



# VETERANS HEALTH ADMINISTRATION OUTPATIENT SERVICES SURVEYS

**Background:** The Department of Veterans Affairs routinely surveys Veterans Health Administration (VHA) Outpatient Services through the customer feedback survey known as Veterans Signals (VSignals). When Veterans respond to Outpatient Services Surveys, they provide responses to Likert-scale questions as well as an optional free-text comment. One of the Likert-scale questions asks Veterans how they trust the VA on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree). Trust is measured at the nation-wide, hospital network, and individual VA Medical Center level.

**Time Period**—There are two time periods used in this analysis:

1. Overall trust measured from the inception of the surveys to present (June 2017 to April 2020)
2. Percentage of compliments, concerns, and recommendations in free-text responses since that data began begin collected (April 2018 to April 2020)

## Section 1: Overall Trust in Outpatient Services Surveys (June 2017 to April 2020)

**BLUF:** 87% of Veterans indicated they trust the VA since the outpatient services surveys have been deployed.

Total Responses Where Veterans Answered “Agree” or “Strongly Agree” to the Trust Question since June 2017:	<b>3,511,242</b>
Total Responses since June 2017:	<b>4,030,438</b>
Overall Trust Score (June 2017 to April 2020):	<b>87.1%</b>

## Section 2: Percentage of Compliments, Concerns and Recommendations (April 2018 to April 2020)

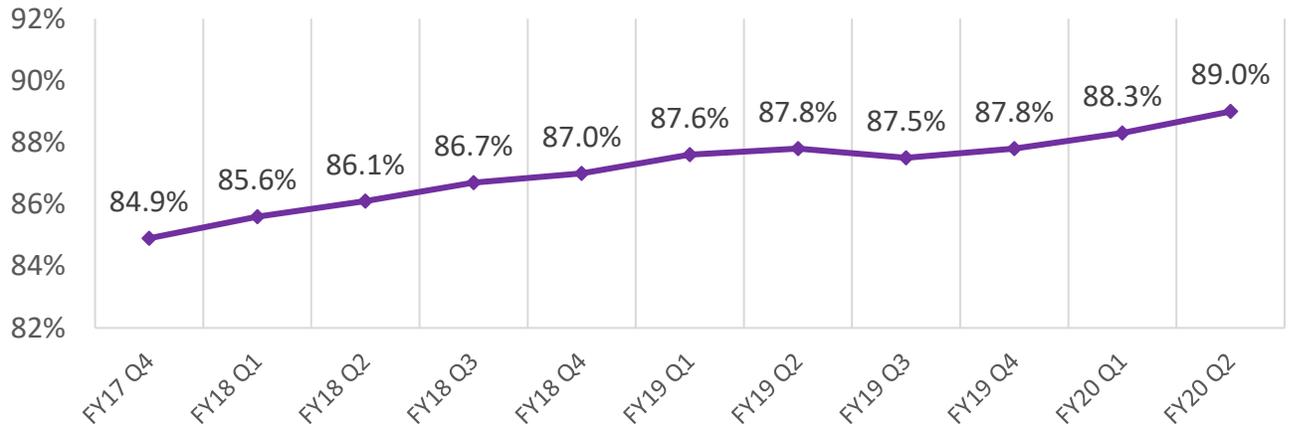
When Veterans leave free-text responses in their Outpatient Services Surveys, they select whether they are leaving a compliment, concern, or recommendation. The second part of this analysis looks the percentage of compliments, concerns, and recommendations in all Outpatient Services Surveys since April 2018 (1,819,375 responses).

**BLUF:** 68% of Outpatient Services feedback comments are complimenting in nature, 19% of feedback comments express a concern.

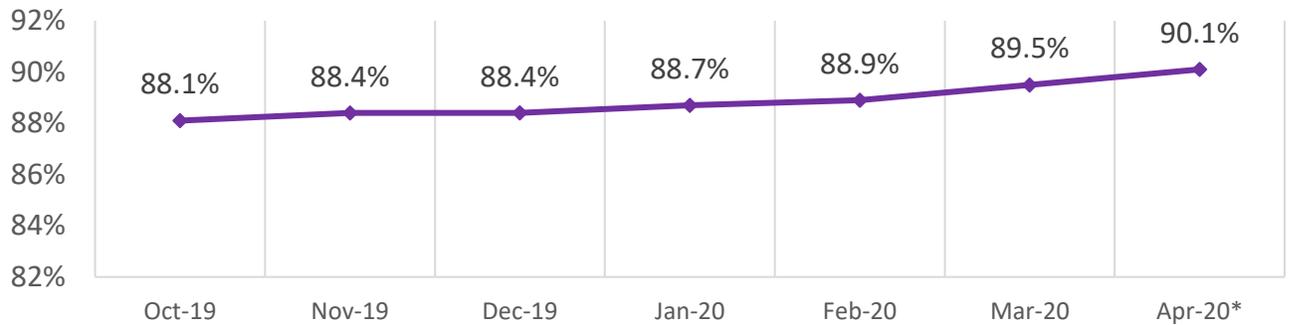
Total Compliments	Total Concerns	Total Recommendations
918,873	255,351	179,902
<b>67.9%</b>	<b>18.9%</b>	<b>13.3%</b>



### Section 3: Outpatient Services Surveys Trust Over Time by Fiscal Quarter



### Section 4: Outpatient Services Surveys Trust Over Time by Month in FY20 to Date (October 2018 to April 2020)



\*As of April 12, 2020