
The survey questions are focused on what is important to you when receiving outpatient care. Once a year, patients are randomly selected to participate in the VA national survey. The survey results help us to focus our efforts on improvements needed to better serve you, our nation's veterans.

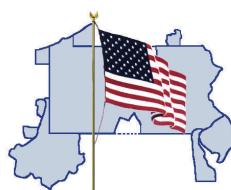


*THANK YOU
FOR HELPING US
MAKE IMPROVEMENTS POSSIBLE!*

We are here to serve our patients and are constantly striving to improve our services. If you have any comments or questions on the survey results, please contact:

James A. Russell or Margaret Reed
Patient Advocates
(814) 940-7839
Or
(814) 943-8164
Or Toll Free at
1-877-626-2500
Extensions 7484 or 7489

VA Healthcare – VISN 4



2008 3rd Quarter Outpatient Veteran Satisfaction Survey Results

*James E. Van Zandt
VA Medical Center
Altoona, PA*

Our Veteran Service Standards

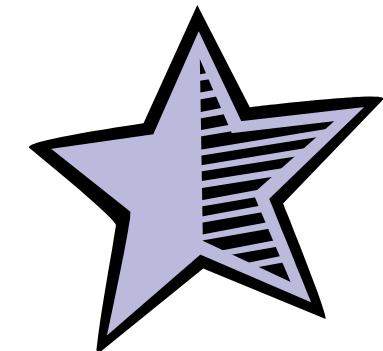
1. **Access (Timeliness)** - We will provide you with timely access to health care.
2. **Continuity of Care (One Provider)** - One health care team will be in charge of your care.
3. **Courtesy** - We will treat you with courtesy and dignity.
4. **Education & Information** - We will strive to provide information and education about your health care that you understand.
5. **Emotional Support** - We will provide support to your emotional needs.
6. **Overall Coordination of Care** - We will take responsibility for the coordination of your care.
7. **Pharmacy Service** - We will provide timely and courteous service.
8. **Preferences (Decisions)** - We will involve you in decisions about your care.
9. **Specialist Care** - Quality specialty care will be made available in a timely manner.
10. **Visit Coordination of Care** - We will take responsibility for coordination of your care.

Veterans Satisfaction Survey Results

1. **89.9%** felt they were provided with timely access to health care.
2. **88.9%** said one health care team was in charge of their care.
3. **97.7%** felt they were treated with courtesy.
4. **78.7%** received understandable information about their health care.
5. **87.7%** felt their emotional needs were met.
6. **83.6%** felt that overall coordination of care was acceptable.
7. **89.1 %** felt service was acceptable and timely.
8. **88.2%** participated in decisions about their care.
9. **86%** felt quality specialty care was provided in a timely manner.
10. **91.9%** felt they were given clear plans for their care and given test and consult results.

Things we have done to improve our performance:

- Customer service training and related activities are continuing, such as Treating Veterans with C.A.R.E. Training.
- Providing calendars to veterans with his or her name, team name, and provider's name.
- "Is there anything else I can do for you today?" courtesy campaign.



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- There were **557** surveys sent.
 - **346** (62%) veterans completed a survey.