VETERAN SIGNALS UPDATE
January 30, 2020
VA Boston Healthcare System

VETERAN SIGNALS

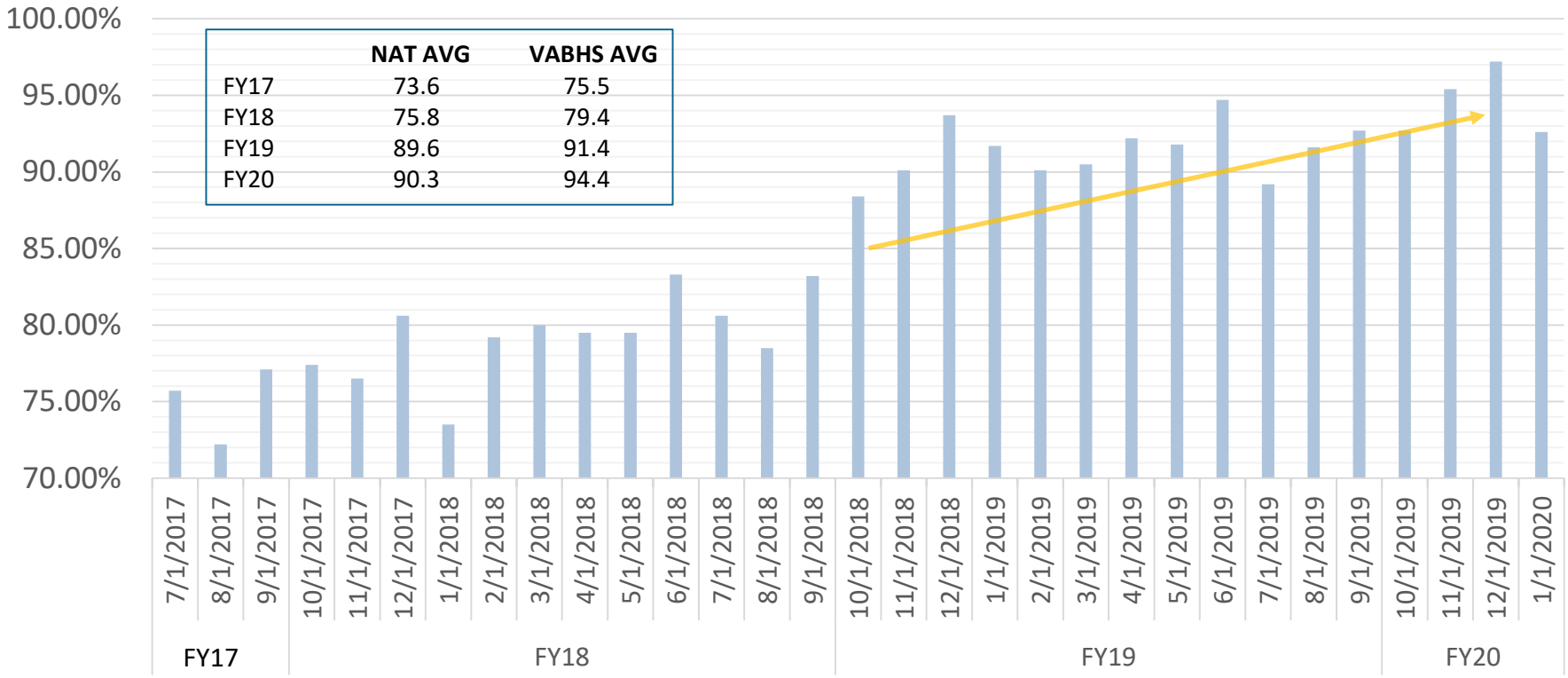
VA HEALTH CARE Defining EXCELLENCE in the 21st Century

Veterans Health Administration

VA BOSTON HEALTHCARE SYSTEM Brockton, Jamaica Plain, and West Roxbury V-Signals Customer Experience Domains *As of January 30, 2020*	Number of Responses		Ease/Simplicity It was easy for the survey participant to complete what they needed to do.		Efficiency/Speed It took a reasonable amount of time for the survey participant to do what they needed to do.		Quality The needs of the survey participant have been addressed.	
	FY19	FY20TD	FY19	FY20TD	FY19	FY20TD	FY19	FY20
Outpatient - Scheduling an Appointment	2,286	656	91	92	-	-	92	93
Outpatient - Healthcare Visit	2,012	523	97	98	-	-	91	94
Outpatient - Pharmacy (In-Person)	393	118	92	88	89	90	-	-
Outpatient - Pharmacy (Mail)	2,286	673	94	94	-	-	98	98
Outpatient - Labs/Imaging	281	138	95	92	95	94	-	-

VA BOSTON HEALTHCARE SYSTEM Brockton, Jamaica Plain, and West Roxbury V-Signals Customer Experience Domains *As of January 30, 2020*	Number of Responses		Employee Helpfulness Employees interacting with the survey participant were helpful.		Equity/Transparency The survey participant felt they were being treated fairly.		Satisfaction The survey participant is satisfied with the service received.		Confidence/Trust The survey participant's confidence in the VA has increased as a result of this interaction.	
	FY19	FY20TD	FY19	FY20TD	FY19	FY20TD	FY19	FY20TD	FY19	FY20TD
Outpatient - Scheduling an Appointment	2,286	656	-	-	96	96	96	95	92	93
Outpatient - Healthcare Visit	2,012	523	97	97	-	-	97	97	93	95
Outpatient - Pharmacy (In-Person)	393	118	-	-	94	95	93	97	93	90
Outpatient - Pharmacy (Mail)	2,286	673	-	-	-	-	97	97	93	92
Outpatient - Labs/Imaging	281	138	-	-	96	96	97	93	94	94

"After I checked in for my appointment, I knew what to expect."



	NAT AVG	VABHS AVG
FY17	73.6	75.5
FY18	75.8	79.4
FY19	89.6	91.4
FY20	90.3	94.4