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**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

### 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

### 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

### 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]