



VA OUTPATIENT SERVICES FY2018 TRUST SURVEY

BACKGROUND: The Department of Veterans Affairs routinely surveys Veterans Health Administration Outpatient Services through the customer feedback survey known as Veterans Signals. When Veterans respond to Outpatient Services surveys, they provide responses to Likert-scale questions as well as an optional free-text comment. One of the Likert-scale questions asks Veterans how they trust the VA on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree). Trust is measured at the nation-wide, hospital network, and individual VA Medical Center level.

Overall Survey Findings

Trust in VA at 92.1% (128 of 139) of all VA Medical Centers increased according to Outpatient Services survey respondents from 2017 to 2018 (FY2018).

Trust in FY18:

BLUF: 86% of Veterans indicated they trust the VA in FY18.

Total Responses Where Veterans Answered "Agree" or "Strongly Agree" to the Trust Question in FY18:	1,434,224
Total Responses in FY18	1,660,563
FY18 Trust Score:	86.4%

When Veterans leave free-text responses in their Outpatient Services Surveys, they select whether they are leaving a compliment, concern, or recommendation. The second part of this analysis looks the percentage of compliments, concerns, and recommendations in all Outpatient Services Surveys since April 2018 (439,730 responses).

Breakdown of Feedback Type:

BLUF: 68% of Outpatient Services feedback comments are complimenting in nature, 19% of feedback comments express a concern.

Total Compliments	Total Concerns	Total Recommendations
299,785	83,521	56,424
68.2%	19%	12.8%

