Primary Care LPS

1. Introduction

2016 Learners' Perceptions Survey

(Medical Student, Resident, or Fellow, MD or DO)

Why take the survey?

We value and need your input! The information you provide will help us to improve the educational experience for you and your fellow trainees at your VA facility. Your responses will be held in strict confidence. Please take the time to complete this survey. **Survey completion time** averages 15 minutes. Thank you!

The Paperwork Reduction Act of 1995 requires us to notify you that this information collection is in accordance with the clearance requirements of section 3507 of the Paperwork Reduction Act of 1995. The public reporting burden for this collection of information is estimated to average 15 minutes per response. No person will be penalized for failing to furnish this information if it does not display a currently valid OMB control number. The collection of information is sponsored by the Department of Veterans Affairs (VA). The results of the survey will be used to improve the clinical training that takes place at VA medical centers. Response to this survey is voluntary and failure to respond will have no effect on your future employment or any claim you may file with the Department of Veterans Affairs.

OMB Control Number 2900-0691 Estimated Burden: 15 minutes Expiration date: xx/xx/xxxx

Public Reporting Burden Statement

If you have any questions about how to complete the survey, contact oaalpsurvey@va.gov.

Please select the VA facility where you had your most recent clinical training experience on or after July 1, 2015.

[ drop down list ]

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| 1. | {*if Medical School or Physician Residency / Fellowship Program*}. What is the specialty of your CURRENT or MOST RECENT clinical physician training program at the VA medical facility you identified for this survey? |
|  | MEDICAL STUDENT | Hand Surgery - Orthopaedic | Otolaryngology |
|  | Addiction Psychiatry | Hand Surgery - Plastic Surgery - Integrated | Pain Medicine |
|  | Adult Reconstructive Orthopaedics | Hematology - Internal Medicine | Pathology - Anatomic and Clinical |
|  | Advanced Heart Failure and Transplant Cardiology | Hematology - Pathology - Anatomic and Clinical | Physical Medicine and Rehabilitation (PM&R) |
|  | Allergy and Immunology | Hematology and Oncology | Plastic Surgery |
|  | Anesthesiology | Hospice and Palliative Medicine | Plastic Surgery - Integrated |
|  | Blood Banking / Transfusion Medicine | Infectious Disease | Preventive Medicine |
|  | Brain Injury Medicine | Internal Medicine | Procedural Dermatology |
|  | Cardiovascular Disease | Internal Medicine - Chief Resident | Psychiatry |
|  | Chemical Pathology | Internal Medicine / Emergency Medicine | Psychosomatic Medicine - Psychiatry |
|  | Clinical Cardiac Electrophysiology | Interventional Cardiology | Pulmonary Disease |
|  | Clinical Informatics | Medical Biochemical Genetics | Pulmonary Disease and Critical Care Medicine |
|  | Clinical Neurophysiology | Medical Genetics | Radiation Oncology |
|  | Colon and Rectal Surgery | Medical Microbiology | Radiology - Diagnostic |
|  | Complex General Surgical Oncology | Medical Toxicology - Emergency Medicine | Rheumatology |
|  | Craniofacial Surgery | Medical Toxicology - Preventive Medicine | Selective Pathology |
|  | Critical Care Medicine - Anesthesiology | Molecular Genetic Pathology | Sleep Medicine |
|  | Critical Care Medicine - Internal Medicine | Musculoskeletal Oncology | Spinal Cord Injury Medicine |
|  | Cytopathology | Nephrology | Sports Medicine - Emergency Medicine |
|  | Dermatology | Neurological Surgery | Sports Medicine - Family Medicine |
|  | Dermatopathology | Neurology | Sports Medicine - Internal Medicine |
|  | Emergency Medical Services | Neuromuscular Medicine - Neurology | Sports Medicine - (PM&R) |
|  | Emergency Medicine | Neuromuscular Medicine - (PM&R) | Surgery - General |
|  | Endocrinology, Diabetes, and Metabolism | Neuropathology | Surgical Critical Care |
|  | Endovascular Surgical Neuroradiology | Neuroradiology | Thoracic Surgery |
|  | Epilepsy | Neurotology | Thoracic Surgery - Integrated |
|  | Family Medicine | Nuclear Medicine | Transitional Year |
|  | Female Pelvic Med and Reconstructive Surgery - OB-GYN | Nuclear Radiology | Transplant Hepatology |
|  | Female Pelvic Med and Reconstructive Surgery - Urology | Obstetrics and Gynecology | Urology |
|  | Foot and Ankle Orthopaedics | Oncology | Vascular and Interventional Radiology |
|  | Forensic Pathology | Ophthalmic Plastic and Reconstructive Surgery | Vascular Neurology |
|  | Forensic Psychiatry | Ophthalmology | Vascular Surgery |
|  | Gastroenterology | Orthopaedic Sports Medicine | Vascular Surgery - Integrated |
|  | Geriatric Medicine - Family Medicine | Orthopaedic Surgery | Other |
|  | Geriatric Medicine - Internal Medicine | Orthopaedic Surgery of the Spine |  |
|  | Geriatric Psychiatry | Orthopaedic Trauma |  |

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| 2. | {*if Medical School or Physician Residency / Fellowship Program*}. What is the level of your CURRENT or MOST RECENT clinical physician training program? |
|  | Medical Student - 1st year | Residency or Fellowship - PGY1 |
|  | Medical Student - 2nd year | Residency or Fellowship - PGY2 |
|  | Medical Student - 3rd year | Residency or Fellowship - PGY3 |
|  | Medical Student - 4th year | Residency or Fellowship - PGY4 |
|  |  | Residency or Fellowship - PGY5 |
|  |  | Residency or Fellowship - PGY6 |
|  |  | Residency or Fellowship - PGY7 |
|  |  | Residency or Fellowship - PGY8 |
|  |  | Residency or Fellowship - PGY9 |

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| 3. | If you are in a VA ADVANCED FELLOWSHIP Program ­ Please indicate from the list below your CURRENT training program at the VA medical facility you identified for this survey. |
|  | NOT APPLICABLE | Multiple Sclerosis |
|  | Addiction Treatment | Parkinson’s Disease (PADRECC) |
|  | Advanced Geriatrics | Patient Safety |
|  | Clinical Simulation | Polytrauma / Traumatic Brain Injury Rehabilitation (1 year clinical track) |
|  | Dental Research | Polytrauma / Traumatic Brain Injury Rehabilitation (2 year research track) |
|  | Geriatric Neurology  | Psychiatric Research / Neurosciences |
|  | Health Professions Education Evaluation and Research | Psycho-Social Rehab Physicians Fellow |
|  | Health Services Research and Development | Quality Scholars |
|  | Health Systems Engineering (1 year practitioner track) | The Robert Wood Johnson (RWJ) Clinical Scholars |
|  | Health Systems Engineering (2 year research track) | Spinal Cord Injury Research |
|  | Medical Informatics | War Related and Unexplained Illness |
|  | Mental Illness Research and Treatment (Advanced Psychiatry) | Women's Health |
|  | Mental Illness Research and Treatment (Advanced Psychology) | Other |

4. Are you rotating at this facility now?

O Yes

O No

5. What PERCENT of the time in your CURRENT clinical training program / experience has been spent at THIS VA facility?

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| 6. | Please rate your satisfaction with your CLINICAL FACULTY / PRECEPTORS at the VA facility in the following areas. Please check one box for each line below, including overall satisfaction. | Very Satisfied | Somewhat Satisfied | Neither Satisfied nor Dissatisfied | Somewhat Dissatisfied | Very Dissatisfied | Not Applicable |
|  | a. | Clinical skills | o | o | o | o | o | o |
|  | b. | Teaching ability | o | o | o | o | o | o |
|  | c. | Interest in teaching | o | o | o | o | o | o |
|  | d. | Research mentoring | o | o | o | o | o | o |
|  | e. | Accessibility / Availability | o | o | o | o | o | o |
|  | f. | Approachability / Openness | o | o | o | o | o | o |
|  | g. | Timeliness of feedback | o | o | o | o | o | o |
|  | h. | Fairness in evaluation | o | o | o | o | o | o |
|  | i. | Being role models | o | o | o | o | o | o |
|  | j. | Mentoring by faculty | o | o | o | o | o | o |
|  | k. | Patient-oriented | o | o | o | o | o | o |
|  | l. | Quality of faculty | o | o | o | o | o | o |
|  | m. | Evidence-based clinical practice | o | o | o | o | o | o |
|  | n. | OVERALL SATISFACTION WITH YOUR CLINICAL FACULTY / PRECEPTORS | o | o | o | o | o | o |

|  |  |  |  |  |  |  |  |
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| 7. | Please rate your satisfaction with the LEARNING ENVIRONMENT at the VA facility in the following areas. Please check one box for each line below, including overall satisfaction. | Very Satisfied | Somewhat Satisfied | Neither Satisfied nor Dissatisfied | Somewhat Dissatisfied | Very Dissatisfied | Not Applicable |
|  | a. | Time working with patients | o | o | o | o | o | o |
|  | b. | Degree of supervision | o | o | o | o | o | o |
|  | c. | Degree of autonomy | o | o | o | o | o | o |
|  | d. | Amount of non-educational (“scut”) work | o | o | o | o | o | o |
|  | e. | Interdisciplinary approach | o | o | o | o | o | o |
|  | f. | Preparation for clinical practice | o | o | o | o | o | o |
|  | g. | Preparation for future training | o | o | o | o | o | o |
|  | h. | Preparation for business aspects of clinical practice | o | o | o | o | o | o |
|  | i. | Time for learning | o | o | o | o | o | o |
|  | j. | Access to specialty expertise | o | o | o | o | o | o |
|  | k. | Teaching conferences | o | o | o | o | o | o |
|  | l. | Quality of care | o | o | o | o | o | o |
|  | m. | Culture of patient safety | o | o | o | o | o | o |
|  | n. | Spectrum of patient problems | o | o | o | o | o | o |
|  | o. | Diversity of patients | o | o | o | o | o | o |
|  | p. | OVERALL SATISFACTION WITH THE LEARNING ENVIRONMENT | o | o | o | o | o | o |

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| 8. | Please rate your satisfaction with the WORKING ENVIRONMENT at the VA facility in the following areas. Please check one box for each line below, including overall satisfaction. | Very Satisfied | Somewhat Satisfied | Neither Satisfied nor Dissatisfied | Somewhat Dissatisfied | Very Dissatisfied | Not Applicable |
|  | a. | Ancillary / support staff morale | o | o | o | o | o | o |
|  | b. | Laboratory services  | o | o | o | o | o | o |
|  | c. | Radiology services | o | o | o | o | o | o |
|  | d. | Ancillary / support staff  | o | o | o | o | o | o |
|  | e. | Call Schedule | o | o | o | o | o | o |
|  | f. | Computerized Patient Record System  | o | o | o | o | o | o |
|  | g. | Access to online journals, resources, references | o | o | o | o | o | o |
|  | h. | Computer access | o | o | o | o | o | o |
|  | i. | Workspace  | o | o | o | o | o | o |
|  | j. | OVERALL SATISFACTION WITH THE WORKING ENVIRONMENT | o | o | o | o | o | o |

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| 9. | Please rate your satisfaction with the PHYSICAL ENVIRONMENT at the VA facility in the following areas. Please check one box for each line below, including overall satisfaction. | Very Satisfied | Somewhat Satisfied | Neither Satisfied nor Dissatisfied | Somewhat Dissatisfied | Very Dissatisfied | Not Applicable |
|  | a. | Convenience of facility location | o | o | o | o | o | o |
|  | b. | Parking | o | o | o | o | o | o |
|  | c. | Personal safety | o | o | o | o | o | o |
|  | d. | Availability of needed equipment | o | o | o | o | o | o |
|  | e. | Facility maintenance / upkeep | o | o | o | o | o | o |
|  | f. | Facility cleanliness / housekeeping | o | o | o | o | o | o |
|  | g. | Call rooms | o | o | o | o | o | o |
|  | h. | Availability of food at the medical center when on call | o | o | o | o | o | o |
|  | j. | OVERALL SATISFACTION WITH THE PHYSICAL ENVIRONMENT | o | o | o | o | o | o |

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| 10. | Please rate your satisfaction with YOUR PERSONAL EXPERIENCE at the VA facility in the following areas. Please check one box for each line below, including overall satisfaction. | Very Satisfied | Somewhat Satisfied | Neither Satisfied nor Dissatisfied | Somewhat Dissatisfied | Very Dissatisfied | Not Applicable |
|  | a. | Personal reward from work | o | o | o | o | o | o |
|  | b. | Balance of personal and professional life | o | o | o | o | o | o |
|  | c. | Level of job stress | o | o | o | o | o | o |
|  | d. | Level of fatigue | o | o | o | o | o | o |
|  | e. | Continuity of relationship with patients | o | o | o | o | o | o |
|  | f. | Ownership / personal responsibility for your patients’ care | o | o | o | o | o | o |
|  | g. | Enhancement of your clinical knowledge and skills | o | o | o | o | o | o |
|  | h. | OVERALL SATISFACTION WITH YOUR PERSONAL EXPERIENCE | o | o | o | o | o | o |

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| 11. | Please rate your satisfaction with the CLINICAL ENVIRONMENT at the VA facility in the following areas. Please check one box for each line below, including overall satisfaction. | Very Satisfied | Somewhat Satisfied | Neither Satisfied nor Dissatisfied | Somewhat Dissatisfied | Very Dissatisfied | Not Applicable |
|  | a. | Hours at work | o | o | o | o | o | o |
|  | b. | Number of inpatients admitted for your care | o | o | o | o | o | o |
|  | c. | Number of outpatients / clinic patients seen | o | o | o | o | o | o |
|  | d. | How well physicians and nurses work together | o | o | o | o | o | o |
|  | e. | How well physicians and other clinical staff work together | o | o | o | o | o | o |
|  | f. | Ease of getting patient records | o | o | o | o | o | o |
|  | g. | Backup system for electronic health records | o | o | o | o | o | o |
|  | h. | OVERALL SATISFACTION WITH THE CLINICAL ENVIRONMENT | o | o | o | o | o | o |

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| 12. | Please rate your satisfaction with the AVAILABILITY & TIMELINESS of STAFF AND SERVICES at the VA facility in the following areas. Please check one box for each line below, including overall satisfaction. | Very Satisfied | Somewhat Satisfied | Neither Satisfied nor Dissatisfied | Somewhat Dissatisfied | Very Dissatisfied | Not Applicable |
|  | a. | Attending / supervisory staff: weekdays | o | o | o | o | o | o |
|  | b. | Attending / supervisory staff: nights and weekends | o | o | o | o | o | o |
|  | c. | Outpatient nursing staff: weekdays | o | o | o | o | o | o |
|  | d. | Inpatient nursing staff: weekdays | o | o | o | o | o | o |
|  | e. | Inpatient nursing staff: nights and weekends | o | o | o | o | o | o |
|  | f. | Ancillary / support staff: weekdays | o | o | o | o | o | o |
|  | g. | Ancillary / support staff: nights and weekends | o | o | o | o | o | o |
|  | h. | Pharmacy services: weekdays | o | o | o | o | o | o |
|  | i. | Pharmacy services: nights and weekends | o | o | o | o | o | o |
|  | j. | Radiology services: weekdays | o | o | o | o | o | o |
|  | k. | Radiology services: nights and weekends | o | o | o | o | o | o |
|  | l. | Laboratory services: weekdays | o | o | o | o | o | o |
|  | m. | Laboratory services: nights and weekends | o | o | o | o | o | o |
|  | n. | OVERALL SATISFACTION WITH THE AVAILABILITY AND TIMELINESS OF STAFF AND SERVICES | o | o | o | o | o | o |

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| 13. | Please rate your satisfaction in the following areas with the QUALITY of STAFF AND SERVICES when available at the VA facility. Please check one box for each line below, including overall satisfaction. | Very Satisfied | Somewhat Satisfied | Neither Satisfied nor Dissatisfied | Somewhat Dissatisfied | Very Dissatisfied | Not Applicable |
|  | a. | Attending / supervisory staff | o | o | o | o | o | o |
|  | b. | Nursing staff | o | o | o | o | o | o |
|  | c. | Ancillary / support staff | o | o | o | o | o | o |
|  | d. | Pharmacy services | o | o | o | o | o | o |
|  | e. | Radiology services | o | o | o | o | o | o |
|  | f. | Laboratory services | o | o | o | o | o | o |
|  | g. | OVERALL SATISFACTION WITH THE QUALITY OF STAFF AND SERVICES | o | o | o | o | o | o |

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| 14. | Please rate your satisfaction with the following SYSTEMS AND PROCESSES dealing with medical errors at the VA facility. Please check one box for each line below, including overall satisfaction. | Very Satisfied | Somewhat Satisfied | Neither Satisfied nor Dissatisfied | Somewhat Dissatisfied | Very Dissatisfied | Not Applicable |
|  | a. | Prevent / reduce medical errors | o | o | o | o | o | o |
|  | b. | Assure medication safety | o | o | o | o | o | o |
|  | c. | Report medical / medication errors | o | o | o | o | o | o |
|  | d. | Assure confidentiality of error reporting | o | o | o | o | o | o |
|  | e. | Facilitate discussion of medical / medication errors | o | o | o | o | o | o |
|  | f. | Facilitate analysis of medical / medication errors as a learning experience | o | o | o | o | o | o |
|  | g. | OVERALL SATISFACTION WITH SYSTEMS AND PROCESSES DEALING WITH MEDICAL ERRORS | o | o | o | o | o | o |

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| 15a. What level of patient care quality did you expect to find at the VA facility BEFORE starting your VA training experience? | Excellent | Very Good | Good | Fair | Poor |
| o | o | o | o | o |

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| --- | --- | --- | --- | --- | --- |
| 15b. How do you rate the quality of patient care at the VA facility NOW, based on your actual experience? | Excellent | Very Good | Good | Fair | Poor |
| o | o | o | o | o |

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| --- | --- | --- | --- | --- | --- | --- | --- |
| 16. | Thinking about your MOST RECENT VA CLINICAL EXPERIENCE, please rate your level of agreement with the following statements: | StronglyAgree | Agree | Neither Agree nor Disagree | Disagree | StronglyDisagree | Not Applicable |
|  | a. | Members of the clinical team of which I was a part are able to bring up problems and tough issues | o | o | o | o | o | o |
|  | b. | I feel free to question the decisions or actions of those with more authority | o | o | o | o | o | o |

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| 17. | Thinking about your MOST RECENT VA CLINICAL EXPERIENCE, please rate your level of agreement with the following statements: | StronglyAgree | Agree | Neither Agree nor Disagree | Disagree | StronglyDisagree | Unable to Judge |
|  | a. | Patients and families are engaged with clinicians in collaborative goal setting | o | o | o | o | o | o |
|  | b. | Patient transitions from one level of care to another, such as hospital discharge, are well-coordinated | o | o | o | o | o | o |
|  | c. | Patients and families are listened to, respected, and treated as partners in care | o | o | o | o | o | o |
|  | d. | Families are actively involved in care planning and transitions | o | o | o | o | o | o |
|  | e. | Web portals provide specific health-related, patient education resources for patients and families | o | o | o | o | o | o |
|  | f. | Clinicians use e-mail to communicate with patients and families | o | o | o | o | o | o |
|  | g. | Clinicians use telemedicine or telehealth technology to evaluate or interact with patients or other practitioners who are off-site | o | o | o | o | o | o |
|  | h. | Other than e-mail or telemedicine / telehealth, clinicians use additional electronic means of communicating with patients | o | o | o | o | o | o |
|  | i. | Educational materials are routinely provided to patients and families | o | o | o | o | o | o |
|  | j. | Assistance is provided for patients who have difficulty accessing health care services | o | o | o | o | o | o |
|  | k. | Patients have access to their health records | o | o | o | o | o | o |
|  | l. | Environment encourages family presence | o | o | o | o | o | o |
|  | m. | Families are treated as members of the treatment team | o | o | o | o | o | o |
|  | n. | I follow a defined panel of patients longitudinally | o | o | o | o | o | o |
|  | o. | Patients or cohorts of patients with chronic disease are identified who might benefit from additional intervention or coordination of care between clinic visits | o | o | o | o | o | o |
|  | p. | For patients with chronic disease such as diabetes or mental illness, I review lists of patients in order to identify and better manage patients not meeting treatment goals | o | o | o | o | o | o |
|  | q. | OVERALL, VA PRACITITIONERS PROVIDE PATIENT AND FAMILY CENTERED CARE | o | o | o | o | o | o |

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| 18. Thinking about your MOST RECENT VA CLINICAL EXPERIENCE, please rate your OVERALL SATISFACTION with PATIENT AND FAMILY CENTERED CARE at the VA. | VerySatisfied | SomewhatSatisfied | Neither Satisfied nor Dissatisfied | Somewhat Dissatisfied | VeryDissatisfied | Unable to Judge |
| o | o | o | o | o | o |

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| --- | --- | --- | --- | --- | --- | --- |
| 19. | Thinking about your MOST RECENT VA CLINICAL EXPERIENCE, please rate your level of agreement with the following statements: | StronglyAgree | Agree | Neither Agree nor Disagree | Disagree | StronglyDisagree |
|  |  | I participate regularly in team meetings (formal or informal) with members of different professions to: |  |  |  |  |  |
|  | a. | discuss and coordinate care of patients | o | o | o | o | o |
|  | b. | discuss performance improvement | o | o | o | o | o |
|  | c. | discuss clinical operational issues | o | o | o | o | o |
|  | d. | Practitioners from different settings (inpatient, outpatient, extended care) communicate with me about my patients and their transitions from one level of care to another, such as hospital discharge | o | o | o | o | o |
|  |  | VA Staff work well together among: |  |  |  |  |  |
|  | e. | primary and specialty care practitioners | o | o | o | o | o |
|  | f. | physicians and nurses | o | o | o | o | o |
|  | g. | physicians and other health professionals (e.g., optometry, pharmacy, podiatry, psychology, rehabilitation, social work) | o | o | o | o | o |
|  | h. | nurses and other health professionals | o | o | o | o | o |
|  | i. | clinical and administrative support staff | o | o | o | o | o |
|  | j. | OVERALL, VA PRACTITIONERS PROVIDE INTERPROFESSIONAL TEAM CARE | o | o | o | o | o |

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| --- | --- | --- | --- | --- | --- |
| 20. Thinking about your MOST RECENT VA CLINICAL EXPERIENCE, please rate your OVERALL SATISFACTION with INTERPROFESSIONAL TEAM CARE at your VA. | VerySatisfied | SomewhatSatisfied | Neither Satisfied nor Dissatisfied | Somewhat Dissatisfied | VeryDissatisfied |
| o | o | o | o | o |

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| --- | --- | --- | --- | --- | --- | --- | --- |
| 21. | Approximately what percent of the patients you see in an average WEEK, at the VA facility, fall into each of the following categories? | Less than 10% | 10-24% | 25-49% | 50-74% | 75-89% | 90-100% |
|  | a. | Age 65 or older | o | o | o | o | o | o |
|  | b. | Female gender | o | o | o | o | o | o |
|  | c. | Chronic mental illness | o | o | o | o | o | o |
|  | d. | Chronic medical illness | o | o | o | o | o | o |
|  | e. | Multiple medical illnesses | o | o | o | o | o | o |
|  | f. | Alcohol / substance dependent | o | o | o | o | o | o |
|  | g. | Low income / socioeconomic status | o | o | o | o | o | o |
|  | h. | Lack of social / family support | o | o | o | o | o | o |

22. Based on your experience to date, if you had a choice, how likely would you be to CHOOSE THIS TRAINING EXPERIENCE AGAIN?

O Definitely **would** choose this clinical experience again

O Probably **would** choose this clinical experience again

O Probably **would not** choose this clinical experience again

O Definitely **would not** choose this clinical experience again

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 23. BEFORE this clinical training experience, how likely were you to consider a future employment opportunity at a VA medical facility? | Very Likely | SomewhatLikely | Had Not Thought About It | Somewhat Unlikely | VeryUnlikely |
| o | o | o | o | o |
| 24. AS A RESULT of this VA clinical training experience, how likely would you be to consider a future employment opportunity at a VA medical facility? | Very Likely | SomewhatLikely | Had Not Thought About It | Somewhat Unlikely | VeryUnlikely |
| o | o | o | o | o |

25. Would you consider the VA as a future employer?

O Yes

O No

26. What is your gender?

O Male

O Female

27. In what year did you / will you graduate from medical school?

28. Did you / will you graduate from a medical school in the United States?

O Yes

O No

29. Are you currently on Active Duty in the military?

O Yes

O No

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| LPS |
|  | **CERTIFICATE OF COMPLETION*****This respondent has successfully completed the******VHA's Learners' Perceptions Survey****Your participation in this survey provides valuable information to help improve the**learning experience of clinical health professionals at the**Department of Veterans Affairs.* |  |
|  |