

VA HEALTH CARE SURVEY  
JUNE 11, 2014

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1. (OPEN) HELLO. WE ARE CONTACTING VETERANS THROUGHOUT NEW MEXICO TO GET YOUR VIEWS AND RECOMMENDATIONS ON THE CURRENT VA HEALTH CARE PROBLEMS IN NEW MEXICO AND THROUGHOUT THE NATION. YOUR INDIVIDUAL COMMENTS WILL BE KEPT ABSOLUTELY CONFIDENTIAL.

DO YOU APPROVE OR DISAPPROVE OF THE HANDLING OF VETERANS HEALTH CARE BY THE US DEPARTMENT OF VETERANS AFFAIRS?

- IF STRONGLY APPROVE, PRESS 1 17%
  - IF SOMEWHAT APPROVE, PRESS 2 19%
  - IF STRONGLY DISAPPROVE, PRESS 3 46%
  - IF SOMEWHAT DISAPPROVE, PRESS 4 6%
  - IF UNSURE, PRESS 5 12%
2. HOW HIGH IS YOUR INTEREST IN THE PROBLEMS FACING THE VA DEPARTMENT AT REGIONAL CENTERS THROUGHOUT NEW MEXICO AND THE NATION? HIGH, SOMEWHAT HIGH OR MEDIUM?
    - IF YOUR INTEREST IS HIGH AND YOU ARE CLOSELY FOLLOWING THIS ISSUE, PRESS 1 64%
    - IF YOUR INTEREST IS SOMEWHAT HIGH AND YOU OCCASSIONALLY FOLLOW THIS ISSUE, PRESS 2 24%
    - IF YOU HAVE MEDIUM INTEREST AND AREN'T FOLLOWING THIS ISSUE TOO CLOSELY, PRESS 3 9%
    - IF YOU ARE UNSURE, PRESS 4 3%
  3. DO YOU BELIEVE THE NEW MEXICO DEPARTMENT OF VETERAN SERVICES SHOULD LEAD AN INVESTIGATION INTO THE PROBLEMS AT THE VA REGIONAL CENTERS AND MAKE RECOMMENDATIONS AS TO HOW CURRENT PROBLEMS SHOULD BE RESOLVED?
    - IF SUPPORT, PRESS 1 76%
    - IF OPPOSE, PRESS 2 10%
    - IF UNSURE, PRESS 3 14%
  4. THINKING ABOUT THE TIME IT TAKES TO GET AN APPOINTMENT WITH YOUR VA HEALTH CARE PROVIDER ... HOW LONG DOES IT TAKE FOR YOU TO SEE YOUR DOCTOR ONCE AN APPOINTMENT IS MADE IN NON-EMERGENCY SITUATIONS?
    - IF WITHIN ONE WEEK, PRESS 1 23%
    - IF BETWEEN ONE AND TWO WEEKS, PRESS 2 24%
    - IF BETWEEN 2 WEEKS AND ONE MONTH, PRESS 3 23%
    - IF BETWEEN ONE AND TWO MONTHS, PRESS 4 10%
    - IF BETWEEN TWO AND THREE MONTHS, PRESS 5 6%
    - IF MORE THAN THREE MONTHS, PRESS 6 8%
    - IF YOU ARE UNABLE TO GET AN APPOINTMENT, PRESS 7 6%
  5. THINKING ABOUT THE CARE YOU RECEIVE AT VA HEALTH CARE FACILITIES FOR A MOMENT ... HOW WOULD YOU RATE THE QUALITY OF CARE YOU RECEIVE BY THE VA: EXCELLENT, GOOD, FAIR OR POOR?
    - IF EXCELLENT, PRESS 1 26%
    - IF GOOD, PRESS 2 32%
    - IF FAIR, PRESS 3 30%
    - IF POOR, PRESS 4 12%

6. SOME VETERANS HAVE HAD DIFFICULTIES GETTING REIMBURSED FOR EMERGENCY CARE AT NON-VA FACILITIES. HAVE YOU EXPERIENCED THESE PROBLEMS?
  - IF YES, PRESS 1 10%
  - IF NO, PRESS 2 80%
  - IF UNSURE, PRESS 3 10%
  
7. HOW LONG DID YOU HAVE TO WAIT FOR YOUR FIRST APPOINTMENT AFTER THE VA SCHEDULED YOUR VISIT WITH THE DOCTORS AND/OR MEDICAL OFFICIALS?
  - IF LESS THAN 30 DAYS, PRESS 1 46%
  - IF BETWEEN 30 DAYS AND 60 DAYS, PRESS 2 31%
  - IF BETWEEN 60 AND 90 DAYS, PRESS 3 12%
  - IF BETWEEN 3 MONTHS AND 6 MONTHS, PRESS 4 5%
  - IF BETWEEN 6 MONTHS AND ONE YEAR, PRESS 5 3%
  - IF LONGER THAN ONE YEAR, PRESS 6 3%
  
8. HOW LONG DID IT TAKE FOR YOU TO CONTACT VA OFFICIALS TO SCHEDULE YOUR FIRST VISIT WITH THE VA SYSTEM?
  - IF LESS THAN TWO WEEKS, PRESS 1 37%
  - IF BETWEEN TWO WEEKS AND ONE MONTH, PRESS 2 31%
  - IF BETWEEN ONE MONTH AND THREE MONTHS, PRESS 3 14%
  - IF LONGER THAN THREE MONTHS, PRESS 4 7%
  - IF UNSURE, PRESS 5 11%
  
9. DO YOU BELIEVE THE VA COULD MAKE BETTER USE OF THE PATIENT ADVOCATE SYSTEM, WHEREBY A PERSON HELPS ADDRESS YOUR ISSUES AND RESOLVE YOUR CASE PERSONALLY BY THE VA DEPARTMENT?
  - IF YES, PRESS 1 61%
  - IF NO, PRESS 2 15%
  - IF UNSURE, PRESS 3 24%
  
10. DO YOU BELIEVE VETERANS SHOULD BE GIVEN THE CHOICE OF TAKING VOUCHERS FROM THE GOVERNMENT TO GET HEALTH CARE AT NON-VA HEALTH CARE FACILITIES, EVEN IF THAT WOULD COST A NOMINAL FEE OF LESS THAN \$50 PER VISIT?
  - IF YES, PRESS 1 58%
  - IF NO, PRESS 2 23%
  - IF UNSURE, PRESS 3 18%
  
11. ARE YOU MALE OR FEMALE?
  - IF FEMALE, PRESS 1
  - IF MALE, PRESS 2
  
12. WHAT IS YOUR FAMILY'S ETHNIC HERITAGE?
  - IF HISPANIC OR LATINO, PRESS 1
  - IF NATIVE AMERICAN, PRESS 2
  - IF AFRICAN AMERICAN, PRESS 3
  - IF ANGLO, PRESS 4
  - IF OF OTHER NATIONALITY, PRESS 5
  
13. THAT CONCLUDES THIS SURVEY, THANKS FOR YOUR PARTICIPATION.