



# VA Pittsburgh Healthcare System Emergency Department Survey

OMB No. 2900-0770

Estimated Burden: 2 minutes

Expiration Date: 08/31/2017

**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 2 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 handout survey will lead to improvements in the quality of service delivery in the Emergency Department at the VA Pittsburgh Healthcare System. Participation in this survey is voluntary and failure to respond will have no impact on benefits to which you may be entitled.

# **WE WANT TO HEAR FROM YOU!**

**At VA Pittsburgh, our mission is  
simple: SERVE VETERANS.**

Your feedback can help us  
improve Veteran experience in  
the **Emergency Department**.  
Please take a few moments to  
complete this brief survey.

If you would like to be contacted about your visit,  
please provide your name and telephone number.  
A VA Pittsburgh staff member will contact you  
within one week of your visit.

Name:

Phone:

*Providing your name and contact info is NOT required.*

## Arrival/Check-in

Helpfulness of the person who first asked you about your condition.

Very Poor 1      Poor 2      Fair 3      Good 4      Very Good 5

## Nursing

Courtesy of the nurses who helped you during your visit.

Very Poor 1      Poor 2      Fair 3      Good 4      Very Good 5

## Doctors

Courtesy of the doctors who helped you during your visit.

Very Poor 1      Poor 2      Fair 3      Good 4      Very Good 5

## Overall

Rate the overall quality of care you received during your visit.

Very Poor 1      Poor 2      Fair 3      Good 4      Very Good 5

I got the service I needed.

Very Poor 1      Poor 2      Fair 3      Good 4      Very Good 5

It was easy to get the service I needed.

Very Poor 1      Poor 2      Fair 3      Good 4      Very Good 5

I felt like a valued customer.

Very Poor 1      Poor 2      Fair 3      Good 4      Very Good 5

I trust VA to fulfill our country's commitment to veterans.

Very Poor 1      Poor 2      Fair 3      Good 4      Very Good 5

Please feel free to provide more information on your visit:

**Thank you for helping us continue to improve VA care.**