

VA Veteran and Provider surveys

Alan Schwartz

January 22, 2019

Data date: 2019-01-08

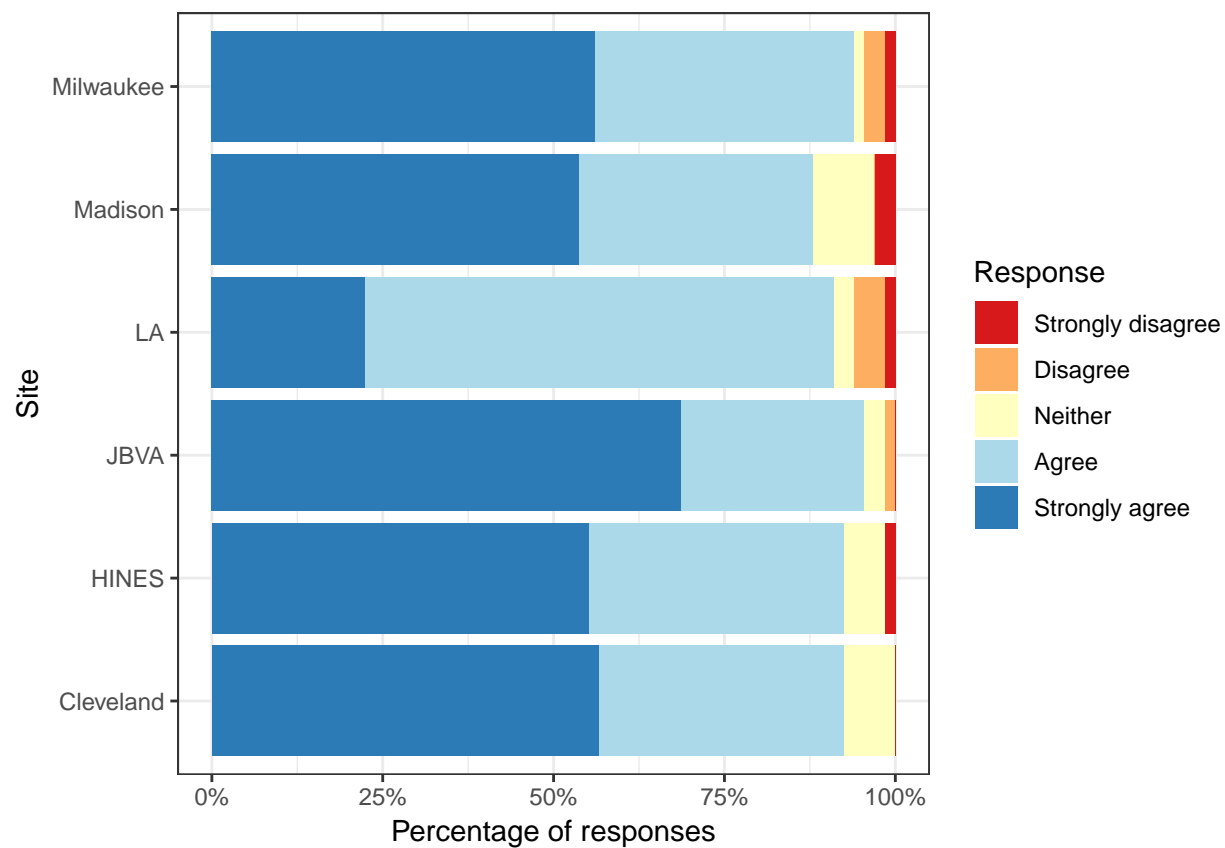
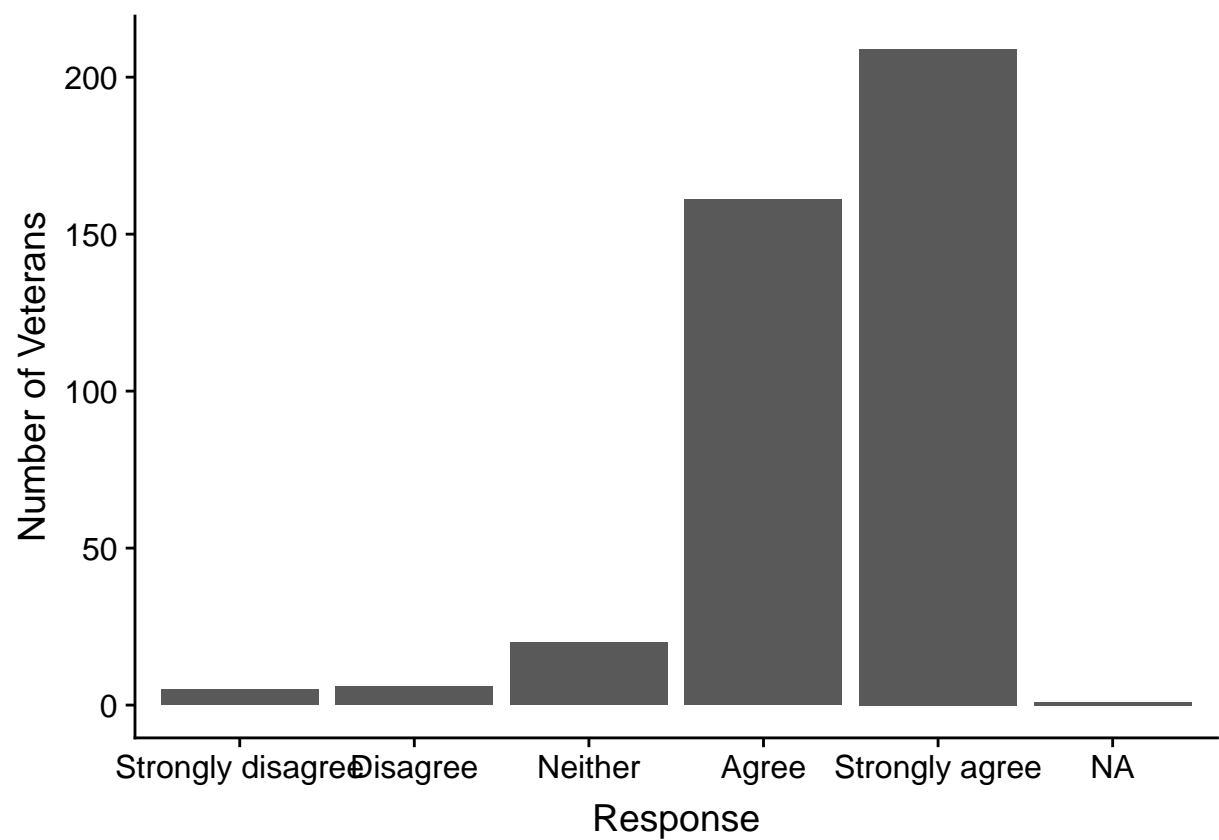
Analysis date: 2019-01-22

Veterans

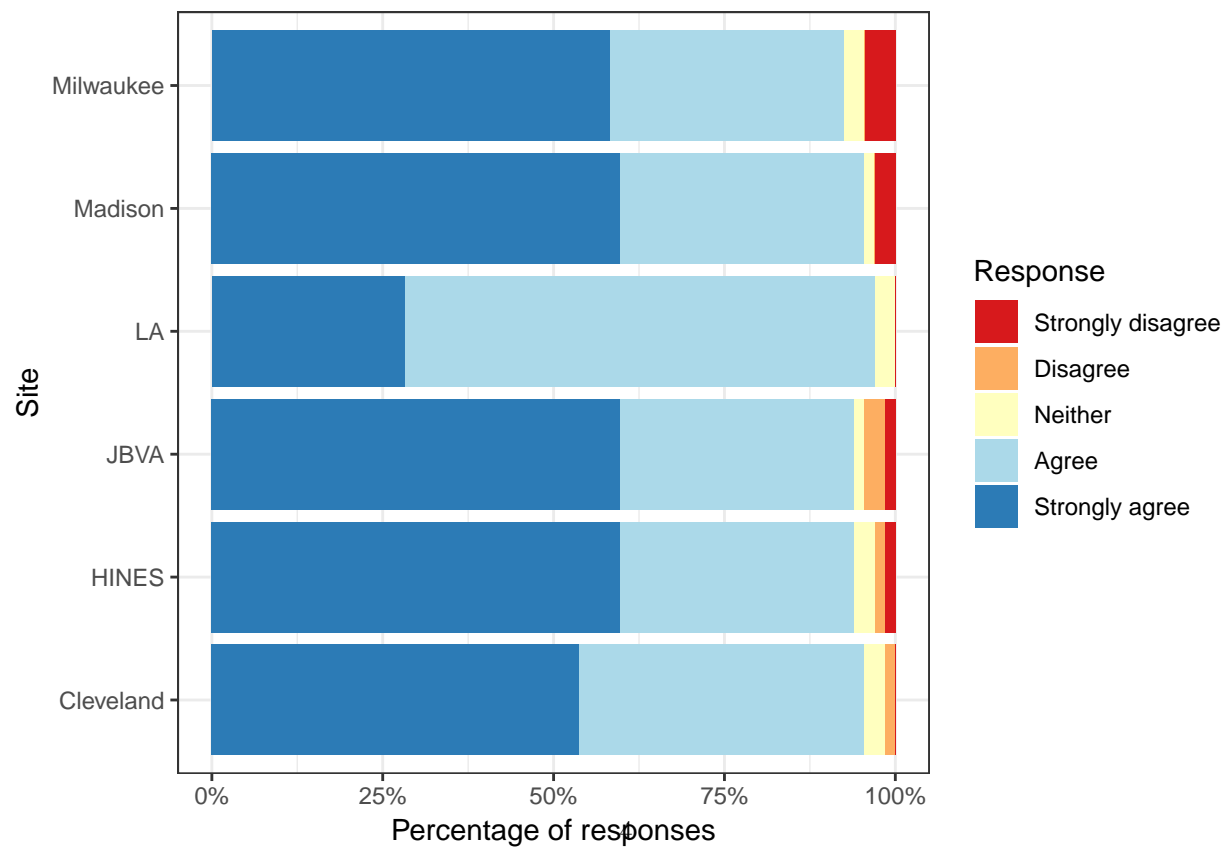
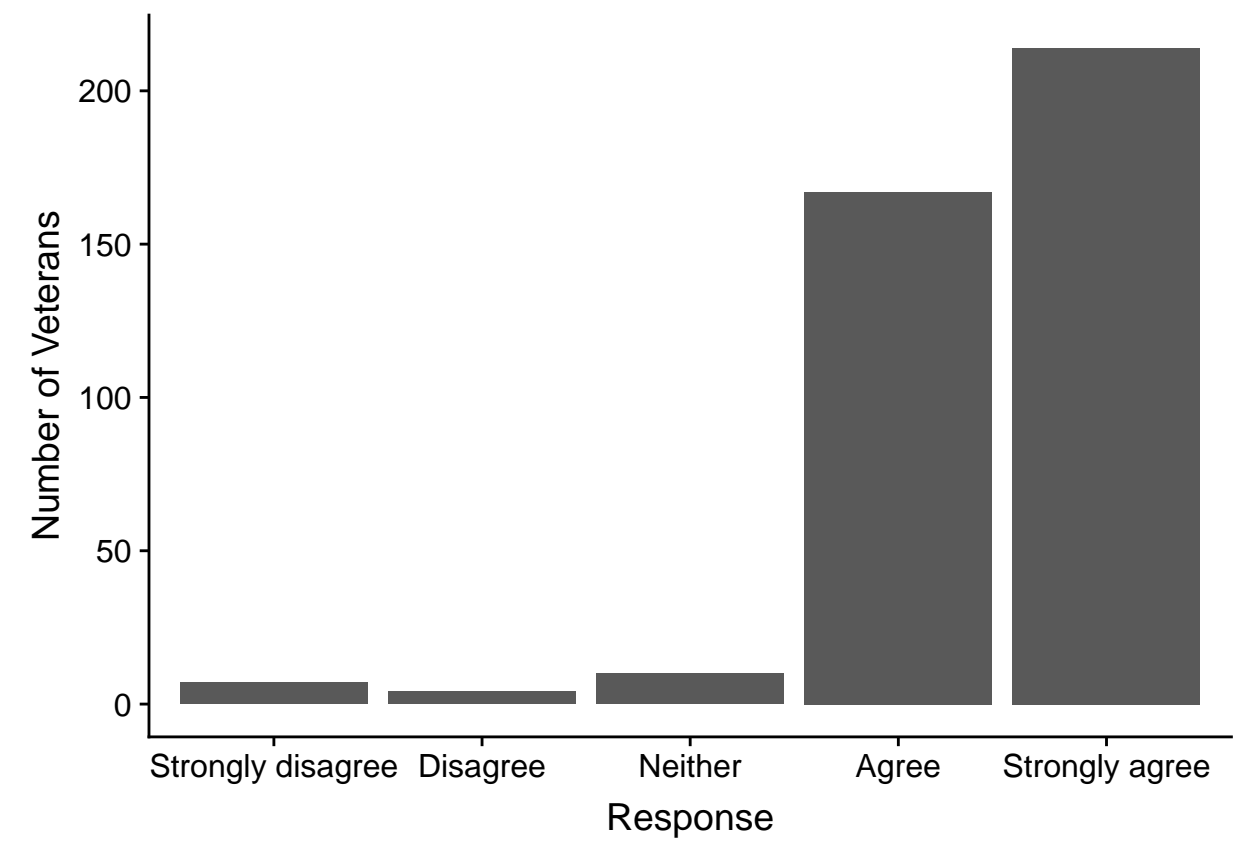
A total of 402 Veterans surveys were available for analysis,

Cleveland	HINES	JBVA	LA	Madison	Milwaukee
67	67	67	67	67	67

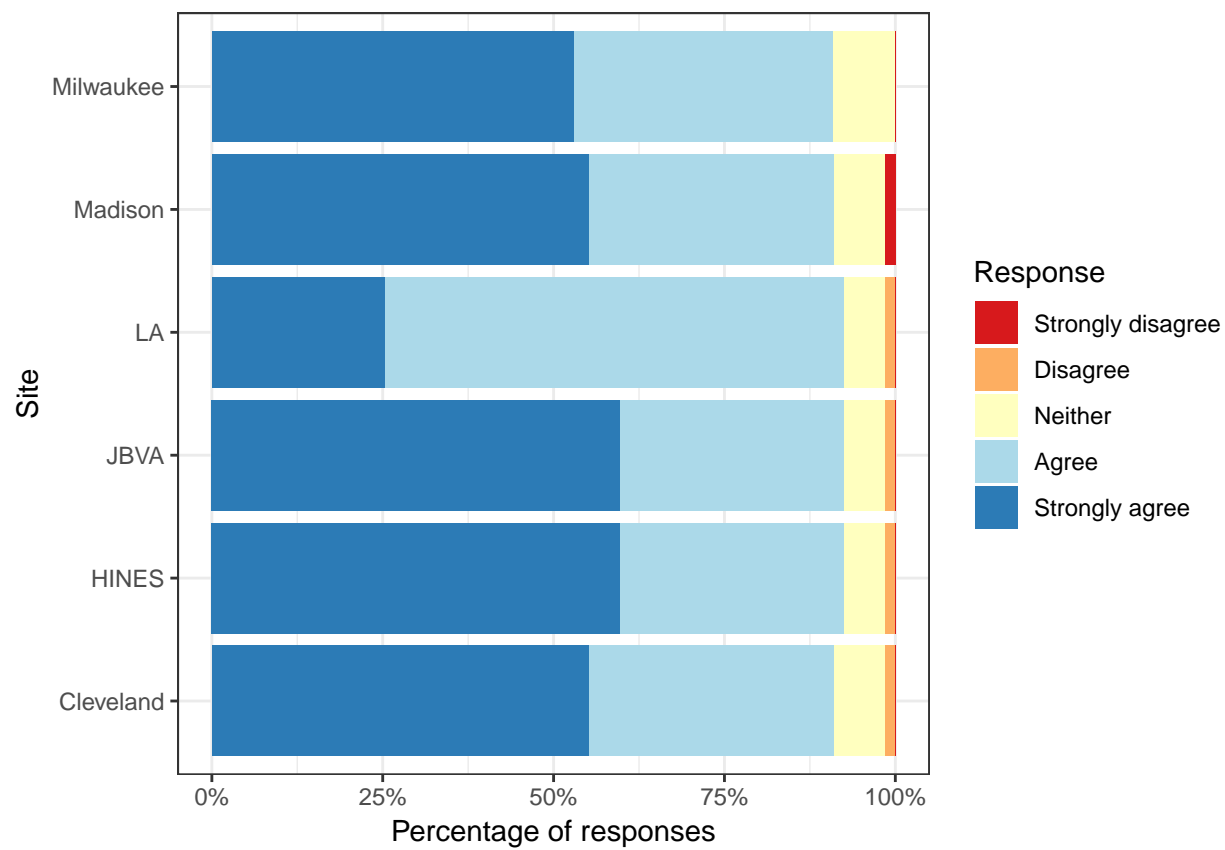
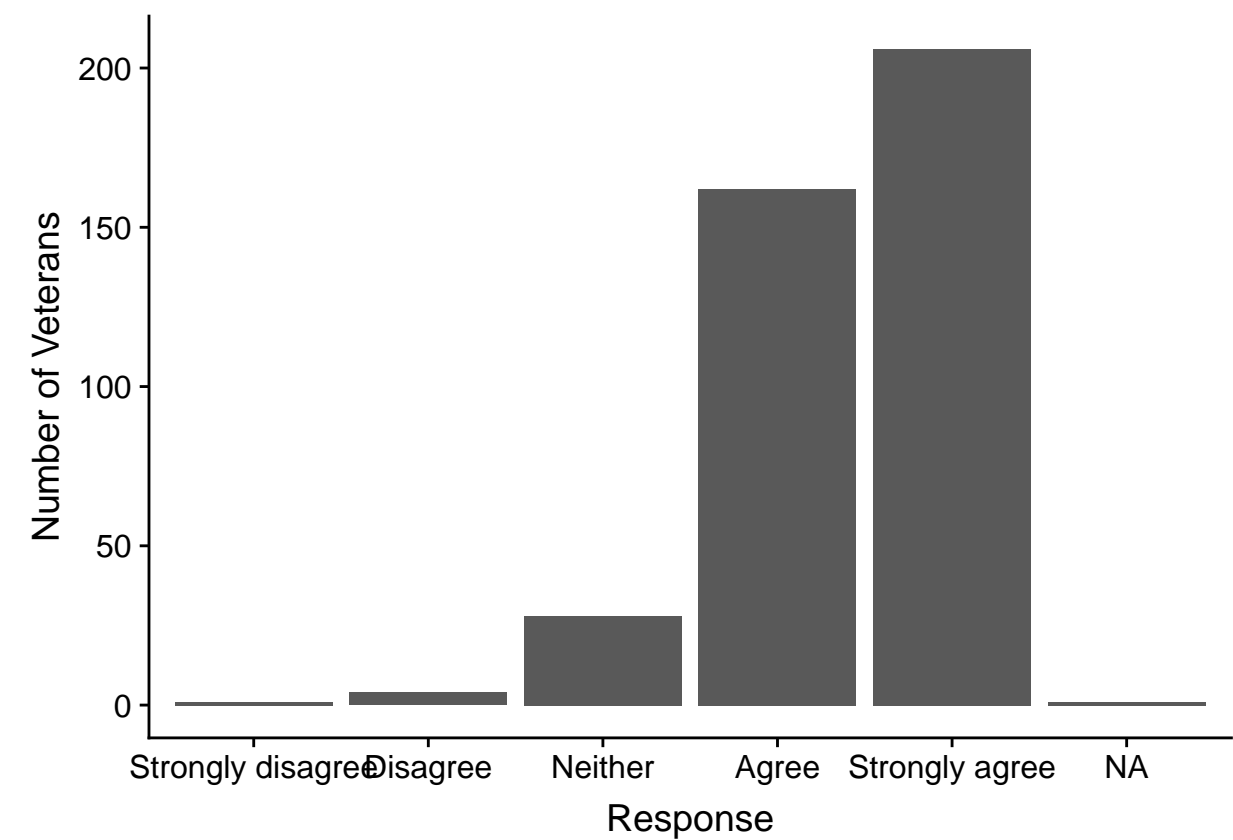
Q1 = I felt comfortable recording my visit with my doctor.



Q2 = Participation in this project was not disruptive to my interactions today with VA staff.



Q3 = The potential benefits of this project are clear to me.



Q4 = What did you like about participating in the intervention?

Response	Frequency
Easy	3
It was easy	3
everything	2
Everything	2
OK	2
Trying to help	2
A nice idea.	1
Ability to help improve care	1
Ability to observe the nurses' procedure more clearly and Dr.'s practice more thoroughly.	1
Able to give feedback	1
Allowing better doctor/patient interaction	1
Always room to learn	1
Always support ongoing improvement efforts	1
Any major problems can be corrected	1
anything I can do to help	1
Anything that would improve my care I'm all in	1
Anything to assist Dr-Patient interaction is beneficial	1
Anything to help the VA	1
Appreciate helping research to improve care.	1
Appreciate the opportunity to assist in service evaluation	1
Basically it will help others	1
because the doctor ask all question and it recorded so when I said I did he can't say I didn't	1
Being involved in helping get better service for veterans	1
Being of some help	1
Better service by doctor	1
Can help other vets and doctors	1
clear & simple	1
contributing	1
Contributing to improving VA	1
Could help future vets	1
Could not even tell the recorder was there	1
Could possibly help everyone later on	1
didn't get in the way	1
Didn't see any differences. Dr. is always thorough. Dr. is one best ever.	1
Doctor was more on her toes.	1
Don't have an opinion at this time	1
Dr. knowing it was being done. Dr. willing to let it be done.	1
Dr._____ is very complete and professiol.	1
Easy and fast	1
easy to do	1
Easy to go through	1
education	1
Explained very well, made easy and affirmative	1
Feedback is always good	1
Feel great that you and your doctor feedback	1
feel helpful	1
Felt good to have undivided attention and have VA check up on itself	1
for recorder was even on	1
Frankly, I was not thinking about it. I hit play & didn't cross my mind.	1
gave me sensitivity that I was being treated as a Veteran & I've been coming to 13 years	1

Response	Frequency
Gave opportunity for feedback	1
giving feedback to doctors and staff is a good idea	1
Glad to help	1
Glad to help out.	1
Good	1
good- all veterans should always be recorded	1
had no effect on visit	1
Having some input regarding vet's care	1
Help fellow soldiers get attention they need	1
Help improve VA	1
help improve visit	1
Help the doctors & patients get a common path of health that you can't see in charts	1
help veterans like myself	1
Help w/future concerns	1
Helping improve the Healthcare System as a whole	1
Helping myself as well as others	1
helping others	1
Helping others	1
Helping project	1
Helping the VA	1
Helping those who follow	1
Helping to improve our care	1
Helping to improve patient care	1
Helps improve	1
Hope to aid in improvement of an already excellent & competitive medical system	1
Hopefully this will help in more accurate diagnosis	1
Hoping to improve an already great system	1
Hoping to improve my healthcare provider	1
I'd learn more about myself	1
I'm always one to find or make improvements	1
I'm pleased that someone is working on efforts to improve the quality of care	1
I barely noticed.	1
I believe whatever input the study does is beneficial to others	1
I did it to help the staff	1
I didn't feel like anything was different than usual	1
I enjoy helping people	1
I feel everything helping the VA with any information I could give them is a real plus.	1
I felt the information can only help	1
I have hopes that interaction with different doctors will improve for everyone	1
I just like the fact that my doctor will have feedback	1
I like being able to help, wherever I can.	1
I like technology for advancing improved healthcare.	1
I like that my concerns will be acknowledged	1
I like the idea of helping in making the servicing of the VA better and it didn't interfere with my service in any way	1
I liked being able to help	1
I liked participating in helping vets.	1
I liked the VA is striving to do a better job with vets.	1
I noticed that my visit was as candid and open as usual.	1
I that fact that some type of feedback will give my doctor points on aiding in my care.	1
I think it's a good idea to try and improve patient care and give providers feedback.	1
I think it will speed up future appointments	1

Response	Frequency
I want to help others	1
I will help monitor my care by the outpatient clinic	1
If it helps	1
If it helps my future visits ok.	1
If it improves the quality of veterans' health care, then it was worth the time	1
Important that I have something to say for the negative things to happen today. I was here a	1
7AM. One Appt. was late.	
Improve doctor communication	1
improving the program	1
In the long run it will be helpful for veterans.	1
Informative and potential benefits to VA services are a necessity	1
Interest	1
It's good to know not everyone in the VA believes that there isn't room for improvement	1
It's great	1
It's nice to help to improve. Love the VA.	1
It's nice to help with the research.	1
It can be helpful to better support medically for vets	1
It gave me a sense of reassurance and actually assisted in once notifying of recordance to primary	1
care physician and medical team of intervention, they all seemed more polite, patient, and	
thorough with their work and able to explain in detail of benefits and diagnosis.	
It gives a more complete picture of the interactions between the doctor and patient, which should	1
be of value to others.	
It gives me a peace of mind	1
It gives you time to discuss everything	1
It helps all veterans	1
It is a good idea	1
It is a very useful project	1
It is good practice for the VA to monitor the doctors and staff.	1
It lets the VA know how the service from the doctors is	1
It may help in the future as conditions improve	1
It required no extra work nor did it disturb the appointment.	1
It shows concern	1
It was easy and I forgot I was being recorded	1
It was not distracting	1
It was not invasive and I forgot I was recording. It felt normal as I interacted with my doctor with	1
questions and answers.	
It was not invasive to my visit.	1
It was ok, would do again	1
It was okay	1
It was very helpful to know that this is happening.	1
It was very interesting	1
It would add more to my problem solving- still trying to get my A fib more under control	1
Its outcome goals	1
James Bond recorder in my pocket	1
Just like help	1
Know that I have another ear to listen to what's going on	1
Knowing that VA is always trying to improve services	1
knowledge of recording device made me feel as if the path forward would benefit me	1
Like	1
like to help to gather data for the doctors, a future visit	1
make sure that I treated right	1
Makes for better VA care	1

Response	Frequency
Making sure communication is clear between pt. & doctor	1
Might help others	1
My doctor knew about the project and was ok being recorded	1
My father was a cancer surgeon and mother a nurse. My family has 5-6 physicians. Anything that can be done to improve healthcare is important.	1
No inconvenience	1
No interference with Dr.	1
No opinion	1
No opinion. I forgot the recording device was in my pocket	1
No problem with it	1
No problems	1
none	1
Not a problem, just fine	1
Not obtrusive; simple, didn't even think about it	1
Nothing special	1
Nothing to like or dislike	1
Okay	1
Open discussion	1
Openness & comfort of Dr. participation	1
opportunity to give docs feedback	1
Oversight good	1
painless	1
positive vibes	1
Possibly can help other vets	1
Providing useful information	1
proving VA with information to improve	1
relevance of this program might help other veterans	1
Results	1
Simple, but had recorder off for second MD session	1
Simple/non-intrusive	1
So that appointments can be revisited to see if Veterans Clinics, TRUE	1
Something new I have not seen before	1
That I get to see what the doctor say	1
That it could help someone in the future	1
That it could improve service	1
That it may make a difference as to how the Dr. treat us & listen to us	1
That it will be helpful for other veteran and physicians	1
That it would help better treatment for veterans.	1
That the VA is concerned about the vets	1
That there is an effort to improve and maximize the experience with the Health Professionals. Might make the difference between effective and ineffective communications	1
That this can help others in some way	1
The ability to voice my opinion	1
The conversation with myself & Dr. is recorded. I understand that Dr. are able to be held to a professional standard. This was a check up on their interaction with the patient.	1
The ease for participating	1
The ease of use	1
The easiness of doing it	1
The extra care always helps	1
The fact that information will be monitored as far as the good and the bad of treatment. Some things seem to be ignored. This will help to eliminate disregarded treatments.	1
The great feeling of knowing people care about the medical treatment I receive.	1

Response	Frequency
The idea of improving healthcare overall	1
The idea that the VA is seeking to improve the patient-doctor interaction and that I can help.	1
The idea that the VA is seeking to improve the patient-doctor interaction, and I that I can help.	1
The level of care was 1st and foremost with my Dr. and myself.	1
The objective that it's meant to reach	1
The people who ran it.	1
The philosophy behind the reason for the project	1
The possibility of bettering healthcare	1
The smile of the staff	1
The VA is thinking about me as a patient. My well being.	1
They wanted my input	1
This may help me as well as others	1
to be a part of it and to help vets	1
To help	1
To help doctors and nurses	1
to help the VA interaction with us	1
To help VA in the mission	1
Took up waiting time in the waiting room	1
Transparency	1
understanding that it will help in the future	1
up to today, my appointments were always on time. Today 30 min. delay. Services always great.	1
very easy	1
Very nice & congenial	1
very satisfied	1
Wanting to hear how good these surveys are to the veterans.	1
We had the opportunity for better communication and I felt empowered to have the caregiver know we were being recorded.	1
Will help overall with patient/doctor interaction	1
Yes	1
Yes is a good idea	1

Q5 = What did you dislike about participating in the intervention?

Response	Frequency
Nothing	76
-	8
none	8
0	3
Nothing to dislike	3
No	2
No issues	2
No opinion	2
'Results' not immediate	1
-0-	1
A little awkward to start	1
all good	1
at first didn't understand	1
being sneaky	1
Could not get the assistance I was seeking, but did get a legitimate answer.	1
D	1

Response	Frequency
Even though it's not spying, still feels like it is.	1
Everything was fine.	1
Everything was GREAT	1
Felt nervous talking about sex	1
Felt that it could possibly interfere with Dr./patient communication	1
Fun	1
Having follow-up after follow-ups and continue of so many tests with same or different results and not finding source of problems so veteran does not know what treatment to take to help or improve problem. Appointment or prolonged periods of 1 to 6 months.	1
I didn't dislike anything	1
I didn't dislike anything.	1
I don't think I have any dislikes.	1
I got a migraine headache when I coughed.	1
I had no bad feelings.	1
I had no dislike	1
I informed Dr. of recording and it seemed to alter his behavior from past visits. He was never negative, but I prefer other demeanor.	1
I think it would be nice to make a report available to the public on the findings of this study.	1
I think that this type of action can improve care by making certain that we vets are being taken care of properly & professionally.	1
I was good with everything.	1
I would be reluctant to see any negative action taken toward someone form a recorded opinion, etc.	1
It's all fine.	1
It was good	1
Keeping radio on all the time even when the phone rings	1
Lack of privacy	1
Maybe something said I would not have said usually, but it is safe- no me anyway	1
nervous about being interviewed	1
Neutral opinion	1
no	1
No complaints	1
no dislikes	1
No dislikes	1
No issues.	1
non	1
None- I think participating is important	1
not a thing	1
Not a thing.	1
Not really anything... al little uncomfortable-but was fine	1
Nothing at all	1
Nothing comes to mind	1
Nothing from what I could tell	1
Nothing it was very easy	1
Nothing to dislike about it	1
Nothing to dislike. Everything simple	1
Nothing. No downside.	1
nothing. no objections	1
Nothing. Was not disruptive	1
OK	1
Ok, I think it help in the long haul	1
privacy worries	1
Recorder	1

Response	Frequency
same	1
Sneaky	1
Some anxiety about recorder situation	1
some concern about privacy	1
Some uncomfot in telling someone the visit is being recorded	1
spying feelings	1
That I didn't take the time to have more fun with it.	1
There was nothing I disliked about participating in the intervention	1
There was nothing I disliked.	1
There was nothing to dislike	1
X	1

Q6 = Finally, do you have any additional comments about your participation in the project?

Response	Frequency
No	28
no	12
None	9
-	4
none	4
None at this time	3
Nope	3
no!	2
NONE	2
Seems like a worthy endeavor.	2
-	1
A needed project	1
A.K. was the perfect person for this job.	1
All good	1
All patients should always be recorded	1
Appt.	1
Dr., Nurse, and assistant all wanted to provide a service to me	1
Gentleman was very courteous	1
Glad the VA is participating in a feedback program	1
Glad there are no meetings.	1
Glad to assist	1
Glad to be able to help recognize maltreatment, disregarded symptoms, and proficiency of staff	1
Glad to do it	1
Glad to provide input of value	1
Glad to see veterans come first	1
Good idea- will lead to better communication & hopefully better understanding, care, & fewer mistakes.	1
Good luck	1
Great doctor	1
Happy to do it.	1
Hope it helped	1
Hope it helps	1
Hope it sheds light on patient interaction with Doctor. It was very positive for me. My Doctor always listens and provides me with great advice and service.	1

Response	Frequency
Hope you can help improve what I feel a is good system already	1
Hopefully everything you are to trying to accomplish happens	1
Hopefully this helps to show how to approach each patient with courtesy & respect	1
Hopefully this program will speed things up here.	1
I'm pleased that it exists	1
I agree with project and it should be ongoing to keep the VA program and veterans well-informed of their services.	1
I am glad the VA cares so much about quality care to have a survey like this.	1
I believe in this type of interaction	1
I do not. Thank you for doing this project.	1
I encourage others to participate	1
I feel projects like this can help many get recognized more with their problems	1
I had to wait a little longer than usual but I came early so that was on me	1
I hope it benefits vets.	1
I hope it does some good!	1
I hope it helps	1
I hope it helps veterans & staff.	1
I hope it is a benefit to others	1
I hope the project has strong participation	1
I hope the results help to streamline the process	1
I just hope for continual improvement to the care process	1
I like the practice.	1
I participated I because I feel that my clinic is some of the best care I have ever received- it is an excellent example of medical care and positive participation.	1
I really wanted to do the study because of for years I've always been seen by a different doctor each time and I have to repeat myself and I'm so tired of this.	1
I think any input to a study of this kind is beneficial to my self and other veterans.	1
I think maybe this should be a requirement for patients as this shows the VA cares about my health, and the doctors or medical staff desire to help.	1
I think the doctor should be told who is recording them and who is not.	1
I think this should be done in every clinic	1
I was happy to participate, so that it will improve the overall experience, for the most important person is the client.	1
I will do this again.	1
I wonder if this program would be more valuable if doctors didn't know they were being recorded.	1
If this program improves things for other vets as well it is well worth it	1
Interested in where it goes or what develops	1
Interesting	1
It seems to be a worthwhile study but possibly invasive to Doctors.	1
It was good overall	1
It was nice and short.	1
It was simple and easy.	1
Just glad VA cares enough to do it	1
keep it comin I like	1
Keep it up	1
Keep up the good job! Excellent care.	1
Keep up the good work	1
Keep up the good work & get rid of Veterans Choice	1
Keep up the good work!	1
Keep up the good work.	1
Keep up the study	1

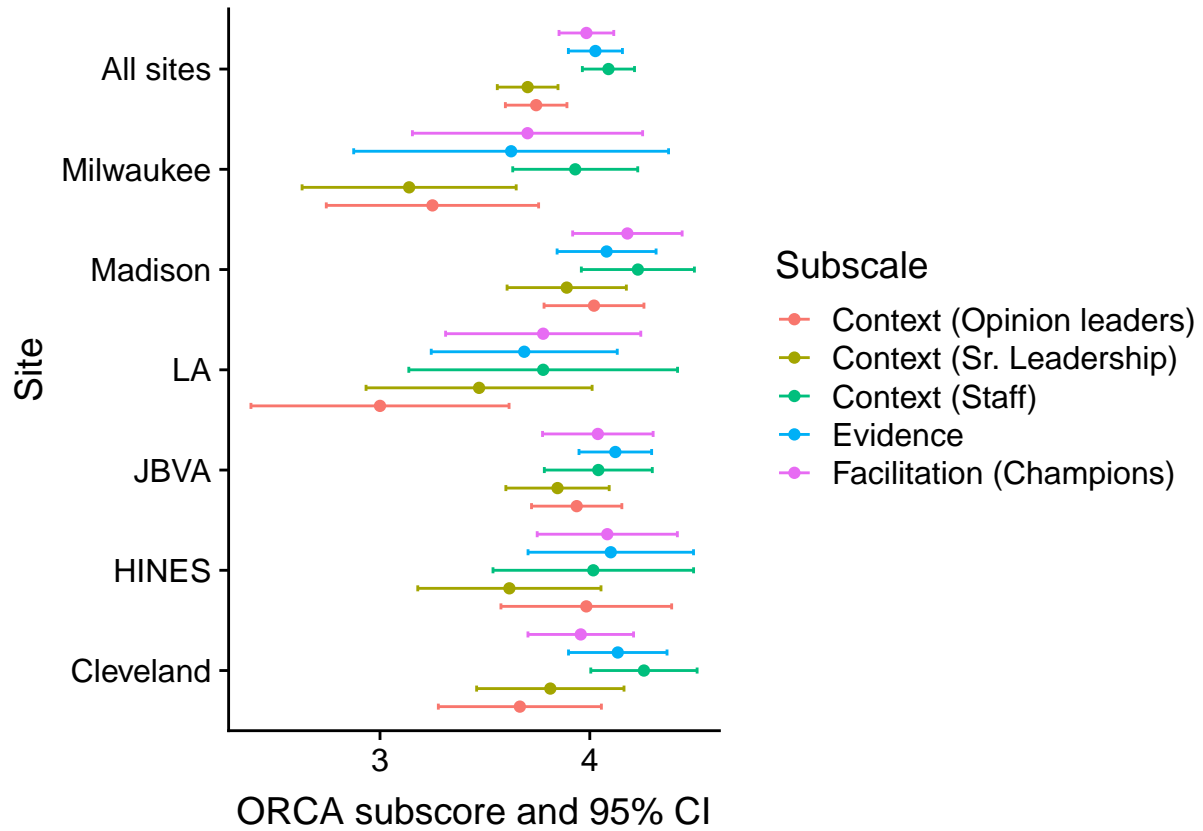
Response	Frequency
Keep up the watchful eye	1
Knowing that the VA is always trying to improve on things. I am very happy with that.	1
No- Keep up the good work! Carry on! Please see the poem I just wrote (on back)	1
No comments	1
No thanks	1
No!	1
no.	1
No.	1
No. Keep up the good work	1
No. The person performing the recording was very professiol	1
No. Good luck.	1
no?	1
None.	1
Not at this time!	1
Not at this time.	1
Not at this time. I may at some other date.	1
Not this time	1
nothing	1
Nothing else	1
Nothing I can think of	1
nothing other than keep up what you're doing	1
other programs like this	1
Should do this type of observation all the time	1
Sometimes I think it's important because to report if there is mistreatment. Good way to monitor doctors and staff.	1
Sounds like a good program for veterans. Seems very helpful.	1
thank all the people participating	1
Thank you	1
Thank you for always trying to do better	1
Thank you for doing this project	1
Thank you for helping us vets	1
Thanks for doing the project, it is needed	1
Thanks for doing this	1
Thanks for looking out for us vets	1
The care is the best!	1
This is great!	1
This was very helpful to me.	1
Unsure at this time	1
Veteran would like to know if intervention is gaining positive results	1
What's will become of results along with hopeful better care	1
X	1
xxxxx(Research Assistant) was very kind and considerate	1
Yes. Glad to have someone caring about our contribution to the country.	1
	0

Providers

A total of 137 provider surveys were available for analysis,

Cleveland	HINES	JBVA	LA	Madison	Milwaukee
31	15	39	9	25	18

Organizational Readiness to Change Assessment



Assessment of Principles Guiding the Contextualizing Care Program

