

**Department of Veterans Affairs  
Veterans Health Administration  
Chief Strategy Office  
Survey of Veteran Enrollees' Health and Use of Health Care**

**Agency Information Collection Activity:**

Survey of Veteran Enrollees' Health and Use of Health Care - OMB Control No. 2900-0609

The Survey of Veteran Enrollees' Health and Use of Health Care (Survey of Enrollees) received a general comment on 12/09/24 in response to the 60-Day Federal Register Notice (tracking No: m3q-ue86-upum).

**VA-2024-VACO-0001-0677**—The Chief Strategy Office (CSO) appreciates the commentor's suggestions and responds as follows:

- “The proposal to increase the frequency of the VA Survey of Veteran Enrollees' Health and Use of Health Care (“the survey”) is well-founded and will allow the Veterans Health Administration (VHA) to better carry out its duties in the future. The increased frequency of the survey would allow veterans and staff across the VHA to better voice their concerns and praise concerning the VHA...To continue improving, the VHA should expand its data collection methods by leveraging social media influencers...The VHA has come a long way, but we owe it to our nation's veterans to continually improve”: *CSO agrees that VHA can leverage multiple platforms for understanding Veteran's needs and concerns. We note that there are several mechanisms available to Veterans, including the monthly Survey of Healthcare Experiences of Patients (SHEP) and the Veterans Experience Office Veterans Signals (VSignals). The Survey of Enrollees is just one effort and the data collected by the Survey of Enrollees focuses on elements that drive Veteran's utilization and health in addition to experience and satisfaction. An annual collection is sufficient to inform planning and policy needs.*

CSO appreciates the opportunity to review and respond to this comment. As noted in our response, we do not require the Survey of Enrollee data more frequently than annually, and have no plans to change our collection methods at this time.

Submitted by:

Valerie Mattison Brown, M.S., M.P.A.  
Chief Strategy Officer  
Veterans Health Administration