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%  
- 60+: 86.3%

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

Trust by Race and Ethnicity
*Data from VHA Outpatient Survey
- American Indian or Alaskan Native: 85.7%  
- Native Hawaiian or Pacific Islander: 88.0%  
- Hispanic or Latino: 91.3%  
- White: 91.9%  
- 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
- SIMPLICITY 9.0
- SPEED 8.7

SATISFACTION 9.4 —

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
**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

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**VSIGNALS SURVEY DATA**

- **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

**VA-Wide Trust Over Time**

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**COVID-19 SURVEY SUMMARY**

- **CONFIDENCE/TRUST** 90.7% (positive 1.1%)
- **QUALITY** 91.4% (positive 1.7%)
- **EASE/SIMPLICITY** 61.0% (positive 1.8%)
- **EMPLOYEE HELPFULNESS** 90.3% (positive 2.9%)

**PREFERENCE OF CARE**

- **VIDEO:** 13.8%
- **TELEHEALTH:** 6.5%
- **IN-PERSON:** 66.9%
- **PHONE:** 6.5%
- **NO PREFERENCE:** 13.8%

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**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.

KEY: ♦ positive, ☞ negative, or — neutral.