**Focus Groups Introduction Items** 

**VHA Telephone Transformation Initiative** 

- First name
- <u>Age</u> (or '*under 55 years*' or '55 years and older')
- <u>Where you receive your health care</u> from ('VA-only' or 'VA <u>and</u> non-VA')
- <u>How long</u> you have been receiving VA health care
- How often you call the VA for your health/heath care needs