2022 Survey of Veteran Enrollees' Health and Use of Health Care

Welcome to the **2022 Survey of Veteran Enrollees' Health and Use of Health Care**. This annual VA survey asks how Veterans use VA health services and what types of services they do or do not use. Your participation is voluntary, although we hope you will help us as we plan for the needs of those enrolled in VA health care. Even if you are not a current user of VA Health Care, your answers to the survey questions are important. This survey takes about 20 minutes to complete.

Paperwork Reduction Act Statement: This information is being 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 to complete this survey will average 20 minutes. This includes the time needed to follow instructions, gather the necessary facts, and respond to the questions. This information is being collected to better understand Veterans' health and use of health care. The results of this survey will help inform improvements in the quality of service delivery by providing additional background information about the participants to better serve them. Any information you provide will be kept private to the extent provided by law. Participation in this survey is voluntary, and failure to respond will not have any impact on your entitlement to benefits.

If you require assistance from another person to complete this survey, it is alright to ask another person to fill the survey out on your behalf as long as they are able to answer questions about your health care, health benefits, and health status.

Questions or concerns? Call the Survey of Enrollees Information Line at (*number to be determined upon contract award*) or send and e-mail to (*e-mail to be determined upon contract award*). Center staff are available seven days a week from 9:00 am to 9:00 pm Eastern Time.

Note: If you are a Veteran in crisis or concerned about a Veteran in crisis, please contact the Veterans Crisis Line at 1-800-273-8255 and Press 1, or text 838255, or chat online at VeteransCrisisLine.net.

Introduction:

- 1. Please indicate who is completing this survey. In other words, will you complete the survey
 - O I am the Veteran named in the invitation letter and will be answering questions about myself.
 - O I am not the Veteran named in the invitation letter, but can answer questions about his/her benefits, and health status.

Health Benefits:

The following questions ask about available insurance and related health benefits.

2.		Are	you covered by <u>Medicare</u> ?
		Yes No	GO TO QUESTION 6
opt hos thre	ion pita oug dica	al Part al that th a priv are Adv	types of Medicare options. The first option is the <u>Original Medicare Plan</u> , with Part A and B. It is administered by the federal government, and you can choose any doctor or accepts Medicare. A second option is a <u>Medicare Advantage Plan</u> . It provides benefits vate insurance company where your doctors and hospitals are in the plan's networks. Tantage Plans can be offered by employers to their retirees and are known as "Employer Plans" (EGWP).
3.		Do y	ou receive Medicare coverage through Medicare Advantage Plan as described above?
			Yes GO TO QUESTION 5 No
Me	dic	for s of priv are sup	ou purchase any private health care coverage to supplement Medicare—that is, to pay ervices Medicare does NOT pay for? ate insurance a person can purchase to supplement Medicare include Medigap or plement. It does not include Medicare Advantage or the Department of Defense ife Plan for Medicare Eligible Military Retirees.
			Yes No
5.		Do y	ou have Medicare prescription drug coverage, "Part D"?
			Yes No
6.		Med inco depa	ou currently covered by Medicaid (you may know it as <state me="" medicaid="" plan="">) for any of your health care? Voca with the pays for Medical Assistance for certain individuals with low mes and resources and is provided by your State government's social services artment.</state>
			O Yes O No

7.	Are you currently covered by a TRICARE plan (including Tricare Prime, Tricare Select, and Tricare for Life?
	O Yes
	O No
8.	Are you currently covered by <u>any other</u> individual or group health plan that your current or former employer, your spouse's or domestic partner's employer, your union or someone else obtains for you? Please <u>do not</u> count Private Medigap, Medicare Supplement, or Medicare Advantage plans. Please <u>do</u> count any private retiree health insurance plan.
	O Yes O No GO TO OUESTION 9
8a	O No GO TO QUESTION 9 . If yes, Who provides this coverage? (Choose All that apply)
	O Current employer, including COBRA coverage O Former employer
	O Coverage purchased on a Federal or State Exchange
	O Other individually purchased coverage
	O Coverage through a family member, such as a spouse, parent, etc.
	O Coverage purchased through a unionO Some other source
	5 Some other source
Heal	th Care and Medication Use:
9.	How many different <u>prescription</u> medications did you use in the last 30 days? Include both VA and non-VA prescriptions. Your best guess is fine. For none, enter 0.
	III Prescriptions
10.	Of these <u>prescription</u> medications, how many did you obtain from VA? Your best guess is fine. For none, enter 0.
	III Prescriptions
11.	Please complete the following statement: I use VA services to meet
	O All of my health care needs
	O Most of my health care needs
	O Some of my health care needs
	O None of my health care needs

\cap	I have no	health	care	neer	lc
v	I Have HU	HEAILII	care	HEEL	ıs

12.	<u>From October 2021 through December 2021</u> , how many outpatient visits or trips did you make to any <u>Non-VA</u> doctor's office, hospital, or outpatient clinic that were NOT paid for by VA? Please <u>do not</u> count dental, mental health or substance abuse visits, or trips to the pharmacy. Your best guess is fine. <u>For none</u> , <u>enter 0</u> .
	III Visits or trips
13.	From October 2019 through December 2019, how many outpatient visits or trips did you make that were paid for fully or partially by VA? This includes the number of times you went to a VA doctor, hospital, or clinic for medical care or received medical care somewhere else that was paid for by VA. Please do not count dental, mental health or substance abuse visits or trips to a pharmacy. Your best guess is fine. For none, enter 0.
	III Visits or trips
14.	Below is a list of possible ways you could use VA for your health care in the future. Please read them all, and then choose the one that best describes the <u>PRIMARY</u> way you plan to use VA health care in the future. I plan to use VA
	Select only one.
	O As my primary source of health care.
	O For a service-related disability or health condition, either mental or physical.
	O For care of a specific health condition such as hearing or vision loss, diabetes, cancer, etc.
	O For special medical devices such as hearing aids, prosthetics or orthotics.
	O For prescriptions.
	O As a "safety net" to use only if needed.
	O Some other way

Health Care Views

The following questions ask for your views about VA health care services and reasons you choose your health care providers.

15. Have you used ANY VA health care services at a VA facility on or after January 1, 2021? (Do NOT include care provided by Community Providers through the Choice or Mission Act

O Yes

O No GO TO QUESTION 18

O No plans to use VA for health care.

The next questions are about your recent use of VA health care at a VA facility.

16. In your experience with using VA services at a VA facility after January 1, 2021, about how often did the following happen?

		Always or nearly always		About half the time		Rarely or never
a.	Appointments were easy to get					
within	a reasonable timeframe.	0	0	0	0	0
b.	Appointments were available at					
conve	nient hours/days for you	0	0	0	0	0
c.	Appointments took place as					
schedu	uled (not canceled by VA).	0	0	0	0	0
d.	Getting to the local VA facility					
was ea	asy.	0	0	0	0	0
e.	Wait times were short after					
arrivin	g for an appointment.	0	0	0	0	0
f.	Getting around the facility was					
easy.		0	0	0	0	0
g. helpfu	Personnel were welcoming and II.	0	0	0	0	0

17. In your experience with using VA services at a VA facility after January 1, 2021, how satisfied were you with:

	Very				Very
	satisfied	Satisfied	Neutral	Dissatisfied D	issatisfied
a. The respect shown to you by					
your health care professionals.	0	0	0	0	0
b. How clearly your health care					
providers explained your health	0	0	0	0	0
problem(s).					
c. How clearly your health care					
providers explained options and	0	0	0	0	0
choices about care with you.					
d. Opportunities for you to					
participate in decisions about your	0	0	0	0	0
care.					
e. The way your providers					
listened to you.	0	0	0	0	0
f. The manner in which your					
providers accepted you for who you	0	0	0	0	0

						⊨xpı	ration Date: 0:	1/31/2024
	are.	Th						
	g. respe	The way your privacy was cted.	0	0	0	(0	0
	h.	Your ability to get referrals						
	=	ecialist care or special	0	0	0		0	0
	equip	ment.						
18.	•	ou used ANY VA health care s ter January 1, 2021?	ervices at a (Commui	nity Provid	ler that w	as paid fo	r by VA
	O Ye	ς						
	0 No							
		33 13 43231131122						
The ne	In your	ons are about your recent us experience with using VA se nuary 1, 2021, about how of	rvices at a C	ommun	ity Provid	er that w		
			Alv	vays or		About		
				early	Most of		Some of I	Rarely o
			a	lways	the time	time	the time	never
	h.	Appointments were easy to	get					
		a reasonable timeframe.	_	0	0	0	0	0
	i.	Appointments were availab	le at					
	conve	nient hours/days for you		0	0	0	0	0
	J.	Appointments took place as	5		0	0	0	
		uled (not canceled by VA or unity provider).		0	0	O	O	0
		Getting to the facility was e	asv					
	κ.	Getting to the racinty was e	asy.	0	0	0	0	0
	l.	Wait times were short after						
	arrivir	ng for an appointment.		0	0	0	0	0
	m.	Getting around the facility v	was					
	easy.			0	0	0	0	0
	n.	Personnel were welcoming	and					
	helpfu	ıl.		0	0	0	0	0
20	-	experience with using VA se nuary 1, 2021, how satisfied			ity Provid	er that w	as paid fo	r by VA
			Very					Very
			satisfied	Satisfie	ed Neuti	al Dissa	tisfied Dis	-
	:	The respect shown to you h						

your health care professionals.	0	0	0	0	0
j. How clearly your health care providers explained your health problem(s).	0	0	0	0	0
k. How clearly your health care providers explained options and choices about care with you.	0	0	0	0	0
 Opportunities for you to participate in decisions about your care. 	0	0	Ο	0	0
m. The way your providers listened to you.	0	0	0	0	0
n. The manner in which your providers accepted you for who you are.	0	0	0	0	0
o. The way your privacy was respected.	0	0	0	0	0
p. Your ability to get referrals for specialist care or special equipment.	0	0	0	0	0

21. Did you use health care services other than those provided or paid for by VA after January 1, 2021

- O Yes, for all of my health care
- O Yes, for some of my health care]
- O No GO TO QUESTION 24

22. Please tell us the extent to which the following statements reflect the reason you used other health care services for some or all of your health care:

	To a great extent	Somewhat	Very Little	Not At All
a. You have access to care in the community that is better quality than what VA provides.	0	0		
b. You have a provider outside of VA that you really like and trust.	0	0		
c. You have access to care in the community that is easier to get to than the VA.	0	0		
d. You have a provider that offers appointments at more convenient	0	0		

times than you can get at VA.			
e. You prefer using the same provider as your spouse and/or other			
family members.			
f. You had prior experiences with VA care that you were	0	0	
dissatisfied with.			
g. You need information on which VA services you are eligible to receive.	0	0	
h. You do not believe you are eligible to receive the services at VA.	0	0	

Health Status and Tobacco/E-Cig Use

were trying to quit smoking?

GO TO QUESTION 28

26.

O Yes

O No

23.	Con	pared with other people your age, would you say your health is
	0	Excellent
	0	Very Good
	0	Good
	0	Fair
	0	Poor
smoki	ng. The	other health care systems, has strived to provide assistance to those who wish to stop next few questions ask about your cigarette smoking habits and any attempts you may quit. you smoked at least 100 cigarettes in your entire life?
	O Ye	s
	0 No	
25.	Do yo	u now smoke cigarettes every day, some days, or not at all?
	O Ev	ery day
	O Sc	me days
	0 No	ot at all GO TO QUESTION 30

During the past 12 months, have you stopped smoking for more than one day because you

28. What VA tobacco cessation resources are you aware of? Select ALL that apply. □ Nicotine-replacement therapy (for instance, nicotine patch, gum, lozenge, inhaler, or nasal spray) □ Non-nicotine prescription medications (for instance, bupropion such as Zyban/Wellbutrin or varenicline such as Chantix) □ 1-855-QUIT-VET, the VA telephone Quitline service □ SmokefreeVET, a VA text message smoking cessation program □ Stay Quit Coach App □ Tobacco cessation counseling services, in both individual and group settings 29. What VA tobacco cessation resources would <pre></pre>	
or nasal spray) Non-nicotine prescription medications (for instance, bupropion such as Zyban/Wellbutrin or varenicline such as Chantix) 1-855-QUIT-VET, the VA telephone Quitline service SmokefreeVET, a VA text message smoking cessation program Stay Quit Coach App Tobacco cessation counseling services, in both individual and group settings 29. What VA tobacco cessation resources would <phr16>you</phr16> be willing to use to question select ALL that apply. Nicotine-replacement therapy (for instance, nicotine patch, gum, lozenge, inhaler, or nasal spray) Non-nicotine prescription medications (for instance, bupropion such as Zyban/Wellbutrin or varenicline such as Chantix) 1-855-QUIT-VET, the VA telephone Quitline service SmokefreeVET, a VA text message smoking cessation program Stay Quit Coach App Tobacco cessation counseling services, in both individual and group settings	
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☐ Stay Quit Coach App ☐ Tobacco cessation counseling services, in both individual and group settings	
☐ Tobacco cessation counseling services, in both individual and group settings	
30. How long has it been since <phr16>you</phr16> last smoked cigarettes regularly?	
O Still smoke regularly (every day or some days)	
O Within the past month (less than 1 month ago)	
• Within the past 3 months (1 month, but less than 3 months ago)	
• Within the past 6 months (3 months, but less than 6 months ago)	
O Within the past year (6 months, but less than 1 year ago)	
O Within the past 5 years (1 year, but less than 5 years ago)	
Within the past 10 years (5 years, but less than 10 years ago)	

			I do not have this device	Every day	4 to 6 days a week	1 to 3 days a week	Less than once a week	Never
34.	Du	ring a typical week,	how often	do you use the	e following t	to access the	e Internet?	
	J	(Please Skip to Quest						
	0	I am not interested in Other please specify		using the intern	iet			
	0	I don't want to pay for				et (e.g., a cor	mputer or smai	rt phone);
	0	I don't want to pay fo						
	0	My location is not se			rovider;			
33.	a.	If no, why don't you						
0	No							
0	Yes	(Skip to 34)	.i, ai icasi (occasionally:				
to be followi other r	mo ng o nob ech	nologies can provide nitored or even dia questions ask you ab pile devices that mig nologies for your ov you use the Interne	agnosed wi oout your u ht enable r vn health ca	ithout having se of desktop a emote health o are.	to travel to and laptop c	a tradition omputers, c	nal doctor's c ell phones, ta	office. The blets, and
Digita	al /	Access						
	0	Not at all						
	0	Some days						
		Every day						
32.		o you currently use ookahs, vape pens, o	_		=		including elec	ctronic
	0	Some days Not at all						
		Every day						
31.	De	o you currently use	chewing to	bacco, snuff, o	r snus every	day, some	days, or not a	at all?
	0	Never smoked regu	ılarly					
	0	10 years or more						

a. b.	Desktop Laptop						
c.	Cell phone						
d. Surfa	Tablet(e.g., iPad, ce, etc)						
e. devid	Other mobile ce						
	Where do you go online Select ALL that apply O Home O Work O School O Public library O Community cente O Someone else's ho O Many places with O Some other place	r ouse my cell phon please specit	e, tablet, or fy		evice		
			4 to 6 days	1 to 3 days	Less than once a	Never	
	Cond on wood tout	Every day		1 to 3 days a week		Never	
b	Send or read text messagesSend or read emailCheck web pages to	Every day	days	-	once a	Never	
b c	messages Send or read email Check web pages to obtain information on health Check social media		days a week	a week	once a week		
b c	messages Send or read email Check web pages to obtain information on health		days a week	a week	once a week		
b c. d	messages Send or read email Check web pages to obtain information on health Check social media (for example facebook, snapchat,	er or mobile	days a week	a week	once a week	======================================	
b c. d	messages Send or read email Check web pages to obtain information on health Check social media (for example facebook, snapchat, twitter) Think about any computaccess to the Internet. H	er or mobile	days a week	a week	once a week	======================================	ose

	b.	Refill a medication prescription	on 🗆]			
	c.	Watch educational health	_	_	_	_	_
	videos]			
	d.	Join an online support group	to				
		ct with others having similar	_	,			
		problems					
	e.	Complete an online health					
	anxiety	ment to measure stress or		1	П	П	
	f.	y Schedule medical		ı			
		ntments		1	П	П	П
	g.	Access my health record.					
	h.	Access laboratory or X-ray te		ı			
	results		50				
	i.	Use an "app" to track my					
	health	such as blood pressure or					
	weight	•]			
	j.	Sign up to get health related					
	text m	essages on my mobile device,					
	such a	s appointment reminders]			
	k.	Communicate with my					
	health	care providers using secure					
	email d	or messaging]			
C	or) remo I pref I am prefe I wou do no	willing are you to have a votely using a secure internet of fer visits (appointments) with willing to have visits (appointments) are in-person visits (appointmentally like to have visits (appoint of have someone to help me upoon wish to have visits (appointment wish to have visits (appointment).	my provide ments) wints). ments) wints). ments) wints	ers remote th my prot th my prot th my pro-	ely using the inviders remotely viders remotely viders remotely bile device.	ternet. It with the internet internet internet internet. It with the internet inte	eernet, but
39. H		ing are you to <u>share</u> your hea th a VA health care	llth inform Very willing □	ation (e.g. Somewh willing	nat Somewh	nat Not wil	
	pro	ovider (for example your ctor) who uses that					

	information to make decisions about your health care as part of a remote visit/appointment using the internet.		
b.	on your personal computer or mobile device with an automated computer program that has been trained to evaluate that information to make decisions about your health care without any interaction from a healthcare provider (for example your doctor).		

40. How willing are you to receive a medical opinion and follow directions from...

		Very willing	Somewhat willing	Somewhat unwilling	Not willing
c.	A VA health care provider (for example your doctor) who evaluated health information that you submitted using a computer or mobile device	П			
d.	An automated computer program that evaluated your health information without any interaction from a healthcare provider (for example your doctor)				

41. Do you use the My HealtheVet (MH\	/) Web site for the following purposes?
---------------------------------------	---

		apply (for
		example do
		not have a
Yes	No	MHV
[1]	[0]	account)
0	0	0

Does not

a. To communicate with your healthcare provider using

	secure email.			
	b. To see a laboratory or other test result	0	0	0
	c. To read your doctors' or nurses' notes from visits to a VA			
	clinic or hospital.	0	0	0
Abo	ut You			
42 D	id you serve on <u>active duty</u> in the U.S. Armed Forces during the	follov	wing ti	me frames?
Selec	t ALL that apply			
	☐ September 2001 or later			
	☐ August 1990 to August 2001			
	☐ May 1975 to July 1990			
	☐ Vietnam era (August 1964 to April 1975)			
	☐ February 1955 to July 1964			
	☐ Korean War (July 1950 to January 1955)			
	☐ January 1947 to June 1950			
	☐ World War II (December 1941 to December 1946)			
	☐ November 1941 or earlier			
		_		
44.	Which of the following best describes your current marital	status	?	
0	Currently married			
0	Widowed			
0	Divorced			
0	Separated			
0	Never married			
0	Living with a partner, unmarried			
	Not including yourself, how many dependents do you current anyone who relies on you for at least half of their financial sup parent or other family member. For none, enter 0. Dependents [0-97] [NUMERIC VALUES ONLY]	-		
	↓			

46.	How many of these dependents are under the age of 18 (0 to 17 years of age)? For none, enter 0.
I	II Dependents [0-97] [NUMERIC VALUES ONLY]
47.	How would you best characterize your employment status?
	 0 Employed full-time (includes self-employment) 0 Employed part-time (includes self-employment) 0 Unemployed, looking for work, or laid off 0 Retired 0 Not currently looking for work (for example, a student, homemaker, or on disability)
48.	Would you describe yourself as Spanish, Hispanic, or Latino(a)? (a person of Cuban, Mexican, Chicano, Puerto Rican, South or Central American, or other Spanish culture or origin regardless of race)
	O Yes O No
49.	What is your race? Note: For the purposes of this survey, Spanish, Hispanic, or Latino(a) origins are not considered race. Choose one or more of the following:
	 O White O Black or African American O American Indian or Alaska Native O Asian O Native Hawaiian or Other Pacific Islander
50.	Annual income information is critical for VA planning purposes. Please indicate the range that best describes your <u>2021</u> total annual household income.
	Was it
	O Less than \$10,000? O \$10,000 - \$14,999? O \$15,000 - \$19,999?

O \$20,000 - \$24,999?
O \$25,000 - \$34,999?
O \$35,000 - \$49,999?
O \$50,000 - \$74,999?
O \$75,000 or over?
(Optional) Please use this space to clarify any of your answers or share any other comments that you would like us to know. Your comments will remain anonymous.
Note: If you are a Veteran in crisis or concerned about a Veteran in crisis, please contact the Veterans Crisis Line at 1-800-273-8255 and Press 1 or text 838255 or chat online at VeteransCrisisLine.net
For assistance with VA benefits or health care, contact MyVA at 844-698-2311 or go online at www.va.gov . You may also contact your local VA Hospital Patient Advocate.

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