## VETERAN EXPERIENCE SURVEY TOOL

I have a few questions that I would like to ask you. These questions are designed to help us improve [*NAME OF LOCAL PROGRAM*] and care that [*you/name of Veteran*] receive. We may have already discussed these topics today. But, we would appreciate your time and response so that we can better design this program to serve Veterans like [*you/name of Veteran*].

First, please think about different types of services [*you/name of Veteran*] receive, which may include people who are paid to help with personal care such as bathing and dressing, and household tasks such as cooking, cleaning and shopping, and driving [*you/name of Veteran*] to appointments.

1. On a scale of 1-10, with 1 being completely unsatisfied and 10 being completely satisfied, how satisfied are you with the care and services provided by the VA that you receive in your home, overall?

***1 2 3 4 5 6 7 8 9 10***

Now I’d like to ask you a few questions about [*your/name of Veteran*] current need for assistance related to your health condition. Please tell me how much you agree or disagree with the following statements.

2. Because of [*my/Veteran’s*] health condition, [*I/name of Veteran*] need more help with everyday activities like bathing, dressing, and cooking than [*I/name of Veteran*] currently receive. Do you strongly agree, agree, neither agree or disagree, disagree, strongly disagree?

***1) Strongly Agree***

***2) Agree***

***3) Neither Agree or Disagree***

***4) Disagree***

***5) Strongly Disagree***

***6) Don't Know***

***7) Refused***

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Sometimes people cannot do things that they would like to do because of their health conditions or because they do not have enough help. How much do you agree or disagree with the following statement?

3. [*I/name of Veteran*] go to recreational, cultural, religious, or social activities as much as [*I/name of Veteran*] would like. Do you strongly agree, agree, neither agree or disagree, disagree, strongly disagree?

***1) Strongly Agree***

***2) Agree***

***3) Neither Agree or Disagree***

***4) Disagree***

***5) Strongly Disagree***

***6) Don't Know***

***7) Refused***

Please tell me how much you agree or disagree with the two following statements:

4. [*I/Name of Veteran*] worry about [*my/his/her*] ability to remain in [*my/his/her*] home. Do you strongly agree, agree, neither agree or disagree, disagree, strongly disagree?

***1) Strongly Agree***

***2) Agree***

***3) Neither Agree or Disagree***

***4) Disagree***

***5) Strongly Disagree***

***6) Don't Know***

***7) Refused***

5. [*I/Name of Veteran*] have enough choice about the services and products [*I/he/she*] use. Do you strongly agree, agree, neither agree or disagree, disagree, strongly disagree?

***1) Strongly Agree***

***2) Agree***

***3) Neither Agree or Disagree***

***4) Disagree***

***5) Strongly Disagree***

***6) Don't Know***

***7) Refused***

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Okay, and the last question I have today:

6. In general, how satisfied are [you/Name of Veteran] with [your/his/her] life? Are you very satisfied, satisfied, dissatisfied, or very dissatisfied?

1. ***Very satisfied***
2. ***Satisfied***
3. ***Dissatisfied***
4. ***Very dissatisfied***
5. ***Don’t Know***
6. ***Refused***