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Est. Burden: 15 minutes  
VA Form 10-1465-4

## **SURVEY OF HEALTHCARE EXPERIENCES OF PATIENTS AMBULATORY CARE 2013**

**In order for the VA to carry out its mission to provide the best possible medical care and services to all veterans, it is extremely important that you complete and return this survey booklet. Your answers will help ensure that all veterans receive the high-quality care they have earned and so richly deserve.**

**Please read each question and check the box that best describes your experience. Please be sure to read all pages of this survey booklet.**

**We want to remind you that all information is strictly anonymous. It will not be shared with your doctor or affect your VA care.**

**If you have a specific question or need help with your VA care, you may contact the VA as described at the end of this survey booklet.**

**Thank you very much!**

**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 15 minutes. This includes the time it will take to read instructions, gather the necessary facts and fill out the form. Customer satisfaction surveys are used to gauge customer perceptions of VA services as well as customer expectations and desires. The results of this survey will lead to improvements in the quality of service delivery by helping to shape the direction and focus of specific programs and services. Disclosure of information involves release of statistical data and other non-identifying data for the improvement of services within the VA healthcare system and associated administrative purposes. Submission of this form is voluntary and failure to respond will have no impact on benefits to which you may be entitled.

### **\*\*\* YOUR RECENT VISIT TO A VA FACILITY \*\*\***

**Our records show that you recently visited the VA facility described below. You will be asked to refer to this information later in the survey:**

## SURVEY INSTRUCTIONS

Answer all the questions by checking the box to the left of your answer. Make sure that your answer is marked inside the box.

Please use blue or black ink pen, or pencil.

You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

- Yes
- No → *If No, Go to Question 1*

You may notice a number on the cover of this survey. This number is ONLY used to let us know if you returned your survey.

### YOUR VA HEALTH CARE IN THE LAST 12 MONTHS

Please think about all of the healthcare you received from the VA in the last 12 months.

- 1. In the last 12 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?**
  - Yes
  - No → *If No, Go to Question 3*
- 2. In the last 12 months, when you needed care right away, how often did you get care as soon as you thought you needed?**
  - Never
  - Sometimes
  - Usually
  - Always
- 3. In the last 12 months, not counting the times you needed care right away, did you make any appointments for your healthcare at a doctor's office or clinic?**
  - Yes
  - No → *If No, Go to Question 5*
- 4. In the past 12 months, not counting the times you needed care right away, how often did you get an appointment as soon as you thought you needed?**
  - Never
  - Sometimes
  - Usually
  - Always

- 5. In the last 12 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get healthcare for yourself?**
  - None
  - 1
  - 2
  - 3
  - 4
  - 5 to 9
  - 10 or more
- 6. A health provider could be a general doctor, a specialist doctor, a nurse practitioner, a physician assistant, a nurse, or anyone else you would see for health care. In the last 12 months, how often did you and a VA doctor or other health provider talk about specific things you could do to prevent illness?**
  - Never
  - Sometimes
  - Usually
  - Always
- 7. Choices for your treatment or healthcare can include choices about medicine, surgery, or other treatment. In the last 12 months, did a VA doctor or other health provider tell you there was more than one choice for your treatment or healthcare?**
  - Yes
  - No → *If No, Go to Question 10*

8. In the last 12 months, did a VA doctor or other health provider talk with you about the pros and cons of each choice for your treatment or healthcare?
- Definitely Yes
  - Somewhat Yes
  - Somewhat No
  - Definitely No
9. In the last 12 months, when there was more than one choice for your treatment or healthcare, did a VA doctor or other health provider ask which choice was best for you?
- Definitely Yes
  - Somewhat Yes
  - Somewhat No
  - Definitely No
10. Using any number from 0 to 10, where 0 is the worst healthcare possible and 10 is the best healthcare possible, what number would you use to rate all your VA healthcare in the last 12 months?
- 0 Worst healthcare possible
  - 1
  - 2
  - 3
  - 4
  - 5
  - 6
  - 7
  - 8
  - 9
  - 10 Best healthcare possible
11. In the past 12 months, did you try to get any care, tests or treatment through VA?
- Yes
  - No → *If No, Go to Question 13*

12. In the past 12 months, how often was it easy to get the care, tests or treatment you thought you needed through VA?
- Never
  - Sometimes
  - Usually
  - Always

|                                             |
|---------------------------------------------|
| <b>YOUR PERSONAL VA<br/>DOCTOR OR NURSE</b> |
|---------------------------------------------|

13. A personal doctor or nurse is the one you would see if you need a checkup, want advice about a health problem or get sick or hurt. Do you have a personal VA doctor or nurse?
- Yes
  - No → *If No, Go to Question 21*
14. In the last 12 months, how many times did you visit your personal VA doctor or nurse to get care for yourself?
- None → *If None, Go to Question 20*
  - 1
  - 2
  - 3
  - 4
  - 5 to 9
  - 10 or more
15. In the last 12 months, how often did your personal VA doctor or nurse explain things in a way that was easy to understand?
- Never
  - Sometimes
  - Usually
  - Always
16. In the last 12 months, how often did your personal VA doctor or nurse listen carefully to you?
- Never
  - Sometimes
  - Usually
  - Always

**17. In the last 12 months, how often did you have a hard time speaking with or understanding your personal VA doctor or nurse because you spoke different languages?**

- Never
- Sometimes
- Usually
- Always

**18. In the last 12 months, how often did your personal VA doctor or nurse show respect for what you had to say?**

- Never
- Sometimes
- Usually
- Always

**19. In the last 12 months, how often did your personal VA doctor or nurse spend enough time with you?**

- Never
- Sometimes
- Usually
- Always

**20. Using any number from 0 to 10, where 0 is the worst personal doctor/nurse possible and 10 is the best personal doctor/nurse possible, what number would you use to rate your personal VA doctor/nurse?**

- 0 Worst personal doctor/nurse possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best personal doctor/nurse possible

|                                                |
|------------------------------------------------|
| <b>GETTING HEALTH CARE FROM VA SPECIALISTS</b> |
|------------------------------------------------|

**21. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of healthcare. In the last 12 months, did you try to make any appointments to see a VA specialist?**

- Yes
- No → *If No, Go to Question 25*

**22. In the last 12 months, how often was it easy to get appointments with VA specialists?**

- Never
- Sometimes
- Usually
- Always

**23. How many VA specialists have you seen in the last 12 months?**

- None → *If None, Go to Question 25*
- 1 VA specialist
- 2
- 3
- 4
- 5 or more VA specialists

**24. We want to know your rating of the VA specialist you saw most often in the last 12 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that VA specialist?**

- 0 Worst specialist possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best specialist possible

## USING THE VA PHARMACY

**25. During the past 2 months, how long did you usually wait for your prescriptions to be filled at the VA pharmacy?**

- 1 to 10 minutes
- 11 to 20 minutes
- 21 to 30 minutes
- 31 to 40 minutes
- More than 40 minutes
- Did not wait at the VA pharmacy; I had my prescriptions mailed to me
- Didn't use the VA pharmacy during the past 2 months → *If Didn't Use, Go to Question 30*

**26. Have you had any concerns about VA pharmacy services during the past 2 months?**

- Yes
- No → *If No, Go to Question 29*

**27. What were your concerns about VA pharmacy services during the past 2 months? (Please mark all that apply)**

- I received the wrong medication through the mail out program.
- I received the wrong medication at the VA pharmacy pick up window.
- I received too large a supply of one or more medications through the mail out program.
- I received too large a supply of one or more medications through the VA pharmacy pick up window.
- There was an unexplained change to the medication I received through the mail out program.
- There was an unexplained change to the medication I received through the VA pharmacy pick up window.

**28. If you had any of the concerns listed above, did you know whom to contact?**

- Yes, and it was resolved
- Yes, but it was not resolved
- No, I did not know whom to contact

**29. Overall, how would you rate VA pharmacy services during the past 2 months?**

- Poor
- Fair
- Good
- Very good
- Excellent

### YOUR RECENT VISIT TO A VA FACILITY

**We realize that you may receive care at more than one VA location. However, it is important that you answer the following questions based on the facility and visit date described on the front cover of this booklet.**

**30. What was the reason for your recent visit? (You may choose more than one)**

- Routine physical
- Routine follow-up
- Flare-up of a long-term problem
- Get help with a new problem
- Prescription refill
- Other

**31. On the day of your appointment, how long did you wait in line to check in?**

- No wait
- 1 to 10 minutes
- 11 to 20 minutes
- 21 to 30 minutes
- 31 to 60 minutes
- More than 1 hour

**32. How long after the time when your appointment was scheduled to begin did you wait to be seen?**

- No wait
- 1 to 10 minutes
- 11 to 20 minutes
- 21 to 30 minutes
- 31 to 60 minutes
- More than 1 hour

The following questions will help us understand your opinion regarding some characteristics of the VA facility described on the front cover of this booklet:

**33. How would you rate the following aspects of the examination or treatment room:**

|                                        | Poor                     | Fair                     | Good                     | Very Good                | Excellent                | Does Not Apply           |
|----------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <b>a. Cleanliness of the room</b>      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>b. Privacy while in the room</b>    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>c. Noise level</b>                  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>d. Sense of safety and security</b> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**34. How would you rate the following aspects of the equipment and facilities:**

|                                                                                                                                                     | Poor                     | Fair                     | Good                     | Very Good                | Excellent                | Does Not Apply           |
|-----------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <b>a. Cleanliness of the reception/waiting area</b>                                                                                                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>b. Cleanliness of the restroom/lavatory</b>                                                                                                      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>c. Availability of parking</b>                                                                                                                   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>d. How would you rate the clinic building overall (i.e., attractiveness of facility appearance, quality of building maintenance and upkeep)?</b> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>e. In terms of your satisfaction, how would you rate the convenience of the location of the clinic facility?</b>                                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**35. All things considered, how satisfied were you with the VA during your recent visit?**

- Completely satisfied
- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied
- Completely dissatisfied

**ABOUT COMMUNICATING WITH VA**

**36. Did you have a complaint about how you were treated (medically or personally) during your recent healthcare visit?**

- Yes
- No → *If No, Go to Question 42*

**37. If you reported this complaint to someone at the VA location where you received your care, to whom did you report this complaint?**

- Treatment team → *Go to Question 39*
- Patient advocate → *Go to Question 39*
- Other VA staff → *Go to Question 39*
- Did not report the complaint to a VA employee

**38. If you did not report this complaint, what was the most important reason you did not report it? (Please mark only one)**

- I didn't know where to complain
- I was afraid of what would happen if I did complain
- I thought complaining wouldn't do any good
- I wasn't sure I had the right to complain
- Other

**39. If you had a complaint, how easy was it for you to find someone to hear your complaint?**

- Very easy
- Easy
- Difficult
- Very difficult
- Not applicable

**40. If you spoke with someone at the VA location about a complaint, how satisfied were you with the way your complaint was handled?**

- Very satisfied
- Satisfied
- Dissatisfied
- Very dissatisfied
- Not applicable

**41. How long did it take for the VA location to resolve your complaint?**

- Same day
- 2–7 days
- 8–14 days
- 15–21 days
- More than 21 days
- Complaint is not resolved
- Not applicable

## YOUR OVERALL EXPERIENCE WITH THE DEPARTMENT OF VETERANS AFFAIRS

Now think about your experiences with all the services provided by the Department of Veterans Affairs (which include healthcare, benefits programs, or memorial services). Please tell us how you feel about the following statements:

**42. I got the service I needed.**

- Strongly Disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

**43. It was easy to get the service I needed.**

- Strongly Disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

**44. I felt like a valued customer.**

- Strongly Disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

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

- Strongly Disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

**ABOUT YOU**

**46. In general, how would you rate your overall health?**

- Excellent
- Very good
- Good
- Fair
- Poor

**47. What is the highest grade or level of school that you have completed?**

- 8th grade or less
- Some high school, but did not graduate
- High school graduate or GED
- Some college or 2-year degree
- 4-year college graduate
- More than 4-year college degree

**48. Are you of Hispanic or Latino origin or descent?**

- Yes, Hispanic or Latino
- No, Not Hispanic or Latino

**49. What is your race? Please choose one or more.**

- White
- Black or African American
- Asian
- Native Hawaiian or other Pacific Islander
- American Indian or Alaska Native

**50. What language do you mainly speak at home?**

- English
  - Spanish
  - Chinese
  - Russian
  - Vietnamese
  - Some other language (please print):
- 

If you have a specific question or need help with your VA care, you may contact the VA:

1. By telephone:

a. VA Benefits: 1-800-827-1000

b. Health Care Benefits: 1-877-222-8387

c. Telecommunications Device for the Deaf (TDD): 1-800-829-4833

2. Information on a broad range of veterans' benefits is available on our home page at

[http:// www.va.gov](http://www.va.gov)

3. At your local VA medical center. Either contact the department that you think can help you or ask for the Patient Advocate.

**Your answers are important to help us improve VA care. Thank you for completing this questionnaire. Please place the completed questionnaire in the envelope we sent you. No stamp is required. Simply place the envelope in any mailbox and return the survey to:**

**Department of Veterans Affairs  
c/o Synovate  
P.O. Box 806046  
Chicago, IL 60680**