



VETERAN EXPERIENCE

Report to Governing Board
VA Boston Healthcare System
April 11, 2019

Overview

- I. Recent successes
- II. Data review: segmented by gender, race, ethnicity, campus
- III. Request to Governing Board and Services

**Celebrate
recent
successes**



Clinic Name	# of Veteran comments Total Q1 FY19	Comments with notes	Percent compliant	# of Veteran comments Total Q2 FY19	Comments with notes	Percent compliant
Allergy	5	5	100%	3	3	100%
Amputation Follow up	0	0		1	1	100%
Anesthesia	16	3	19%	18	16	89%
Audiology	91	91	100%	67	62	93%
Blind Rehab	2	0	0%	1	1	100%
Cardio Thoracic	1	0	0%	2	2	100%
Cardiology	24	24	100%	16	16	100%
Dental	34	11	32%	38	19	50%
Dermatology	38	38	100%	32	32	100%
ENT	19	16	84%	14	14	100%
Emergency Dept	24	18	75%	16	15	94%
Endocrinology	10	10	100%	5	5	100%
Eye	148	120	81%	102	100	98%
GYN	1	0	0%	0	0	
Gastroenterology	13	13	100%	18	17	94%
Gen Med	49	35	71%	44	18	41%
Gen Surgery	6	6	100%	8	8	100%
Geriatric med	0	0		1	1	100%
Hematology/Oncology	15	15	100%	13	13	100%



Clinic Name	# of Veteran comments Total Q1 FY19	Comments with notes	Percent compliant	# of Veteran comments Total Q2 FY19	Comments with notes	Percent compliant
Infectious Disease	1	1	100%	2	2	100%
Neurology	17	1	6%	11	0	0%
Neurosurgery	4	2	50%	3	3	100%
Nuclear Med	5	3	60%	3	2	67%
Nutrition	17	0	0%	13	13	100%
Orthopedics	21	17	81%	17	17	100%
Pharmacy	522	359	69%	414	414	100%
Plastic	3	2	67%	0	0	
Podiatry	18	10	56%	24	24	100%
Polytrauma	1	0	0%	1	1	100%
Primary Care	178	141	79%	143	137	96%
Prosthetics	24	24	100%	13	11	85%
Pulmonary	13	13	100%	9	9	100%
Radiology	35	33	94%	30	27	90%
Rehab Physician	2	1	50%	5	5	100%
Rheumatology	8	8	100%	6	6	100%
Spinal Cord	2	0	0%	0	0	
Therapy (OT, PT, Rec Therapy)	39	18	46%	28	27	96%
Urology	8	6	75%	15	15	100%
Vascular	2	1	50%	3	3	100%
TOTALS	1416	1045	74%	1139	1059	93%

Calling Veterans within 7 days 93% of the time



CLC RESIDENT FEEDBACK

Q4FY18 – Q2FY19

Press Ganey survey results



Increased the
number of Residents
surveyed to over
50 in Q2

Question Analysis - Received Date: 7/1/18 - 9/30/18

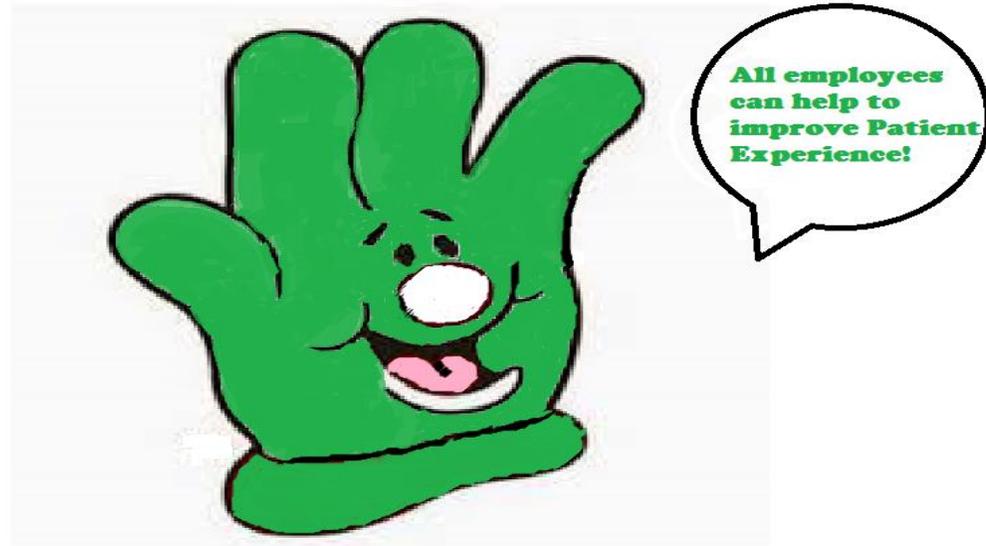
Question	Received Date 7/1/18 - 9/30/18		All Respondents					
	Mean	n	National DB N = 42		AHA Region 1&2 N = 7		VA NH Group (N < 7)	
			Mean	Rank	Mean	Rank	Mean	Rank
Availability of doctor	87.5	4	76.5	84	75.7	96	(N < 7)	N/A
Likelihood of recommending	87.5	4	82.8	64	79.6	75	(N < 7)	N/A
Staff worked together care for you [†]	100.0	3	(N < 7)	N/A	(N < 7)	N/A	(N < 7)	N/A

Question Analysis - Received Date: 10/1/18 - 12/31/18

Question	Received Date 10/1/18 - 12/31/18		All Respondents					
	Mean	n	National DB N = 42		AHA Region 1&2 N = 7		VA NH Group (N < 7)	
			Mean	Rank	Mean	Rank	Mean	Rank
Availability of doctor	81.3	12	76.5	72	75.7	84	(N < 7)	N/A
Likelihood of recommending	79.2	12	82.8	26	79.6	53	(N < 7)	N/A
Staff worked together care for you [†]	84.1	11	(N < 7)	N/A	(N < 7)	N/A	(N < 7)	N/A

Question Analysis - Received Date: 1/1/19 - 3/31/19

Question	Received Date 1/1/19 - 3/31/19		All Respondents					
	Mean	n	National DB N = 42		AHA Region 1&2 N = 7		VA NH Group (N < 7)	
			Mean	Rank	Mean	Rank	Mean	Rank
Availability of doctor	76.4	53	76.5	50	75.7	65	(N < 7)	N/A
Likelihood of recommending	81.0	50	82.8	37	79.6	57	(N < 7)	N/A
Staff worked together care for you [†]	77.9	52	(N < 7)	N/A	(N < 7)	N/A	(N < 7)	N/A



GREEN GLOVES INITIATIVE

Remember...

All employees, regardless of role/function, have an important role to play when it comes to improving **Patient Experience.**

We are committed to improving the environment at all VAMCs as we strive to create greater patient satisfaction.

SAFETY FIRST...

Never pick-up rolled up paper towels or gloves. If you can't see what's inside of it don't pick it up!

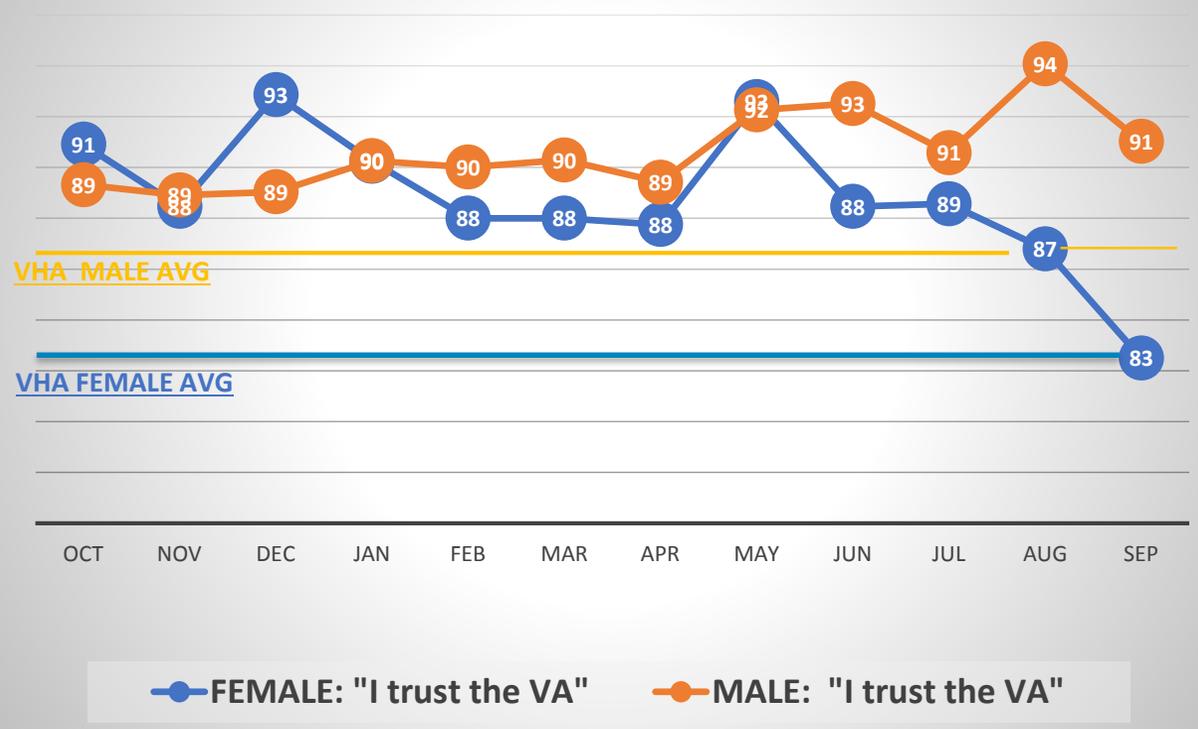
**Launched the
Green Glove
initiative in WR**

Used Veteran feedback to improve signage at WR

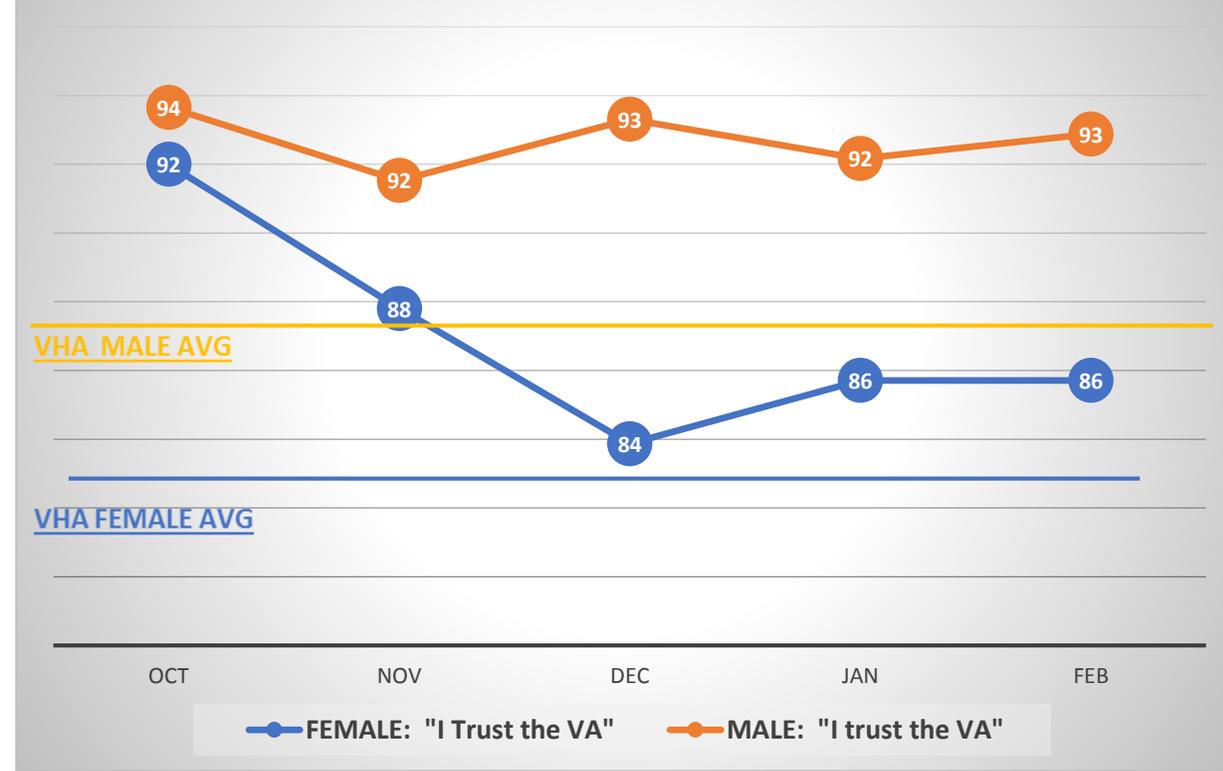


Outpatient - Labs/Imaging	Oct	Nov	Dec	Jan	Feb	Total	VHA Benchmark	Difference
It was easy to find the location for my lab tests or imaging.	95.5	90.0	78.9	90.5	100.0	89.5	96.1	-6.5
My lab tests or imaging were completed within a reasonable time frame.	100.0	80.0	100.0	100.0	100.0	95.3	94.3	1.0
When I 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

VABHS FY 18 "I Trust VA"



VABHS FY19TD: "I Trust VA"



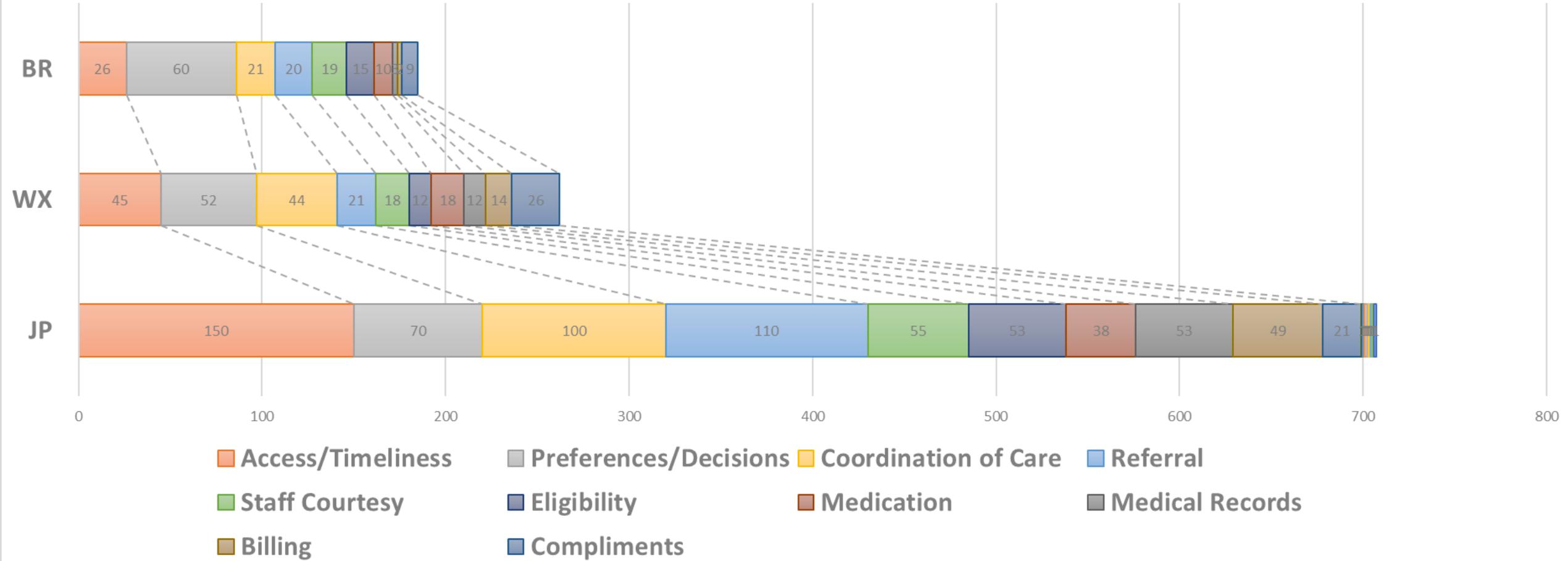
How does trust vary by gender?

How does trust vary by race or ethnicity?

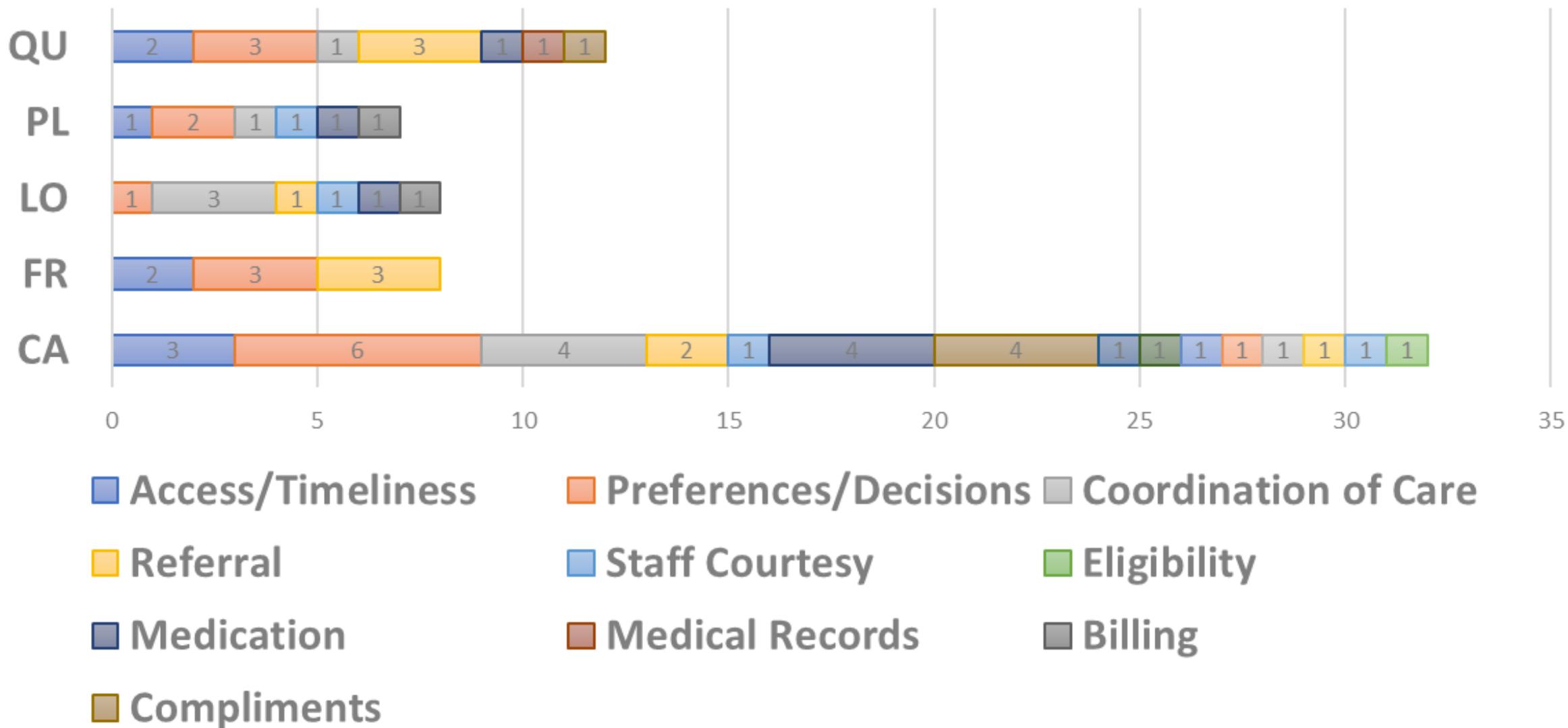


Self-reported Race/Ethnicity	VABHS Avg "I Trust the VA"	VHA Avg "I Trust the VA"	VABHS sample size (Oct 1, 2018 – April 9, 2019)
White	94	90	2678
Black/African American	95	88	187
Asian	94	89	31
American Indian or Alaskan Native	92	83	47
Native Hawaiian or Other Pacific Islander	91	85	11
Hispanic or Latino	92	88	99

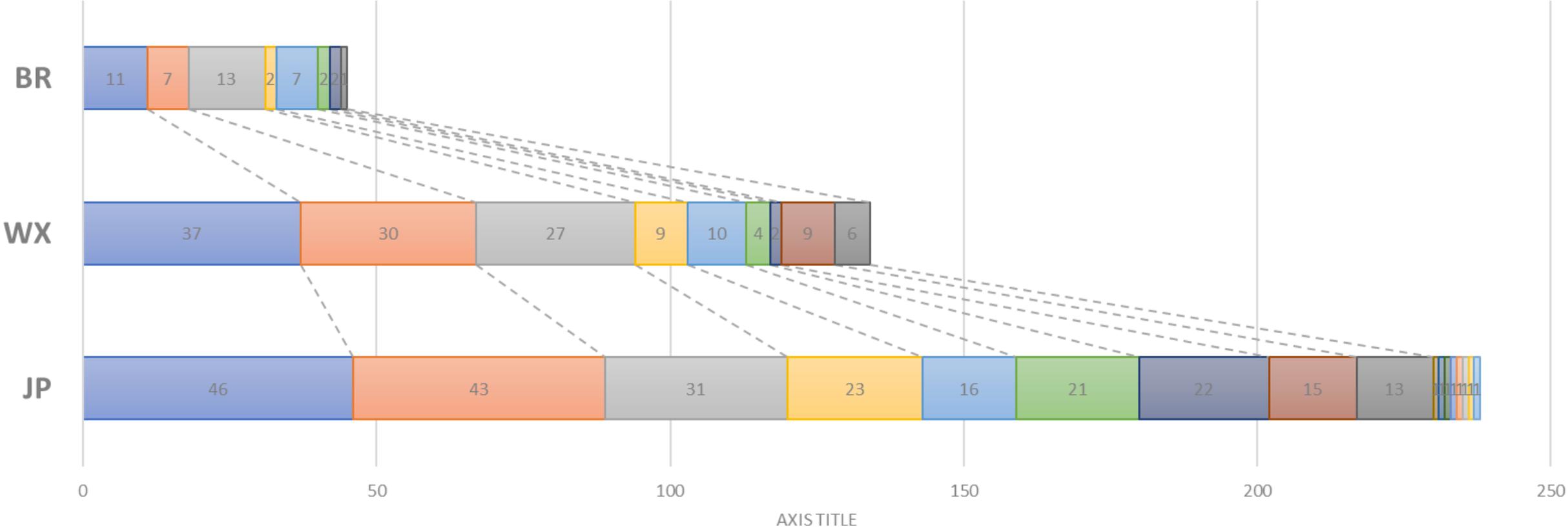
FY18 Patient Advocate Issues by Campus



FY18 Patient Advocate Issues by CBOC

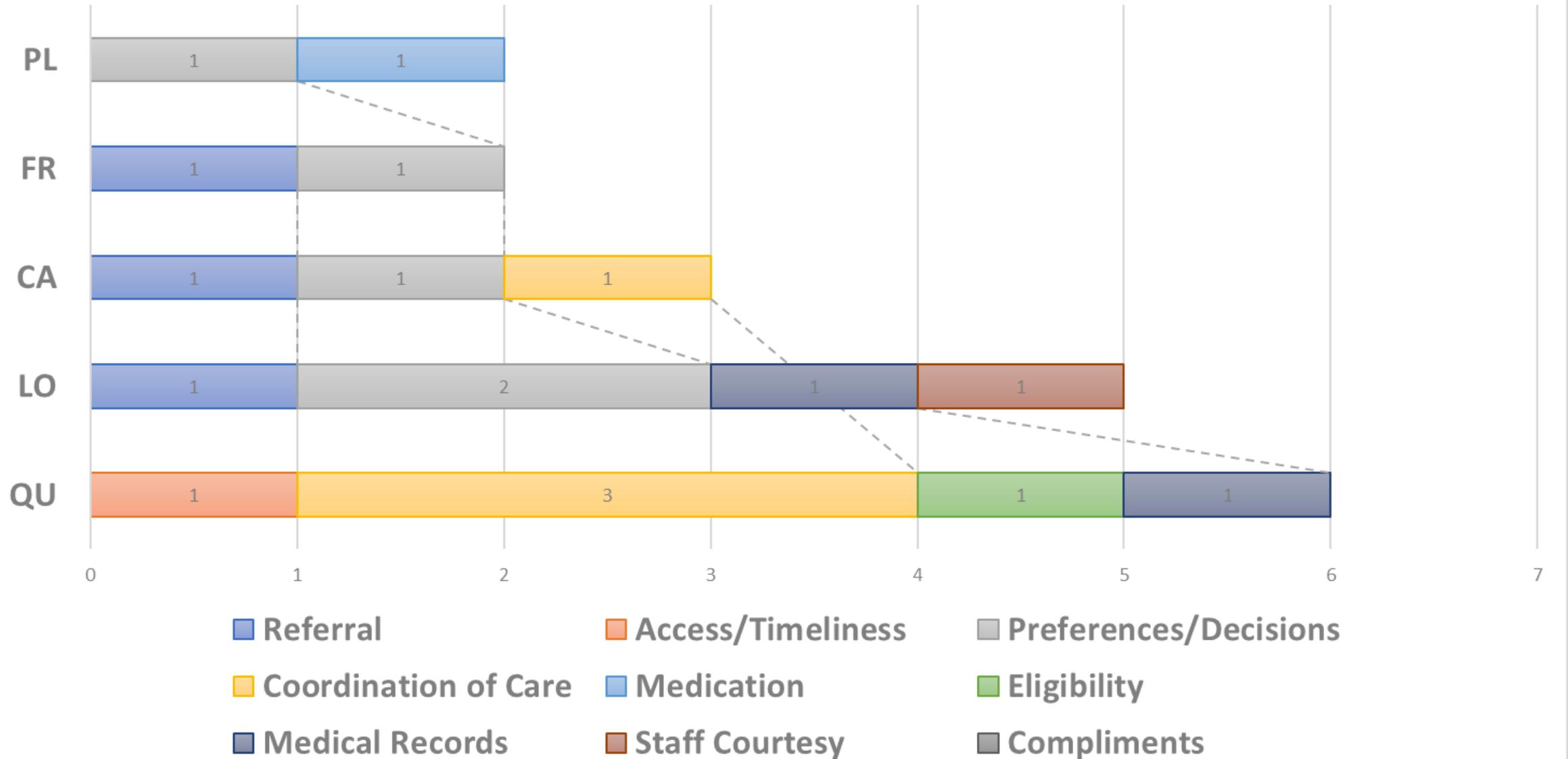


FY19TD Patient Advocate Issues by Campus



- Referral
- Access/Timeliness
- Preferences/Decisions
- Coordination of Care
- Medication
- Eligibility
- Medical Records
- Staff Courtesy
- Compliments

FY19TD Patient Advocate Issues by CBOC



FY19 Senior Executive Performance Plan- Veteran Experience elements

As of: 04/08/2019					Aspirational					Solid Red = Goal Not Met			
Measure	Period	Natl	Goal	Goal	VISN	VA ME	WRJ	Bedford	BHCS	Mnchstr	CW Mass	Prvdnce	VA CT
Critical Element (CE) 1 • Leading Change - 20%					V01	402	405	518	523	608	631	650	689
CE 2b3. Cleanliness of Hospital Environment SHEP Q 8 : "During this hospital stay, how often were your room and bathroom kept clean?"	Jul18-Dec18	71.0	85	90	73.9	79.7	74.7	-	69.6	-	-	77.6	76.9
CE 2b4. Cleanliness of Hospital Environment (Adj)	Oct17-Sep18	67.1	85	90	70.0	73.1	71.7	-	68.6	-	-	68.2	68.4
Critical Element (CE) 4 • Building Coalitions - 10%													
4d2. SHEP PCMH Q14: "In the last 6 months, when you contacted this provider's office during regular office hours, how often did you get an answer to your medical question the same day?"	Jul18-Dec18	47.8	63		62.7	60.8	58.7	57.1	63.2	48.1	57.9	69.2	71.0

The ask:

- 1. Services share Veteran Signals feedback at Service staff and leadership meetings ... when evaluating the data, ask the question: “What improvements can be made from this Veteran feedback?”**
- 2. Post Veteran Signals data on Huddle Boards/Improvement Boards.**
- 3. Service Chiefs send a brief email to me to share the findings of their rounds.**

**“The way we
treat Veterans
today is the
reason
they will choose
VA
tomorrow.”**

