



# Veteran Experience (VE)

Goal: VABHS will implement by the second quarter of FY19 a standardized method of service recovery to respond to Veteran feedback generated through Veteran Signals/Medallia. Services will improve their response rate to Veteran feedback by 50% from the baseline in Oct. 2018 by the end of FY19.

## Scope:

✓ **FY19 strategic goal achieved**

**New: VE Action Plan written after self assessment + Baldrige gaps identified + SHEP results reviewed**

## Challenges/Changes:

- Time needed for Own the Moment customer service training competing with time needed for Mission Act training
- Inpatient Veteran Signals survey coming on line

Current Progress: **VE Action Plan goal: Maintain VABHS' position as a top performer in VHA in VE as measured by SHEP and Veteran Signals 'Trust' scores**

## VE Action Plan objectives:

1. Communicate with Veterans who enter a concern or complaint in Veteran Signals according to the VAHBS SOP
2. Collate and review existing VE data for action at the Veteran Experience Committee
3. Ensure a culture of Customer Service among staff by spreading Own the Moment (OTM) training, including the SALUTE service recovery model

## Possible FY20 VE strategic goal(s):

- Measure Veteran satisfaction with VABHS vs. our competitors: survey/market Veterans using VA Pharmacy, Audiology, and Optometry only to increase their VABHS use [Baldrige]
- "Provider knew important medical history" [PC, Specialty Care SHEP Q23]
- "I knew what to do to manage my care when I left the hospital" [Inpatient SHEP Q24]