



Battlecreek VA Medical Center

Urgent Care Survey

OMB No. 2900-0770
Estimated burden: 4 minutes
Expiration Date xx/xx/xxxx

The Paperwork Reduction Act of 1995: This information is collected in accordance with section 3507 of the Paperwork Reduction Act of 1995. Accordingly, we may not conduct or sponsor and you are not required to respond to, a collection of information unless it displays a valid OMB number. We anticipate that the time expended by all individuals who complete this survey will average four (4) minutes. This includes the time it will take to follow instructions, gather the necessary facts and respond to questions asked. Customer satisfaction is used to gauge customer perceptions of VA services as well as customer expectations and desires. The results of this telephone/mail survey will lead to improvements in the quality of service delivery by helping to achieve services. Participation in this survey is voluntary and failure to respond will have no impact on benefits to which you may be entitled.

Purpose: This proposal, to survey Battle Creek VA Medical Center (BCVAMC) Urgent Care Veterans on their concerns regarding their treatment experience, is designed to identify specific concerns and means to improve those concerns. The information that is gathered will be used to improve Veteran Urgent Care satisfaction. At this time the specific committee is to be determined.

Scope: In this report an examination of the problem, a description of how the BCVAMC Veteran information will be gathered, an empirical rating of the findings, and a conclusion.

Problem: Currently BCVAMC Veterans are voicing concerns to Urgent Care staff regarding their overall experience while in Urgent Care. Veterans have routinely stated the following:

- Introduced to staff and their role in Veteran treatment;
- Wait times exceeding 2 hours;
- Not being updated on delays or planned treatments;
- Left without feeling that their concerns were met;
- Poor privacy and confidentiality of conversations;
- Treated unprofessionally by staff.

This situation is detrimental to the BCVAMC as it is contrary to the "Battle Creek VA Health Care Delivery System Priorities. Currently there is no means to capture this information, in an empirical format, to facilitate evaluation of the Veteran's, our customer's concerns.

Proposal: The following steps will be used to gather BCVAMC Veteran's Urgent Care concerns:

1. The Union will be contacted to approve surveying Veterans in Urgent Care.
2. The supervising staff and frontline staff of Urgent Care, MAS and AOD will be educated about the Urgent Care Veteran's Satisfaction Project via email.
3. An anticipated Urgent Care Veteran's Satisfaction Project start date will be 6/16/2014.
4. Contact will be made with Planetree staff and Medical Media to determine where to obtain a locked drop box to place at the Urgent Care exit counter for the completed Urgent Care Veterans Survey Cards.
5. The "Urgent Care Veterans Survey Card" (Addendum A) will be double sided printed on bright card stock paper.
6. The MAS and AOD will distribute the Urgent Care Veterans Survey Card to all Veterans that present thru Urgent Care when they register for treatment or are brought in by an ambulance service.
7. Completed Urgent Care Veterans Survey Cards will be placed in the drop box located on the counter by the Urgent Care exit.
8. Urgent Care Veterans Survey Cards will be gathered from the locked drop box one per week.

9. The information on the Urgent Care Veterans Survey Cards will be accumulated in an Access document for processing.
10. A preliminary report of the findings will be compiled September 2014.

Consequences: By surveying the BCVAMC Veterans who present to Urgent Care, we will be able to gather information directly from the targeted population. This in turn will allow specific changes to be implemented to improve Veteran satisfaction in Urgent Care. A proposed Urgent Care Veteran's Satisfaction Project Timeline is attached as Addendum B.

Addendum A

“Urgent Care Veteran Survey Card” – to be printed on bright card stock, double sided

The reason you came to Urgent Care today: _____

Date: _____ Time registered at Urgent Care front Desk: _____ am/pm

How long were you at Urgent Care (circle): 0-1 hrs 1-2 hrs 2-3 hrs 3-4 hrs 4+ hrs

Please take a moment to let us know how we are doing by giving us feedback:

How well did we do:	Very			Very	
	Poor	Poor	Fair	Good	Good
Staff greeted you and introduced themselves?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Explained the VA process and anticipated wait time?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kept you informed and regularly updated?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provided you with a clean, appropriate area to wait?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Treated you professionally so that you felt comfortable and safe?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gave you follow up instructions that you understood?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Thanked you and asked if you had any additional questions?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

In your opinion, overall:

How well did we address your concerns:

My experience at Battle Creek Urgent Care was:

We welcome your comments: _____

Please either mail this card or complete and drop in the box on your way out. Thank you for your assistance

Please
affix
postage

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