

Script for Office of Mental Health Veteran Survey

We encourage local VA facilities to use a script similar to the following to introduce the survey:

“Our facility would like to know how we are doing in our efforts to provide you with the best mental health care possible. If you are willing, we would like you to take a brief survey today to help us better understand any issues you may have in accessing mental health services. This survey is completely voluntary, and your privacy will be protected. Results of the surveys will be reviewed as a whole so that your individual responses are anonymous. We will use the results to help us make improvements to mental health services. We thank you for your time today, and we really appreciate your help in making our mental health programs better.”

If you will be sharing feedback about the survey results with Veterans, please let them know how this will be accomplished (e.g., Veteran Mental Health Consumer Council, VISN or facility newsletter, etc.).