

**SURVEY OF VETERAN ENROLLEES' HEALTH AND RELIANCE UPON VA - KEY DRIVERS
MODULE**

- I. USAGE OF VA HEALTH CARE
- II. ENROLLMENT IN VA HEALTH CARE
- III. ATTITUDES SURROUNDING VA HEALTH CARE

NOTE: QUESTIONS IN EACH SECTION WILL BE RANDOMIZED FOR INTERVIEWING.

NOTE: Questions 1-21 are aimed at understanding how veterans use or might use VA health care.

I **USAGE OF VA HEALTH CARE**
Interviewer, for each question, read list.

1	DEPENDENCE I use VA to meet...	1	All of my health care needs
		2	Most of my health care needs
		3	Some of my health care needs
		4	None of my health care needs
		5	I have no health care needs
		98	Don't Know
		99	Refused

2	SUMMARY USE I rely on VA for...	1	All of my health care needs
		2	Most of my health care needs
		3	Some of my health care needs
		4	None of my health care needs
		5	I have no health care needs
		98	Don't Know
		99	Refused

USE TYPE I

PREQ3
Now I am going to read you a list of different types of health care services. Given your current situation, if you needed to use these services or if you already do use them, please tell me if you would definitely go to VA, maybe go to VA, or would you definitely go somewhere else. Lets begin...

Interviewer, for each question, read list.

3	Preventative Care Such as Physicals or Immunizations	1	Would definitely go to VA
		2	Would maybe go to VA
		3	Would definitely go somewhere else
		98	Don't Know
		99	Refused

4	Urgent Care, such as when you are sick and need to see a doctor within a day	1	Would definitely go to VA
		2	Would maybe go to VA
		3	Would definitely go somewhere else
		98	Don't Know
		99	Refused

5	Routine or Necessary Care, such as to see your primary care physician for routine day to day care (for example, for a cold or the flu).	1 2 3 98 99	Would definitely go to VA Would maybe go to VA Would definitely go somewhere else Don't Know Refused
6	Prescriptions or Other Medical Supplies	1 2 3 98 99	Would definitely go to VA Would maybe go to VA Would definitely go somewhere else Don't Know Refused
7	Mental Health Care	1 2 3 98 99	Would definitely go to VA Would maybe go to VA Would definitely go somewhere else Don't Know Refused
8	X-Rays or Lab Tests	1 2 3 98 99	Would definitely go to VA Would maybe go to VA Would definitely go somewhere else Don't Know Refused
9	Inpatient Care	1 2 3 98 99	Would definitely go to VA Would maybe go to VA Would definitely go somewhere else Don't Know Refused
10	Vision Care	1 2 3 98 99	Would definitely go to VA Would maybe go to VA Would definitely go somewhere else Don't Know Refused
PREQ11	<p style="text-align: center;">USE TYPE II</p> <p>Now, I am going to read you a list of common health problems, conditions, or services. If you now have or in the future developed the need to use related health care, please tell me if you would definitely go to VA, would maybe go to VA, or would definitely go somewhere else.</p> <p>Interviewer, for each question, read list.</p>		

11	Arthritis	1	Would definitely go to VA
		2	Would maybe go to VA
		3	Would definitely go somewhere else
		98	Don't Know
		99	Refused
12	Heart Disease	1	Would definitely go to VA
		2	Would maybe go to VA
		3	Would definitely go somewhere else
		98	Don't Know
		99	Refused
13	Digestive Problems	1	Would definitely go to VA
		2	Would maybe go to VA
		3	Would definitely go somewhere else
		98	Don't Know
		99	Refused
14	Cancer	1	Would definitely go to VA
		2	Would maybe go to VA
		3	Would definitely go somewhere else
		98	Don't Know
		99	Refused
15	Stroke	1	Would definitely go to VA
		2	Would maybe go to VA
		3	Would definitely go somewhere else
		98	Don't Know
		99	Refused
16	Mental Health Problems	1	Would definitely go to VA
		2	Would maybe go to VA
		3	Would definitely go somewhere else
		98	Don't Know
		99	Refused
17	Substance Abuse Problems	1	Would definitely go to VA
		2	Would maybe go to VA
		3	Would definitely go somewhere else
		98	Don't Know
		99	Refused
18	Post-Traumatic Stress Disorder (PTSD)	1	Would definitely go to VA
		2	Would maybe go to VA
		3	Would definitely go somewhere else
		98	Don't Know
		99	Refused

19	Service-Connected Conditions	1 2 3 98 99	Would definitely go to VA Would maybe go to VA Would definitely go somewhere else Don't Know Refused
20	Prosthetics Interviewer Note: This includes appliances, equipment and devices such as artificial limbs, orthopedic braces and shoes, wheelchairs, or crutches and canes - but NOT eyeglasses or hearing aids.	1 2 3 98 99	Would definitely go to VA Would maybe go to VA Would definitely go somewhere else Don't Know Refused
21	Homemaker/Home Health Aide Services Interviewer Note: ...such as when a nurse or aide comes into your home to assist you with nutrition and meals, medications, medical equipment, rehabilitation, etc.	1 2 3 98 99	Would definitely go to VA Would maybe go to VA Would definitely somewhere else Don't Know Refused
NOTE: Questions 22- 33 are aimed at understanding perceptions of VA that are components of reliance.			
II	ENROLLMENT NOTE: SCREENER question for ENROLLMENT Questions 22 - 26 is in Health Insurance Module. I am now going to read you a series of statements that I would like you to tell me how much you agree with. For each statement tell me if you completely agree, agree, neither agree nor disagree, disagree, or completely disagree. Interviewer, for each question, read list.		
22	I enrolled in VA health care to fill gaps in my coverage.	1 2 3 4 5 98 99	Completely agree Agree Neither agree nor disagree Disagree Completely disagree Don't Know Refused
23	I enrolled in VA health care to obtain services more cost-effectively to me.	1 2 3 4 5 98 99	Completely agree Agree Neither agree nor disagree Disagree Completely disagree Don't Know Refused

24	I enrolled in VA health care in case I was to lose my health care coverage, that is as a safety net or backup.	1 2 3 4 5 98 99	Completely agree Agree Neither agree nor disagree Disagree Completely disagree Don't Know Refused
25	I enrolled in VA health care because I am entitled to the benefits/because I deserve them.	1 2 3 4 5 98 99	Completely agree Agree Neither agree nor disagree Disagree Completely disagree Don't Know Refused
26	I enrolled in VA health care because I had no other coverage.	1 2 3 4 5 98 99	Completely agree Agree Neither agree nor disagree Disagree Completely disagree Don't Know Refused
III PREQ27	<p>ATTITUDES</p> <p>I am now going to read you a list of statements and I would like you to rate each statement on a (5/10) point scale, with 1 being the most true and (5/10) being the least true.</p> <p>Interviewer: In Qs 27-33, and for each individual item, enter numerical rating, or 98 for "Don't Know" or 99 for "Refused".</p>		
27	<p>Overall Image</p> <p>1. VA serves people like me.</p> <p>2. Veterans like me are comfortable going to VA.</p> <p>3. Veterans like me like going to VA because you can talk to other veterans.</p> <p>4. Veterans like me hear or read good things about VA health care from other people.</p>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	
28	<p>Cost</p> <p>1. VA is the most cost-effective healthcare provider for veterans like me.</p> <p>2. VA provides health care at a cost veterans like me can afford.</p> <p>3. VA offers veterans like me the best value for our health care dollar.</p> <p>4. For veterans like me, some VA services are a better value than those you can get from other health care providers.</p>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	

29	<p>Quality</p> <ol style="list-style-type: none"> 1. Veterans like me who go to VA are well taken care of. 2. Veterans like me who use VA are satisfied with the health care they receive. 3. Veterans like me are confident in the care they receive from VA. 4. VA facilities have the most up to date medical technology. 5. VA health care providers are experts in their fields. 6. VA health care providers explain treatment/diagnoses in a way that patients can understand. 7. VA health care providers treat their patients with respect. 8. VA health care providers listen to their patients' concerns. 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
30	<p>Convenience</p> <ol style="list-style-type: none"> 1. There is a VA health care facility close to where I live. 2. Veterans like me can get in and out of an appointment at VA in a reasonable time. 3. When veterans like me go to VA for an appointment, they do not wait a long time to see the doctor. 4. Transportation to and from the VA facility is manageable for veterans like me. 5. There is a VA provider in my area that offers all of the health care services that veterans like me need. 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
31	<p>Accessibility</p> <ol style="list-style-type: none"> 1. It is easy for veterans like me to get around in the VA health care facility. 2. Veterans like me can see many different doctors, specialists, etc., in one visit to VA. 3. I feel I know what is available to me through my VA coverage. 4. I understand how my VA health insurance coverage works. 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
32	<p>Availability</p> <ol style="list-style-type: none"> 1. Patients can get an appointment at VA when they want or need one. 2. It takes more than 30 days to get an appointment at VA. 3. Patients can see specialists at VA when they need to. 4. VA patients can see the doctor/health care provider that they want. 5. There is plenty of parking at my local VA facility. 6. It is easy to get to my local VA facility. 7. My local VA facility has enough staff to meet the needs of veterans in this area. 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

33	Other Factors	
	1. My best friends include veterans met through military service or veterans groups.	<input type="checkbox"/>
	2. If the cost of health care to me increases, I will use VA more.	<input type="checkbox"/>
	3. I would only use VA if I did not have access to any other source of health care.	<input type="checkbox"/>
	4. I have a doctor outside VA who I really like and trust.	<input type="checkbox"/>
	5. My family has a health insurance plan that covers me and the rest of the family	<input type="checkbox"/>
	6. Veterans who can afford to use other sources of health care should leave the VA to those who really need it.	<input type="checkbox"/>