**Current VA-Wide Trust Score:** 76% (▼ 2.0%)

**Male Veteran Trust:** 76.4% (▼ 2.6%)
- <30: 62.1%
- 30-39: 57.8%
- 40-49: 69.7%
- 50-59: 77.5%
- 60+: 86.3%

**Female Veteran Trust:** 71.0% (▼ 1.3%)
- <30: 74.2%
- 30-39: 62.5%
- 40-49: 62.3%
- 50-59: 74.6%
- 60+: 83.7%

**Trust by Race and Ethnicity**
- American Indian or Alaskan Native: 85.7%
- Asian: 91.3%
- Black or African American: 90.0%
- Native Hawaiian or Pacific Islander: 88.0%
- White: 91.9%
- Hispanic or Latino: 91.3%
- Not Hispanic or Latino: 91.6%

**VA-WIDE CUSTOMER EXPERIENCE DRIVERS**

- **EASE**
  - 70% (▼ 2.0%)

- **EFFECTIVENESS**
  - 75% (▼ 2.0%)

- **EMOTION**
  - 73% (▼ 2.0%)

- **EMPLOYEE HELPFULNESS**
  - 9.0

- **EQUITY AND TRANSPARENCY**
  - 9.1

- **QUALITY**
  - 9.3

- **SATISFACTION**
  - 9.4

- **SIMPPLICITY**
  - 9.0

- **SPEED**
  - 8.7

**TOP COMPLIMENTS**
- ✔ Quality of Care
- ✔ Cleanliness of Facility
- ✔ Interactions with Staff
- ✔ Specialty Care Satisfaction
- ✔ Ear Clinic Services

**TOP CONCERNS**
- ✗ Scheduling an Appointment for Initial Visit
- ✗ Scheduling an Appointment
- ✗ Appointment Cancellation by VA
- ✗ Accuracy of Mail Order Prescription Addresses
- ✗ General MISSION Act Feedback

Concerns and compliments from VA Health Care Outpatient Surveys. Arrow and change is compared to last quarter’s trust report.

**KEY:** ▲ positive, ▼ negative, or — neutral.
VA CALL CENTER EXPERIENCE

Trust
“I understood the information provided by the [Agent].” 7.4 ↓

Simplicity/Speed
“I waited a reasonable amount of time to speak to a [Agent].” 8.1 ↓

Efficiency/Speed
“The [Agent] took a reasonable amount of time to address my need.” 8.0 ↓

Employee Helpfulness
The [Agent] I interacted with was helpful.” 8.6 ↓

Quality
The issue that I contacted [Contact Center] about on [Call Date] was resolved.” 7.3 ↓

Satisfaction
“I am satisfied with the service I received from the [Contact Center].” 7.7 ↓

VSIGNALS SURVEY DATA

2016 - FY2021 Q4

45,301,790 VSignals Surveys Sent (total)
7,729,906 VSignals Surveys Received (total)
2,668,941 Free-Text Responses (total)
95 Active VSignals Surveys (current)

COVID-19 SURVEY SUMMARY

CONFIDENCE/TRUST
90.7% (↑ 1.1%)

QUALITY
91.4% (↑ 1.7%)

EASE/SIMPLICITY
61.0% (↑ 1.8%)

EMPLOYEE
HELPFULNESS
90.3% (↑ 2.9%)

PREFERENCE OF CARE

VIDEO
TELEHEALTH
12.3%

IN-PERSON
66.9%

PHONE
6.5%

NO PREFERENCE
13.8%

Top 3 Reasons for Getting Vaccinated

84.9%
IT’S THE BEST WAY TO PREVENT ME FROM GETTING SICK FROM COVID-19

62.8%
IT’S THE BEST WAY TO PREVENT OTHERS FROM GETTING COVID-19

43.6%
IT WILL CONTRIBUTE TO ENDING THE COVID-19 PANDEMIC

1,973 Veterans responded to a COVID-19 Survey from July 1 – September 30, 2021. These include Veterans who have had in-person or telehealth outpatient appointments during COVID-19, and who have not had an appointment in the past 30 days.

Arrow and change is compared to last quarter’s trust report.

KEY: ↑ positive, ↓ negative, or — neutral.