VA TRUST REPORT
APRIL 1 – JUNE 30, 2021
U.S. DEPARTMENT OF VETERANS AFFAIRS
Updated October 6, 2021

Current VA-Wide Trust Score: 78% (↑ 1.0%)

Male Veteran Trust 90.7% (↑ 0.1%)
<30 79.9% ↑ 30-39 77.8% ↓
40-49 84.7% ↑ 50-59 88.2% ↑
60-69 90.5% ↑ 70+ 92.3% —

Female Veteran Trust 87.1% —
<30 82.1% ↑ 30-39 78.0% ↑
40-49 82.8% ↓ 50-59 86.3% ↓
60-69 89.8% ↓ 70+ 92.6% —

Trust by Race and Ethnicity
*Data from VHA Outpatient Survey
American Indian or Alaskan Native 87.1% ↑
Native Hawaiian or Pacific Islander 87.2% ↓
Hispanic or Latino 91.7% —
Asian 92.6% ↑
White 92.1% ↑
Not Hispanic or Latino 91.9% ↑
Black or African American 90.7% ↑

VA-WIDE CUSTOMER EXPERIENCE DRIVERS

EASE
72% (↑ 2.0%)

EFFECTIVENESS
77% (↑ 2.0%)

EMOTION
75% (↑ 2.0%)

EMPLOYEE HELPFULNESS
9.2 —

EQUITY AND TRANSPARENCY
9.2 ↑

QUALITY
9.4 —

SIMPACITY
9.0 ↑

SPEED
8.8 ↑

TOP COMPLIMENTS*
✓ Quality of Care
✓ Staff Interactions
✓ Cleanliness of Facility
✓ Specialty Care Satisfaction
✓ Available Benefits Information

TOP CONCERNS*
✖ Prescriptions for Pain Management
✖ General MISSION Act Feedback
✖ Appointment Cancellation by VA
✖ Accuracy of Mail Order Prescription Addresses
✖ Cancellation of VA Prescriptions

*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**

**Ease/Simplicity**
“I understood the information provided by the [Agent].” 8.4 

**Efficiency/Speed**
“I waited a reasonable amount of time to speak to a [Agent].” 8.2 

**Efficiency/Speed**
“The [Agent] took a reasonable amount of time to address my need.” 8.2 

**Employee Helpfulness**
The [Agent] I interacted with was helpful.” 8.9 

**Quality**
The issue that I contacted [Contact Center] about on [Call Date] was resolved.” 7.8 

**Satisfaction**
“I am satisfied with the service I received from the [Contact Center].” 7.9 

**VSIGNALS SURVEY DATA**
2016 - Present

- 41,844,555 VSignals Surveys Sent (total)
- 7,228,703 VSignals Surveys Received (total)
- 2,535,499 Text Free Responses (total)
- 88 Active VSignals Surveys (current)

**VA-Wide Trust Over Time**

**COVID-19 SURVEY SUMMARY**

<table>
<thead>
<tr>
<th>CONFIDENCE/TRUST</th>
<th>QUALITY</th>
<th>EASE/SIMPlicity</th>
<th>EMPLOYEE HELPFULNESS</th>
</tr>
</thead>
<tbody>
<tr>
<td>91.8% (ollider 1.7%)</td>
<td>93.1% (ollider 2.4%)</td>
<td>62.8% (ollider 12.1%)</td>
<td>93.2% (ollider 1.0%)</td>
</tr>
</tbody>
</table>

**Top 3 Reasons for Getting Vaccinated**

- **79.7%** IT’S THE BEST WAY TO PREVENT ME FROM GETTING SICK FROM COVID-19
- **54.5%** IT’S THE BEST WAY TO PREVENT OTHERS FROM GETTING COVID-19
- **41.9%** IT WILL CONTRIBUTE TO ENDING THE COVID-19 PANDEMIC

1,973 Veterans responded to a COVID-19 Survey from April 1 – June 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.

KEY:ollider positive, collider negative, or collider neutral.

Download the VA Welcome Kit [www.va.gov/welcome-kit/](http://www.va.gov/welcome-kit/)
Subscribe to #VetResources [www.va.gov/vetresources/](http://www.va.gov/vetresources/)
Veterans Crisis Line: 1-800-273-8255, Press 1
The one number to reach VA: 1-800-MyVA411

For more information on how VA measures trust visit [www.va.gov/Trust](http://www.va.gov/Trust)