



UPDATE
June 2018

FY18 vs FY19TD	FY18 Total	FY18 Benchmark	FY18 Difference		FY19TD Total	FY19TD Benchmark	FY19TD Difference	
Sample Size	10281	1658251			6303	1004731		
I trust the VA.	90.6	86.4	4.2		92.5	87.7	4.8	1.9

FY18 vs FY19TD	FY18 Total	FY18 Benchmark	FY18 Difference		FY19TD Total	FY19TD Benchmark	FY19TD Difference	
Outpatient - Scheduling an Appointment								
It was easy to get my appointment.	88.9	85.6	3.3		91.5	86.5	5.0	2.7
I got my appointment on a date and time that worked for me.	88.9	85.3	3.5		91.2	86.1	5.1	2.3
When scheduling my appointment, I was treated with courtesy and respect.	93.7	93.1	0.7		96.3	94.0	2.3	2.6
I trust the VA.	88.5	84.2	4.3		91.2	85.8	5.3	2.7

FY18 vs FY19TD	FY18 Total	FY18 Benchmark	FY18 Difference		FY19TD Total	FY19TD Benchmark	FY19TD Difference	
Outpatient - Healthcare Visit								
After I entered this Division, I found it easy getting to my appointment.	93.5	91.3	2.2		95.8	93.2	2.6	2.3
After I checked in for my appointment, I knew what to expect.	79.7	75.8	3.9		91.5	89.5	2.0	11.8
My provider listened carefully to me.	94.6	91.3	3.3		95.9	93.1	2.9	1.3
My provider explained things in a way that I could understand.	94.3	92.1	2.3		96.4	93.6	2.8	2.1
After my visit, I knew what I needed to do next.	94.0	90.7	3.4		95.0	92.5	2.5	1.0
I trust the VA.	91.6	86.3	5.3		93.8	88.6	5.2	2.2

FY18 vs FY19TD	FY18 Total	FY18 Benchmark	FY18 Difference		FY19TD Total	FY19TD Benchmark	FY19TD Difference	
Outpatient - Pharmacy (In-Person)								
I found it easy to get my prescriptions at this Pharmacy.	87.1	85.9	1.2		92.2	88.2	4.1	5.1
My wait time was reasonable.	86.3	82.4	3.9		90.8	83.1	7.7	4.5
When I picked up my prescription(s), I was treated with courtesy and respect.	90.2	91.6	-1.4		95.1	92.7	2.4	5.0
I trust the VA.	88.9	85.8	3.1		92.2	87.6	4.7	3.4

FY18 vs FY19TD	FY18 Total	FY18 Benchmark	FY18 Difference		FY19TD Total	FY19TD Benchmark	FY19TD Difference	
Outpatient - Pharmacy (Mail)								
I found it easy to get my prescriptions by mail.	94.8	93.1	1.7		95.6	93.8	1.8	0.9
I felt comfortable requesting my mail-order prescription(s).	96.4	94.4	2.0		96.1	94.6	1.5	-0.3
I knew when to expect my prescription(s).	85.6	78.7	6.9		85.9	78.5	7.5	0.3
My prescription(s) arrived at my preferred address.	97.4	96.8	0.6		97.2	97.0	0.2	-0.3
I trust the VA.	92.2	87.3	4.9		92.8	87.9	4.9	0.5

FY18 vs FY19TD	FY18 Total	FY18 Benchmark	FY18 Difference		FY19TD Total	FY19TD Benchmark	FY19TD Difference	
Outpatient - Labs/Imaging								
It was easy to find the location for my lab tests or imaging.	91.2	94.6	-3.4		94.8	96.1	-1.3	3.5
My lab tests or imaging were completed within a reasonable time frame.	94.2	93.3	0.9		94.8	94.4	0.4	0.6
When I got my lab tests (blood draw, etc.) or imaging (X-ray, MRI, CT scan) done, I was treated with courtesy and respect.	95.7	96.3	-0.6		97.7	97.1	0.6	2.0
I trust the VA.	90.3	87.9	2.4		91.3	91.2	0.1	1.0

	NUMBER OF COMMENTS	COMPLIMENTS	CONCERNS	RECOMMENDATIONS	TRUST AGREEMENT (OUTPATIENT)
Overall Provider and Service Satisfaction	206	84.2%	3.5%	12.4%	97.6%
Overall Service Satisfaction	194	85.3%	3.7%	11.1%	97.9%
Specialist Care Satisfaction	12	66.7%	0.0%	33.3%	91.7%
Office Staff Attitude and Helpfulness	26	80.8%	7.7%	11.5%	96.2%
Office Staff Pharmacy	15	80.0%	6.7%	13.3%	100.0%
Office Staff (Provider/Nurse)	11	81.8%	9.1%	9.1%	90.9%
Office Staff (SHEP Composite)	10	80.0%	10.0%	10.0%	90.0%
Communication	15	53.3%	13.3%	33.3%	93.3%
Access	6	66.7%	33.3%	0.0%	100.0%
Reminders	4	0.0%	0.0%	100.0%	75.0%

	NUMBER OF COMMENTS	COMPLIMENTS	CONCERNS	RECOMMENDATIONS	TRUST AGREEMENT (OUTPATIENT)
Care Coordination	2	100.0%	0.0%	0.0%	100.0%
Community Care	2	0.0%	100.0%	0.0%	50.0%
Comprehensiveness	1	0.0%	0.0%	100.0%	100.0%
Self Management Support	1	100.0%	0.0%	0.0%	100.0%

OVERALL PROVIDER AND SERVICE SATISFACTION

Causeway St pharmacy is the pharmacy I like using. It's a very personal experience. The pharmacist is someone I trust and like very much. It felt incredibly good when she recognized me, after being away a few years. It's not close to my current home, but I make the extra effort to go to causeway just to feel good. If not for causeway st, I would have left the va.

My sole contact with the JP facility is with [REDACTED]. I wish there were greater continuity of treatment. I never see the same clinician twice. They don't wear name tags. I'm always starting over with a new face not someone who knows me and is familiar with my particular condition. Everyone is polite and efficient and thorough, just kinda impersonal.

I find the VA to be one of the most Pleasant Hospital I've ever been in and I've worked in Brigham and Women's for 5 or 6 years I've never seen staff so happy to be e where they ate.

OVERALL SERVICE SATISFACTION

I always am treated with respect and care. My only concern is the wait time to be called for appointments, is often long...30 minutes or more.

Dr Miller was great. Checked my eyes completely. Had another Doctor come in to confer about one thing he had found and they explained everything to my wife there in the room. She is a R.N. and knew more about what they were speaking about than I did. I feel I got excellent care and am very pleased. I'm so thankful for the VA and what they do for us.

Everything was AOK but I was amazed to see a paper ticket machine (like at the Deli) that we had to take a number from in order to get in the queue to use the touch-screen check-in machine to get a number into the blood lab! I thought it was a joke, but others were doing the double ticketing. Who thunk that one up?

The traffic getting through Boston from the North Shore was very, very bad. Once getting to the VA facility there was no parking either in the VA garage or surrounding areas. I was late for my appointment (called to let them know). It was a very frustrating experience just to get to the Jamacia Plain facility. The doctors, nurses, and staff are wonderful, but the process to get there is awful.

I have been going to JP for over 10 yrs now i make the 36 mile drive because it's worth it to me. I hear alot of people complaining about wait times and traffic and all that stuff. Everybody is in such a rush. I tell them here's an idea you don't like it go somewhere else I didn't come here to listen to you complain. I believe everyone i have interacted with at JP cares about patients and people.

COMMUNICATION

Listen to the Veteran they usually know exactly what is going on with them. I have been in outside care dealing with cancer, lost my insurance right in the middle of my diagnosis, I return to VA they take over a month to see me in oncology. When I could be helped on the outside sooner, it took less than a week for appt. @ Dana Farber, who had access to the same records. DF sees the urgency. VA??

It would be awesome if the Doctor could see you within a half hour of your scheduled appointment. Some veterans I talked too when I was there were thinking about leaving because they had been waiting more than 1 to 2 hours. My wait was 45 minutes passed the appointment time

Was told by my pcp when I complained about getting my fmla paperwork completed "we do medical here not paperwork" and was told I had to leave because she had another patient to see. Did not feel she cared about my concerns about my fmla or alternative to physical therapy I wanted to try.

It would be great if it didn't matter which VA we're registered at, so that we could refill all our prescriptions at any location instead of wasting a tremendous amount of our time and your resources sitting in the ER only to order a refill which could have been handled at the pharmacy.

I was very impressed with the care I received at West Roxbury VA. I would like to thank all the staff for their kindness, understanding, compassion, thoroughness, attention to the details and professionalism. Truly amazing teams.

The VA is "The best care anywhere"
Time after time I am thankful for having the VA as my healthcare provider.

Very happy about the care I receive from my primary care doctor. I never feel rushed as I try to explain my health issues. As a Vietnam Veteran, it took me decades to turn to the VA. Now, when I visit the VA, I feel comfort just sitting there in the lobby . . . even though I really don't know anyone, I like sitting there with my fellow veterans.