

**WHITE PAPER**  
**Veterans Experience Outpatient Survey Questions**  
**Non-Substantive Change Request**

**ISSUE: Veterans Experience (VE) Generic Information Collection Request**

**BACKGROUND:** For the VE Service Level Patterns Outpatient Survey, approved on 7/08/17 (Agency ICR Tracking # 2900-0770), in order to ensure the proper measures are being captured, the team has made some updates, outlined in the attached document in bold. Questions have been added to map back to the drivers that gauge customer experience and satisfaction (ease, effectiveness, emotion, and trust). These additional questions have been spread out across the 5 currently existing surveys (Appointment, Healthcare Visit, Pharmacy (in person), Pharmacy (mail-order), and Labs/Imaging) approved under the Outpatient line of business, and have absolutely no impact to the burden, or the number of respondents that were approved by OMB. VEO is looking for OMB approval in adding these additional questions.

- 1.0 Appointment:** It was easy to get my appointment. **EASE**
- 1.2 Pharmacy (in-person):** My wait time was reasonable. (\*Required) **EFFECTIVENESS**
- 1.2.1 Pharmacy (mail order):**
  - 2. I felt comfortable requesting my mail-order prescription(s). **EMOTION**
  - 3. I knew when to expect my prescription(s). **EASE**
  - 4. My prescription(s) arrived at my preferred address. **EFFECTIVENESS**
- 1.3 Labs/Imaging:** 1.It was easy to find the location for my lab tests or imaging. **EASE**

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