.

/IF PROXY=01/ Could you please tell me what was <INSERT NAME>'s total annual household income was from all sources in 20XX.

[IF NECESSARY: I would like to remind you that everything we discuss is confidential, and that your answer to this question will not affect your benefits.]

[IF NECESSARY: Your best guess or estimate is fine.]

\_\_\_\_\_ [RANGE=1-999,999] ///SKIP TO E11c.///

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E11M. Could you please tell me what your total annual household income was from all sources in 20XX.

/IF PROXY=01/ Could you please tell me what was <INSERT NAME>'s total annual household income was from all sources in 20XX.

[IF NECESSARY: I would like to remind you that everything we discuss is confidential, and that your answer to this question will not affect your benefits.]

[IF NECESSARY: Your best guess or estimate is fine.]

\_\_\_\_\_ [RANGE=1-83,333] //SKIP TO E11c.//

**E11a.** This information is critical for VA for planning purposes. Could you please tell me which of the following best describes your **20XX** total annual household income from all sources. Would you say it is.....

/IF **PROXY**=01/ This information is critical for VA for planning purposes. Could you please tell me which of the following best describes <INSERT NAME>'s **20XX** total annual household income from all sources. Would you say it is.....

(READ LIST [ROUND UP "999], THEN FOLLOW-UP AS INDICATED)

	a.		b. Is it....	
	Less than \$16,000	1 →	Under \$11,000, or \$11,000 - \$15,999?	1 2
	\$16,000 - \$25,999,	2 →	\$16,000 – \$20,999 \$21,000 - \$25,999?	3 4
	\$26,000 - \$35,999,	3 →	\$26,000 – \$30,999 \$31,000 - \$35,999?	5 6
	\$36,000 - \$45,999,	4 →	\$36,000 – \$40,999 \$41,000 - \$45,999?	7 8
	\$46,000 - \$55,999, OR	5 →	\$46,000 – \$50,999 \$51,000 - \$55,999?	9 10
	\$56,000 or over?	6	AUTO CODE \$56,000+	11
OR	DON'T KNOW	7	DON'T KNOW	12
(Do Not Read)	REFUSED TO ANSWER	8	REFUSED TO ANSWER	13

**E11c.** Can you please tell me which state you are in?

//National list of two letter abbreviations and PR for Puerto Rico//

98 DON'T KNOW

99 REFUSED

**Section F. Awareness of Health Care Reform law**

**NOTE: F1-F2 are new questions in 2013; after 2013, there is no intent to continue to ask these questions**

VA is interested in understanding Veterans awareness of the health care reform law, which is officially called the Patient Protection and Affordable Care Act.

F1. How well do you understand the Patient Protection and Affordable Care Act?

- ( ) I've followed this issue closely
- ( ) I rely on others for information
- ( ) The Patient Protection and Affordable Care Act does not affect me
- ( ) I don't understand this Act

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F2. How do you think the health care reform law will change your planned use of the VA health care system?

- Definitely will increase
- Probably will increase
- No change
- Probably will decrease
- Definitely will decrease
- Not sure

///END TIMER///

///START TIMER///

**CLOSE. That's all I have. Thank you for your participation. The information you have provided will help VA to better serve all veterans in the future.** Thank you and goodbye.

**TIME ENDED** \_\_\_\_\_

**DATE OF INTERVIEW:** \_\_\_\_\_  
(MM/DD/YY)

**NEXT PAGES SHOW QUESTIONS WHICH ARE EITHER ROTATED WITH EXISTING QUESTIONS OR  
HAVE BEEN APPROVED, BUT ARE NOT CURRENTLY ASKED**

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**Section C: Activities of Daily Living/Incidental Activities of Daily Living (ADL/IADL)///ASK ALL RESPONDENTS///**

**Note: Currently asked every five years/last asked in 2010/Average Timing 3 Minutes, 13 Seconds**

**PREC40 Now, I'd like to ask you some questions about your current health.**

**/IF PROXY=01/ Now, I'd like to ask you some questions about <INSERT NAME>'s current health.**

C41. Because of a physical, mental, or emotional condition, do you usually have difficulty concentrating, remembering, or making decisions?

/IF PROXY=01/. Because of a physical, mental, or emotional condition, does <INSERT NAME> usually have difficulty concentrating, remembering, or making decisions?

- 01 YES
- 02 NO
- 98 DON'T KNOW
- 99 REFUSED

**PREC42 I would now like to ask about your ability to do everyday activities without help. By help, I mean either the help of another person, including people who live with you, or the help of special equipment.**

**/IF PROXY=01/ I would now like to ask about <INSERT NAME>'s ability to do everyday activities without help. By help, I mean either the help of another person, including people who live with <INSERT NAME>, or the help of special equipment.**

C42a Do you have any problem eating without the help of another person or special equipment?

/IF PROXY=01/Does <INSERT NAME> have any problem eating without the help of another person or special equipment?

- 01 YES
- 02 NO
- 03 CAN'T DO/ DON'T DO
- 98 DON'T KNOW
- 99 REFUSED

C42b. Do you have any problem getting in or out of bed without help?

/PROXY=01/ Does <INSERT NAME> have any problem getting in or out of bed without help?

[INTERVIEWER IF NECESSARY: By without help, I mean you need neither the help of another person nor the help of special equipment.]

- 01 YES
- 02 NO
- 03 CAN'T DO/ DON'T DO
- 98 DON'T KNOW
- 99 REFUSED

C42c Do you have any problem getting in or out of chairs without help?

/PROXY=01/ Does <INSERT NAME> have any problem getting in or out of chairs without help?

[INTERVIEWER IF NECESSARY: By without help, I mean you need neither the help of another person nor the help of special equipment.]

- 01 YES
- 02 NO

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03 CAN'T DO/ DON'T DO  
98 DON'T KNOW  
99 REFUSED

C42d Do you have any problem walking around inside without help?

/PROXY=01/ Does <INSERT NAME> have any problem walking around inside without help?

[INTERVIEWER IF NECESSARY: By without help, I mean you need neither the help of another person nor the help of special equipment.]

01 YES  
02 NO  
03 CAN'T DO/ DON'T DO  
98 DON'T KNOW  
99 REFUSED

C42e Do you have any problem going outside without help of another person or special equipment?

/PROXY=01/ Does <INSERT NAME> have any problem going outside without help of another person or special equipment?

[INTERVIEWER IF NECESSARY: By without help, I mean you need neither the help of another person nor the help of special equipment.]

01 YES  
02 NO  
03 CAN'T DO/ DON'T DO  
98 DON'T KNOW  
99 REFUSED

C42f Do you have any problem dressing without help?

/PROXY=01/ Does <INSERT NAME> have any problem dressing without help?

[INTERVIEWER IF NECESSARY: By without help, I mean you need neither the help of another person nor the help of special equipment.]

01 YES  
02 NO  
03 CAN'T DO/ DON'T DO  
98 DON'T KNOW  
99 REFUSED

C42g Do you have any problem bathing without help?

/PROXY=01/ Does <INSERT NAME> have any problem bathing without help?

[INTERVIEWER IF NECESSARY: By without help, I mean you need neither the help of another person nor the help of special equipment.]

01 YES  
02 NO  
03 CAN'T DO/ DON'T DO  
98 DON'T KNOW  
99 REFUSED

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C42h Do you have any problem getting to the bathroom or using the toilet?

/PROXY=01/ Does <INSERT NAME> have any problem getting to the bathroom or using the toilet?

01 YES  
02 NO  
03 CAN'T DO/ DON'T DO  
98 DON'T KNOW  
99 REFUSED

C42i Do you have any problem controlling bowel movements or urination or ever have any accidents?

/PROXY=01/ Does <INSERT NAME> have any problem controlling bowel movements or urination or ever have any accidents?

01 YES  
02 NO  
03 CAN'T DO/ DON'T DO

98 DON'T KNOW  
99 REFUSED

//CREATE VARIABLE ADL. FOR EACH "YES" IN C42a-C42i ADD 1, ALL OTHER RESPONSES (02,03,98, 99) MAKE 0, SUM FOR A VARIABLE 0-9//

//IF ADL=0 GOTO PREC45, ELSE CONTINUE//

C43a/IF ADL=1 AND PROXY=00 ASK/ You said that you have a problem with one activity. Have you had this problem for three months or longer?

/IF ADL>1 AND PROXY=00 ASK/ You said that you have a problem with some activities. Have you had any of these problems for three months or longer?

/IF ADL=1 AND PROXY=01 ASK/ You said that <INSERT NAME> has a problem with one activity. Has <INSERT NAME> had this problem for three months or longer?

/IF ADL>1 AND PROXY=01 ASK/ You said that <INSERT NAME> has a problem with some activities. Has <INSERT NAME> had any of these problems for three months or longer?

01 YES  
02 NO  
98 DON'T KNOW  
99 REFUSED

//IF C43a=01 GO TO PRE C44, ELSE CONTINUE//

C43b/IF ADL=1 AND PROXY=00 ASK/ Do you EXPECT this problem will last for the next three months or longer?

/IF ADL>1 AND PROXY=00 ASK/ Do you EXPECT any of these problems will last for the next three months or longer?

/IF ADL=1 AND PROXY=01 ASK/ Do you EXPECT that <INSERT NAME>'s problem will last for the next three months or longer?

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/IF ADL>1 AND PROXY=01 ASK/ Do you EXPECT that any of <INSERT NAME>'s problems will last for the next three months or longer?

01 YES  
02 NO  
98 DON'T KNOW  
99 REFUSED

//IF C43b=01 GO TO PREC44, ELSE CONTINUE//

C43c/IF ADL=1 AND PROXY=00 ASK/ Altogether, from beginning to end, will this problem have lasted three months or longer?

/IF ADL>1 AND PROXY=00 ASK/ Altogether, from beginning to end, will any of these problems have lasted three months or longer?

/IF ADL=1 AND PROXY=01 ASK/ Altogether, from beginning to end, will <INSERT NAME>'s problem have lasted three months or longer?

/IF ADL>1 AND PROXY=01 ASK/ Altogether, from beginning to end, will any of <INSERT NAME>'s problems have lasted three months or longer?

01 YES  
02 NO  
98 DON'T KNOW  
99 REFUSED

***PREC44/IF ADL=1 ASK/ We are interested in knowing about the severity of this problem.***

***/IF ADL>1 ASK/ We are interested in knowing about the severity of these problems.***

//IF C42a=01 ASK, ELSE GOTO C44b//

C44a Earlier you said that you had a problem eating without help. Is it true that you are unable to eat without either stand-by assistance or hands-on assistance from another person?

/IF PROXY=01/ Earlier you said that <INSERT NAME> had a problem eating without help. Is it true that <INSERT NAME> is unable to eat without either stand-by assistance or hands-on assistance from another person?

[IF NECESSARY: "Stand-by assistance" means "within arm's reach."]

[IF NECESSARY: "Hands on assistance" means "physical assistance."]

01 YES  
02 NO  
98 DON'T KNOW  
99 REFUSED

//IF C42b=01 ASK, ELSE GOTO C44c//

C44b Earlier you said that you had a problem getting in or out of bed without help. Is it true that you are unable to get in or out of bed without either stand-by assistance or hands-on assistance from another person?

/IF PROXY=01/ Earlier you said that <INSERT NAME> had a problem getting in or out of bed without help. Is it true that <INSERT NAME> is unable to get in or out of bed without either stand-by assistance or hands-on assistance from another person?



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[IF NECESSARY: "Stand-by assistance" means "within arms reach."]

[IF NECESSARY: "Hands on assistance" means "physical assistance."]

01 YES  
02 NO  
98 DON'T KNOW  
99 REFUSED

//IF C42c=01 ASK, ELSE GOTO C44d//

C44c Earlier you said that you had a problem getting in or out of chairs without help. Is it true that you are unable to get in or out of chairs without either stand-by assistance or hands-on assistance from another person?

/IF PROXY=01/ Earlier you said that <INSERT NAME> had a problem getting in or out of chairs without help. Is it true that <INSERT NAME> is unable to get in or out of chairs without either stand-by assistance or hands-on assistance from another person?

[IF NECESSARY: "Stand-by assistance" means "within arm's reach."]

[IF NECESSARY: "Hands on assistance" means "physical assistance."]

01 YES  
02 NO  
98 DON'T KNOW  
99 REFUSED

//IF C42d=01 ASK, ELSE GOTO C44e//

C44d Earlier you said that you had a problem walking around inside without help. Is it true that you are unable to walk around inside without either stand-by assistance or hands-on assistance from another person?

/IF PROXY=01/ Earlier you said that <INSERT NAME> had a problem walking around inside without help. Is it true that <INSERT NAME> is unable to walk around inside without either stand-by assistance or hands-on assistance from another person?

[IF NECESSARY: "Stand-by assistance" means "within arm's reach."]

[IF NECESSARY: "Hands on assistance" means "physical assistance."]

01 YES  
02 NO  
98 DON'T KNOW  
99 REFUSED

//IF C42e=01 ASK, ELSE GOTO C44f//

C44e Earlier you said that you had a problem going outside without help. Is it true that you are unable to go outside without either stand-by assistance or hands-on assistance from another person?

/IF PROXY=01/ Earlier you said that <INSERT NAME> had a problem going outside without help. Is it true that <INSERT NAME> is unable to go outside without either stand-by assistance or hands-on assistance from another person?

[IF NECESSARY: "Stand-by assistance" means "within arm's reach."]

[IF NECESSARY: "Hands on assistance" means "physical assistance."]

01 YES

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02 NO  
98 DON'T KNOW  
99 REFUSED

//IF C42f=01 ASK, ELSE GOTO C44g//

C44f Earlier you said that you had a problem dressing without help. Is it true that you are unable to dress without either stand-by assistance or hands-on assistance from another person?

/IF PROXY=01/ Earlier you said that <INSERT NAME> had a problem dressing without help. Is it true that <INSERT NAME> is unable to dress without either stand-by assistance or hands-on assistance from another person?

[IF NECESSARY: "Stand-by assistance" means "within arm's reach."]

[IF NECESSARY: "Hands on assistance" means "physical assistance."]

01 YES  
02 NO  
98 DON'T KNOW  
99 REFUSED

//IF C42g=01 ASK, ELSE GOTO C44h//

C44g Earlier you said that you had a problem bathing without help. Is it true that you are unable to bathe without either stand-by assistance or hands-on assistance from another person?

/IF PROXY=01/ Earlier you said that <INSERT NAME> had a problem bathing without help. Is it true that <INSERT NAME> is unable to bathe without either stand-by assistance or hands-on assistance from another person?

[IF NECESSARY: "Stand-by assistance" means "within arm's reach."]

[IF NECESSARY: "Hands on assistance" means "physical assistance."]

01 YES  
02 NO  
98 DON'T KNOW  
99 REFUSED

//IF C42h=01 ASK, ELSE GOTO C44i//

C44h Earlier you said that you had a problem getting to the bathroom or using the toilet. Is it true that you are unable to get to the bathroom or use the toilet without either stand-by assistance or hands-on assistance from another person?

/IF PROXY=01/ Earlier you said that <INSERT NAME> had a problem getting to the bathroom or using the toilet. Is it true that <INSERT NAME> is unable to get to the bathroom or use the toilet without either stand-by assistance or hands-on assistance from another person?

[IF NECESSARY: "Stand-by assistance" means "within arm's reach."]

[IF NECESSARY: "Hands on assistance" means "physical assistance."]

01 YES  
02 NO  
  
98 DON'T KNOW  
99 REFUSED

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//IF C42i=01 ASK, ELSE GOTO PREC45//

C44i Earlier you said that you had a problem controlling bowel movements or urination. Is it true that you are unable to control bowel movements or urinate, or to perform associated personal hygiene, without either stand-by assistance or hands-on assistance from another person?

/IF PROXY=01/ Earlier you said that <INSERT NAME> had a problem controlling bowel movements or urination. Is it true that <INSERT NAME> is unable to control bowel movements or urinate, or to perform associated personal hygiene, without either stand-by assistance or hands-on assistance from another person?

[IF NECESSARY: "Stand-by assistance" means "within arm's reach."]

[IF NECESSARY: "Hands on assistance" means "physical assistance."]

[IF NECESSARY: "Associated personal hygiene" means "washing oneself, disposing of soiled items, changing clothing, and caring for a catheter or colostomy bag."]

01 YES

02 NO

98 DON'T KNOW

99 REFUSED

***PREC45 I would like to ask you about your ability to do some other every day activities without help. Please remember by help, I mean either help of another person, including people who live with you, or the help of special equipment.***

/IF PROXY=01/ ***I would like to ask you about <INSERT NAME>'s ability to do some other every day activities without help. Please remember by help, I mean either help of another person, including people who live with <INSERT NAME> or the help of special equipment.***

C45a Are you able to prepare meals without help?

/IF PROXY=01/ Is <INSERT NAME> able to prepare meals without help?

[INTERVIEWER NOTE: IF A PERSON DOES NOT DO, BUT IS ABLE TO DO, MARK AS "YES".]

[INTERVIEWER IF NECESSARY: By without help, I mean you need neither the help of another person nor the help of special equipment.]

01 (SKIP TO C45b) YES

02 NO

98 (SKIP TO C45b) DON'T KNOW

99 (SKIP TO C45b) REFUSED

C45a\_1 Does a disability or a health problem keep you from preparing meals without help?

/IF PROXY=01/ Does a disability or a health problem keep <INSERT NAME> from preparing meals without help?

[INTERVIEWER IF NECESSARY: By without help, I mean you need neither the help of another person nor the help of special equipment.]

01 YES

02 NO

98 DON'T KNOW

99 REFUSED

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C45b Are you able to do laundry without help?

/IF PROXY=01/ Is <INSERT NAME> able to do laundry without help?

[INTERVIEWER NOTE: IF A PERSON DOES NOT DO, BUT IS ABLE TO DO, MARK AS "YES".]

[INTERVIEWER IF NECESSARY: By without help, I mean you need neither the help of another person nor the help of special equipment.]

- 01 (SKIP TO C45c) YES
- 02 NO
- 98 (SKIP TO C45c) DON'T KNOW
- 99 (SKIP TO C45c) REFUSED

C45b\_1 Does a disability or a health problem keep you from doing laundry without help?

/IF PROXY=01/ Does a disability or a health problem keep <INSERT NAME> from doing laundry without help?

[INTERVIEWER IF NECESSARY: By without help, I mean you need neither the help of another person nor the help of special equipment.]

- 01 YES
- 02 NO
- 98 DON'T KNOW
- 99 REFUSED

C45c Are you able to do light housework, such as washing dishes without help?

/IF PROXY=01/ Is <INSERT NAME> able to do light housework, such as washing dishes without help?

[INTERVIEWER NOTE: IF A PERSON DOES NOT DO, BUT IS ABLE TO DO, MARK AS "YES".]

[INTERVIEWER IF NECESSARY: By without help, I mean you need neither the help of another person nor the help of special equipment.]

- 01 (SKIP TO C45d) YES
- 02 NO
- 98 (SKIP TO C45d) DON'T KNOW
- 99 (SKIP TO C45d) REFUSED

C45c\_1 Does a disability or a health problem keep you from doing light housework without help?

/IF PROXY=01/ Does a disability or a health problem keep <INSERT NAME> from doing light housework without help?

[INTERVIEWER IF NECESSARY: By without help, I mean you need neither the help of another person nor the help of special equipment.]

- 01 YES
- 02 NO
- 98 DON'T KNOW
- 99 REFUSED

C45d Are you able to shop for groceries without help?

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/IF PROXY=01/ Is <INSERT NAME> able to shop for groceries without help?

[INTERVIEWER NOTE: IF A PERSON DOES NOT DO, BUT IS ABLE TO DO, MARK AS "YES".]

[INTERVIEWER IF NECESSARY: By without help, I mean you need neither the help of another person nor the help of special equipment.]

- 01 (SKIP TO C45e) YES
- 02 NO
- 98 (SKIP TO C45e) DON'T KNOW
- 99 (SKIP TO C45e) REFUSED

C45d\_1 Does a disability or a health problem keep you from shopping for groceries without help?

/IF PROXY=01/ Does a disability or a health problem keep <INSERT NAME> from shopping for groceries without help?

[INTERVIEWER IF NECESSARY: By without help, I mean you need neither the help of another person nor the help of special equipment.]

- 01 YES
- 02 NO
- 98 DON'T KNOW
- 99 REFUSED

C45e Are you able to manage money such as keeping track of bills and handling cash without help?

/IF PROXY=01/ Is <INSERT NAME> able to manage money such as keeping track of bills and handling cash without help?

[INTERVIEWER NOTE: IF A PERSON DOES NOT DO, BUT IS ABLE TO DO, MARK AS "YES".]

[INTERVIEWER IF NECESSARY: By without help, I mean you need neither the help of another person nor the help of special equipment.]

- 01 (SKIP TO C45f) YES
- 02 NO
- 98 (SKIP TO C45f) DON'T KNOW
- 99 (SKIP TO C45f) REFUSED

C45e\_1 Does a disability or a health problem keep you from managing money without help?

/IF PROXY=01/ Does a disability or a health problem keep <INSERT NAME> from managing money without help?

[INTERVIEWER IF NECESSARY: By without help, I mean you need neither the help of another person nor the help of special equipment.]

- 01 YES
- 02 NO
- 98 DON'T KNOW
- 99 REFUSED

C45f Are you able to take medicine without help?

/IF PROXY=01/ Is <INSERT NAME> able to take medicine without help?

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[INTERVIEWER NOTE: IF A PERSON DOES NOT DO, BUT IS ABLE TO DO, MARK AS "YES".]

[INTERVIEWER IF NECESSARY: By without help, I mean you need neither the help of another person nor the help of special equipment.]

01 (SKIP TO C45g) YES  
02 NO  
98 (SKIP TO C45g) DON'T KNOW  
99 (SKIP TO C45g) REFUSED

C45f\_1 Does a disability or a health problem keep you from taking medicine without help?

/IF PROXY=01/ Does a disability or a health problem keep <INSERT NAME> from taking medicine without help?

[INTERVIEWER IF NECESSARY: By without help, I mean you need neither the help of another person nor the help of special equipment.]

01 YES  
02 NO  
98 DON'T KNOW  
99 REFUSED

C45g Are you able to make telephone calls without help?

/IF PROXY=01/ Is <INSERT NAME> able to make telephone calls without help?

[INTERVIEWER NOTE: IF A PERSON DOES NOT DO, BUT IS ABLE TO DO, MARK AS "YES".]

[INTERVIEWER IF NECESSARY: By without help, I mean you need neither the help of another person nor the help of special equipment.]

01 (SKIP TO C61) YES  
02 NO  
98 (SKIP TO C61) DON'T KNOW  
99 (SKIP TO C61) REFUSED

C45g\_1 Does a disability or a health problem keep you from making telephone calls without help?

/IF PROXY=01/ Does a disability or a health problem keep <INSERT NAME> from making telephone calls without help?

[INTERVIEWER IF NECESSARY: By without help, I mean you need neither the help of another person nor the help of special equipment.]

01 YES  
02 NO  
98 DON'T KNOW  
99 REFUSED

**PREE2. The next few questions are about cigarette smoking.**

**NOTE: Smoking Questions will rotated every other year with "Rural Health" questions**

E2. Have you smoked at least 100 cigarettes in your entire life?

/IF PROXY=01/ Has <INSERT NAME> smoked at least 100 cigarettes in <INSERT NAME>'s entire life?

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01 YES  
02 (SKIP TO PREE5) NO

98 DON'T KNOW  
99 REFUSED

**E3.** Do you now smoke cigarettes every day, some days, or not at all?

/IF **PROXY**=01/ Does <INSERT NAME> now smoke cigarettes every day, some days, or not at all?

01 Every day  
02 Some days  
03 Not at all

98 DON'T KNOW  
99 REFUSED

**E4.** During the past 12 months, have you stopped smoking for more than one day because you were trying to quit smoking?

/IF **PROXY**=01/ During the past 12 months, has <INSERT NAME> stopped smoking for more than one day because <INSERT NAME> was trying to quit smoking?

01 YES  
02 NO

98 DON'T KNOW  
99 REFUSED

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**Former Questions; not currently asked**

**(From Health Insurance Module)**

A14A. How many different over the counter medications did you use in the last 30 days?  
//IF PROXY=01ASK// How many different over the counter medications did <INSERT NAME> use in the last 30 days?

[IF NECESSARY: Your best guess is fine.]

\_\_\_\_\_ [0 – 50]

98 DON'T KNOW  
99 REFUSED

///IF A14A IN 0, 98, 99 SKIP TO XX, ALL ELSE CONTINUE///

A14B. Of these over the counter medications, how many did you obtain from VA?  
//IF PROXY=01ASK// Of these over the counter medications, how many did <INSERT NAME> obtain from VA?

[INTERVIEWER NOTE: THESE MEDICATIONS COME FROM SOME VA FACILITY OR THROUGH THE MAIL FROM VA. DOES NOT REFER TO MEDICATIONS WHERE A RESPONDENT IS REIMBURSED FOR THE OUT OF POCKET COSTS.]

[IF NECESSARY: Your best guess is fine.]

\_\_\_\_\_ [0 – 50]

98 DON'T KNOW  
99 REFUSED

PA16. On average, how much do you spend out-of-pocket for all your over the counter and prescription medications on a monthly basis, not including any health insurance premiums you may pay?  
//IF PROXY=01ASK// On average, how much does <INSERT NAME> spend out-of-pocket for all <INSERT NAME>'s over the counter and prescription medications on a monthly basis, not including any health insurance premiums <INSERT NAME> may pay?

01 GAVE RESPONSE  
98 DON'T KNOW  
99 REFUSED

A16A. On average, how much do you spend out-of-pocket for all your over the counter and prescription medications on a monthly basis, not including any health insurance premiums you may pay?  
//IF PROXY=01ASK// On average, how much does <INSERT NAME> spend out-of-pocket for all <INSERT NAME>'s over the counter and prescription medications on a monthly basis, not including any health insurance premiums <INSERT NAME> may pay?

[IF NECESSARY: Your best guess is fine.]

\_\_\_\_\_ ENTER NUMBER [0 – 9999]



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**(From Reliance Module)**

- B1. In **20XX**, did you use **any** medical or mental health care services that were **not** provided by or paid for by VA? Please include **ANY** service at all, such as a flu shot, a single prescription, a test of some sort, etc.

/IF PROXY=01/ In **20XX**, did <INSERT NAME> use **any** medical or mental health care services that were **not** provided by or paid for by VA? Please include **ANY** service at all, such as a flu shot, a single prescription, a test of some sort, etc.

[INTERVIEWER NOTE: "NO NEED FOR SERVICES AT ALL" ONLY MARK IF SPONTANEOUSLY VOLUNTEERED BY RESPONDENT.]

[INTERVIEWER NOTE: PAID FOR INCLUDES ANY PART/PORION OF.]

- 00 (SKIP TO B25) NO NEED FOR SERVICES AT ALL
- 01 (SKIP TO B2) YES
- 02 NO
  
- 98 DON'T KNOW
- 99 REFUSED

//IF B1=2, 98, 99 AND [A1=01 OR A5=01 OR A7=01 OR A8=01 OR A9=01] THEN ASK, ELSE SKIP TO B14//

- B1A. **VALIDATION:** Earlier I thought you said that you **do have** some type of Non-VA medical coverage. Just to make sure I have this right, I want to confirm that in **20XX**, you **never** received **any** type of medical service, including flu shot, prescription, physical check-up or test or mental health services or assistance that was **not** provided or paid for by VA.

/IF PROXY =01/ Earlier I thought you said that <INSERT NAME> **does have** some type of Non-VA medical coverage. Just to make sure I have this right, I want to confirm that in **20XX**, <INSERT NAME> **never** received **any** type of medical service, including flu shot, prescription, physical check-up or test or mental health services or assistance that was **not** provided or paid for by VA.

[INTERVIEWER NOTE: "NO NEED FOR SERVICES AT ALL" ONLY MARK IF SPONTANEOUSLY VOLUNTEERED BY RESPONDENT.]

- 00 (SKIP TO B25) NO NEED FOR SERVICES AT ALL
- 01 (SKIP TO B2) DID USE NON-VA SERVICE//LH previously were yes/no, but very difficult to train interviewers to do correctly so clarified
- 02 (SKIP TO B14) CONFIRMED THAT NO NON-VA CARE RECEIVED
  
- 98 (SKIP TO B14) DON'T KNOW/CAN'T REMEMBER
- 99 (SKIP TO B14) REFUSED

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B2. In **20XX**, did you stay overnight at any **Non-VA** Medical Hospital or a **Non-VA** Mental Health Facility?

/IF PROXY=01/ In **20XX**, did <INSERT NAME> stay overnight at any **Non-VA** Medical Hospital or a **Non-VA** Mental Health Facility?

[INTERVIEWER NOTE: "STAY" IS A SINGLE TRIP INTO AND OUT, OR ADMISSION INTO AND DISCHARGE OUT OF THE HOSPITAL, **NOT** THE NUMBER OF DAYS THE PATIENT STAYED IN THE HOSPITAL.]

- 01 YES
- 02 (SKIP TO B11) NO
  
- 98 (SKIP TO B11) DON'T KNOW/DON'T REMEMDER
- 99 (SKIP TO B11) REFUSED

B3. Were any of these stays paid for or provided by VA?

/IF PROXY=01/ Were any of these stays paid for or provided by VA?

[INTERVIEWER NOTE: PAID FOR INCLUDES ANY PORTION.]

[INTERVIEWER NOTE: "STAY" IS A SINGLE TRIP INTO AND OUT OR ADMISSION INTO AND DISCHARGE OUT OF THE HOSPITAL.]

- 01 YES
- 02 (SKIP TO B5) NO
  
- 98 (SKIP TO B5) DON'T KNOW
- 99 (SKIP TO B5) REFUSED

B4. Were any of these stays **not** paid for or provided by VA?

/IF PROXY=01/ Were any of these stays **not** paid for or provided by VA?

[INTERVIEWER NOTE: PAID FOR INCLUDES ANY PORTION.]

[INTERVIEWER NOTE: "STAY" IS A SINGLE TRIP INTO AND OUT OR ADMISSION INTO AND DISCHARGE OUT OF THE HOSPITAL.]

- 01 YES
- 02 (SKIP TO B11) NO, ALL VA PROVIDED
  
- 98 (SKIP TO B11) DON'T KNOW/ DON'T REMEMDER
- 99 (SKIP TO B11) REFUSED

PREB5 //IF B4=01, ELSE GOTO B11// For the next group of questions, I would like you to only think about all of the stays you have just mentioned that were **not** paid for by VA.

/IF PROXY=01 AND IF B4=01, ELSE GOTO B11// For the next group of questions, I would like you to only think about all of <INSERT NAME>'s stays you have just mentioned that were **not** paid for by VA.

B5. In **20XX**, how many overnight stays, if any, did you have at any Non-VA Medical Hospital. Please do not count stays for mental health or substance abuse treatment?

/IF PROXY=01/ In **20XX**, how many overnight stays, if any, did <INSERT NAME> have at any Non-VA Medical Hospital. Please do not count stays for mental health or substance abuse treatment?

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[INTERVIEWER NOTE: "STAY" IS A SINGLE TRIP INTO AND OUT OR ADMISSION INTO AND DISCHARGE OUT OF THE HOSPITAL.]

[IF NECESSARY: Your best guess is fine.]

ENTER NUMBER \_\_\_\_\_ [RANGE= 0 – 366]

998 DON'T KNOW

999 REFUSED

/IF B5=0, 98, OR 99 GOTO B8, ELSE CONTINUE/

- B6. /IF B5=1, ASK/ How many nights was that stay?  
/IF B5>1 ASK/ How many nights was your first stay?

/IF PROXY=01 AND B5=1, ASK/ How many nights was that stay?

/IF PROXY=01 AND B5>1 ASK/ How many nights was <INSERT NAME>'s first stay?

[INTERVIEWER NOTE: "STAY" IS A SINGLE TRIP INTO AND OUT OR ADMISSION INTO AND DISCHARGE OUT OF THE HOSPITAL.]

[IF NECESSARY: Your best guess is fine.]

ENTER NUMBER \_\_\_\_\_ [RANGE= 0 – 366]

998 DON'T KNOW

999 REFUSED

/IF B5=1 GOTO B8/

- B7. /IF B5>1 ASK/ In **20XX**, how many nights in total did you stay in a Non-VA Hospital on your 2nd through /B5/ stays?

/IF PROXY=01 AND B5>1 ASK/ In **20XX**, how many nights in total did <INSERT NAME> stay in a Non-VA Hospital on the 2nd through /B5/ stays?

[INTERVIEWER NOTE: "STAY" IS A SINGLE TRIP INTO AND OUT OR ADMISSION INTO AND DISCHARGE OUT OF THE HOSPITAL.]

[INTERVIEWER NOTE: THIS IS THE TOTAL NUMBER OF NIGHTS FOR ALL STAYS. IF NECESSARY WALK THEM THROUGH THE MATH.]

[IF NECESSARY: Your best guess is fine.]

ENTER NUMBER \_\_\_\_\_ [RANGE=0 –366]

998 DON'T KNOW

999 REFUSED

- B8. In **20XX**, how many stays for mental health or substance abuse treatment, if any, did you have at any Non-VA Mental Health Facility, or other Non-VA medical facility? Please do not count any stays paid for by VA.

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/IF PROXY=01/ In **20XX**, how many stays for mental health or substance abuse treatment, if any, did <INSERT NAME> have at any Non-VA Mental Health Facility, or other Non-VA medical facility? Please do not count any stays paid for by VA.

[INTERVIEWER NOTE: "STAY" IS A SINGLE TRIP INTO AND OUT, OR ADMISSION INTO AND DISCHARGE OUT OF THE HOSPITAL.]

[INTERVIEWER NOTE: PAID FOR INCLUDES ANY PART/PORION OF.]

[IF NECESSARY: Your best guess is fine.]

ENTER NUMDER \_\_\_\_\_ [RANGE=0- 366]

998 DON'T KNOW

999 REFUSED

/IF B8=0, 98, 99 GOTO B11, ELSE CONTINUE/

B9. /IF B8=1 ASK/ How many nights was that stay?

/IF B8>1 ASK/ How many nights was your first stay?

/IF PROXY=01AND B8=1 ASK/ How many nights was that stay?

/IF PROXY=01 AND B8>1 ASK/ How many nights was <INSERT NAME>'s first stay?

[INTERVIEWER NOTE: "STAY" IS A SINGLE TRIP INTO AND OUT OR ADMISSION INTO AND DISCHARGE OUT OF THE HOSPITAL.]

[IF NECESSARY: Your best guess is fine.]

ENTER NUMDER \_\_\_\_\_ [RANGE=0- 366]

998 DON'T KNOW

999 REFUSED

/IF B8=1 GOTO B11, ELSE CONTINUE/

B10. In **20XX**, how many nights **in total** did you stay in a Non-VA Facility for mental health or substance abuse treatment on your second through /B8 RESPONSE/ stays?

/IF PROXY=01/ In **20XX**, how many nights **in total** did <INSERT NAME> stay in a Non-VA Facility for mental health or substance abuse treatment on the second through /B8 RESPONSE/ stays?

[INTERVIEWER NOTE: "STAY" IS A SINGLE TRIP INTO AND OUT OR ADMISSION INTO AND DISCHARGE OUT OF THE HOSPITAL.]

[INTERVIEWER NOTE: THIS IS THE TOTAL NUMBER OF NIGHTS FOR ALL STAYS. IF NECESSARY WALK THEM THROUGH THE MATH.]

[IF NECESSARY: Your best guess is fine.]

ENTER NUMDER \_\_\_\_\_ [RANGE=0 -366]

998 DON'T KNOW

999 REFUSED

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///ASK IF SPLIT=1, ELSE SKIP TO B11B///

B11A. In 20xx, how many outpatient visits or trips, did you make to any Non-VA doctor's office, hospital, or outpatient clinic? Please do not count dental, mental health, substance abuse visits or any visits paid for by VA?

/IF PROXY=01/ In 20xx, how many outpatient visits or trips, did <INSERT NAME> make to any Non-VA doctor's office, hospital, or outpatient clinic? Please do not count dental, mental health, substance abuse visits or any visits paid for by VA?

[INTERVIEWER NOTE: PAID FOR INCLUDES ANY PART/PORTION OF.]

[IF NECESSARY: Your best guess is fine.]

01 ENTER NUMBER \_\_\_\_\_ [RANGE=0- 366]

998 DON'T KNOW

999 REFUSED

///ASK IF SPLIT=2, ELSE SKIP TO B22///

B12. In **20XX**, how many home health care visits, if any, were made to you by **Non-VA** providers or not paid for by VA?

/IF PROXY=01/ In **20XX**, how many home health care visits, if any, were made to <INSERT NAME> by **Non-VA** providers or not paid for by VA?

[INTERVIEWER NOTE: THIS IS THE SUM OF ALL INDIVIDUAL PROVIDER'S VISITS.]

[INTERVIEWER NOTE: PAID FOR INCLUDES ANY PART/PORTION OF.]

[IF NECESSARY: Your best guess is fine.]

ENTER NUMDER: \_\_\_\_\_ [RANGE=0-366]

998 DON'T KNOW

999 REFUSED

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B13. In **20XX**, how many outpatient visits or trips for mental health or substance abuse treatment did you make to a **Non-VA** Mental Health or Substance Abuse Facility or Doctor's office? Please do not count visits paid for by VA.

/IF PROXY=01/ In **20XX**, how many outpatient visits or trips for mental health or substance abuse treatment did <INSERT NAME> make to a **Non-VA** Mental Health or Substance Abuse Facility or Doctor's office? Please do not count visits paid for by VA.

[INTERVIEWER NOTE: PAID FOR INCLUDES ANY PART/PORTION OF.]

[IF NECESSARY: Your best guess is fine.]

ENTER NUMDER: \_\_\_\_\_ [RANGE=0-366]

998 DON'T KNOW

999 REFUSED

PREB14 Now, the next few Questions are in regards to any VA provided Healthcare.

B14. In **20XX**, did you use **any** VA healthcare services, or did you have **any** of your health care paid for by VA?

/IF PROXY=01/ In **20XX**, did <INSERT NAME> use **any** VA healthcare services, or did <INSERT NAME> have **any** health care paid for by VA?

IF NECESSARY: Please include **ANY** service at all such as a flu shot, a single prescription, a test, etc...

[INTERVIEWER NOTE: "NO NEED FOR SERVICES AT ALL" ONLY MARK IF SPONTANEOUSLY VOLUNTEERED DY RESPONDENT.]

[INTERVIEWER NOTE: PAID FOR INCLUDES ANY PART/PORTION OF.]

00 (SKIP TO B25) NO NEED FOR SERVICES AT ALL

01 YES - VA PAID FOR SERVICE/RECEIVED SERVICES AT VA

02 NO- - VA DID NOT PAY FOR SERVICES/ DID NOT RECEIVE SERVICES

98 DON'T KNOW

99 REFUSED

B14\_VAL VALIDATION: /IF B14=02 OR 98 OR 99 ASK, ELSE CONTINUE/ Just to make sure I have this correct, in **20XX** you did not receive **ANY** health care services at all from VA. You did not get a flu shot, a single prescription, any tests, to any other health care service for which VA paid any portion of?

/IF PROXY=01 AND IF B14=02 OR 98 OR 99 ASK, ELSE CONTINUE/ Just to make sure I have this correct, in **20XX** <INSERT NAME> did not receive **ANY** health care services at all from VA. <INSERT NAME> did not get a flu shot, a single prescription, any tests, to any other health care service for which VA paid any portion of?

[INTERVIEWER NOTE: PAID FOR INCLUDES ANY PART/PORTION OF.]

01 (SKIP TO B25) (YES) DID NOT RECEIVE SERVICES FROM VA

02 (NO) RECEIVED SERVICES FROM VA

98 (SKIP TO B25) DON'T KNOW

99 (SKIP TO B25) REFUSED

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B15. In **20XX**, did you stay overnight at any VA Medical Hospital or a VA Mental Health Facility, or **have any** stays at Non-VA facilities that were paid for by VA?

/IF PROXY=01/ In **20XX**, did <INSERT NAME> stay overnight at any VA Medical Hospital or a VA Mental Health Facility, or **have any** stays at Non-VA facilities that were paid for by VA?

[INTERVIEWER NOTE: "STAY" IS A SINGLE TRIP INTO AND OUT, OR ADMISSION INTO AND DISCHARGE OUT OF THE HOSPITAL, **NOT** THE NUMBER OF DAYS THE PATIENT STAYED IN THE HOSPITAL.]

[INTERVIEWER NOTE: PAID FOR INCLUDES ANY PART/PORION OF.]

- 01 YES
- 02 (SKIP TO B22) NO
  
- 98 (SKIP TO B22) DON'T KNOW
- 99 (SKIP TO B22) REFUSED

B16. In **20XX**, how many total overnight stays, if any, did you have at a VA Medical Hospital, or a medical hospital paid for by VA? Please do not count stays for mental health and substance abuse treatment?

/IF PROXY=01/ In **20XX**, how many total overnight stays, if any, did <INSERT NAME> have at a VA Medical Hospital, or a medical hospital paid for by VA? Please do not count stays for mental health and substance abuse treatment?

[INTERVIEWER NOTE: "STAY" IS A SINGLE TRIP INTO AND OUT, OR ADMISSION INTO AND DISCHARGE OUT OF THE HOSPITAL, **NOT** THE NUMBER OF DAYS THE PATIENT STAYED IN THE HOSPITAL.]

[INTERVIEWER NOTE: PAID FOR INCLUDES ANY PART/PORION OF.]

[IF NECESSARY: Your best guess is fine.]

ENTER NUMBER \_\_\_\_\_ [RANGE=0-366]

- 998 DON'T KNOW
- 999 REFUSED

/IF B16=0, 98, 99 GOTO B19, ELSE CONTINUE/

B17. /IFB16=1 ASK/ How many nights was that stay?

/IF B16>1 ASK/ How many nights was that first stay?

/IF **PROXY**=01 AND B16=1 ASK/ How many nights was that stay?

/ IF **PROXY**=01 AND B16>1 ASK/ How many nights was <INSERT NAME>'s first stay?

[INTERVIEWER NOTE: "STAY" IS A SINGLE TRIP INTO AND OUT, OR ADMISSION INTO AND DISCHARGE OUT OF THE HOSPITAL, **NOT** THE NUMBER OF DAYS THE PATIENT STAYED IN THE HOSPITAL.]

[IF NECESSARY: Your best guess is fine.]

ENTER NUMBER \_\_\_\_\_ [RANGE=0-366]

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998 DON'T KNOW  
999 REFUSED

/IF B16=1 GOTO B19, ELSE CONTINUE/

B18. In **20XX**, how many nights **in total** did you stay in a VA Medical Hospital or other hospitals paid for by VA on your second through /B16 RESPONSE/ stays?

/IF **PROXY**=01/ In **20XX**, how many nights **in total** did <INSERT NAME> stay in a VA Medical Hospital or other hospitals paid for by VA on the second through /B16 RESPONSE/ stays?

[INTERVIEWER NOTE: "STAY" IS A SINGLE TRIP INTO AND OUT, OR ADMISSION INTO AND DISCHARGE OUT OF THE HOSPITAL, **NOT** THE NUMBER OF DAYS THE PATIENT STAYED IN THE HOSPITAL.]

[INTERVIEWER NOTE: PAID FOR INCLUDES ANY PART/PORION OF.]

[INTERVIEWER NOTE: THIS IS THE TOTAL NUMBER OF NIGHTS FOR ALL STAYS. IF NECESSARY WALK THEM THROUGH THE MATH.]

[IF NECESSARY: Your best guess is fine.]

ENTER NUMBER \_\_\_\_\_ [RANGE=0 -366]

998 DON'T KNOW  
999 REFUSED

B19. In **20XX**, how many overnight stays, if any, did you have for mental health or substance abuse treatment at a VA Facility or at a facility paid for by VA?

/IF **PROXY**=01/ In **20XX**, how many overnight stays, if any, did <INSERT NAME> have for mental health or substance abuse treatment at a VA Facility or at a facility paid for by VA?

[INTERVIEWER NOTE: "STAY" IS A SINGLE TRIP INTO AND OUT, OR ADMISSION INTO AND DISCHARGE OUT OF THE HOSPITAL, **NOT** THE NUMBER OF DAYS THE PATIENT STAYED IN THE HOSPITAL.]

[INTERVIEWER NOTE: PAID FOR INCLUDES ANY PART/PORION OF.]

[IF NECESSARY: Your best guess is fine.]

ENTER NUMBER \_\_\_\_\_ [RANGE=0-366]

998 DON'T KNOW  
999 REFUSED

/IF B19=0, 98, 99 GOTO B22, ELSE CONTINUE/

B20. / IF B19 =1 ASK/ How many nights was that stay?

/IF B19>1 ASK/ How many nights was your first stay?

/IF **PROXY**=01 AND B19 =1 ASK/ How many nights was that stay?

/IF **PROXY**=01 AND B19>1 ASK/ How many nights was <INSERT NAME>'s first stay?



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[INTERVIEWER NOTE: "STAY" IS A SINGLE TRIP INTO AND OUT, OR ADMISSION INTO AND DISCHARGE OUT OF THE HOSPITAL, **NOT** THE NUMBER OF DAYS THE PATIENT STAYED IN THE HOSPITAL.]

[IF NECESSARY: Your best guess is fine.]

ENTER NUMBER \_\_\_\_\_ [RANGE=0-366]

998 DON'T KNOW  
999 REFUSED

/IF B19=1 GO TO B22, ELSE CONTINUE/

B21. In **20XX**, how many nights **in total** did you stay in a VA Facility, or stays elsewhere that were paid for by VA for mental health or substance abuse care on your second through /D19 RESPONSE/ stays?

/IF PROXY=01/ In **20XX**, how many nights **in total** did <INSERT NAME> stay in a VA Facility, or stays elsewhere that were paid for by VA for mental health or substance abuse care on the second through /B19 RESPONSE/ stays

[INTERVIEWER NOTE: "STAY" IS A SINGLE TRIP INTO AND OUT OR ADMISSION INTO AND DISCHARGE OUT OF THE HOSPITAL, **NOT** THE NUMBER OF DAYS THE PATIENT STAYED IN THE HOSPITAL.]

[INTERVIEWER NOTE: PAID FOR INCLUDES ANY PART/PORION OF.]

[INTERVIEWER NOTE: THIS IS THE TOTAL NUMBER OF NIGHTS FOR ALL STAYS. IF NECESSARY WALK THEM THROUGH THE MATH.]

[IF NECESSARY: Your best guess is fine.]

ENTER NUMBER \_\_\_\_\_ [RANGE=0 -366]

998 DON'T KNOW  
999 REFUSED

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**PREB22** Now, the next few questions are in regards to any VA provided Healthcare.

///ASK IF SPLIT=1, ELSE SKIP TO B22B///

B22A. In 20xx, how many outpatient visits or trips did you make that were paid for by VA? That would include the number of times you went to a VA doctor, hospital or clinic for medical care or received medical care somewhere else that was paid for by VA. Do not count dental or mental health visits or trips to a pharmacy.

/IF PROXY=01/ In 20xx, how many outpatient visits or trips did <INSERT NAME> make that were paid for by VA? That would include the number of times <INSERT NAME> went to a VA doctor, hospital or clinic for medical care or received medical care somewhere else that was paid for by VA. Do not count dental or mental health visits or trips to a pharmacy.

[INTERVIEWER NOTE: PAID FOR INCLUDES ANY PART/PORITION OF.]

01 ENTER NUMBER \_\_\_\_\_ [RANGE=1-366]

998 DON'T KNOW

999 REFUSED

///ASK IF SPLIT=2, ELSE SKIP TO B25///

B23. In **20XX**, how many home health care visits, if any, were made to you by VA providers or non-VA providers **paid for by VA**?

/IF PROXY=01/ In **20XX**, how many home health care visits, if any, were made to <INSERT NAME> by VA providers or non-VA providers **paid for by VA**?

[INTERVIEWER NOTE: WE ARE LOOKING FOR THE SUM TOTAL OF ALL INDIVIDUAL PROVIDER VISITS.]

[INTERVIEWER NOTE: PAID FOR INCLUDES ANY PART/PORITION OF.]

[IF NECESSARY: Your best guess is fine.]

ENTER NUMBER \_\_\_\_\_ [RANGE=0-366]

998 DON'T KNOW

999 REFUSED

B24. In **20XX**, how many outpatient visits for mental health or substance abuse treatment, if any, did you make to VA or visits elsewhere that were paid for by VA?

/IF PROXY=01/ In **20XX**, how many outpatient visits for mental health or substance abuse treatment, if any, did <INSERT NAME> make to VA or visits elsewhere that were paid for by VA?

[INTERVIEWER NOTE: PAID FOR INCLUDES ANY PART/PORITION OF.]

[IF NECESSARY: Your best guess is fine.]

ENTER NUMBER \_\_\_\_\_ [RANGE=0-366]

998 DON'T KNOW

999 REFUSED

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**Key Driver Questions/Not Currently being asked**

- D12f VA health care providers explain treatment/diagnoses in a way that patients can understand.
- D12h VA health care providers listen to their patients' concerns.
- D14b Veterans like me can see many different doctors, specialists, etc., in one visit to VA.
- D15d VA patients can see the doctor/health care provider that they want.
- D13d Transportation to and from the VA facility is manageable for veterans like me.
- D16a My best friends include veterans met through military service or veterans groups.
- D15b It takes more than 30 days to get an appointment at VA.
- 01 Completely Agree
  - 02 Agree
  - 03 Neither agree nor disagree
  - 04 Disagree
  - 05 Completely Disagree
  - 98 DON'T KNOW
  - 99 REFUSED