

**This justification was presented to Desk Officer Bridget Dooling 4/26/13. The justification was accepted by Ms Dooling and she allowed 4 initial (direct) questions to remain in the satisfaction survey.**

## **Justification for the first four questions of the**

### **Anticoagulation (warfarin/Coumadin) Patient Satisfaction Survey**

The VISN 1 Improving Anticoagulation Control Project has five goals which align with the VISN 1 Strategic Objectives for 2013-2017. One of the objectives is Excellence in Patient Experience. Our goal is to provide the best patient experience for those receiving anticoagulation care within VISN 1. At this time, there are a variety of methods of providing this care. Patients are cared for at one of eight sites within VISN 1. They may go to the main site, visit a satellite facility or have blood drawn in their home. They may have blood drawn from their finger or arm. They may be seen face-to-face, receive a call, call the clinic, receive a letter or communicate using secure email. It is imperative for us to gain insight into which methods of care are associated with the highest and lowest patient satisfaction. This will assist us in guiding our decisions towards which model of care to promote throughout VISN 1.

***Angela Park, Pharm.D., CACP, VISN 1  
Anticoagulation Coordinator***