

White Paper

Changes to Care Coordination Home Telehealth (CCHT) Patient Satisfaction Survey VA Form 10-0481 OMB 2900-0766

The 30-day Federal Register notice, 78 FR 76193 (Dec. 16, 2013), indicated that this collection was an extension without change of an existing collection; however, due to the inclusion of the OMB expiration date on the form, the collection is now a revision of a currently approved collection.

In addition, the following changes have been made:

- The possible answers to all of the questions asked in the form's survey have been revised so that they can be scored on a five-point Likert scale, with a sixth response included for respondents who have no experience with the respective questions' subject.
- The wording of some questions has been revised to give the respondent context. For example, question 2 states, "The following statement refers to the health care you receive from the Care Coordination program," and question 6 states, "Think about the care you receive from your Care Coordinator." The respondent is then asked to agree or disagree with a statement about the care received.
- The wording of some of the statements to which Veterans are asked to respond has been changed for ease of understanding. For example, in the current version of Form 10-0481, the respondent is asked to agree or disagree with the statement, "I would recommend a home telehealth program to others" (question 8), while in the revised form, the respondent is asked to agree or disagree with the analogous statement, "I would recommend this type of care [telehealth] to my family or friends who have chronic diseases" (question 5).
- The order of the questions has been changed.