

**OFFICE OF POLICY AND PLANNING  
DEPARTMENT OF VETERANS AFFAIRS**



**PROGRAM EVALUATION OF CARDIAC CARE  
PROGRAMS IN THE VETERANS HEALTH  
ADMINISTRATION**

**PART 2  
VETERANS' SATISFACTION WITH CONTRACTED  
AND NON-CONTRACTED CARE  
(Research Question 7)**

**FINAL REPORT**

**April 11, 2003**

**Office of Policy and Planning  
Department of Veterans Affairs**

**Program Evaluation of Cardiac Care Programs in the  
Veterans Health Administration**

**Part 2  
Veterans' Satisfaction with Contracted and  
Non-Contracted Care  
(Research Question 7)**

April 11, 2003

Task Order 39  
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Submitted by:  
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# Program Evaluation of Cardiac Care Programs in the VHA

## VETERANS' SATISFACTION WITH CONTRACTED AND NON-CONTRACTED CARE (RESEARCH QUESTION 7)

**“How does the quality of cardiac care provided by contracted services compare to VA-provided services?”**

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### **2. Executive Summary**

Veterans who seek health care within the Department of Veterans Affairs (VA) system sometimes receive services from contracted providers when access to appropriate VA facilities is not convenient. Although the VA is engaged in a number of activities to evaluate the quality of care provided to Veterans, these activities do not generally extend to assessment of care provided in contracted facilities. Therefore, the objective of this analysis was to evaluate whether the quality of care provided in contracted facilities is equivalent to the quality of care provided in VA facilities. We compared reports of satisfaction provided by Veterans who underwent coronary artery bypass graft (CABG) surgery in Veterans Affairs Medical Centers (VAMCs) with reports of Veterans who underwent CABG in contracted facilities located in VISN 15, the only VISN within the VA system that sent elective, non-emergent cases to contracted providers. We obtained data on patient satisfaction through collaboration with the National Performance Data Feedback Center (NPDFC), which annually administers a survey, based on the patient satisfaction questionnaire developed by the Picker Institute, to users of VA services. The NPDFC agreed to enrich their sample so that it included all patients who underwent CABG in either a VAMC or contracted facility between October 1, 1999 and March 31, 2001.

We calculated problem rates for ten domains of satisfaction measured by the survey. We compared problem rates for those who underwent CABG surgery in a contracted facility with rates for those who underwent CABG surgery in a VAMC anywhere in the VA system and with those who underwent CABG in a VAMC located in VISN 15 only. Problem rates for Veterans who underwent CABG surgery in contracted facilities did not differ from the rates for Veterans who underwent CABG in a VAMC anywhere in the system. Within VISN 15; however, those who underwent surgery in a contracted facility had higher problem rates for one domain, Overall Impression of Quality, than those who

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underwent surgery in a VA facility ( $P < .10$ ). Although the problem rates for this domain differed between groups, the absolute problem rates for both groups of patients were low ( $< 7\%$ ).

Based on an analysis of each domain's problem rate and its correlation with Overall Impression of Quality, we used an approach previously used by the VA to identify opportunities for quality improvement. The pattern of opportunities differed according to type of hospital. In VAMCs, Courtesy and Timeliness/Access met criteria for High Priority opportunities. In contracted facilities, Emotional Support and Respect for Patients' Preferences met criteria for Top Priority status and Courtesy, Timeliness/Access, Family Involvement, and Physical Comfort met the criteria for High Priority status.

### **3. Question Introduction and Background**

In some instances, the VA provides cardiac care services through contract providers to Veterans who do not have convenient access to VA facilities. However, the VA does not routinely assess the quality of contracted services. In order to gain an understanding of the quality of care provided to Veterans in contracted facilities, the program evaluation team was asked to compare, within a single VISN, patient satisfaction assessments and outcomes of Veterans who received care in VAMCs with assessments and outcomes for those who received care in contracted facilities.

The program evaluation team collaborated with the VA's National Performance Data Feedback Center (NPDFC) to conduct a retrospective survey of Veterans who underwent coronary artery bypass graft (CABG) surgery.

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### **4. Data Source Methodology**

The NPDFC conducted a retrospective survey of all Veterans who underwent CABG surgery in any VAMC nationally, or in a non-VA facility, which contracted with VISN 15 for these procedures, between October 1, 1999 and March 31, 2001.

The NPDFC conducts annual satisfaction surveys of patients who have recently received care in VA facilities. The NPDFC randomly selects Veterans who have received care in either inpatient and outpatient settings, or who have received other specialty care services (e.g., behavioral health) in VA facilities in the second quarter of each fiscal year (January – March). The survey instrument uses a measure of patient satisfaction developed by The Picker Institute, which has been adapted and tailored to the needs of the VA. Other than asking patients to rate their current health, the survey did not contain measures of health outcomes; therefore, we were unable to compare the health outcomes (for example, health-related quality of life and mortality) of patients cared for in VA facilities with those of patients cared for in contracted facilities. Surveys are mailed annually in May, and results are typically available in July or August of each year. Within the VA, the survey results are widely used for monitoring and improving the performance of each VISN, as part of the VA's overall performance management framework.

In order to address research question 7, the project team identified two cohorts:

#### **VA Patients who underwent CABG in a VA Facility located within any VISN**

The first cohort consists of ALL Veterans who underwent CABG in a VA facility between October 1, 1999 and March 31, 2001. The team initially planned to limit this cohort to Veterans within VISN 15, but decided to use national-level data in order to increase the available sample size. Table 1 provides a detailed list of the ICD-9 procedure codes and CPT-4 procedure codes used to identify the sample.

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Upon the team’s request, a VA programmer used these codes to generate a “finder file” of Veterans who underwent CABG surgery within a VAMC during the designated time frame.

Table 1: Procedure Codes Used to Identify the Sample			
Selection Criteria	Identifying Codes		
	ICD-9		CPT-4
	Diagnosis	Procedure	Procedure
<b>Patients with one or more VA inpatient hospital claims reflecting CABG</b>		36.10	33510
		36.11	33511
		36.12	33512
		36.13	33513
		36.14	33514
		36.15	33516
		36.16	33517
		36.19	33518
			33519
			33521
			33522
			33523
			33533
			33534
			33535
			33536

The program evaluation team identified 5,867 patients who underwent CABG during FY 2000 (October 1, 1999 – September 30, 2000) and 2,905 patients who underwent CABG during the first six months of FY 2001 (October 1, 2000 – March 31, 2001), for a total of 8,772 patients.

### **Patients who underwent CABG in a Contracted Facility within VISN 15**

In order to identify patients who received care in contracted facilities, the program evaluation team obtained a list of all of the open-heart cases that had been contracted out within VISN 15. From that data set, we selected all of the patients who underwent CABG. This yielded 287 patients who underwent CABG between October 1, 1999 and March 31, 2001.



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Although this cohort was smaller than the program evaluation team had anticipated, the team determined that VISN 15 was the only VISN that systematically “contracted-out” some of its elective, non-emergent cardiac surgery cases, beginning in FY 2000. Therefore, VISN 15 provided the only opportunity to compare veterans’ satisfaction with VA and non-VA facilities, as required by the Research Question. The 287 patients who underwent CABG in contracted facilities in VISN 15 represented approximately 62% of the 461 CABG procedures performed in VISN 15 during the study time period.

### **5. Data Collection**

“Finder files” for both cohorts, consisting of name, gender, Social Security Number, VISN, zip code of residence, and date of birth, were provided to NPDFC. The VA programmer provided the “finder file” for the first cohort (all VAMCs) to staff at NPDFC and the evaluation team provided the “finder file” for the second cohort (contracted cases within VISN 15). Through prior arrangement, NPDFC staff obtained address information from VA files. To the extent that those files contained complete address information, the NPDFC staff sent surveys to each member of both study cohorts. This ultimately represented a relatively complete sample of both cohorts. This did not represent an extra burden for the NPDFC, because the NPDFC routinely performs a 100% sample of cardiac surgery patients in support of the VA’s Continuous Improvement in Cardiac Surgery Program (CICSP).

The NPDFC returned a file containing 8,776 records to the program evaluation team, representing 96.7% of the total estimated veteran survey population of 9,059 for both cohorts (8,772 Veterans in the VAMC cohort and 287 Veterans in the cohort that received contracted care in VISN 15). Of these, a valid address could not be determined for 453 Veterans; therefore, a total of 8,323 surveys were mailed to the Veterans in these cohorts. The response rate for each of the relevant cohorts within this sample is shown in Table 2.

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Table 2: Response Rates				
	All VAMC	VISN 15		Total
	(Except VISN 15)	In VAMC	Contract Cases	
<b>Population (per NPDFC)</b>	8,320	169	287	8,776
<b>Unable to Contact</b>	432	8	13	453
<b>Surveys sent</b>	7,888	161	274	8,323
<b>Survey responses received</b>	5,282	117	188	5,587
<b>Response rate</b>	67.0%	72.7%	68.6%	67.1%

A copy of the survey is provided in Appendix A. Although the survey is labeled as the 2000 version, the survey administered in 2001, which supplied the data for our analysis, is identical to the 2000 version. Additionally, the survey has changed during the several years it has been used by the NPDFC; Appendix B provides an “audit trail” of which questions were used in which versions of the survey, and what changed in 2000 relative to prior administrations of the instrument.

### 6. Analytical Methodology

The scoring key for the satisfaction survey is provided in Appendix B. Two scoring versions—one based on the original Picker scoring scheme and the other, an adaptation made by the VA—are described. We created satisfaction scores for 10 satisfaction domains using the VA adaptation. The survey items associated with each domain are listed in Appendix C. Note that the VA version of the scoring scheme does not use all of the survey items that comprise the section of the survey entitled “About Your Recent VA Hospitalization”. Moreover, we did not analyze the items that comprise the sections labeled “Mental Health Services” and “About Your VA Mental Health Services Overall” as part of the analysis for RQ7.

The name of each satisfaction domain and the number of items per domain are presented in Table 3. Scores can range from 0 to 100. Higher scores indicate

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poorer satisfaction and are interpreted as the average number of items within a domain with which patients reported a problem. For example, a Preferences score of 28 indicates that, on average, patients reported a problem or poor satisfaction with 28% of the items that comprised that domain. The VA refers to these scores as problem rates (*Performance on Veteran Healthcare Service Standards: Ambulatory Care*). The only exception to this is the Overall Impression score, which describes the percentage of patients who reported that the quality of care received at the hospital was poor or fair.

Table 3: Domain Names and Number of Items Per Domain				
Domain	Number of Items	Number of Patients who Underwent CABG in a:		
		VA Hospital (Total)*	VA Hospital (VISN 15)*	Contracted Facility*
<b>Overall Impression</b>	1	5277	115	179
<b>Coordination of Care</b>	5	5257	113	179
<b>Information/Patient Education</b>	6	5319	115	184
<b>Courtesy</b>	4	5319	115	184
<b>Emotional Support</b>	5	5383	117	188
<b>Respect for Patients' Preferences</b>	6	5384	117	188
<b>Timeliness/Access</b>	3	5316	115	184
<b>Family Involvement</b>	3	5381	117	187
<b>Physical Comfort</b>	5	5344	116	185
<b>Transition to Outpatient</b>	5	5330	115	184

\* The number of patients who responded to items within a domain varies due to item non-response.

We generated scores for three groups of patients: those who underwent CABG in a VAMC located in any VISN, those who underwent CABG in a VAMC located in VISN 15, and those who underwent CABG in a contracted facility in VISN 15. We present scores adjusted for the number of days between the date of discharge associated with CABG surgery and May 1, 2001, patient's age, patient's health status (item 48), and whether the patients' admission was an emergency (not

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planned in advance; item 1). Patients rated their health status from poor to excellent. Health status scores range from 0 to 100 with higher scores indicating better health. We calculated the adjusted scores for each domain by standardizing to our patient population using a regression-based approach (Little, 1982; Leape et al, 1999). That is, for each domain score, we fit a regression model that included a variable representing type of hospital, days between discharge for CABG and the survey, patient’s age, patient’s health status, and type of admission. For each domain, we then calculated the adjusted problem rate for patients who received care in a VAMC by averaging the predicted rates, which we generated assuming that all patients received care in a VAMC but retained their other characteristics. We calculated the rate for patients who received care in contracted facilities in the same way—by averaging the predicted rates for a domain, which we generated assuming all patients received care in contracted facilities. We assessed differences in adjusted scores between groups at the  $P < .10$  levels, as stipulated in the Scope of Work for this project.

We also conducted an “Improvement Priority Analysis” using the approach described in the 2001 report, *Performance on Veteran Healthcare Service Standards: Ambulatory Care*. This approach identifies areas for quality improvement based on the level of the problem rate for a domain and its correlation with the score for Overall Impression of Quality. Table 4 describes how priority status is assigned. We conducted this analysis, using unadjusted scores, separately for patients treated in VAMCs and those treated in a contracted facility.

Table 4: Assignment of Priority Status for Quality Improvement		
	Correlation with Overall Impression of Quality	
Problem Score	$\geq 50$	$< 50$
<b>&gt; 25</b>	<b>Top</b>	<b>Medium</b>
<b>&lt; 25</b>	<b>High</b>	<b>Low</b>

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### 7. Results

Patients who received care in VAMCs did not differ from those who received care in contracted facilities according to days between discharge for CABG and the survey, age, or health status (Table 5). However, a higher proportion of patients treated in contracted facilities had emergency stays compared to those admitted to a VAMC ( $P = .03$ ). When we limited our comparison to VISN 15 only, we found that patients treated in contracted facilities were older, on average ( $P = .06$ ), and more likely to have emergency stays ( $P = .001$ ) than those treated in a VAMC.

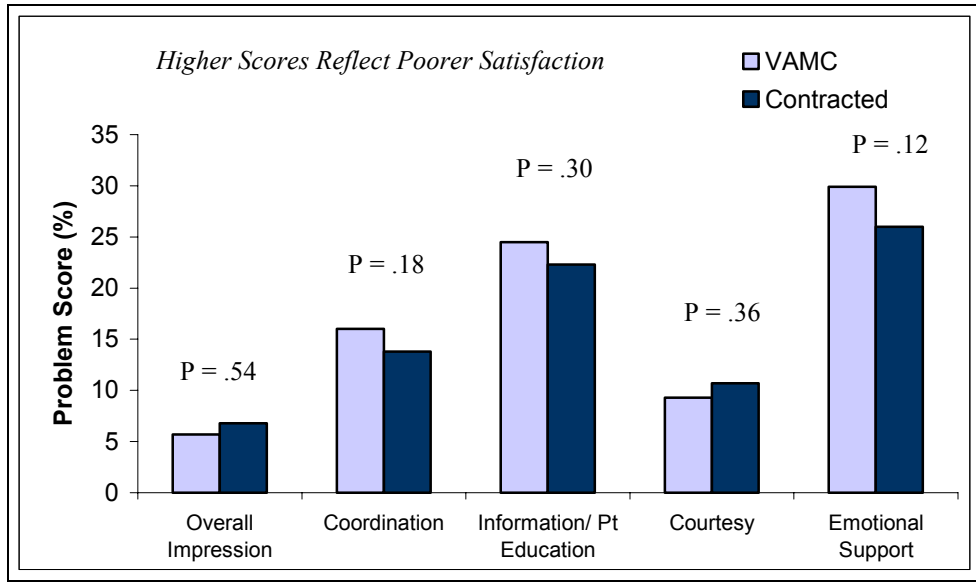
Table 5: Comparison of Patient Characteristics According to Type of Facility						
Characteristic	VAMC	Contracted	P	VISN 15 (VAMC)	Contracted	P
<b>Days between CABG discharge and survey – M (SD)</b>	298.3 (157.6)	312.6 (161.9)	.22	316.3 (167.4)	312.6 (161.9)	.84
<b>Age – M (SD)</b>	66.5 (9.2)	66.9 (9.3)	.56	<b>64.8 (9.3)</b>	<b>66.9 (9.3)</b>	<b>.06</b>
<b>Health Status – M (SD)</b>	45.1 (25.3)	44.9 (24.2)	.91	44.5 (25.2)	44.9 (24.2)	.89
<b>Hospital stay an emergency -- %</b>	<b>48.2</b>	<b>56.5</b>	<b>.03</b>	<b>37.5</b>	<b>56.5</b>	<b>.001</b>

Table 3 displays the number of patients in each cohort of interest who responded to questions that comprise each domain. Appendix C presents the responses to each survey item used in the scoring scheme according to cohort. Figures 1 and 2 display the mean adjusted satisfaction scores for patients who underwent CABG in a VAMC or in a contracted hospital. None of the scores varied according to type of facility that performed CABG surgery (all  $P > .10$ ). Fewer than 7% of patients who underwent CABG at either a VAMC or a contracted facility rated the Overall Impression of their quality of care as fair or poor; that is, about 93% in each group rated care as good, very good or excellent. Scores for several

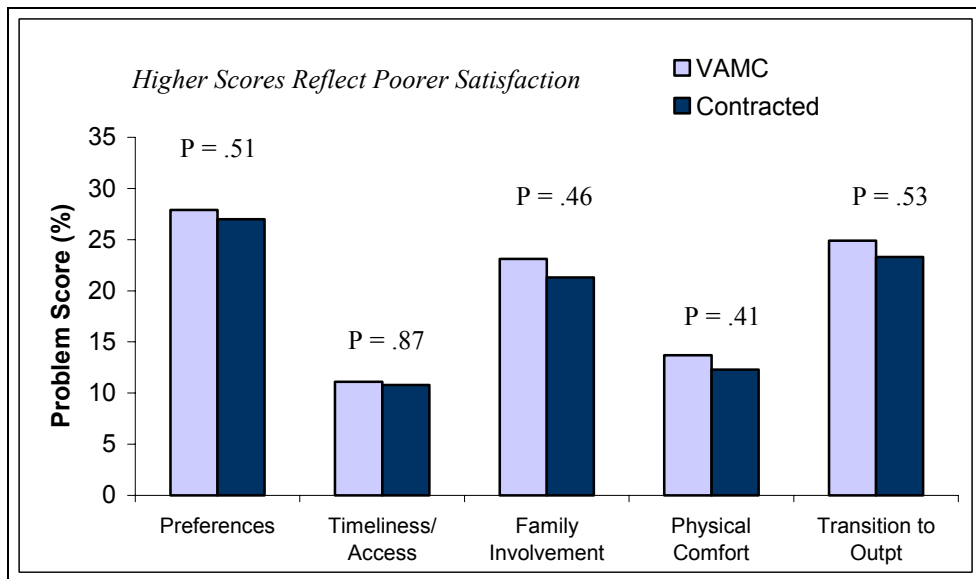
## Program Evaluation of Cardiac Care Programs in the VHA

domains (Emotional Support and Respect for Patients' Preferences) exceeded 25% in both groups of patients. The Information/Patient Education, Family Involvement, and Transition to Outpatient scores for both groups of patients were very close to 25%.

**Figure 1: Satisfaction Reported by CABG Patients treated in VAMC versus Contracted Facilities**



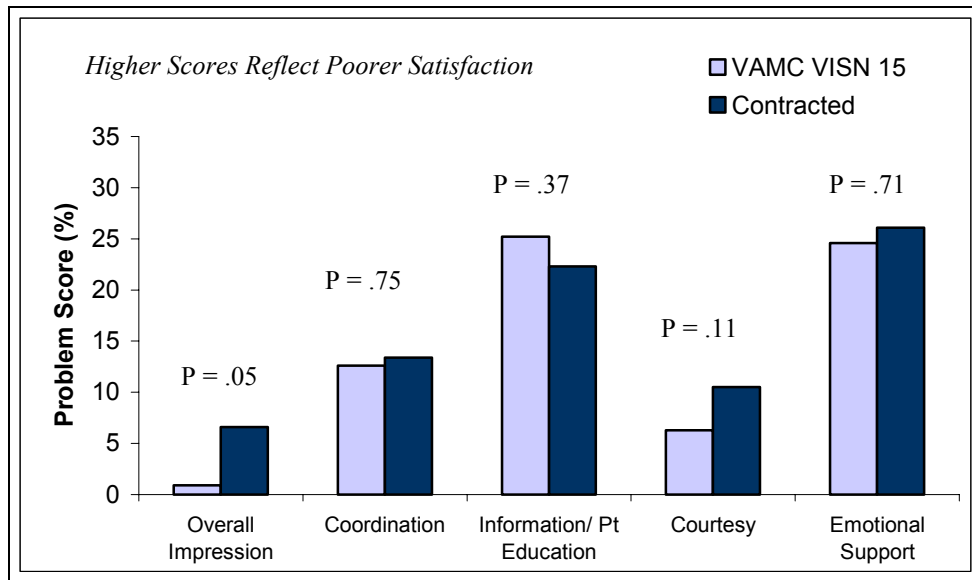
**Figure 2: Satisfaction Reported by CABG Patients treated in VAMC versus Contracted Facilities**



## Program Evaluation of Cardiac Care Programs in the VHA

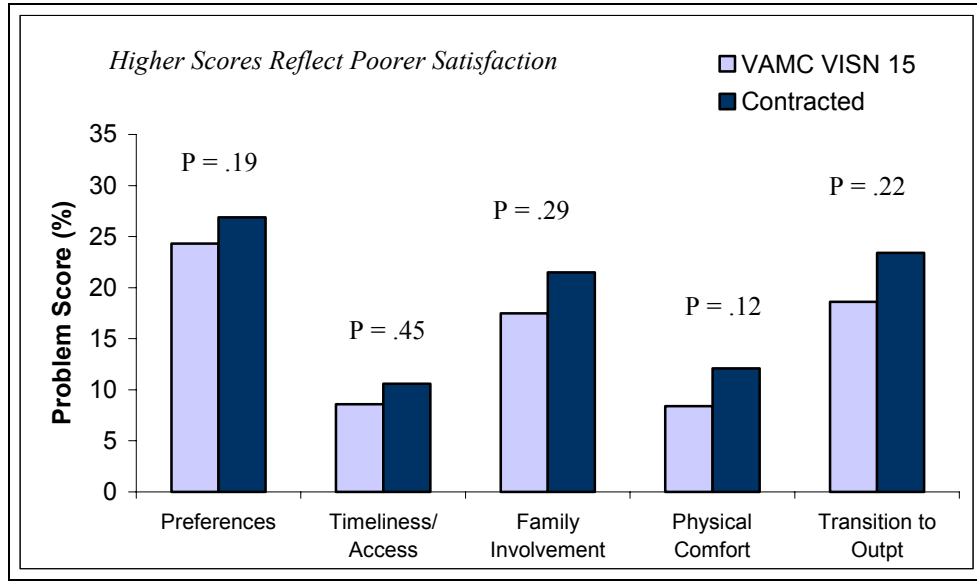
Figures 3 and 4 display the adjusted scores for patients who underwent CABG surgery in a VAMC located in VISN 15 or in a contracted facility. Problem scores associated with Overall Impression of Quality were higher for patients cared for in contracted hospitals than for those treated in VAMC hospitals in VISN 15. However, scores for both of these domains were fairly low for either type of hospital (< 7%). Problem scores for the remaining domains did not differ according to type of hospital. For both groups, scores for Information/Patient Education, Emotional Support, and Preferences either exceeded or were close to 25%.

**Figure 3: Satisfaction Reported by CABG Patients treated in VAMC (VISN 15) versus Contracted Facilities**



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**Figure 4: Satisfaction Reported by CABG Patients treated in VAMC (VISN 15) versus Contracted Facilities**



### Improvement Priority Analysis

Opportunities for quality improvement varied according to type of hospital in which patients received care. For patients treated in VAMCs, Courtesy and Timeliness/Access met the criteria for High Priority status. The remaining domains met the criteria for either Medium (Information/Patient Education, Emotional Support, Respect for Patients' Preferences, and Transition to Outpatient) or Low (Coordination, Family Involvement, and Physical Comfort) Priority status.

For those who underwent CABG surgery in contracted facilities, Emotional Support and Respect for Patients' Preferences met the criteria for Top Priority. Four domains (Courtesy, Timeliness/Access, Family Involvement, and Physical Comfort) met the criteria for High Priority status. The remaining domains met the criteria for either Medium (Information/Patient Education) or Low (Transition to Outpatient) Priority status.



## **Program Evaluation of Cardiac Care Programs in the VHA**

### **8. Findings/Conclusions**

Problem rates for Veterans who underwent CABG surgery in contracted facilities did not differ from the rates for Veterans who underwent CABG in a VAMC anywhere in the system. Within VISN 15; however, those who underwent surgery in a contracted facility had a higher problem score for Overall Impression of Quality, than those who underwent surgery in a VAMC ( $P < .10$ ). Although this problem rate differed between groups, the absolute rates for this domain was low ( $< 7\%$ ) for both groups.

Based on an analysis of each domain's problem rate and its correlation with Overall Impression of Quality, we identified opportunities for quality improvement, which differed according to type of hospital. In VAMCs, Courtesy and Timeliness/Access met criteria for High Priority opportunities. In contracted facilities, Emotional Support and Respect for Patients' Preferences met criteria for Top Priority status and Courtesy, Timeliness/Access, Family Involvement, and Physical Comfort met the criteria for High Priority status.

### **9. Recommendations**

- If the VAMC is interested in comparing outcomes for contracted and non-contracted services throughout the system, then it will need to pick procedures, diagnoses, or services that occur frequently inside and outside the VAMC. The specific outcomes to be compared will depend on the services and conditions to be studied. Nevertheless, with appropriate case-mix adjustment, the VAMC should be able to compare more generic outcomes such as length of stay, mortality, readmission and health-related quality of life if it can adequately integrate data on who received services in contracted facilities and the services provided in these facilities with data routinely collected for Veterans treated in VAMCs.

## Program Evaluation of Cardiac Care Programs in the VHA

- Within VISN 15, although the absolute problem rates for Overall Impression of Quality were low for both VAMC patients and patients treated in contracted facilities, the VA might explore why patient satisfaction for this domain was *lower* ( $P < 0.10$ ) for patients treated in *contracted* facilities.
- Within VISN 15, although we did not observe a statistically significant difference between contracted and non-contracted sites for courtesy ( $P=0.11$ ) and physical comfort ( $P=0.12$ ), the VA might explore why patient satisfaction with respect to these domains was slightly *worse* for patients treated in *contracted* facilities.
- Within the VAMC as a whole, quality improvement activities related to Courtesy and Timeliness/Access are likely to be the most important.
- Within contracted facilities, quality improvement activities related to Emotional Support, Respect for Patients' Preferences, Courtesy, Timeliness/Access, Family Involvement, and Physical Comfort are likely to be the most important.

## Program Evaluation of Cardiac Care Programs in the VHA

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# **Program Evaluation of Cardiac Care Programs in the VHA**

## **Appendix A: Inpatient Survey (2000)**

# ABOUT YOUR RECENT VA HOSPITALIZATION 2000

Please read each question and fill in the circle that best describes your experience. Use blue or black ink pen, or pencil.

Please do this: ● 

## ADMISSION

1. Was your hospital stay an emergency or planned in advance?  
 Emergency  
 Planned in advance
2. How organized was the admission process?  
 Not at all organized  
 Somewhat organized  
 Very organized
3. During your admission did you get enough information about your medical condition and treatment?  
 Yes, definitely  
 Yes, somewhat  
 No  
 Didn't want information
4. Do you feel you had to wait too long before you got to your room?  
 Yes, definitely  
 Yes, somewhat  
 No
5. If you had to wait to go to your room, did someone from the hospital explain the reason for the delay?  
 Yes  
 No  
 Didn't have to wait
6. How would you rate the courtesy of the staff who admitted you?  
 Poor  
 Fair  
 Good  
 Very good  
 Excellent

## DOCTORS

7. Was there one particular doctor in charge of your care in the hospital?  
 Yes  
 No  
 Not sure
8. When you had important questions to ask a doctor, did you get answers you could understand?  
 Yes, always  
 Yes, sometimes  
 No  
 Didn't have questions
9. If you had any anxieties or fears about your condition or treatment, did a doctor discuss them with you?  
 Yes, completely  
 Yes, somewhat  
 No  
 Didn't have anxieties or fears
10. Did you have confidence and trust in the doctors treating you?  
 Yes, always  
 Yes, sometimes  
 No
11. Did doctors talk in front of you as if you weren't there?  
 Yes, often  
 Yes, sometimes  
 No
12. How would you rate the courtesy of your doctors?  
 Poor  
 Fair  
 Good  
 Very good  
 Excellent

PLEASE OPEN →

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## Program Evaluation of Cardiac Care Programs in the VHA—Appendix

### DOCTORS (continued)

13. How would you rate the availability of your doctors?
- Poor
  - Fair
  - Good
  - Very good
  - Excellent

### NURSES

14. When you had important questions to ask a nurse, did you get answers you could understand?
- Yes, always
  - Yes, sometimes
  - No
  - Didn't have questions
15. If you had any anxieties or fears about your condition or treatment, did a nurse discuss them with you?
- Yes, completely
  - Yes, somewhat
  - No
  - Didn't have anxieties or fears
16. Did you have confidence and trust in the nurses treating you?
- Yes, always
  - Yes, sometimes
  - No
17. Did nurses talk in front of you as if you weren't there?
- Yes, often
  - Yes, sometimes
  - No
18. How would you rate the courtesy of your nurses?
- Poor
  - Fair
  - Good
  - Very good
  - Excellent
19. How would you rate the availability of your nurses?
- Poor
  - Fair
  - Good
  - Very good
  - Excellent

### HOSPITAL STAFF

20. Did you have trouble understanding your provider because of a language problem?
- Yes, definitely
  - Yes, somewhat
  - No
21. Sometimes in the hospital, one doctor or nurse will say one thing and another will say something quite different. Did this happen to you?
- Yes, always
  - Yes, sometimes
  - No
22. Did a doctor or nurse explain the results of tests in a way you could understand?
- Yes, completely
  - Yes, somewhat
  - No
  - No tests were done
23. Was personal information about you treated in a confidential manner?
- Yes, always
  - Yes, sometimes
  - No
24. Did you have enough say about your treatment?
- Yes, definitely
  - Yes, somewhat
  - No
25. Did your family or someone else close to you have enough chances to talk to your doctor?
- Yes, definitely
  - Yes, somewhat
  - No
  - No family or friends involved
  - Family didn't want or need information
26. How much information about your condition or treatment was given to your family or someone close to you?
- Not enough
  - Right amount
  - Too much
  - No family or friends involved
  - Family didn't want or need information

PLEASE CONTINUE →

Program Evaluation of Cardiac Care Programs in the VHA—Appendix

**HOSPITAL STAFF**

27. Was it easy for you to find someone on the hospital staff to talk to about your concerns?  
 Yes, definitely  
 Yes, somewhat  
 No  
 Didn't want to talk/no concerns
28. Did you have enough privacy?  
 Yes  
 No
29. When you needed help eating, bathing or getting to the bathroom, did you get it in time?  
 Yes, always  
 Yes, sometimes  
 No  
 Didn't need help
30. How many minutes after you used the call button did it usually take before you got the help you needed?  
 0-5 minutes  
 6-10 minutes  
 11-15 minutes  
 16-30 minutes  
 More than 30 minutes  
 Never got help  
 Never used call button  
 No call button available
31. When you had pain, was it usually severe, moderate, or mild?  
 Severe  
 Moderate  
 Mild  
 Didn't have pain
32. How many minutes after you asked for pain medicine did it usually take before you got it?  
 0-5 minutes  
 6-10 minutes  
 11-15 minutes  
 16-30 minutes  
 More than 30 minutes  
 Never got pain medicine  
 Never asked for pain medicine  
 Didn't have pain

33. Do you think that the hospital staff did everything they could to help control your pain?  
 Yes, definitely  
 Yes, somewhat  
 No  
 Didn't have pain
34. Overall, how much pain medicine did you get?  
 Not enough  
 Right amount  
 Too much  
 Didn't have pain
35. Sometimes people who are in pain don't ask for pain medication. Was this true for you?  
 Yes  
 No  
 Didn't have pain
36. If you answered yes to question 35, was it because...  
 You were concerned it might be habit forming  
 A patient should expect to put up with some pain  
 You felt it would be a bother if you asked for it  
 No one told you pain medication was available  
 You were concerned about possible side effects  
 You were concerned about what might happen if you mixed pain medications with your other medication  
 Other
37. Did you feel like you were treated with respect and dignity while you were in the hospital?  
 Yes, always  
 Yes, sometimes  
 No
38. Did you feel that you were treated like a second-class citizen?  
 Yes  
 No

PLEASE CONTINUE →

**HOSPITAL STAFF**

Program Evaluation of Cardiac Care Programs in the VHA—Appendix

**GOING HOME**

- 39. **Did someone on the hospital staff explain the purpose of the medicines you were to take at home in a way you could understand?**
  - Yes, completely
  - Yes, somewhat
  - No
  - Didn't need explanation
  - No medicines at home
  
- 40. **Did someone on the hospital staff tell you about medication side effects to watch for when you went home?**
  - Yes, completely
  - Yes, somewhat
  - No
  - Didn't need explanation
  - No medicines at home
  
- 41. **Did someone on the hospital staff tell you what problems about your illness or operation to watch for after you went home?**
  - Yes, completely
  - Yes, somewhat
  - No
  
- 42. **Did someone on the hospital staff tell you what activities you could do after you got home (such as driving, walking up steps, lifting, sex)?**
  - Yes, completely
  - Yes, somewhat
  - No
  
- 43. **Did the hospital staff give your family or someone close to you all the information they needed to help you recover after you got home?**
  - Yes, definitely
  - Yes, somewhat
  - No
  - No family or friends involved
  - Family didn't want or need information
  
- 44. **Did you know who to contact if you needed medical advice or help right away, after you went home?**
  - Yes, always
  - Yes, sometimes
  - No

**OVERALL IMPRESSIONS**

- 45. **How would you rate how well the doctors and nurses worked together?**
  - Poor
  - Fair
  - Good
  - Very good
  - Excellent
  - Don't know
  
- 46. **Overall, how would you rate the quality of care you received at the hospital?**
  - Poor
  - Fair
  - Good
  - Very good
  - Excellent
  
- 47. **If you could have free care outside the VA, would you choose to be hospitalized here again?**
  - Definitely would not
  - Probably would not
  - Probably would
  - Definitely would
  
- 48. **How would you rate your health now?**
  - Poor
  - Fair
  - Good
  - Very good
  - Excellent
  
- 49. **Have you ever complained to someone about the care that you got during your most recent hospitalization? (You may choose more than one)**
  - Yes, to the patient representative
  - Yes, to some other official in the medical center
  - Yes, to an official outside the medical center
  - Yes, to a family member or friend
  - Had a complaint but did not report it
  - Had no complaints
  
- 50. **If you could change one thing about your stay in the hospital, what would it be?**  

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GO TO QUESTION 51➔



## Program Evaluation of Cardiac Care Programs in the VHA—Appendix

### MENTAL HEALTH SERVICES

*If you have received mental health services during your last hospitalization, please complete items 51 through 76.*

- 51. Did you receive any mental health services during your most recent VA hospitalization?**  
 Yes, please continue  
 No, you are done! Thank you!  
 Not sure
- 52. Did the VA mental health services help you deal with your problems?**  
 Yes, definitely  
 Yes, somewhat  
 No
- 53. Were you or someone close to you given any printed material about your illness or medications that was helpful?**  
 Yes, and it was helpful  
 Yes, but it was not helpful  
 No printed material  
 None was needed  
 Not sure
- 54. Did you feel safe on your unit?**  
 Yes, always  
 Yes, sometimes  
 No
- 55. Were you ever in restraints or seclusion?**  
 Yes  
 No  
 Don't know or can't remember
- 56. If you were in restraints or seclusion, was the reason explained to you?**  
 Yes  
 No  
 Not sure  
 Never in restraints or seclusion
- 57. Was an outpatient clinic appointment set up for you before you went home from the hospital?**  
 Yes  
 No  
 Not needed  
 Not sure

Please answer the next questions about your most recent VA mental health program.

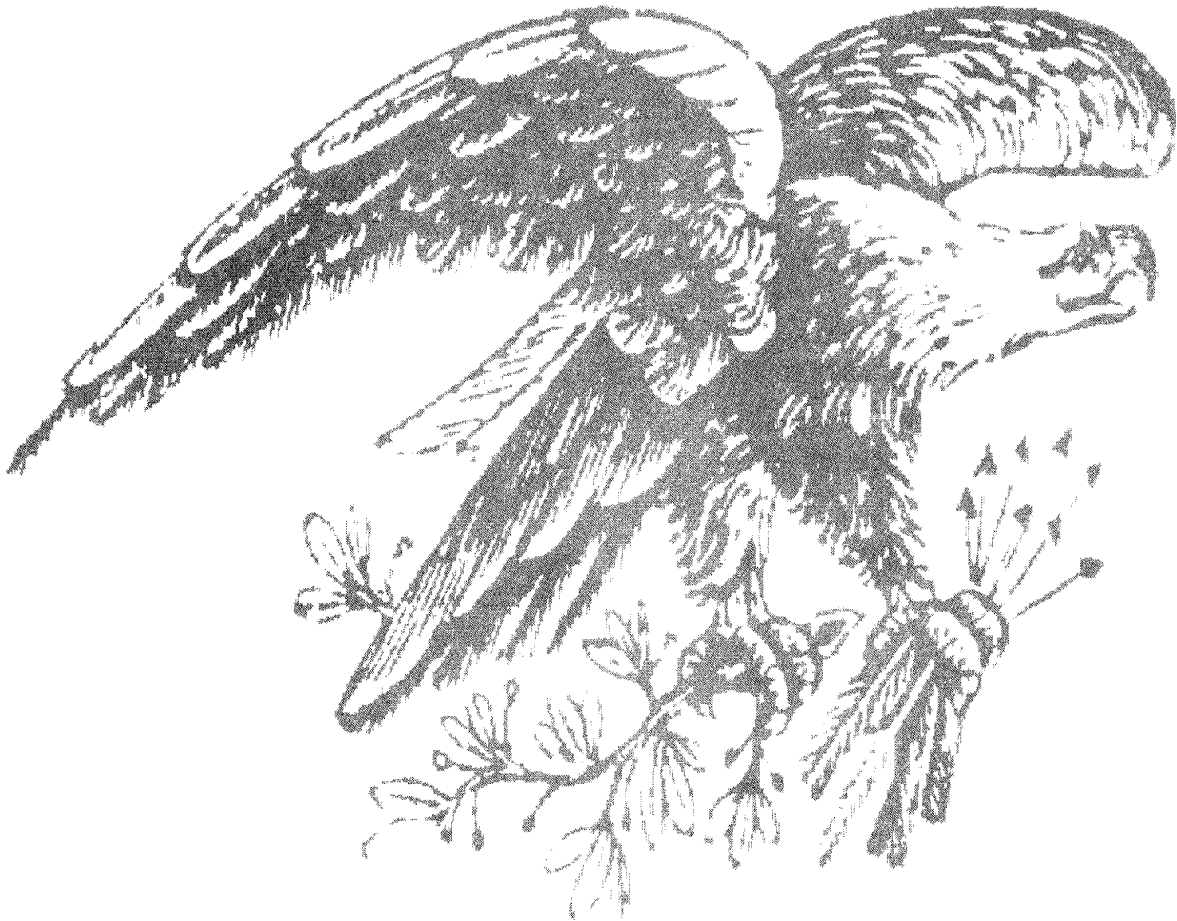
- 58. Staff members of the program put a lot of energy into what they did.**  
 True  False
- 59. Patient members of the program put a lot of energy into what they did.**  
 True  False
- 60. My program provided training for new kinds of jobs.**  
 True  False
- 61. My program was a lively place.**  
 True  False
- 62. In my program they taught us how to deal with practical problems.**  
 True  False
- 63. Members were proud of the program.**  
 True  False
- 64. In my program we made detailed specific plans for the future.**  
 True  False
- 65. There was a lot of group spirit in my program.**  
 True  False
- 66. In my program there was a lot of discussion of what members would be doing after they left the program.**  
 True  False

PLEASE CONTINUE →

**ABOUT YOUR VA MENTAL HEALTH SERVICES OVERALL**

67. **During the past year, was there one person who you thought of as your main VA clinician for mental health care?**  
 Yes  
 No  
 Don't know
68. **In which VA mental health program did you see that clinician? Please choose only one.**  
 Psychiatric Inpatient unit  
 Substance Abuse Inpatient unit  
 Mental Health Clinic/Psychiatric Clinic  
 Substance Abuse (Alcohol or Drug) outpatient clinic  
 Other \_\_\_\_\_  
 Not sure
69. **Overall, how long have you known this clinician?**  
 Less than 6 months  
 6 months to 1 year  
 Over 1 year  
 Not sure
70. **About how often did you have face-to-face contact with this clinician during the past year?**  
 About once a week  
 2-3 times a month  
 About once a month  
 Less than once a month  
 Not sure
71. **How often did you and this clinician reach a good understanding of the kind of changes that would be good for you**  
 Always or almost always  
 Often  
 Sometimes  
 Rarely  
 Never or almost never

72. **How often did you and this clinician work toward goals that you both agreed on?**  
 Always or almost always  
 Often  
 Sometimes  
 Rarely  
 Never or almost never
73. **How often did you feel that this clinician was able to help you?**  
 Always or almost always  
 Often  
 Sometimes  
 Rarely  
 Never or almost never
74. **Was your relationship with this clinician very important to you?**  
 Always or almost always  
 Often  
 Sometimes  
 Rarely  
 Never or almost never
75. **Overall, how often do you feel that you can count on this clinician for help when you need it?**  
 Always or almost always  
 Often  
 Sometimes  
 Rarely  
 Never or almost never
76. **Overall, how satisfied are you with the results of your work with this clinician over the past year?**  
 Extremely satisfied  
 Moderately satisfied  
 Fairly satisfied  
 Fairly dissatisfied  
 Moderately dissatisfied  
 Extremely dissatisfied  
 Don't know



***THANK YOU for taking the time to finish the survey.  
Your answers are very important to us.***

# **Program Evaluation of Cardiac Care Programs in the VHA—Appendix**

## **Appendix B: Survey Cross Reference**

## Program Evaluation of Cardiac Care Programs in the VHA—Appendix

### NPDFC INPATIENT/ PICKER INSTITUTE SURVEY ITEM VHSS SCALE ASSIGNMENT CROSS REFERENCE

Updated 11/30/00

#### **Introduction:**

This document contains the current and historical contents of the NPDFC Recently Discharged Inpatient Veteran Satisfaction Survey beginning with the first iteration in 1995. It also serves as a guide and cross reference for those questions that are common to both the VA and Picker Institute survey questionnaires.

The document is organized so the questions are grouped by Veteran Service Standard or in categories such as Background Items, Demographic Items, and Overall Satisfaction Items.

Changes to the survey questions and response categories can be seen when questions are examined over successive years. In some cases questions have been added or dropped in an effort to increase the comparability of the questionnaire to the Picker Institute or to increase the sensitivity of the questionnaire to areas of particular interest. In years when individual questions were not used the box for that particular question and year is shaded.

#### **Important Notes for Understanding the Tables:**

In the Veteran Service Standard question sections the response categories designated as problem categories are set in **bold** type.

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**Program Evaluation of Cardiac Care Programs in the VHA—Appendix**

**OVERALL IMPRESSION**

Question Number						Picker Number	Question Text	Response Text	
94	95	97	98	99	00			94	95, 97, 98,99, 00
34						4 ©	95 Dropped  94 How satisfied were you with the care you received at this hospital?	1= <i>Not at all satisfied</i> 2= <i>A little bit satisfied</i> 3= <i>Somewhat satisfied</i> 4= <i>Pretty much satisfied</i> 5= <i>Completely satisfied</i>	
35	44	46	46	46	46	5 ©	95. Overall ,how would you rate the quality of care you received  94 How would you rate the care you received at this hospital?	1=Poor 2=Fair 3=Good 4=Very good 5=Excellent	1= <b>Poor</b> 2= <b>Fair</b> 3=Good 4=Very good 5=Excellent
36	47	49	49	49	49	8 ©	97. Have you ever complained to someone about the care that you got during your most recent hospitalization? (You may choose more than one)  94 Did you ever complain to someone about the care that you got while you were in the hospital?	1=Yes, to the patient representative 2=Yes, to someone else in the hospital 3=Yes, to a VA official outside the hospital 4=No, did not complain/did not have a problem	1995 1=Yes, to the patient representative 2=Yes, to some other official in the medical center 3=Yes, to a VA official outside the medical center 4= No, did not complain/did not have a problem 1997 1=Yes, to the patient representative 2=Yes, to some other official in the medical center 3=Yes, to a VA official outside the medical center 4=Yes, to a family member of friend 5= Had a complaint but did not report it 6=Had no complaints

**Program Evaluation of Cardiac Care Programs in the VHA—Appendix**

**OVERALL IMPRESSION (Continued)**

Question Number						Picker Number	Question Text	Response Text	
94	95	97	98	99	00			94	95, 97, 98,99, 00
37	47	47	47	47	47	21 ©	95 If you could have free care outside the VA, would you choose to be hospitalized here again?  94 If under health care reform you could have free care outside the VA, would you choose to be hospitalized here again?	1=Definitely would not 2=Probably would not 3=Probably would 4=Definitely would	1=Definitely would not 2=Probably would not 3=Probably would 4=Definitely would
38						50 ©	94 Would you recommend this VA hospital to other veterans if they needed to be hospitalized?	1=Definitely would not 2=Probably would not 3=Probably would 4=Definitely would	Dropped

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**Program Evaluation of Cardiac Care Programs in the VHA—Appendix**

**COORDINATION OF CARE (CORD)**

Question Number						Picker Number	Question Text	Response Text	
94	95	97	98	99	00			94	95, 97, 98,99, 00
	2	2	2	2	2	4 ©	95 How organized was the admission process?	<i>Shading indicates item did not appear in survey that year.</i>	1= <b>Not at all organized</b> 2= <b>Somewhat organized</b> 3= <b>Very organized</b>
	4	4	4	4	4	5 ©	95 Did you feel you had to wait too long before you got to your room?		1= <b>Yes, definitely</b> 2= <b>Yes, somewhat</b> 3= <b>No</b>
3	7	7	7	7	7	8 ©	95 Was there one particular doctor in charge of your care in the hospital?  94 “ “ “ “ “ “ “ “ “	1= <b>Yes</b> 2= <b>No</b> 3= <b>Not sure</b>	1= <b>Yes</b> 2= <b>No</b> 3= <b>Not Sure</b>
4	21	21	21	21	21	21 ©	95 Sometimes in the hospital, one doctor or nurse will say one thing and another will say something quite different. Did this happen to you?  94 Sometimes, in the hospital, one doctor or nurse will say one thing and another will say something quite different. Did this ever happen to you?	1= <b>Yes</b> 2= <b>No</b>	1= <b>Yes, always</b> 2= <b>Yes, sometimes</b> 3= <b>No</b>
	43	45	45	45	45	50 ©	95 How would you rate how well the doctors and nurses worked together?		1= <b>Poor</b> 2= <b>Fair</b> 3= <b>Good</b> 4= <b>Very good</b> 5= <b>Excellent</b> 1998 1= <b>Poor</b> 2= <b>Fair</b> 3= <b>Good</b> 4= <b>Very good</b> 5= <b>Excellent</b> 6= <b>Don't know</b>
1						2 ©	94 How organized was the care you received in the emergency room?	1= <b>Not at all organized</b> 2= <b>Somewhat organized</b> 3= <b>Very organized</b> 4= <b>Didn't use the emergency room</b>	
6						29 ©	94 Were your scheduled tests and procedures always performed on time?	1= <b>Yes</b> 2= <b>No</b> 3= <b>No tests/procedures</b>	

## Program Evaluation of Cardiac Care Programs in the VHA—Appendix

### INFORMATION / PATIENT EDUCATION (INFO)

Question Number						Picker Number	Question Text	Response Text	
94	95	97	98	99	00			94	95, 97, 98,99, 00
2	3	3	3	3	3	3 ©	95 During your admission did you get enough information about your medical condition and treatment?  94 While you were in the emergency room, did you get as much information about your medical condition and treatment as you wanted?	1=Yes 2=No 3=Didn't want any information	1=Yes, definitely 2=Yes, somewhat 3=No 4=Didn't want information
	5	5	5	5	5	6 ©	95 If you had to wait to go to your room, did someone from the hospital explain the reason for the delay?	<i>Shading indicates item did not appear in survey that year.</i>	1=Yes 2=No 3=Didn't have to wait
7	8	8	8	8	8	9 ©	95 When you had important questions to ask a doctor, did you get answers you could understand?  94 When you had important questions to ask a doctor, did you always get answers you could understand?	1=Yes 2=No 3=Didn't have questions 4=Had questions but did not ask	1=Yes, always 2=Yes, sometimes 3=No 4=Didn't have questions
8	14	14	14	14	14	15 ©	95 When you had important questions to ask a nurse, did you get answers you could understand?  94 When you had important questions to ask a nurse, did you always get answers you could understand?	1=Yes 2=No 3=Didn't have questions 4=Had questions but did not ask	1=Yes, always 2=Yes, sometimes 3=No 4=Didn't have questions
9	20	20	20	20	20	Ambulatory Care Q15 ©	97 Did you have trouble understanding your provider because of a language problem?  95 Did you have trouble talking with the doctors/nurses because of a language problem?  94 Could you understand your doctor's English?	1=Yes 2=No	1=Yes, definitely 2=Yes, somewhat 3=No
5	22	22	22	22	22	28 ©	95 Did a doctor or nurse explain the results of tests in a way you could understand?  94 Did a doctor or nurse always explain test results in a way you could understand?	1=Yes 2=No	1=Yes, completely 2=Yes, somewhat 3=No 4=No tests were done

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☐ VA only; not in Picker inpatient survey. This item not included in VA CSS scales scores when used for comparison to Picker benchmarks.

**Program Evaluation of Cardiac Care Programs in the VHA—Appendix**

**COURTESY (CTSY)**

Question Number						Picker Number	Question Text	Response Text	
94	95	97	98	99	00			94	95, 97, 98,99, 00
	6	6	6	6	6	7 ©	95 How would you rate the courtesy of the staff who admitted you?	<i>Shading indicates item did not appear in survey that year.</i>	<b>1=Poor</b> <b>2=Fair</b> 3=Good 4=Very good 5=Excellent
	12	12	12	12	12	13 ©	95 How would you rate the courtesy of your doctors?		<b>1=Poor</b> <b>2=Fair</b> 3=Good 4=Very good 5=Excellent
	18	18	18	18	18	19 ©	95 How would you rate the courtesy of your nurses?		<b>1=Poor</b> <b>2=Fair</b> 3=Good 4=Very good 5=Excellent
	23	23	23	23	23		95 Was personal information about you treated in a confidential manner?		1=Yes, always <b>2=Yes, sometimes</b> <b>3=No</b>

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**Program Evaluation of Cardiac Care Programs in the VHA—Appendix**

**EMOTIONAL SUPPORT (EMOT)**

Question Number						Picker Number	Question Text	Response Text	
94	95	97	98	99	00			94	95, 97, 98,99, 00
10	9	9	9	9	9	10 ©	95 If you had any anxieties or fears about your condition or treatment, did a doctor discuss them with you?  94 If you had any anxieties or fears about your condition or treatment, did a doctor or nurse discuss them with you?	1=Yes 2=No 3=Didn't have anxieties or fears	1=Yes, completely 2=Yes, somewhat 3=No 4=Didn't have anxieties or fears
11	10	10	10	10	10	11 ©	95 Did you have confidence and trust in the doctors treating you?  94 Did you have confidence and trust in the doctors treating you?	1=Yes, all of them 2=Yes, some of them 3=No, none of them	1=Yes, always 2=Yes, sometimes 3=No
10	15	15	15	15	15	16 ©	95 If you had any anxieties or fears about your condition or treatment, did a nurse discuss them with you?  94 If you had any anxieties or fears about your condition or treatment, did a doctor or nurse discuss them with you?	1=Yes 2=No 3=Didn't have anxieties or fears	1=Yes, completely 2=Yes, somewhat 3=No 4=Didn't have anxieties or fears
12	16	16	16	16	16	18 ©	95 Did you have confidence and trust in the nurses treating you?  94 Did you have confidence and trust in the nurses treating you?	1=Yes, all of them 2=Yes, some of them 3=No, none of them	1=Yes, always 2=Yes, sometimes 3=No
13	27	27	27	27	27	25 ©	95 Was it easy for you to find someone on the hospital staff to talk to about your concerns?  94 How easy was it for you to find someone on the hospital staff to talk to about your concerns?	1=Not at all easy 2=Somewhat easy 3=Very easy 4=No concerns/didn't want to talk	1=Yes, definitely 2=Yes, somewhat 3=No 4=Didn't want to talk/no concerns

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**Program Evaluation of Cardiac Care Programs in the VHA—Appendix**

**PREFERENCES (PREF)**

Question Number						Picker Number	Question Text	Response Text	
94	95	97	98	99	00			94	95, 97, 98,99, 00
30	11	11	11	11	11	12 ©	95 Did doctors talk in front of you as if you weren't there?  94 Did doctors or nurses ever talk in front of you as if you weren't there?	1=Yes 2=No	1=Yes, often 2=Yes, sometimes 3=No
30	17	17	17	17	17	18 ©	95 Did nurses talk in front of you as if you weren't there?  94 Did doctors or nurses ever talk in front of you as if you weren't there?	1=Yes 2=No	1=Yes, often 2=Yes, sometimes 3=No
28	24	24	24	24	24	22 ©	95 Did you have enough say about your treatment?  94 Did you have enough say about your treatment in the hospital?	1=Yes 2=No	1=Yes, definitely 2=Yes, somewhat 3=No
29						Ambulatory Care Q21 ©	94 Were you in involved in decisions about your care as much as you wanted?*	1=Yes 2=No	Dropped
31	28	28	28□	28□	28□		95 Did you have enough privacy?  94 “ “ “ “	1=Yes 2=No	1=Yes 2=No
33	35	37	37	37	37	30 ©	95 Did you feel like you were treated with respect and dignity while you were in the hospital?  94 Did you feel like you were treated with dignity and respect?	1=Yes 2=No	1=Yes, always 2=Yes, sometimes 3=No
32	36	38	38□	38□	38□		95 Did you feel that you were treated like a second class citizen? 94 “ “ “ “ “ “ “ “	1=Yes 2=No	1=Yes 2=No

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□VA only; not in Picker inpatient survey. This item not included in VA CSS scales scores when used for comparison to Picker benchmarks.

**Program Evaluation of Cardiac Care Programs in the VHA—Appendix**

**TIMELINESS / ACCESS (AXCS)**

Question Number						Picker Number	Question Text	Response Text	
94	95	97	98	99	00			94	95, 97, 98,99, 00
	4	4	4	4	4	5 ©	95 Do you feel you had to wait too long before you got to your room?	<i>Shading indicates item did not appear in survey that year.</i>	<b>1=Yes, definitely</b> <b>2=Yes, somewhat</b> 3=No
	13	13	13	13	13	14 ©	95 How would you rate the availability of your doctors?		<b>1=Poor</b> <b>2=Fair</b> 3=Good 4=Very good 5=Excellent
	19	19	19	19	19	20 ©	95 How would you rate the availability of your nurses?		<b>1=Poor</b> <b>2=Fair</b> 3=Good 4=Very good 5=Excellent

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## Program Evaluation of Cardiac Care Programs in the VHA—Appendix

### FAMILY INVOLVEMENT (FAM)

Question Number						Picker Number	Question Text	Response Text	
94	95	97	98	99	00			94	95, 97, 98,99, 00
20	25	25	25	25	25	23 ©	95 Did your family or someone else close to you have enough chances to talk to your doctor?  94 “ “ “ “ “	1=Yes <b>2=No</b> 3=Family didn't want or need to talk 4=No family or friends involved	1=Yes, definitely <b>2=Yes, somewhat</b> <b>3=No</b> 4=No family or friends involved 5=Family didn't want or need to talk
21	26	26	26	26	26	24 ©	95 How much information about your condition or treatment was given to your family or someone close to you?  94 “ “ “ “ “	<b>1=Not enough</b> 2=Right amount 3=Too much 4=Family didn't want or need information 5=No family or friends involved	<b>1=Not enough</b> 2=Right amount 3=Too much 4=No family or friends involved 5=Family didn't want or need information
26	41	43	43	43	43	47 ©	95 Did the hospital staff give your family or someone close to you all the information they needed to help you recover after you got home?  94 Did the doctors and nurses give your family, or someone close to you, all the information they needed to help you recover?	1=Yes <b>2=No</b> 3=Family didn't need information 4=No family or friends involved	1=Yes, definitely <b>2=Yes, somewhat</b> <b>3=No</b> 4=No family or friends involved 5=Family didn't want or need information

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**Program Evaluation of Cardiac Care Programs in the VHA—Appendix**

**PHYSICAL COMFORT (PHYS)**

Question Number						Picker Number	Question Text	Response Text	
94	95	97	98	99	00			94	95, 97, 98,99, 00
15	29	29	29	29	29	26 ©	95 When you needed help eating, bathing or getting to the bathroom, did you get it in time?  15 When you needed help with eating, bathing, or getting to the bathroom, did you usually get help in time?	1=Yes 2=No 3=Didn't need help	1=Yes, always 2=Yes, sometimes 3=No 4=Didn't need help
14	30	30	30	30	30	27 ©	95 How many minutes after you used the call button did it <u>usually</u> take before you got the help you needed?  94 “ “ “ “ “ “	1=0 minutes/right away 2=1-5 minutes 3=6-10 minutes 4=11-15 minutes 5=16-30 minutes 6=More than 30 minutes 7=Never used call button 8=Never got help	1995 1=0 minutes/right away 2=1-5 minutes 3=6-10 minutes 4=11-15 minutes 5=16-30 minutes 6=More than 30 minutes 7=Never used call button 8=Never got help  1997 1=0-5 minutes 2=6-10 minutes 3=11-15 minutes 4=16-30 minutes 5=More than 30 minutes 6=Never used call button 7=Never got help 8=No call button available  2000 1=0-5 minutes 2=6-10 minutes 3=11-15 minutes 4=16-30 minutes 5=More than 30 minutes 6= Never got help 7= Never used call button 8=No call button available



**Program Evaluation of Cardiac Care Programs in the VHA—Appendix**

**PHYSICAL COMFORT, Continued**

Question Number						Picker Number	Question Text	Response Text	
94	95	97	98	99	00			94	95, 97, 98,99, 00
16	31	31	31 <input type="checkbox"/>	31 <input type="checkbox"/>	31 <input type="checkbox"/>	32 ©	95 When you had pain, was it usually severe, moderate, or mild?  94 “ “ “ “ “ “	1=Severe 2=Moderate 3=Mild 4=Didn't have pain	1=Severe 2=Moderate 3=Mild 4=Didn't have pain
17	32	32	32	32	32	35 ©	95 How many minutes after you asked for pain medicine did it <u>usually</u> take before you got it?  94 “ “ “ “ “ “	1=0 minutes/right away 2=1-5 minutes 3=6-10 minutes 4=11-15 minutes <b>5=16-30 minutes</b> <b>6=More than 30 minutes</b> 7=Never asked for pain medicine <b>8=Never got medicine</b>	<i>1995</i> 1=0 minutes/right away 2=1-5 minutes 3=6-10 minutes 4=11-15 minutes <b>5=16-30 minutes</b> <b>6=More than 30 minutes</b> <b>7=Never got medicine</b> 8=Never asked for pain medicine  <i>1997</i> 1=0-5 minutes 2=6-10 minutes 3=11-15 minutes <b>4=16-30 minutes</b> <b>5=More than 30 minutes</b> <b>6=Never got pain medicine</b> 7=Never asked for pain medicine 8=Didn't have pain

**Program Evaluation of Cardiac Care Programs in the VHA—Appendix**

**PHYSICAL COMFORT, Continued**

Question Number						Picker Number	Question Text	Response Text	
94	95	97	98	99	00			94	95, 97, 98,99, 00
18	33	33	33	33	33	36 ©	95 Do you think that the hospital staff did everything they could to help control your pain?  94 Do you think you would have had less pain if the hospital staff had acted faster?	<b>1=Yes</b> <b>2=No</b> <b>3=No pain</b>	1=Yes, definitely <b>2=Yes, somewhat</b> <b>3=No</b>  1997 1=Yes, definitely <b>2=Yes, somewhat</b> <b>3=No</b> 4=Didn't have pain
19	34	34	34	34	34	37 ©	95 Overall, how much pain medicine did you get?  94 “ “ “ “ “ “	<b>1=Not enough</b> <b>2=Right amount</b> <b>3=Too much</b>	<b>1=Not enough</b> <b>2=Right amount</b> <b>3=Too much</b>  1997 <b>1=Not enough</b> <b>2=Right amount</b> <b>3=Too much</b> 4=Didn't have pain
		35	35□	35□	35□		97 Sometimes people who are in pain don't ask for pain medication. Was this true for you?	<i>Shading indicates item did not appear in survey that year.</i>	1=Yes 2=No 3=Didn't have pain

**Program Evaluation of Cardiac Care Programs in the VHA—Appendix**

**PHYSICAL COMFORT, Continued**

Question Number						Picker Number	Question Text	Response Text	
94	95	97	98	99	00			94	95, 97, 98,99, 00
		36	36□	36□	36□		97 If you answered yes to question 35, was it because...		1=You were concerned it might be habit forming 2=A patient should expect to put up with some pain 3=You felt it would be a bother if you asked for it 4=No one told you pain medication was available 5=Other  <i>1999</i> 1=You were concerned it might be habit forming 2=A patient should expect to put up with some pain 3=You felt it would be a bother if you asked for it 4=No one told you pain medication was available 5=You were concerned about possible side effects 6=You were concerned about what might happen if you mixed pain medications with your other medication 7=Other

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□VA only; not in Picker inpatient survey. This item not included in VA CSS scales scores when used for comparison to Picker benchmarks.

**Program Evaluation of Cardiac Care Programs in the VHA—Appendix**

**TRANSITION (TR)**

Question Number						Picker Number	Question Text	Response Text	
94	95	97	98	99	00			94	95, 97, 98,99, 00
22	37	39	39	39	39	43 ©	95 Did someone on the hospital staff explain the purpose of the medicines you were to take at home in a way you could understand?  94 “ “ “ “ “ “ “ “	1=Yes 2=No 3=Didn't need explanation 4=No medicines at home	1=Yes, completely 2=Yes, somewhat 3=No 4=Didn't need explanation 5=No medicines at home
23	38	40	40	40	40	44 ©	95 Did someone tell you about medication side effects to watch for when you went home?  94 “ “ “ “ “ “ “ “	1=Yes 2=No 3=Didn't need explanation 4=No medicines to take at home	1=Yes, completely 2=Yes, somewhat 3=No 4=Didn't need explanation 5=No medicines at home
24	39	41	41	41	41	45 ©	97 Did someone on the hospital staff tell you what problems about your illness operation to watch for after you went home?  95 Did they tell you what danger signals about your illness or operation to watch for after you went home?  94 “ “ “ “ “ “ “ “	1=Yes 2=No	1=Yes, completely 2=Yes, somewhat 3=No
25	40	42	42	42	42	46 ©	97 Did someone on the hospital staff tell you what activities you could do after you got home (such as driving, walking up steps, lifting, sex)?  95 Did they tell you what activities you could do after you got home (such as driving, walking up steps, lifting and sex)?  94 “ “ “ “ “ “	1=Yes 2=No	1=Yes, completely 2=Yes, somewhat 3=No
27	42	44	44□	44□	44□		95 Did you know who to contact if you needed medical advice or help right away, after you went home?  94 Did someone explain who to contact after discharge if you needed help or advice right away?	1=Yes 2=No	1=Yes, always 2=Yes, sometimes 3=No

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□VA only; not in Picker survey. This item not included in VA CSS scales scores when used for comparison to Picker benchmarks.

**Program Evaluation of Cardiac Care Programs in the VHA—Appendix**

**Appendix C: Items Associated with VA Version of Scoring Scheme and Item Responses**

**Program Evaluation of Cardiac Care Programs in the VHA—Appendix**

**Overall Impression**

Question Number	Question Text	Responses <sup>1</sup> of patients who underwent CABG in a:				Probability that % of patients with a problem treated in VA hospitals = the % of patients with a problem treated in contracted facilities
		VA Hospital		Contracted Facility		
46	Overall, How would you rate the care you received at this hospital?	<b>1=Poor</b>	<b>1%</b> <sup>1,2</sup>	<b>1=Poor</b>	<b>2%</b>	.71
		<b>2=Fair</b>	<b>5</b>	<b>2=Fair</b>	<b>5</b>	
		3=Good	15	3=Good	19	
		4=Very good	33	4=Very good	30	
		5=Excellent	46	5=Excellent	44	

<sup>1</sup> Responses in bold indicate problem responses

<sup>2</sup> Percentages may not add to 100 due to rounding.

**Program Evaluation of Cardiac Care Programs in the VHA—Appendix**

**Coordination of Care**

Question Number	Question Text	Responses of patients who underwent CABG in a:		Probability that % of patients with a problem treated in VA hospitals = the % of patients with a problem treated in contracted facilities		
		VA Hospital	Contracted Facility			
2	How organized was the admission process?	1=Not at all organized 2=Somewhat organized 3=Very organized	2% 18 79	1=Not at all organized 2=Somewhat organized 3=Very organized	1% 13 86	.05
4	Did you feel you had to wait too long before you got to your room?	1=Yes, definitely 2=Yes, somewhat 3=No	5% 11 84	1=Yes, definitely 2=Yes, somewhat 3=No	6% 8 86	.91
7	Was there one particular doctor in charge of your care in the hospital?	1=Yes 2=No 3=Not Sure	63% 16 22	1=Yes 2=No 3=Not Sure	64% 12 24	.22
21	Sometimes in the hospital, one doctor or nurse will say one thing and another will say something quite different. Did this happen to you?	1=Yes, always Yes, sometimes 3=No	2% 21 77	1=Yes, always Yes, sometimes 3=No	2% 17 80	.28
45	How would you rate how well the doctors and nurses worked together?	Poor Fair Good Very good Excellent Don't know	1% 5 17 33 39 5	Poor Fair Good Very good Excellent Don't know	1% 8 13 35 38 5	.14

## Program Evaluation of Cardiac Care Programs in the VHA—Appendix

### INFORMATION / PATIENT EDUCATION

Question Number	Question Text	Responses of patients who underwent CABG in a:				Probability that % of patients with a problem treated in VA hospitals = the % of patients with a problem treated in contracted facilities
		VA Hospital		Contracted Facility		
3	During your admission did you get enough information about your medical condition and treatment?	1=Yes, definitely 2=Yes, somewhat 3=No 4=Didn't want information	72% 22 4 1	1=Yes, definitely 2=Yes, somewhat 3=No 4=Didn't want information	75% 20 5 0	.56
5	If you had to wait to go to your room, did someone from the hospital explain the reason for the delay?	1=Yes 2=No 3=Didn't have to wait	19% 9 72	1=Yes 2=No 3=Didn't have to wait	22% 9 69	.91
8	When you had important questions to ask a doctor, did you get answers you could understand?	1=Yes, always 2=Yes, sometimes 3=No 4=Didn't have questions	66% 26 4 4	1=Yes, always 2=Yes, sometimes 3=No 4=Didn't have questions	64% 26 3 7	.87
14	When you had important questions to ask a nurse, did you get answers you could understand?	1=Yes, always 2=Yes, sometimes 3=No 4=Didn't have questions	61% 30 4 5	1=Yes, always 2=Yes, sometimes 3=No 4=Didn't have questions	67% 26 2 5	.12
20	Did you have trouble understanding your provider because of a language problem?	1=Yes, definitely 2=Yes, somewhat 3=No	3% 13 85	1=Yes, definitely 2=Yes, somewhat 3=No	3% 11 86	.56
22	Did a doctor or nurse explain the results of tests in a way you could understand?	1=Yes, completely 2=Yes, somewhat 3=No 4=No tests were done	64% 29 5 2	1=Yes, completely 2=Yes, somewhat 3=No 4=No tests were done	65% 27 4 3	.53



**Program Evaluation of Cardiac Care Programs in the VHA—Appendix**

**COURTESY**

Question Number	Question Text	Responses of patients who underwent CABG in a:		Probability that % of patients with a problem treated in VA hospitals = the % of patients with a problem treated in contracted facilities
		VA Hospital	Contracted Facility	
6	How would you rate the courtesy of the staff who admitted you?	<b>1=Poor</b> 1% <b>2=Fair</b> 5 3=Good 18 4=Very good 35 5=Excellent 41	<b>1=Poor</b> 1% <b>2=Fair</b> 8 3=Good 15 4=Very good 36 5=Excellent 41	.18
12	How would you rate the courtesy of your doctors?	<b>1=Poor</b> 1% <b>2=Fair</b> 4 3=Good 15 4=Very good 33 5=Excellent 47	<b>1=Poor</b> 1% <b>2=Fair</b> 4 3=Good 17 4=Very good 32 5=Excellent 46	.96
18	How would you rate the courtesy of your nurses?	<b>1=Poor</b> 2% <b>2=Fair</b> 6 3=Good 18 4=Very good 35 5=Excellent 38	<b>1=Poor</b> 3% <b>2=Fair</b> 6 3=Good 17 4=Very good 32 5=Excellent 42	.83
23	Was personal information about you treated in a confidential manner?	1=Yes, always 82% <b>2=Yes, sometimes</b> 15 <b>3=No</b> 4	1=Yes, always 81% <b>2=Yes, sometimes</b> 14 <b>3=No</b> 5	.70

**Program Evaluation of Cardiac Care Programs in the VHA—Appendix**

**EMOTIONAL SUPPORT (EMOT)**

Question Number	Question Text	Responses of patients who underwent CABG in a:				Probability that % of patients with a problem treated in VA hospitals = the % of patients with a problem treated in contracted facilities
		VA Hospital		Contracted Facility		
9	If you had any anxieties or fears about your condition or treatment, did a doctor discuss them with you?	1=Yes, completely 2=Yes, somewhat 3=No 4=Didn't have anxieties or fears	53% 21 6 20	1=Yes, completely 2=Yes, somewhat 3=No 4=Didn't have anxieties or fears	49% 18 7 25	.71
10	Did you have confidence and trust in the doctors treating you?	1=Yes, always 2=Yes, sometimes 3=No	82% 15 2	1=Yes, always 2=Yes, sometimes 3=No	83% 14 3	.97
15	If you had any anxieties or fears about your condition or treatment, did a nurse discuss them with you?	1=Yes, completely 2=Yes, somewhat 3=No 4=Didn't have anxieties or fears	40% 27 10 23	1=Yes, completely 2=Yes, somewhat 3=No 4=Didn't have anxieties or fears	44% 22 10 25	.12
16	Did you have confidence and trust in the nurses treating you?	1=Yes, always 2=Yes, sometimes 3=No	72% 24 3	1=Yes, always 2=Yes, sometimes 3=No	78% 18 4	.09
27	Was it easy for you to find someone on the hospital staff to talk to about your concerns?	1=Yes, definitely 2=Yes, somewhat 3=No 4=Didn't want to talk/no concerns	51% 33 9 7	1=Yes, definitely 2=Yes, somewhat 3=No 4=Didn't want to talk/no concerns	53% 28 10 9	.24

**Program Evaluation of Cardiac Care Programs in the VHA—Appendix**

**PREFERENCES**

Question Number	Question Text	Responses of patients who underwent CABG in a:				Probability that % of patients with a problem treated in VA hospitals = the % of patients with a problem treated in contracted facilities
		VA Hospital		Contracted Facility		
11	Did doctors talk in front of you as if you weren't there?	1=Yes, often 2=Yes, sometimes 3=No	6% 18 76	1=Yes, often 2=Yes, sometimes 3=No	7% 16 77	.67
17	Did nurses talk in front of you as if you weren't there?	1=Yes, often 2=Yes, sometimes 3=No	5% 15 80	1=Yes, often 2=Yes, sometimes 3=No	6% 11 83	.39
24	Did you have enough say about your treatment?	1=Yes, definitely 2=Yes, somewhat 3=No	63% 29 8	1=Yes, definitely 2=Yes, somewhat 3=No	66% 30 4	.40
28	Did you have confidence and trust in the nurses treating you?	1=Yes 2=No	88% 12	1=Yes 2=No	93% 7	.06
37	Did you feel like you were treated with respect and dignity while you were in the hospital?	1=Yes, always 2=Yes, sometimes 3=No	80% 17 3	1=Yes, always 2=Yes, sometimes 3=No	85% 12 3	.14
38	Did you feel that you were treated like a second class citizen?	1=Yes 2=No	8% 92	1=Yes 2=No	9% 91	.58

**Program Evaluation of Cardiac Care Programs in the VHA—Appendix**

**TIMELINESS / ACCESS**

Question Number	Question Text	Responses of patients who underwent CABG in a:		Probability that % of patients with a problem treated in VA hospitals = the % of patients with a problem treated in contracted facilities
		VA Hospital	Contracted Facility	
4	Do you feel you had to wait too long before you got to your room?	<b>1=Yes, definitely</b> <b>5%</b> <b>2=Yes, somewhat</b> <b>11</b> 3=No                              84	<b>1=Yes, definitely</b> <b>6%</b> <b>2=Yes, somewhat</b> <b>8</b> 3=No                              86	.91
13	How would you rate the availability of your doctors?	<b>1=Poor</b> <b>4%</b> <b>2=Fair</b> <b>10</b> 3=Good                        27 4=Very good                32 5=Excellent                27	<b>1=Poor</b> <b>5%</b> <b>2=Fair</b> <b>4</b> 3=Good                        24 4=Very good                34 5=Excellent                33	.09
19	How would you rate the availability of your nurses?	<b>1=Poor</b> <b>4%</b> <b>2=Fair</b> <b>10</b> 3=Good                        24 4=Very good                32 5=Excellent                30	<b>1=Poor</b> <b>5%</b> <b>2=Fair</b> <b>11</b> 3=Good                        18 4=Very good                28 5=Excellent                39	.46

**Program Evaluation of Cardiac Care Programs in the VHA—Appendix**

**FAMILY INVOLVEMENT**

Question Number	Question Text	Responses of patients who underwent CABG in a:		Probability that % of patients with a problem treated in VA hospitals = the % of patients with a problem treated in contracted facilities
		VA Hospital	Contracted Facility	
25	Did your family or someone else close to you have enough chances to talk to your doctor?	1=Yes, definitely 57% 2=Yes, somewhat 26 3=No 8 4=No family or friends involved 8 5=Family didn't want or need to talk 1	1=Yes, definitely 63% 2=Yes, somewhat 23 3=No 7 4=No family or friends involved 5 5=Family didn't want or need to talk 2	.27
26	How much information about your condition or treatment was given to your family or someone close to you?	1=Not enough 11% 2=Right amount 78 3=Too much 1 4=No family or friends involved 8 5=Family didn't want or need information 2	1=Not enough 10% 2=Right amount 83 3=Too much 0 4=No family or friends involved 7 5=Family didn't want or need information 1	.46
43	Did the hospital staff give your family or someone close to you all the information they needed to help you recover after you got home?	1=Yes, definitely 66% 2=Yes, somewhat 17 3=No 7 4=No family or friends involved 8 5=Family didn't want or need information 1	1=Yes, definitely 68% 2=Yes, somewhat 19 3=No 7 4=No family or friends involved 7 5=Family didn't want or need information 0	.87

**Program Evaluation of Cardiac Care Programs in the VHA—Appendix**

**PHYSICAL COMFORT**

Question Number	Question Text	Responses of patients who underwent CABG in a:				Probability that % of patients with a problem treated in VA hospitals = the % of patients with a problem treated in contracted facilities
		VA Hospital		Contracted Facility		
29	When you needed help eating, bathing or getting to the bathroom, did you get it in time?	1=Yes, always 2=Yes, sometimes 3=No 4=Didn't need help	60% 19 5 16	1=Yes, always 2=Yes, sometimes 3=No 4=Didn't need help	64% 18 4 15	.44
30	How many minutes after you used the call button did it <u>usually</u> take before you got the help you needed?	1=0-5 minutes 2=6-10 minutes 3=11-15 minutes 4=16-30 minutes 5=More than 30 minutes 6= Never got help 7= Never used call button 8=No call button available	58% 16 5 2 1 <1 16 <1	1=0-5 minutes 2=6-10 minutes 3=11-15 minutes 4=16-30 minutes 5=More than 30 minutes 6= Never got help 7= Never used call button 8=No call button available	59% 16 4 4 0 1 16 0	.79
32	How many minutes after you asked for pain medicine did it <u>usually</u> take before you got it?	1=0-5 minutes 2=6-10 minutes 3=11-15 minutes 4=16-30 minutes 5=More than 30 minutes 6=Never got pain medicine 7=Never asked for pain medicine 8=Didn't have pain	40% 22 9 6 3 1 13 6	1=0-5 minutes 2=6-10 minutes 3=11-15 minutes 4=16-30 minutes 5=More than 30 minutes 6=Never got pain medicine 7=Never asked for pain medicine 8=Didn't have pain	44% 21 7 6 1 1 14 7	.44
33	Do you think that the hospital staff did everything they could to help control your pain?	1=Yes, definitely 2=Yes, somewhat 3=No 4=Didn't have pain	67% 20 4 9	1=Yes, definitely 2=Yes, somewhat 3=No 4=Didn't have pain	69% 20 3 8	.67
34	Overall, how much pain medicine did you get?	1=Not enough 2=Right amount 3=Too much 4=Didn't have pain	7% 81 1 11	1=Not enough 2=Right amount 3=Too much 4=Didn't have pain	7% 83 1 10	.69

**Program Evaluation of Cardiac Care Programs in the VHA—Appendix**

**TRANSITION**

Question Number	Question Text	Responses of patients who underwent CABG in a:				Probability that % of patients with a problem treated in VA hospitals = the % of patients with a problem treated in contracted facilities
		VA Hospital		Contracted Facility		
39	Did someone on the hospital staff explain the purpose of the medicines you were to take at home in a way you could understand	1=Yes, completely	78%	1=Yes, completely	79%	.67
		2=Yes, somewhat	17	2=Yes, somewhat	15	
		3=No	4	3=No	4	
		4=Didn't need explanation	1	4=Didn't need explanation	2	
		5=No medicines at home	<1	5=No medicines at home	1	
40	Did someone tell you about medication side effects to watch for when you went home?	1=Yes, completely	56%	1=Yes, completely	55%	.42
		2=Yes, somewhat	22	2=Yes, somewhat	20	
		3=No	15	3=No	14	
		4=Didn't need explanation	5	4=Didn't need explanation	10	
		5=No medicines at home	<1	5=No medicines at home	1	
41	Did someone on the hospital staff tell you what problems about your illness operation to watch for after you went home?	1=Yes, completely	74%	1=Yes, completely	74%	.79
		2=Yes, somewhat	20	2=Yes, somewhat	17	
		3=No	6	3=No	8	
42	Did someone on the hospital staff tell you what activities you could do after you got home (such as driving, walking up steps, lifting, sex)?	1=Yes, completely	81%	1=Yes, completely	78%	.34
		2=Yes, somewhat	15	2=Yes, somewhat	15	
		3=No	5	3=No	8	
44	Did you know who to contact if you needed medical advice or help right away, after you went home?	1=Yes, always	78%	1=Yes, always	84%	.09
		2=Yes, sometimes	14	2=Yes, sometimes	9	
		3=No	8	3=No	8	





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