**U.S. Department
of Veterans Affairs**

# Key Indicators for Veterans Signals VHA Outpatient Survey

Basic Statistics, Use, and Operational Data (https://www.data.va.gov/search/field_topic/basic-statistics-use-and-operational-data-311)

VA analyzes what Veterans are saying about their outpatient experiences (including mental health, primary care, optometry, physical therapy, cardiology, etc.), and levels of outpatient ease, effectiveness, and emotion are anticipated to drive increases in outpatient trust using Veterans Signal survey technology.
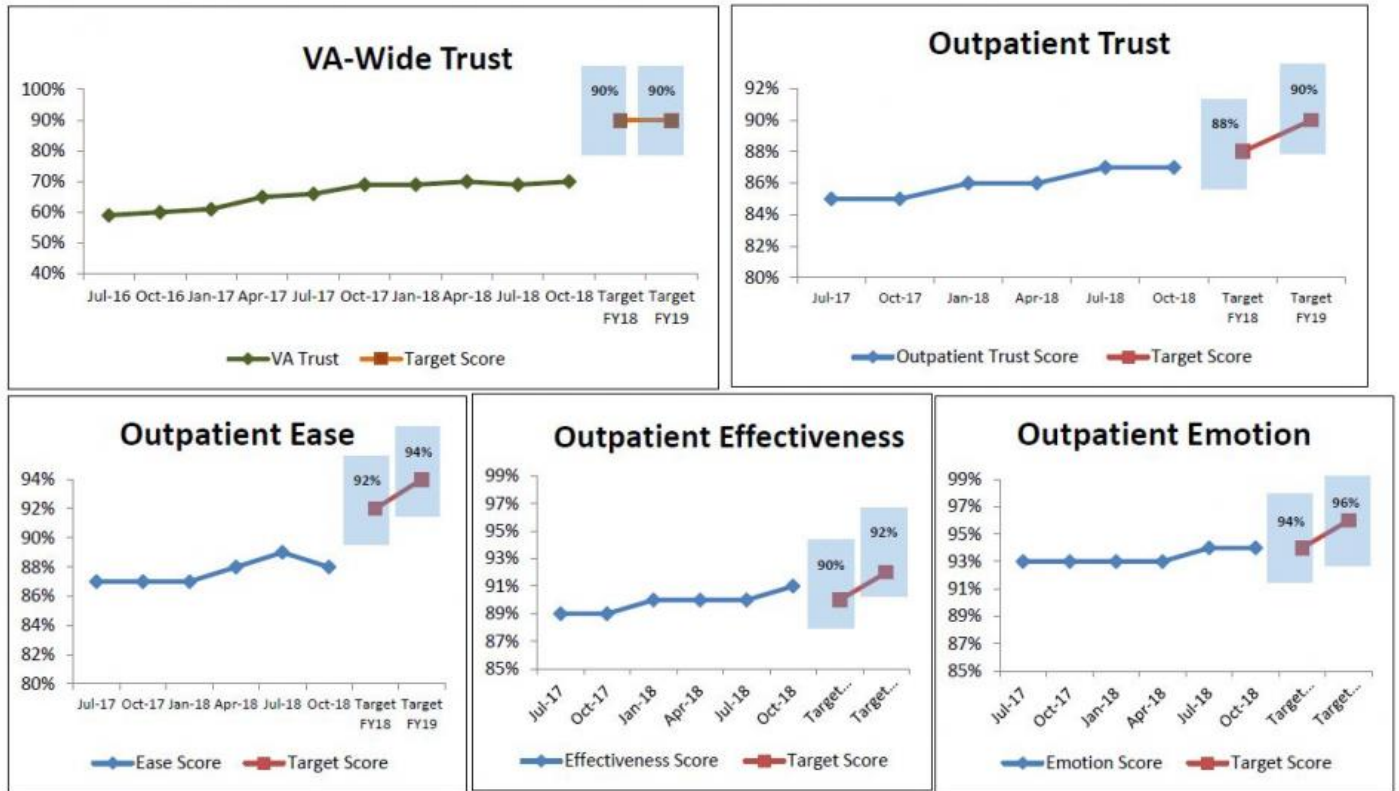
Factors that contribute to and impact a Veteran's overall perception of trust in VA include ease, effectiveness and emotion.

| | Jul 2016 | Oct 2016 | Jan 2017 | Apr 2017 | Jul 2017 | Oct 2017 | Jan 2018 | Apr 2018 | Jul 2018 | Oct 2018 | 2018 Target | 2019 Target |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| VA Trust | 59% | 60% | 61% | 65% | 66% | 69% | 69% | 70% | 69% | 70% | 90% | 90% |
| Outpatient Trust | - | - | - | - | 85% | 85% | 86% | 86% | 87% | 87% | 88% | 90% |
| Outpatient Ease | - | - | - | - | 87% | 87% | 87% | 88% | 89% | 88% | 92% | 94% |
| Outpatient Effectiveness | - | - | - | - | 89% | 89% | 90% | 90% | 90% | 91% | 90% | 92% |
| Outpatient Emotion | - | - | - | - | 93% | 93% | 93% | 93% | 94% | 94% | 94% | 96% |

Note: New Outpatient Survey questions corresponding to Ease, Effectiveness, and Emotion were introduced in Apr. 2018. These new questions were imputed in prior Outpatient surveys to remove trend breaks.

## VA-Wide Trust and Outpatient Surveys: Scores and Targets

# VA-Wide Trust and Outpatient Surveys: Scores and Targets



This information was gathered by the Veterans Experience Office using Veterans Signals survey technology. This system lets VA utilize real-time feedback from Veteran customers to guide and improve service delivery.

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VA.gov (http://www.va.gov/) - Veteran Services (http://www.va.gov/landing2_vetsrv.htm) - Business (http://www.va.gov/landing2_business.htm) - About VA (http://www.va.gov/landing2_about.htm) - Media Room (http://www.va.gov/landing2_media_room.htm) - Locations (http://www.va.gov/landing2_locations.htm) - Contact Us (http://www.va.gov/landing2_contact.htm)