

VA BOSTON HEALTHCARE SYSTEM VETERAN SIGNALS OUTPATIENT FEEDBACK FY19TD (FEB. 8, 2019)	Oct	Nov	Dec	Jan	Feb	Total	VHA Benchmark	Difference
Sample Size	838	832	853	808	177	3508	536529	-533021
I trust the VA.	93.6	91.3	93.0	91.8	92.7	92.4	87.7	4.7

Outpatient - Scheduling an Appointment	Oct	Nov	Dec	Jan	Feb	Total	VHA Benchmark	Difference
It was easy to get my appointment.	92.1	87.9	90.1	90.6	91.1	90.2	86.3	3.9
I got my appointment on a date and time that worked for me.	90.6	88.8	91.3	90.0	94.6	90.4	85.9	4.5
When scheduling my appointment, I was treated with courtesy and respect.	95.3	95.3	96.7	95.3	96.4	95.7	93.9	1.8

Outpatient - Healthcare Visit	Oct	Nov	Dec	Jan	Feb	Total	VHA Benchmark	Difference
After I checked in for my appointment, I knew what to expect.	89.0	90.7	92.5	92.1	90.9	91.0	89.2	1.8
After I entered this Division, I found it easy getting to my appointment.	95.3	96.6	96.0	98.5	97.8	96.6	93.1	3.5
My provider listened carefully to me.	94.1	95.4	95.6	98.5	100.0	96.0	93.1	2.9
My provider explained things in a way that I could understand.	95.8	95.3	96.5	99.0	100.0	96.7	93.7	3.1
After my visit, I knew what I needed to do next.	93.6	94.9	96.5	97.5	95.6	95.6	92.6	3.0

Outpatient - Pharmacy (In-Person)							VHA	
	Oct	Nov	Dec	Jan	Feb	Total	Benchmark	Difference
I found it easy to get my prescriptions at this Pharmacy.	96.0	91.3	92.7	92.5	94.4	93.3	87.8	5.5
My wait time was reasonable.	96.0	93.5	92.7	90.0	83.3	92.3	82.5	9.8
When I picked up my prescription(s), I was treated with courtesy and respect.	96.0	97.8	95.1	92.5	94.4	95.4	92.7	2.7

Outpatient - Pharmacy (Mail)							VHA	
	Oct	Nov	Dec	Jan	Feb	Total	Benchmark	Difference
I found it easy to get my prescriptions by mail.	96.0	95.6	94.1	94.7	96.3	95.1	93.8	1.4
I felt comfortable requesting my mail-order prescription(s).	96.0	95.9	95.8	96.1	94.4	95.9	94.6	1.3
I knew when to expect my prescription(s).	83.3	86.6	83.8	86.1	98.1	85.5	78.2	7.3
My prescription(s) arrived at my preferred address.	97.4	97.8	96.2	96.8	98.1	97.1	96.9	0.2

Outpatient - Labs/Imaging	Oct	Nov	Dec	Jan	Feb	Total	VHA Benchmark	Difference
It was easy to find the location for my lab tests or imaging.	95.5	90.0	78.9	90.5	100.0	89.5	96.1	-6.5
My lab tests or imaging were completed within a reasonable time frame.	100.0	80.0	100.0	100.0	100.0	95.3	94.3	1.0
When I got my lab tests (blood draw, etc.) or imaging (X-ray, MRI, CT scan) done, I was treated with courtesy and respect.	100.0	90.0	94.7	100.0	100.0	96.5	97.1	-0.6