



# Major Limb Amputee Satisfaction Survey

U.S. DEPARTMENT OF VETERANS AFFAIRS  
OCTOBER 2007

**GALLUP**<sup>®</sup>

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## TABLE OF CONTENTS

Executive Summary .....	1
Acknowledgements .....	2
Introduction .....	3
2.0 Methods .....	4
3.0 Results .....	5
4.0 Conclusions .....	25
5.0 Recommendations .....	26
Appendices .....	27
Appendix A: Survey Questionnaire .....	39
Appendix B: Final Call Dispositions .....	62

## OEF/OIF Major Limb Amputee Satisfaction Executive Summary

The Gallup Organization interviewed 167 major limb amputees from Operation Enduring Freedom and Operation Iraqi Freedom about their experiences at VA Health Care facilities. The respondents had usually made multiple visits to VA facilities and most (80.5%) had made more than thirty visits, so they were very familiar with VA Health Care.

### Major findings:

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- Eight in ten (80%) would describe themselves as satisfied or very satisfied overall with their experience. More than seven in ten (71%) were inclined to agree with the statement “You can trust VA Health Care to always provide quality care”. More than eight in ten (84%) were inclined to return to the same VA facility or facilities if they ever needed care again.
- A minority of amputees (42%) were confident they would receive quality care before their amputation. However, 71% of amputees found the care to be better than they had expected.
- Many major limb amputees recall seeing specialists outside the VA system. For example, 75% of amputees recalled receiving physical therapy or kinesiotherapy treatments, but only 16% of amputees said they had gotten physical therapy or kinesiotherapy at a VA facility. These may be prone to recall error by respondents. Specifically, when compared to administrative data, differences will likely be observed.
- There are unique drivers for overall satisfaction with VA Health Care, trust in VA health care, and inclination to return. Depending on which of these seemingly similar outcomes is desired, a different set of attributes emerges as having the strongest relationship. So which outcome is desired dictates which attributes should be prioritized.

### Conclusions

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A majority of amputees had a positive experience at VA Health Care facilities. They were not confident prior to their amputation that they would receive quality care, only to find services better than expected. This suggests a gap between perception and reality.

Beyond meeting the simple goals of satisfying amputees, winning their trust and their desire to return, the VA can seek to create emotional attachment to VA Health Care (see “A Popular Idea That’s Dead Wrong” (2006) and “Customer Satisfaction: A Flawed Measure” (2007) by John Fleming, *Gallup Management Journal*). Creating highly loyal patients can increase visits to VA facilities (where choices exist) and create positive word of mouth to close the gap between perceptions about the VA and the actual quality of care provided. Building emotional attachment is a more difficult endeavor however the benefits may be worthwhile to the VA and the patients it serves.

## Acknowledgements

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## 1.0 Introduction

### 1.1 Objectives

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The Gallup Organization undertook the major limb amputee satisfaction survey to assess the level of functioning and satisfaction with the care provided to Operation Iraqi Freedom (OIF) and Operation Enduring Freedom (OEF) veterans who received amputations while on active duty. The information gained will help to understand how well patients feel the U.S. Department of Veterans Affairs (VA) has helped them achieve the transition from military treatment facilities to the Veterans Health Administration (VHA) and how the post-operative delivery of administrative, medical, operative, prosthetic and rehabilitation services has gone. The survey was designed to understand how well these severely wounded U.S. veterans feel they were cared for, the degree to which they were supported by the processes of the military and VHA networks, how they are progressing in making their transition to new lives, and how well they are functioning.

### 1.2 Background

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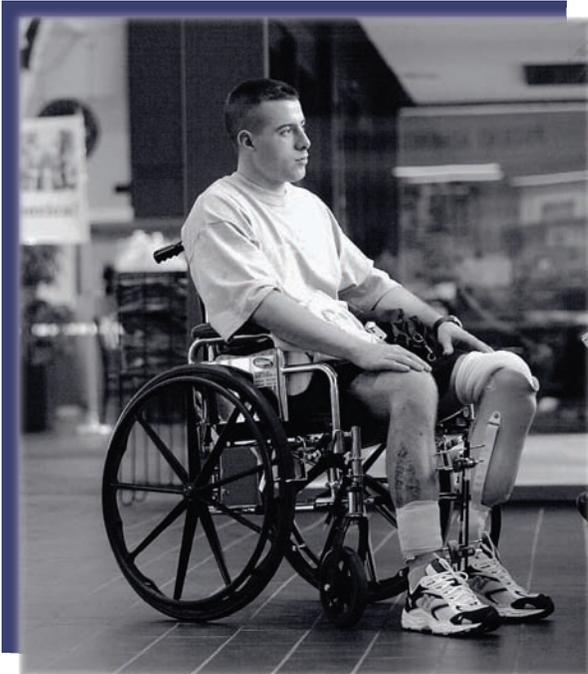
What awaits every U.S. military veteran returning from war, including those returning from OIF and OEF is the challenge of adapting to civilian life. Each veteran encounters major lifestyle adjustments that must be negotiated when coming home. Such adjustments are difficult for every returning soldier. For soldiers who were wounded, the return home is likely even more difficult, with more time needed for making the transition to a “normal” lifestyle. For the returning soldier who has suffered a major loss of a limb, the return home will likely be most difficult. Each soldier will need to build his or her own new world. Some will necessarily need to make major alterations in how they live, work, and function in society where they will likely be greatly challenged by everyday tasks of active daily living.

VHA has made it a priority that soldiers who have suffered a major loss of limb receive the best care that the VA can provide. That means that their needs are prioritized over those of other patients so that they truly get the best service the VA can offer. It’s also a major reason for this survey, to allow the amputees themselves to share their experience as patients.

### 1.3 Overview

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Gallup interviewers made outbound calls to gain cooperation from amputees and made it known they were calling on behalf of the Department of Veterans Affairs. The questionnaire asked first about general experiences (e.g. number of facilities visited and whether they continued to receive care at those facilities). Amputees were then asked about their overall satisfaction with the VA Health Care facilities they had visited, the extent to which they agree that they can trust VA Health Care to provide high quality care, and their likelihood to return.





In addition amputees were asked how confident they were that they would receive quality care prior to their amputation and whether or not VA Health Care was better or worse than expected. The survey then uses five-point scale items to allow amputees to rate the VA both overall and in detail on how it handled the transition to the VA, the administration of care, and the environment of rehabilitative care. Amputees also provided ratings for their experiences (where it applies) with physical therapy/kinesiotherapy, occupational or recreational therapy, rehabilitation physicians, prosthetists or orthotists, and their prosthetics. Amputees provided self reports of which of the various prosthetics they've used either at the VA or elsewhere. Their reports are prone to memory error or their own lack of understanding of whom they've seen but are useful in understanding how they understand and recall the care they receive.

In addition to the close-ended response options there are a number of open-ended items that allowed amputees to describe in their own words how they formed their opinion about what VA Health Care would be like, what facilities they had used outside the VA system, and why they gave a particular rating of their satisfaction with the transition to the VA, administration of care, etc. These responses provide qualitative insights into their experiences and were delivered under separate cover.

## 2.0 Methods

### 2.1 Data collection

Gallup conducted 167 interviews with major limb amputees between November 22, 2006 and March 4, 2007. The data were collected using computer assisted live outbound telephone interviews. At least seven call attempts were made to resolve each sampled number to maximize the likelihood of interview. If any contact was made (and the telephone number was not ruled ineligible) seven more call attempts would be made before a telephone number was considered resolved. Sample was provided by the VA and in many cases multiple telephone numbers were called for a single patient to ensure every amputee's opinions could be included. No patient was interviewed more than one time. The CASRO (Council of American Survey Research Organizations) response rate was 67%. The final call dispositions are included in Appendix A.

### 2.2 Data Compilation and Analysis

The data are initially compiled using Gallup's SURVENT CATI software which captures each response code entered by the interviewer during the live telephone interview. The software does not allow interviewers to move from one question to the next without entering a valid response option (which includes options for "Don't Know", "Refused", and "Not Applicable" responses). Thus, each record has data which is complete. Only a manual override (e.g. a respondent decides very late in the survey that they wish to change one of their early responses) or designed skip pattern could cause a question

to be missing a value. Additional manual coding is done of open ended responses and supplementary data provided by the VA were appended to the respondent data to allow for more detailed demographic profiling of respondents. The final data were analyzed using SPSS (and an SPSS data set stripped of identifying information was provided to the VA).

Five-point scales were used frequently in the questionnaire (which is included in Appendix B), indicating usually the degree of satisfaction or the extent to which an amputee agreed with a statement. For purposes of clarity in reporting, the 1 and 2 responses are collapsed as are the 4 and 5's. Because some statements can be worded negatively, (e.g. "You were required to take duplicate lab tests or physical exams during your transition."), a response of 4 or 5 indicating agreement is actually negative. In order to make this distinction more apparent, the figures in this report are color-coded so that green indicates a response that is a positive evaluation and red is a negative evaluation (a yellow response is neutral). When mean scores are presented, a green bar indicates a positively worded statement and red bars indicate negatively worded statements.

The margin of error (MOE) appearing in the figures represents the 95% confidence interval around each survey estimate. That is, there is a 95% probability that our estimate falls within the margin of error for the entire population of interest (in this case major limb amputees). A constant sampling fraction was assumed in computing standard errors. That is, the finite population correction which takes into account that a large proportion of the target population was interviewed (in this case a total of 167 completed interviews out of a total "universe" of 392 major limb amputees) was applied uniformly to subgroups (e.g. those who said they had seen a prosthetist). The number of responses (or N) used to generate a percentage appear in each figure.

The driver analyses presented in this document use bivariate Pearson correlations. While regression is often a favored technique, the limited number of interviews coupled with the high degree of multi-collinearity between items made that approach impractical. That means we can't quantify the unique variance each attribute explains, but rather the simple item to item variance.

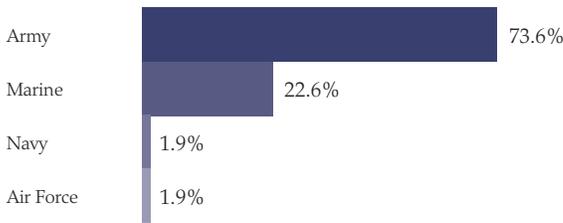
## 3.0 Survey Results

### 3.1 Respondent Demographics

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The following demographics come from data appended to sample provided by the VA. It comes directly from VA records versus in response to survey questions. It illustrates the branch of the armed services in which the amputees served, as well as the event in which their injury occurred.

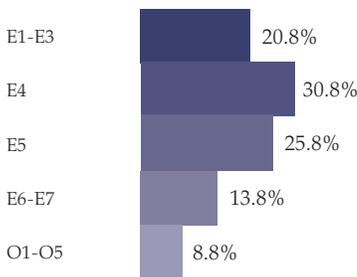
**Figure 1**  
*Percent of Respondents by Service*



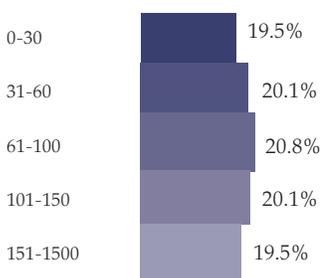
*Percent of Respondents by Event*



*Percent of Respondents by Rank*



**Figure 2**  
*Number of Outpatient Visits*



**Figure 1: Service/Event/Rank**

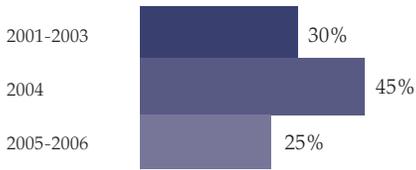
Nearly three quarters of respondents served in the U.S. Army (73.6%), with most of the remainder serving in the Marines (22.6%). More than nine in ten respondents (92%) were injured in Iraq, with the remainder being injured in Operation Enduring Freedom.

**Figure 2: Number of Outpatient Visits**

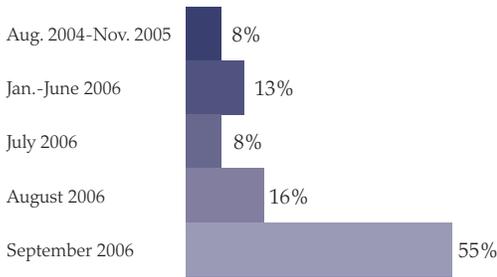
More than nine in ten amputees were enlisted (91.2%) and more than four in five had made at least thirty outpatient visits (80.5%). This high number of outpatient visits suggests that the respondents are well qualified to evaluate the care they receive. That is, the amputees have generally had a number of experiences with VHA on which they can base their responses.

Injury Code	%
Below Knee	31.4%
Above Knee	18.9%
Below Elbow	11.9%
Above Elbow	8.8%
Bilateral Below Knee	4.4%
Above & Below Knee	3.1%
Shoulder Disarticulation	3.1%
Hip Disarticulation	2.5%
Bilateral Above Knee	1.9%
Foot	1.9%
Symes	1.9%
Thru Knee	1.9%
Hand	1.3%
Partial Foot	1.3%
Above & Below Elbow	0.6%
Above Elbow & Below Knee	0.6%
Above Knee & Above Elbow	0.6%
Above/Below Knee & Below Elbow	0.6%
Above & Thru Knee	0.6%
Bilat BE	0.6%
Below Knee & Symes	0.6%
Below & Thru Knee	0.6%
Hip Disarticulation Below Knee	0.6%

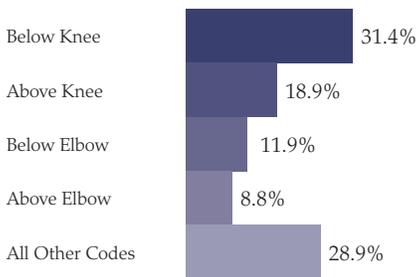
**Figure 3**  
*Injury Date*



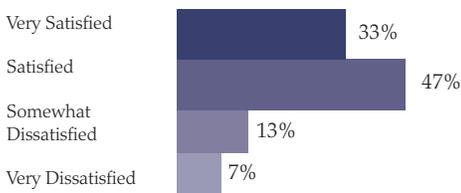
*Visit Date*



**Figure 4**  
*Injury Location*



**Figure 5**  
*Overall, how satisfied were you with this experience?*  
n=166, MOE ± 5%



**Figure 3: Injury Date/Visit Date**

Three-quarters (75%) of the injuries occurred before 2005. More than nine in ten (92%) of the visits dates listed (i.e. their most recent visit to the VHA when sample was pulled) fell in 2006. As interviewing began in November of 2006, it mean most respondents were able to provide evaluations based on experiences that had happened in the past year.

**Figure 4: Injury Location/Injury Codes**

A plurality of amputations was made below the knee and a substantial number at the knee. Amputations below and at the elbow were the next most common.

### 3.2 Major Findings

The following results represent the major findings from the survey. Please note: Due to rounding, some percentages reported in the text may differ slightly from those in graphs.

In summary, a majority of amputees were satisfied with their experience with the VA, and a majority said they were inclined to trust the VA for quality care. Further, a majority said they would return to the same VA facility if they needed medical care again.

However, patients’ opinions prior to their experience with the VA were not as positive, as only about four in ten said they were confident they would receive quality care. Following their experience, a majority (71%) felt VA Health Care was better than expected.

**Figure 5: Overall Satisfaction**

Major limb amputees are generally satisfied, trust the VA to provide quality care, and are inclined to use VA Health Care in the future. Four in five amputees (80%) were satisfied with their experience versus only one in five (20%) that were dissatisfied.

Q2a. Throughout the survey, I would like you to consider several aspects of your treatment in VA Health Care facilities and I’d like you to tell me how the facilities performed. Now thinking about all of the VA Health Care facilities where you have been treated, please tell me...Overall, how satisfied were you with this experience? Were you very satisfied, satisfied, somewhat dissatisfied, or very dissatisfied?

Figure 6

On a scale of one-to-five, where 5 is strongly agree and 1 is strongly disagree: You can trust VA Health Care to always provide high quality care.

n=166, MOE ± 5%

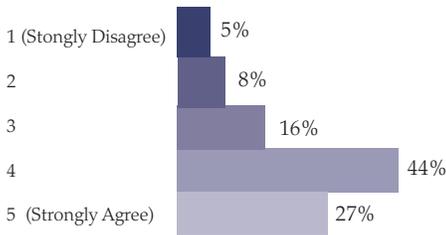


Figure 6: Trust

More than seven in ten amputees (71%) were inclined to trust VA Health Care to always provide high quality care. About one in eight (13%) were not inclined to trust VA Health Care to always provide high quality care and the remaining sixteen percent were neutral.

Q2b. On a scale of one-to-five, where 5 is strongly agree and 1 is strongly disagree, please tell me the extent to which you either agree or disagree with the following statement. You may use any number between one and five to make your rating. Please remember, you are evaluating your experience at VA Health Care facilities. How about... You can trust VA Health Care to always provide high quality care?

Figure 7

How likely would you be to return to use the same VA Health Care facility or facilities if you ever needed medical care again?

n=167, MOE ± 4%

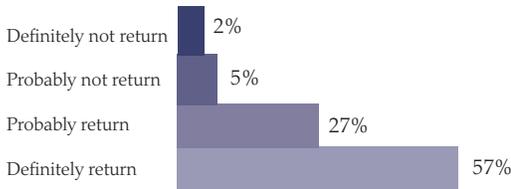


Figure 7: Likelihood to Return

More than five in six amputees (84%) were inclined to return to the same VA Health Care facilities if they needed medical care again. Only eight percent were not inclined to return and the remaining eight percent were unsure about returning.

Q2c. How likely would you be to return to use the same VA Health Care facility or facilities if you ever needed medical care again? Would you definitely return, probably return, not sure about returning, probably not return, or definitely not return?

Figure 8

Please use a five-point scale, where 5 means you were extremely confident and 1 means you were not at all confident. How confident were you that you would receive quality care through VA Health Care, before your amputation?

n=154, MOE ± 6%

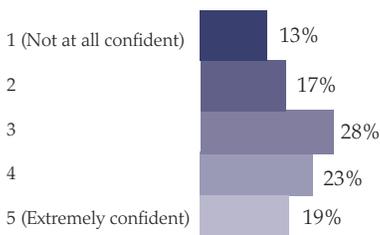


Figure 8: Confidence

Prior to their experience with the VA healthcare system, major limb amputees were not overwhelmingly confident that they would receive quality care, but most found the care to be better than expected. About four in ten amputees (42%) were confident in the quality of care they would receive prior to amputation versus three in ten (30%) that were not confident. The remaining twenty-eight percent were neutral.

Q3. How confident were you that you would receive quality care through VA Health Care, before your amputation? Please use a five-point scale, where 5 means you were extremely confident and 1 means you were not at all confident. You may use any of the numbers 1, 2, 3, 4, or 5.

Figure 9

Was VA Health Care better or worse than what you expected?

n=160, MOE ± 5%

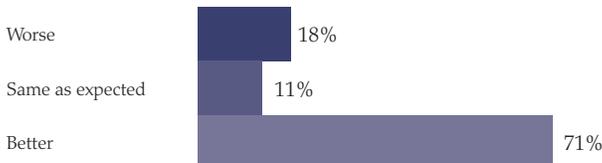
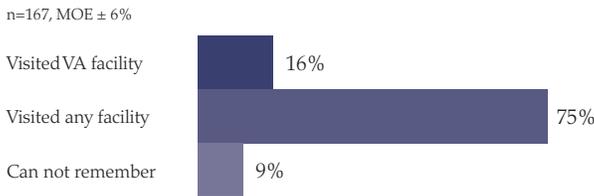


Figure 9: Experience versus Expectations

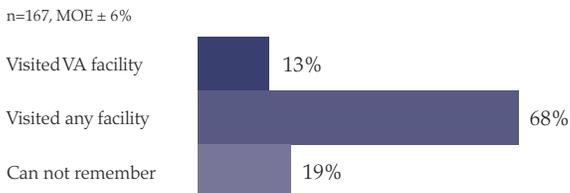
More than seven in ten amputees (71%) felt that VA Health Care was better than expected. Eighteen percent felt that VA Health Care was worse than expected; with the remaining eleven percent saying the care was the same as they had expected.

Q4. Was VA Health Care better or worse than what you expected?

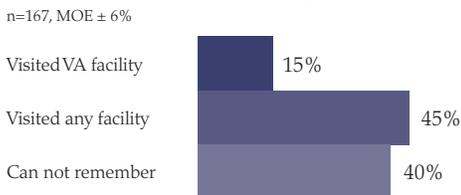
**Figure 10**  
*Recall of Visiting a Physical Therapist/  
 Kinesiotherapist at VA and non-VA Facilities  
 Since Amputation*



*Recall of Visiting an Occupational/  
 Recreational Therapist*



*Recall of Visiting a Rehab Physician*



**Figure 11**  
*Recall of a Prosthetist/Orthotist visit at VA Facility*



## Specialists

Major limb amputees mainly recall seeing specialists outside the VA system. They were asked questions that probe certain “factual” events, like whether the respondent received certain services at a VA facility or elsewhere. In this case, answers may be affected by both the respondent’s memory and their understanding of the distinctions between the different types of services. Service utilization is therefore best measured using encounter and record data. However, these items provide insights into how care is remembered.

### Figure 10: Specialists Seen at VA or Any Facilities

Three of four amputees (75%) said they saw a physical therapist or kinesiotherapist somewhere, while only one in six (16%) said they’d seen one at a VA facility. More than two in three amputees (68%) said they saw an occupational or recreational therapist somewhere, while only one in eight (13%) said they had seen one at a VA facility. Less than half of amputees (45%) said they saw a rehabilitation physician somewhere, while only fifteen percent said they had seen one at a VA facility.

Q15a. Since your amputation, have you received any physical therapy or kinesiotherapy treatments?

Q15b. Have you received any physical therapy or kinesiotherapy treatment at a VA health Care facility?

Q19a. Since your amputation, have you received any occupational therapy or recreational therapy treatments?

Q19b. Have you received any occupational therapy or recreational therapy treatment at a VA Health Care facility?

Q23a. Since your amputation, have you been seen by a rehabilitation physician, that is a doctor specializing in rehabilitation, not the doctor you would see for regular medical care?

Q23b. Have you been seen by a rehabilitation physician at a VA Health Care facility?

### Figure 11: Prosthetist/Orthotist Seen at VA Facility

50% of amputees said they saw a prosthetist or orthotist at a VA facility.

Q27a. Since your amputation, have you been seen at a VA Health Care facility by a prosthetist or orthotist, that is someone specializing in fitting you for artificial limbs, braces, splints, or special footwear?

## Drivers

There are unique drivers of overall satisfaction, trust, and inclination to return to the VA for care in the future. The term “drivers” refers to the attributes with the strongest correlation to outcome measures (overall satisfaction, trust, or inclination to return). Drivers with the highest correlations are the most likely to impact these outcomes. A strong correlation means that higher ratings on these attributes correspond to high ratings for the outcome measure and low ratings on an attribute will correspond to low ratings for the outcome measures.

Drivers were identified using bivariate Pearson correlations between attributes and key outcome measures. An r-squared value of 1 represents a perfect correlation while an r-squared value of 0 represents no correlation. The greater the value between zero and one the more predictive an attribute is of the outcome. Put another way an r-squared value of 1.00 means 100% of the variation in the outcome measure can be explained by variation in the attribute and an r-squared value of 0.75 would explain 75% of the variation, etc. The r-squared value is NOT an indication of performance, rather of importance.

The implication of an attribute being a strong driver is that it is a major determinant of an outcome (overall satisfaction, trust, inclination to return). Attributes with high correlations would therefore be good areas of focus in order to drive performance in the outcome measures.

Table 1  
Drivers of Overall Satisfaction

Attribute	Correlation (r-squared)
Satisfaction with administration (n=163)	0.495
Satisfaction with occupational therapy (n=21)	0.425
Satisfaction with prosthetist care (n=80)	0.385
Satisfaction with overall transition to VA Health Care (n=159)	0.357
Satisfaction with PT / kinesiotherapy (n=26)	0.320
Satisfaction with rehab environment (n=120)	0.303
Satisfaction with prosthetics (n=32)	0.242
Satisfaction with rehab physician (n=23)	0.187

Table 1: Drivers of Overall Satisfaction

The top driver of overall satisfaction was satisfaction with the overall administration of care at the VA Health Care facility visited most recently. Nearly half of the variability in overall satisfaction could be explained by that measure. Satisfaction with occupational therapy was also a very strong driver (42.5% of variance explained) of overall satisfaction for those amputees who recalled visiting a VA facility for occupational therapy. Likewise, satisfaction with prosthetist care was important to amputees that had visited a prosthetist (38.5% of variance explained). All eight of the observed correlations are substantial enough to be considered meaningful.

Q2a. Throughout the survey, I would like you to consider several aspects of your treatment in VA Health Care facilities and I'd like you to tell me how the facilities performed. Now thinking about all of the VA Health Care facilities where you have been treated, please tell me...Overall, how satisfied were you with this experience? Were you very satisfied, satisfied, somewhat dissatisfied, or very dissatisfied?

**Table 2**  
*Drivers of Trust*

Attribute	Correlation (r-squared)
Satisfaction with PT/kinesiotherapy (n=26)	0.626
Satisfaction with prosthetics (n=31)	0.562
Satisfaction with overall transition to VA Health Care (n=159)	0.492
Satisfaction with administration (n=163)	0.444
Satisfaction with prosthetist care (n=79)	0.409
Satisfaction with occupational therapy (n=21)	0.327
Satisfaction with rehab environment (n=119)	0.322
Satisfaction with rehab physician (n=23)	0.321

**Table 3**  
*Drivers of Likelihood to Return*

Attribute	Correlation (r-squared)
Satisfaction with prosthetics (n=32)	0.425
Satisfaction with prosthetist care (n=80)	0.352
Satisfaction with administration (n=164)	0.329
Satisfaction with PT/kinesiotherapy (n=26)	0.322
Satisfaction with rehab physician (n=23)	0.316
Satisfaction with occupational therapy (n=21)	0.245
Satisfaction with rehab environment (n=120)	0.242
Satisfaction with overall transition to VA Health Care (n=160)	0.205

**Table 2: Drivers of Trust**

The drivers of trust vary somewhat from those of overall satisfaction. This underscores the distinction between trust and overall satisfaction but also raises the practical question of which is more important to the VA, that amputees trust VA Health Care to always provide high quality care or that amputees be satisfied with their experience at VA facilities. The best predictor of trust is satisfaction with physical therapy or kinesiology (it explains 62.6% of the variance in trust) for those who received those services at a VA facility. Satisfaction with prosthetics (it explains 56.2% of the variance) was also a strong predictor of trust for those who received their prosthetics at a VA facility. Satisfaction with the overall transition to VA Health Care (49.2% variance explained) was somewhat more predictive of trust than satisfaction with the overall administration of care (44.4% variance explained). Once again, each driver was substantial enough to be considered a meaningful driver of trust.

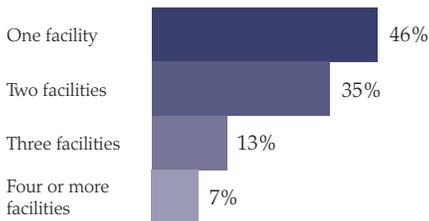
Q2b. On a scale of one-to-five, where 5 is strongly agree and 1 is strongly disagree, please tell me the extent to which you either agree or disagree with the following statement. You may use any number between one and five to make your rating. Please remember, you are evaluating your experience at VA Health Care facilities. How about... You can trust VA Health Care to always provide high quality care?

**Table 3: Drivers of Likelihood to Return**

The drivers of likelihood to return varied both from the drivers of trust and overall satisfaction. This again underscores the differences between these outcomes and raises the question of which should be considered the most important outcome. For those who received prosthetics from a VA facility and who visited a prosthetist, prosthetics and prosthetist care were the top predictors of inclination to return (explaining 42.5% of the variance in likelihood to return and 35.2%, respectively). The next best predictor of likelihood to return was the amputees' satisfaction with the overall administration of care (32.9% of the variance explained). Satisfaction with the overall transition to VA Health Care was actually the least predictive driver of likelihood to return (20.5% of variance explained) though all of the drivers exhibited meaningful correlations.

Q2c. How likely would you be to return to use the same VA Health Care facility or facilities if you ever needed medical care again? Would you definitely return, probably return, not sure about returning, probably not return, or definitely not return?

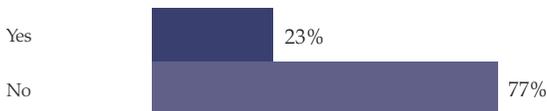
**Figure 12**  
*At how many different Veterans Health Administration facilities have you received care?*  
 n=167, MOE ± 5%



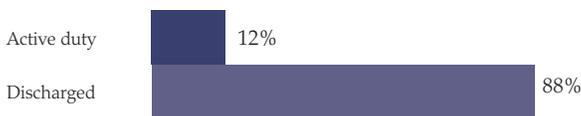
**Figure 13**  
*Have you received care for your major amputation at a Department of Defense health care facility in the past year?*  
 n=167, MOE ± 6%



**Figure 14**  
*At present, are you continuing to receive care for your major amputation at a Department of Defense health care facility?*  
 n=166, MOE ± 5%



**Figure 15**  
*Are you currently on active military duty, or have you been discharged?*  
 n=164, MOE ± 4%



### 3.3 Detailed Findings

#### Figure 12: Number of Facilities Used

Amputees were asked at how many different VHA facilities they had received care. As with earlier items on service utilization, it is prone to the same kinds of memory errors that make it inferior to administrative records. More than half of amputees (54%) said they had visited multiple facilities.

Q1a. At how many different Veterans Health Administration facilities have you received care?

#### Figure 13: Received Care at DOD Facility in Past Year

More than half of amputees (54%) said they had visited a Department of Defense health care facility in the past year to receive treatment for their amputation.

Q1b. Have you received care for your major amputation at a Department of Defense health care facility in the past year?

#### Figure 14: Continued Care at DOD Facility in Past Year

When it comes to continuing care, the number is again cut in half. Only about one in four amputees (23%) said they were continuing to receive care for their amputation at a Department of Defense health-care facility.

Q1c. At present, are you continuing to receive care for your major amputation at a Department of Defense health care facility?

#### Figure 15: Military Status

Continued active military service is rare among amputees, as about one in eight amputees (12%) reported they were still currently on active military duty.

Q5. Are you currently on active military duty, or have you been discharged?

Figure 16

On a five-point scale, with 5 being very satisfied and 1 being very dissatisfied, how satisfied have you been with the overall transition from military to VA Health Care?

n=160, MOE ± 6%

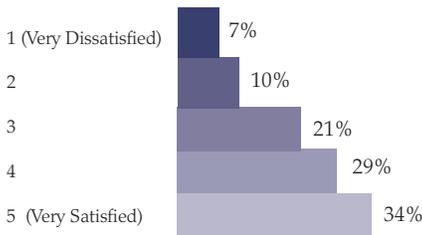


Table 4

Drivers of Overall Satisfaction with Transition

Attribute	Correlation (r-squared)
E. Your transition from military health care to VA Health Care went smoothly.	0.595
D. VA staff explained to your satisfaction how your needs would be met.	0.386
C. VA staff explained to your satisfaction the transition process.	0.297
H. VA transition staff told you about other benefits you might be eligible to receive.	0.235
F. When you had a question or problem, you had to contact VA transition staff more than once to get an answer.	0.180
G. VA staff respected you as an individual.	0.176
B. Overall, you had sufficient access to VA social workers and benefit counselors at your military treatment facility during your transition.	0.128
A. VA social workers and benefit counselors were clearly identified at your military treatment facility.	0.073
I. You were required to take duplicate lab tests or physical exams during your transition.	0.001

## Transition

Overall, a majority of amputees reported being satisfied with the overall transition from military to VA Health Care. The smoothness of the transition appears to be the biggest driver of the overall satisfaction rating. Among nine items that rated the elements of transition, seven were rated highly (between 3.76 and 4.65 on a 5.00 scale.) And, two items merited more neutral results.

### Figure 16: Overall Satisfaction with Transition

More than six in ten amputees (63%) were satisfied with the transition from military to VA Health Care. About one in six (17%) were dissatisfied and the remaining twenty-one percent were neutral.

Q7. On a five-point scale, with 5 being very satisfied and 1 being very dissatisfied how satisfied have you been with the overall transition from military to VA Health Care?

### Table 4: Drivers of Overall Satisfaction with Transition

The most important driver of satisfaction with the overall satisfaction with the transition from military to VA Health Care is that it went smoothly (explaining 59.5% of the variance in satisfaction with the transition). No other single attribute was as predictive of overall transition satisfaction. Taking duplicate lab tests or physical exams did not seem to be a meaningful driver of overall satisfaction with the transition.

Q7. On a five-point scale, with 5 being very satisfied and 1 being very dissatisfied how satisfied have you been with the overall transition from military to VA Health Care?

Figure 17

The extent to which you agree or disagree where 5 means you strongly agree and 1 means you strongly disagree.

n=155, MOE ± 0.17%

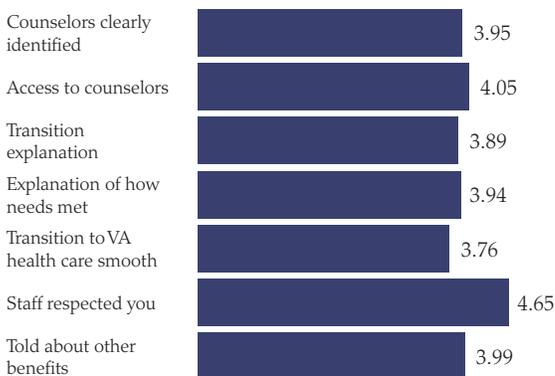


Figure 17: Transition Attributes

Amputees were asked to rate various attributes of the transition on a 5-point scale. Performance on these attributes was generally high. Among attributes of transition satisfaction, amputees were most likely to agree that the staff respected them as an individual (receiving an average rating of 4.65 out of a possible 5.00). Amputees also generally agreed that they had access to social workers and benefit counselors (4.05 out of 5.00), they were told about other benefits they would be eligible to receive (3.99 out of 5.00), the social workers and benefit counselors were clearly identified (3.95 out of 5.00), the VA staff explained to their satisfaction the transition process and how their needs would be met (3.89 out of 5.00), and that the transition went smoothly (3.76 out of 5.00).

Figure 18

The extent to which you agree or disagree where 5 means you strongly agree and 1 means you strongly disagree.

n=166, MOE ± 5%



Figure 18: Transition Attributes

Not all items tested received net positive results. Amputees were generally neutral about two items -- whether they had to contact the VA transition staff more than once to get an answer when they had a question or problem (2.95 out of 5.00) and whether they were required to take duplicate lab tests or physical exams during their transition (3.14 out of 5.00).

Figure 19

Using a 5-point scale, where 5 means you strongly agree and 1 means you strongly disagree: Overall, you had sufficient access to VA social workers and benefit counselors at your military treatment facility during your transition

n=163, MOE ± 5%



### Transition Attributes in Detail

Figure 19: Transition Attributes in Detail

More than seven in ten amputees (73%) agreed they had sufficient access to VA social workers and benefit counselors at their military treatment facility during their transition. About one in six (17%) disagreed and the remaining ten percent were neutral.

Figure 20

Using a 5-point scale, where 5 means you strongly agree and 1 means you strongly disagree: VA social workers and benefit counselors were clearly identified at your military treatment facility

n=164, MOE ± 5%

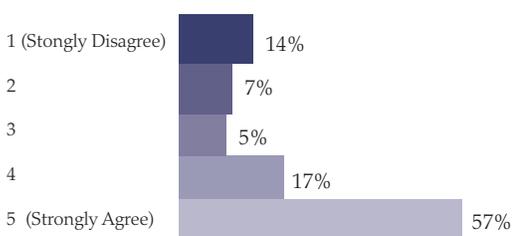
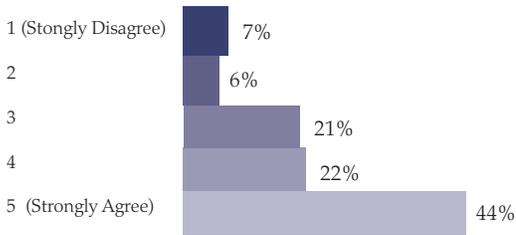


Figure 20: Transition Attributes in Detail

More than seven in ten amputees (73%) agreed they had sufficient access to VA social workers and benefit counselors at their military treatment facility during their transition. About one in six (17%) disagreed and the remaining ten percent were neutral.

**Figure 21**  
*VA staff explained to your satisfaction the transition process*

n=161, MOE ± 6%

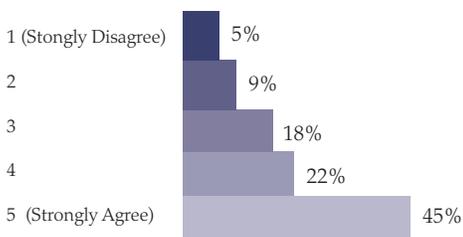


**Figure 21: Transition Attributes in Detail**

Two in three amputees (66%) agreed that the VA staff explained the transition process to their satisfaction. About one in eight (13%) disagreed and the remaining twenty-one percent were neutral.

**Figure 22**  
*VA staff explained to your satisfaction how your needs would be met*

n=163, MOE ± 5%

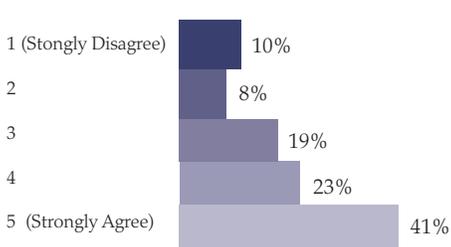


**Figure 22: Transition Attributes in Detail**

More than two in three amputees (67%) agreed that the VA staff explained to their satisfaction how their needs would be met. About one in seven (14%) disagreed and the remaining eighteen percent were neutral.

**Figure 23**  
*Your transition from military health care to VA Health Care went smoothly*

n=155, MOE ± 6%

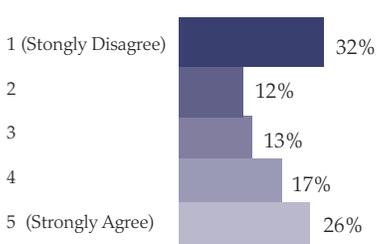


**Figure 23: Transition Attributes in Detail**

More than six in ten amputees (63%) agreed that their transition from military health care to VA Health Care went smoothly. Eighteen percent disagreed and the remaining nineteen percent were neutral.

**Figure 24**  
*When you had a question or problem, you had to contact VA transition staff more than once to get an answer*

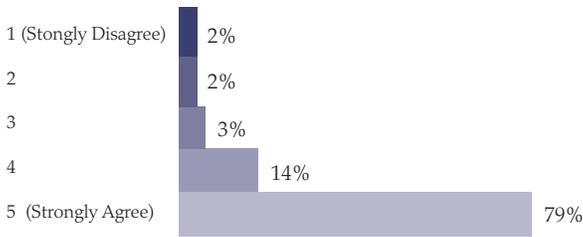
n=152, MOE ± 6%



**Figure 24: Transition Attributes in Detail**

More than four in ten amputees (43%) agreed that they when they had a question or problem they had to contact the VA transition staff more than once to get an answer. The same percentage disagreed and the remaining thirteen percent were neutral.

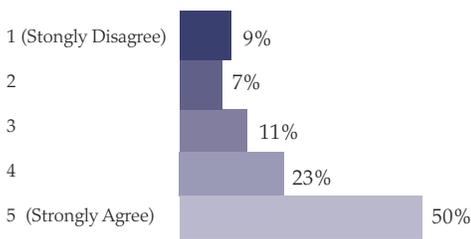
**Figure 25**  
*VA staff respected you as an individual*  
 n=152, MOE ± 6%



**Figure 25: Transition Attributes in Detail**

More than nine in ten amputees (93%) agreed that the VA staff respected them as an individual. Four percent disagreed and the remaining three percent were neutral.

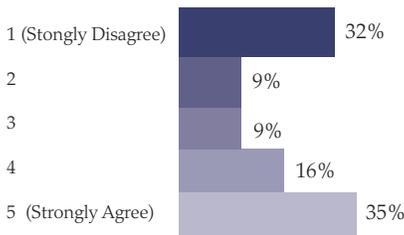
**Figure 26**  
*VA transition staff told you about other benefits you might be eligible to receive*  
 n=161, MOE ± 5%



**Figure 26: Transition Attributes in Detail**

More than seven in ten amputees (73%) agreed that the VA transition staff told them about other benefits they might be eligible to receive. One in six (16%) disagreed and the remaining eleven percent were neutral.

**Figure 27**  
*You were required to take duplicate lab tests or physical exams during your transition*  
 n=149, MOE ± 6%



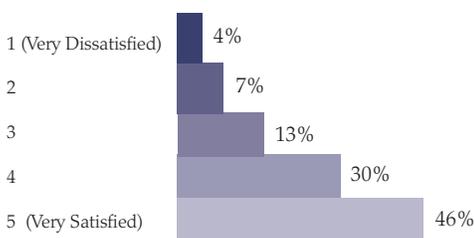
**Figure 27: Transition Attributes in Detail**

Just over half of amputees (51%) agreed that they were required to take duplicate lab tests or physical exams during transition. Four in ten (40%) disagreed and the remaining nine percent were neutral.

## Administration

A majority of amputees is satisfied with the administration at the last VA Health Care facility they visited. Communication is a clear driver of this satisfaction, as listening to patients and showing them things they would need to do at home attribute for significant amounts of variance in responses. The time spent waiting also did not appear to be a negative issue, as a minority thought wait times were too long.

**Figure 28**  
*On a five-point scale, with 5 being very satisfied and 1 being very dissatisfied, how satisfied have you been with the overall administration of care at the VA Health Care facility that you visited most recently?*  
 n=164, MOE ± 6%



**Figure 28: Overall Satisfaction with Administration of Care**

More than three out of four amputees (76%) were satisfied with the administration at the VA Health Care facility they last visited. One in nine (11%) were dissatisfied and the remaining thirteen percent were neutral.

Q10. On a five-point scale, with 5 being very satisfied and 1 being very dissatisfied how satisfied have you been with the overall administration of care at the VA Health Care facility that you visited most recently?

**Table 5**  
*Drivers of Likelihood to Return*

Attribute	Correlation (r-squared)
B. Your care providers listened to you.	0.456
E. Your care providers showed you how to do things you would need to do at home.	0.398
D. You were kept informed about your condition and needs.	0.393
C. Your care providers respected you as an individual.	0.334
A. The time spent waiting in the clinic was too long.	0.203

**Table 5: Drivers of Overall Satisfaction with Administration of Care**

The most important driver of satisfaction with the administration of care was that care providers listened (which explains 45.6% of the variance in satisfaction with the administration of care). Also important was that care providers showed how to do things the amputees would need to do at home (39.8% of variance explained) and keeping the amputees informed about their condition and needs (39.3% of variance explained).

Q10. On a five-point scale, with 5 being very satisfied and 1 being very dissatisfied how satisfied have you been with the overall administration of care at the VA Health Care facility that you visited most recently?

**Figure 29**  
*The extent to which you agree or disagree where 5 means you strongly agree with the statement and 1 means you strongly disagree.*  
n=131, MOE ± 0.19%



**Figure 29: Administration of Care Attributes**

Performance on the attributes of satisfaction with administration of care was generally strong. Amputees were most likely to agree with the statement that their care providers respected them as an individual (giving an average rating of 4.61 out of 5.00), and that they listened to them (4.41 out of 5.00). They also tended to agree that they were kept informed about their condition and needs (4.18 out of 5.00) and to a lesser extent that care providers showed them how to do things they would need to do at home (3.93 out of 5.00).

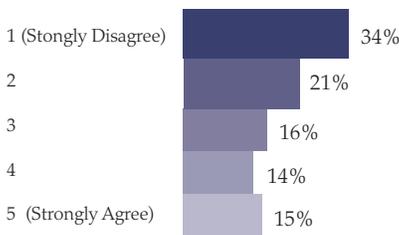
**Figure 30**  
*The time spent waiting in the clinic was too long*  
n=160, MOE ± 0.17%



**Figure 30: Administration of Care Attributes**

Wait times were also not dissatisfactory for amputees. They generally disagreed that the time spent waiting in the clinic was too long (giving an average rating of 2.54 out of 5.00).

**Figure 31**  
*The time spent waiting in the clinic was too long*  
n=160, MOE ± 6%

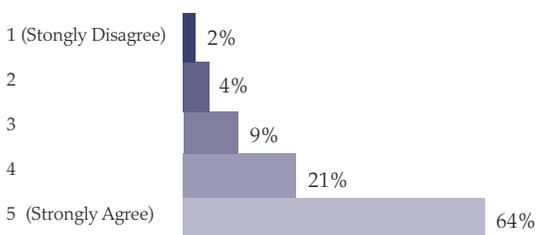


### Administration of Care Attributes in Detail

**Figure 31: Administration of Care Attributes in Detail**

Less than a third of amputees (29%) agreed that the time spent waiting in the clinic was too long. More than half (56%) disagreed and the remaining sixteen percent were neutral.

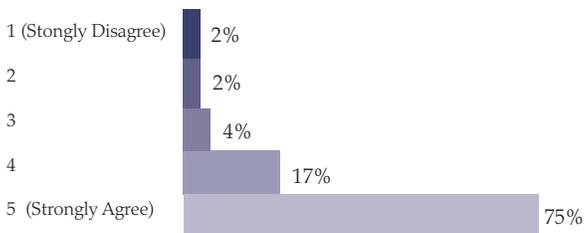
**Figure 32**  
*Your care providers listened to you*  
n=160, MOE ± 4%



**Figure 32: Administration of Care Attributes in Detail**

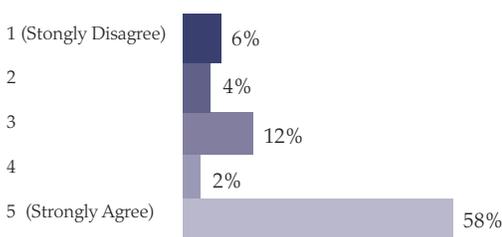
More than eight in ten amputees (85%) agreed that their care providers listened to them. Six percent disagreed and the remaining nine percent were neutral.

**Figure 33**  
*Your care providers respected you as an individual*  
 n=161, MOE ± 3%



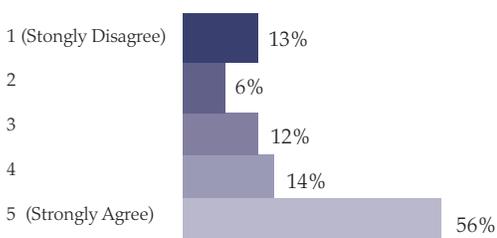
**Figure 33: Administration of Care Attributes in Detail**  
 More than nine in ten amputees (92%) agreed that their care providers respected them as an individual. Four percent disagreed and the remaining four percent were neutral.

**Figure 34**  
*You were kept informed about your condition and needs*  
 n=160, MOE ± 5%



**Figure 34: Administration of Care Attributes in Detail**  
 Nearly eight in ten amputees (78%) agreed that they were kept informed about their condition and needs. Eleven percent disagreed and the remaining twelve percent were neutral.

**Figure 35**  
*Your care providers showed you how to do the things you would need to do at home*  
 n=131, MOE ± 6%

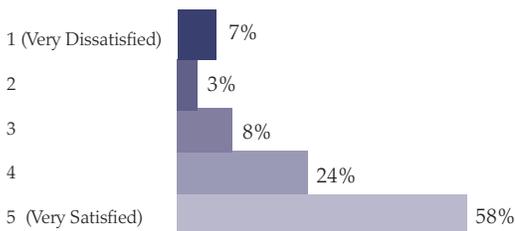


**Figure 35: Administration of Care Attributes in Detail**  
 Nearly seven in ten amputees (69%) agreed that their care providers showed them how to do things they would need to do at home. Nineteen percent disagreed and the remaining twelve percent were neutral.

## Rehabilitation Environment

The rehabilitative environment at facilities is a major positive. A strong majority (82%) were satisfied with the rehabilitation environment at the last VA Health Care facility they last visited. While none of the items tested appear to be capture the strong drivers of this satisfaction, amputees generally report that the facilities were easy to find, comfortable and a place where their privacy was respected.

**Figure 36**  
*On a scale of one-to-five, with 5 being very satisfied and 1 being very dissatisfied, how satisfied are you with the environment for rehabilitative care services at VA?*  
 n=120, MOE ± 5%



## Figure 36: Overall Satisfaction with Rehabilitative Environment

More than four out of five amputees (82%) were satisfied with the environment at the VA Health Care facility they last visited. Only ten percent were dissatisfied and the remaining eight percent were neutral.

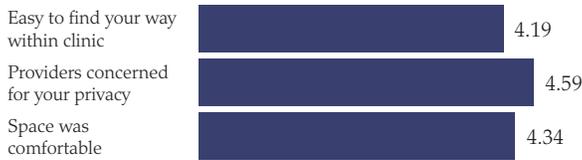
Q13. On a five-point scale, with 5 being very satisfied and 1 being very dissatisfied how satisfied are you with the environment for rehabilitative care services at VA?

**Table 6**  
*Drivers of Overall Satisfaction with Rehabilitative Environment*

Attribute	Correlation (r-squared)
C. The facility and space where you received your rehabilitative services was comfortable.	0.278
A. It was easy for you to find your way within the facility to the amputation clinic.	0.215
B. Your care providers were concerned for your privacy.	0.190

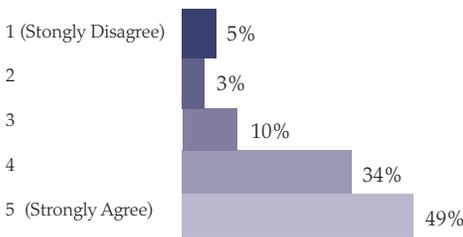
**Figure 37**  
*The extent to which you agree or disagree where 5 means you strongly agree with the statement and 1 means you strongly disagree.*

n=121, MOE ± .15%



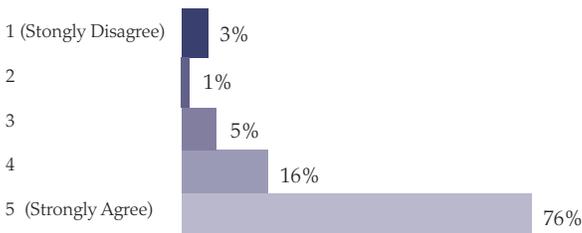
**Figure 38**  
*It was easy for you to find your way within the facility to the amputation clinic*

n=134, MOE ± 5%



**Figure 39**  
*Your care providers were concerned for your privacy*

n=148, MOE ± 3%



**Table 6: Drivers of Overall Satisfaction with Rehabilitative Environment**

None of the attributes about the environment of rehabilitative care emerge as very strong drivers of overall satisfaction with the environment for rehabilitative care services at the VA. This suggests that there may be important aspects of the environment that were not captured. The attributes that were asked included the comfort of the space (which explained 27.8% of the variance in satisfaction with the environment of rehabilitative care), the ease of finding one’s way (which explained 21.5% of the variance), and the concern for privacy (which explained 19% of the variance). Among items not asked were the resources and amenities available (e.g. Internet access) and the level of employee engagement exhibited by the staff. Still some of the variance in overall satisfaction with the environment can be reduced when the comfort, ease of finding your way, and concern for privacy are taken into account.

Q13. On a five-point scale, with 5 being very satisfied and 1 being very dissatisfied how satisfied are you with the environment for rehabilitative care services at VA?

**Figure 37: Rehabilitative Environment Attributes**

Performance on the rehabilitative environment attributes was good. Amputees generally agreed that providers were concerned for their privacy (giving an average rating of 4.59 out of 5.00), that the space where they received rehabilitative services was comfortable (4.34 out of 5.00) and that it was easy to find their way within the clinic (4.19 out of 5.00).

## Rehabilitative Environment Attributes in Detail

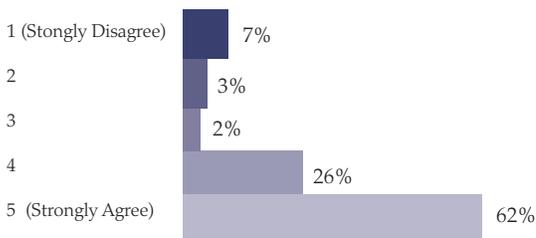
**Figure 38: Rehabilitative Environment Attributes**

Five in six amputees (83%) agreed that it was easy for them to find their way within the facility to the amputation clinic. Eight percent disagreed and the remaining ten percent were neutral.

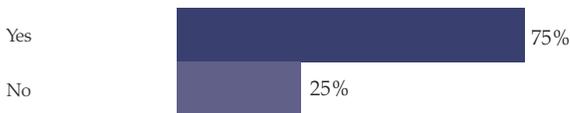
**Figure 39: Rehabilitative Environment Attributes**

More than nine in ten amputees (91%) agreed that their care providers were concerned for their privacy. Four percent disagreed and the remaining five percent were neutral.

**Figure 40**  
*The facility and space where you received your rehabilitative services was comfortable*  
 n=121, MOE ± 4%



**Figure 41**  
*Since your amputation, have you received any physical therapy or kinesiotherapy treatments?*  
 n=166, MOE ± 5%



**Figure 42**  
*Have you received any physical therapy or kinesiotherapy treatment at a VA Health Care facility?*  
 n=166, MOE ± 4%



### Figure 40: Rehabilitative Environment Attributes

Nearly nine in ten amputees (88%) agreed that the facility and space where they received their rehabilitative services was comfortable. Ten percent disagreed and the remaining two percent were neutral.

### Physical Therapy/Kinesiotherapy

While a majority of amputees report receiving physical or kinesiotherapy treatments, it should be noted that their responses can be prone to misunderstanding the distinctions between services. A majority report getting therapy at facility that is not part of VA Health Care, particularly Walter Reed Army Medical Center. Among those who received therapy at a VA facility, a majority are satisfied. Ratings for elements of that therapy — time spent, quality of care — were also positive.

### Figure 41: Proportion of Amputees Who Have Received Physical Therapy or Kinesiotherapy Treatments since Their Amputation

Three quarters of amputees (75%) said they had received physical therapy or kinesiotherapy treatments since their amputation. However their responses are prone to recall errors or misunderstanding of the distinctions between different types of services mentioned previously.

Q15a. Since your amputation, have you received any physical therapy or kinesiotherapy treatments?

### Figure 42: Proportion of Amputees Who Have Received Physical Therapy or Kinesiotherapy Treatments at a VA Health Care Facility

Only one in six amputees (16%) said they had received physical therapy or kinesiotherapy treatments at a VA Health Care facility.

Q15b. Have you received any physical therapy or kinesiotherapy treatment at a VA Health Care facility?

**Figure 43**  
*Have you received any physical therapy or kinesiotherapy treatment at a facility that is not part of VA Health Care?*

n=166, MOE ± 4%



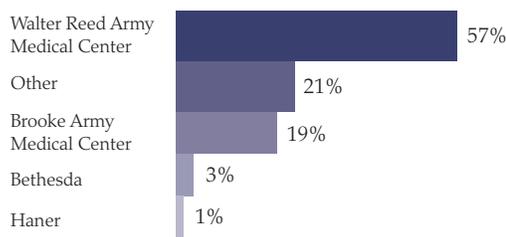
**Figure 43: Proportion of Amputees Who Have Received Physical Therapy or Kinesiotherapy Treatments at a Non-VA Health Care Facility**

Two-thirds of amputees (67%) said they had received physical therapy or kinesiotherapy treatments at a facility that is not part of VA Health Care.

Q15c. Have you received any physical therapy or kinesiotherapy treatment at a facility that is not part of VA Health Care?

**Figure 44**  
*Non-VA facilities where care was received*

n=111, MOE ± 4%



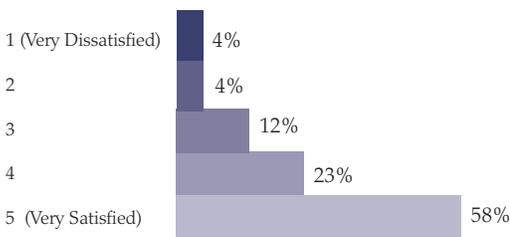
**Figure 44: Physical Therapy/Kinesiotherapy at Non-VA Health Care Facilities**

When asked where they had received physical therapy or kinesiotherapy treatment outside the VA Health Care system, Walter Reed Army Medical Center (57%) was the most frequent mention, followed by Brooke Army Medical Center (19%).

Q15d. Where was that? (Open ended)

**Figure 45**  
*On a scale of one-to-five, how satisfied are you with your physical therapy or kinesiotherapy treatment?*

n=26, MOE ± 11%



**Figure 45: Overall Satisfaction with Physical Therapy or Kinesiotherapy Treatment**

More than four in five amputees (81%) were satisfied with their physical therapy or kinesiotherapy treatment at VA Health Care facilities. Only about one in twelve (8%) were dissatisfied and the remaining twelve percent were neutral.

Q17. On a scale of one-to-five, with 5 being very satisfied and 1 being very dissatisfied, how satisfied are you with your physical therapy or kinesiotherapy treatment?

**Figure 46**  
*The extent to which you agree or disagree where 5 means you strongly agree with the statement and 1 means you strongly disagree.*

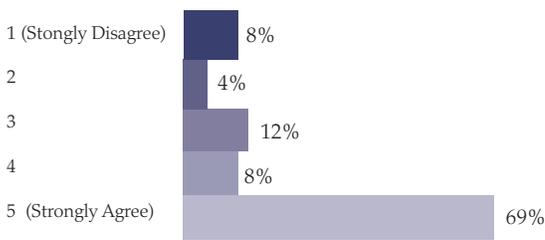
n=26, MOE ± 0.37%



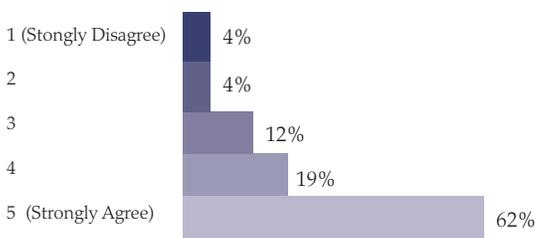
**Figure 46: Physical Therapy/Kinesiotherapy Attributes**

Likewise the specific attributes of satisfaction with physical therapy/ kinesiotherapy were high. Each item had mean scores over 4.2 out of 5. Amputees generally agreed that the physical therapists or kinesiotherapists always explained things in a way they could understand (giving an average rating of 4.46 out of 5.00). Likewise, they agreed that they had great confidence in their physical therapist or kinesiotherapist (4.35 out of 5.00), that the quality of care they received from the physical therapist or kinesiotherapist was excellent (4.31 out of 5.00) and that their physical therapist or kinesiotherapist spent enough time with them (4.27 out of 5.00).

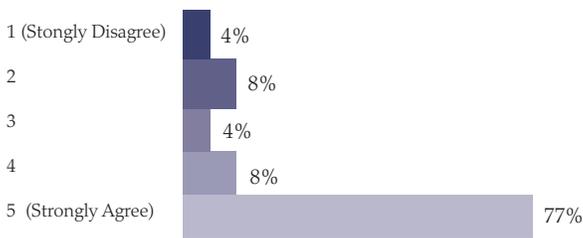
**Figure 47**  
*Your physical therapist or kinesiotherapist spent enough time with you*  
 n=26, MOE ± 12%



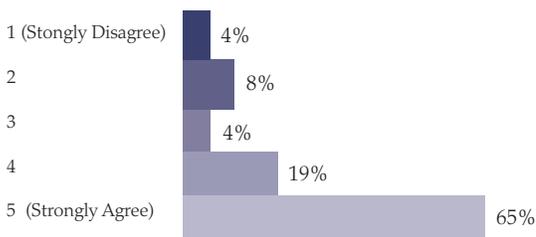
**Figure 48**  
*The quality of care and services you received from your physical therapist or kinesiotherapist was excellent*  
 n=26, MOE ± 11%



**Figure 49**  
*Your physical therapist or kinesiotherapist always explained things in a way you could understand*  
 n=26, MOE ± 11%



**Figure 50**  
*You have great confidence in your physical therapist or kinesiotherapist*  
 n=26, MOE ± 11%



## Physical Therapy/Kinesiotherapy Attributes in Detail

### Figure 47: Physical Therapy/Kinesiotherapy Attributes in Detail

More than three in four amputees (77%) agreed that their physical therapist or kinesiotherapist spent enough time with them. Twelve percent disagreed and the remaining twelve percent were neutral.

### Figure 48: Physical Therapy/Kinesiotherapy Attributes in Detail

More than eight in ten amputees (81%) agreed that the quality of care and services they received from their physical therapist or kinesiotherapist was excellent. Eight percent disagreed and the remaining twelve percent were neutral.

### Figure 49: Physical Therapy/Kinesiotherapy Attributes in Detail

More than eight in ten amputees (85%) agreed that their physical therapist or kinesiotherapist always explained things in a way they could understand. Twelve percent disagreed and the remaining four percent were neutral.

### Figure 50: Physical Therapy/Kinesiotherapy Attributes in Detail

More than eight in ten amputees (85%) agreed that they had great confidence in their physical therapist or kinesiotherapist. Twelve percent disagreed and the remaining four percent were neutral.

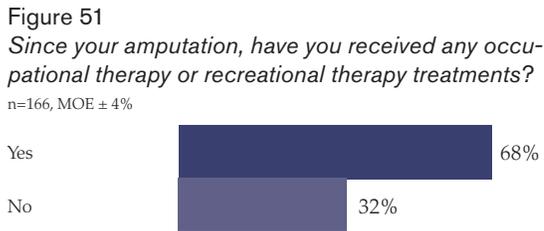
## Occupational/Recreational Therapy

As with physical therapy, a majority of amputees report having received occupational or recreational therapy, but only a small percentage recalls getting that therapy at a VA facility. Again, among those receiving therapy at a VA Health Care facility, a majority report satisfactory treatment. The elements of that therapy also rate high, all scoring 4.29 or higher on a 5.00 scale.

### Figure 51: Proportion of Amputees Who Have Received Occupational or Recreational Therapy Treatments Since Their Amputation

More than two-thirds of amputees (68%) said they had received occupational or recreational therapy treatments since their amputation.

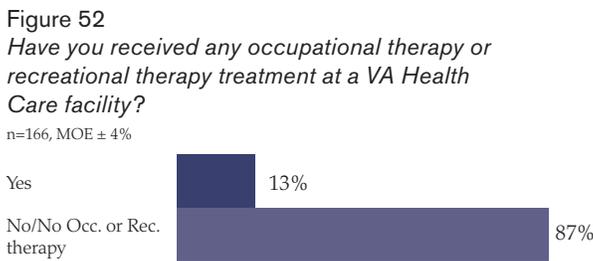
Q19a. Since your amputation, have you received any occupational therapy or recreational therapy treatments?



### Figure 52: Proportion of Amputees Who Have Received Occupational or Recreational Therapy Treatments at a VA Health Care Facility

Only about one in eight amputees (13%) said they had received occupational or recreational therapy treatments at a VA Health Care facility.

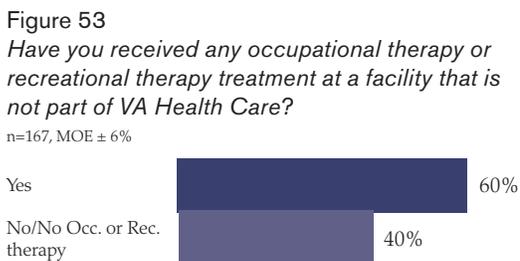
Q19b. Have you received any occupational therapy or recreational therapy treatment at a VA Health Care facility?



### Figure 53: Proportion of Amputees Who Have Received Occupational or Recreational Therapy Treatments at a Non-VA Health Care Facility

Six of ten amputees (60%) said they had received occupational or recreational therapy treatments at facility that is not part of VA Health Care.

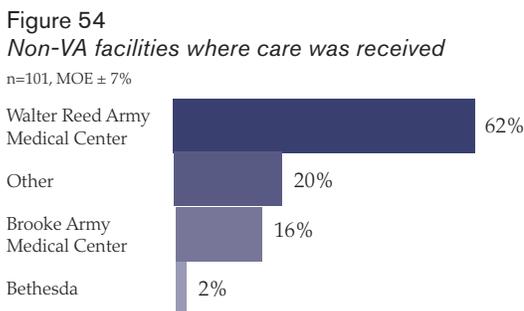
Q19c. Have you received any occupational therapy or recreational therapy treatment at a facility that is not part of VA Health Care?



### Figure 54: Occupational/Recreational Therapy at Non-VA Health Care Facilities

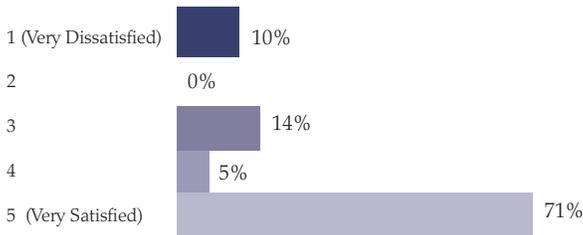
When asked where they had received occupational or recreational therapy treatment outside the VA Health Care system, Walter Reed Army Medical Center (62%) was the most frequent mention, followed by Brooke Army Medical Center (16%).

Q19d. Where was that? (Open ended)



**Figure 55**  
On a scale of one-to-five, how satisfied are you with your occupational therapy or recreational therapy treatment?

n=21, MOE ± 14%



**Figure 56**  
The extent to which you agree or disagree where 5 means you strongly agree with the statement and 1 means you strongly disagree.

n=121, MOE ± 0.44%



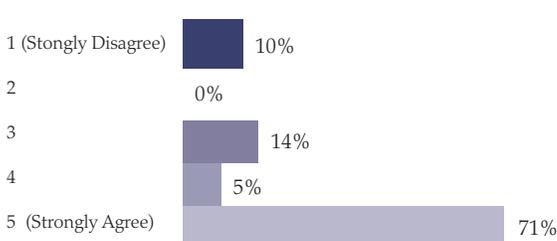
**Figure 57**  
Your occupational therapist or recreational therapist spent enough time with you

n=21, MOE ± 13%



**Figure 58**  
The quality of care and services you received from your occupational therapist or recreational therapist was excellent

n=21, MOE ± 13%



### Figure 55: Overall Satisfaction with Occupational or Recreational Therapy Treatment

More than three quarters of amputees (76%) were satisfied with their occupational or recreational therapy treatment at VA Health Care facilities. Only one in ten (10%) were dissatisfied while the remaining fourteen percent were neutral.

Q21. On a scale of one-to-five, with 5 being very satisfied and 1 being very dissatisfied, how satisfied are you with your occupational therapy or recreational therapy treatment?

### Figure 56: Occupational/Recreational Therapy Attributes

Likewise the specific attributes of satisfaction with occupational/recreational therapy were high. Each item had mean scores over 4.2 out of 5. Amputees generally agreed that the occupational or recreational therapists always explained things in a way they could understand (giving an average rating of 4.43 out of 5.00). Likewise, they agreed that their occupational or recreational therapist spent enough time with them (4.38 out of 5.00), that they had great confidence in their occupational or recreational therapist (4.33 out of 5.00), and that the quality of care they received from the physical therapist or kinesiologist was excellent (4.29 out of 5.00).

### Occupational/Recreational Therapy Attributes in Detail

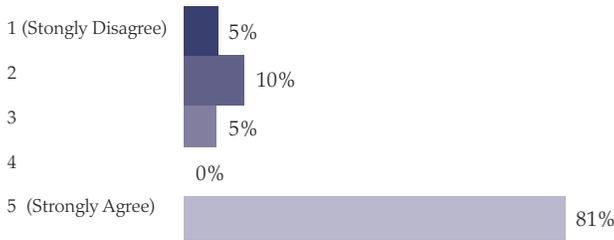
#### Figure 57: Occupational/Recreational Therapy Attributes in Detail

More than eight in ten amputees (81%) agreed that their occupational or recreational therapist spent enough time with them. One in seven (14%) disagreed and the remaining five percent were neutral.

#### Figure 58: Occupational/Recreational Therapy Attributes

More than three in four amputees (76%) agreed that the quality of care and services they received from their occupational or recreational therapist was excellent. One in ten (10%) disagreed and the remaining fourteen percent were neutral.

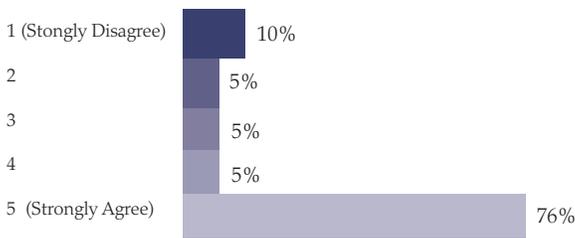
**Figure 59**  
*Your occupational therapist or recreational therapist always explained things in a way you could understand*  
 n=21, MOE ± 13%



**Figure 59: Occupational/Recreational Therapy Attributes**

More than eight in ten amputees (81%) agreed that their occupational or recreational therapist always explained things in a way they could understand. One in seven (14%) disagreed and the remaining five percent were neutral.

**Figure 60**  
*You have great confidence in your occupational therapist or recreational therapist*  
 n=21, MOE ± 13%



**Figure 60: Occupational/Recreational Therapy Attributes**

More than eight in ten amputees (81%) agreed that they had great confidence in their occupational or recreational therapist. One in seven (15%) disagreed and the remaining five percent were neutral.

**Rehabilitation Physician**

Less than half of amputees say they have seen a rehabilitation physician since their amputation and just 15% say their physician was a part of VA Health Care. However, the trend remains that those receiving care at a VA Health Care facility report satisfactory ratings, and rate various elements of their care above 4.00 on a 5.00 scale.

**Figure 61**  
*Since your amputation, have you been seen by a rehabilitation physician?*  
 n=159, MOE ± 6%



**Figure 61: Proportion of Amputees Who Have Been Seen by a Rehabilitation Physician**

Less than half of amputees (45%) said they had been seen by a rehabilitation physician since their amputation.

Q23a. Since your amputation, have you been seen by a rehabilitation physician, that is a doctor specializing in rehabilitation, not the doctor you would see for regular medical care?

**Figure 62**  
Have you been seen by a rehabilitation physician at a VA Health Care facility?

n=158, MOE ± 4%



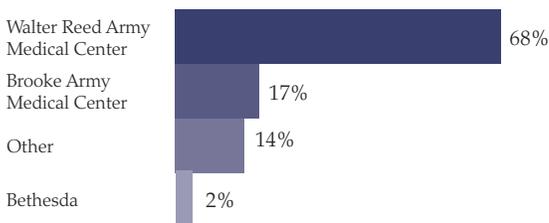
**Figure 63**  
Have you been seen by a rehabilitation physician at a facility that is not part of VA Health Care?

n=158, MOE ± 6%



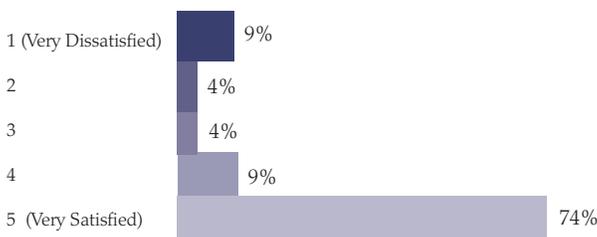
**Figure 64**  
Non-VA facilities where care was received

n=59, MOE ± 9%



**Figure 65**  
On a scale of one-to-five, how satisfied are you with the level of care you received from your rehabilitation physician?

n=23, MOE ± 12%



**Figure 62: Proportion of Amputees Who Have Been Seen by a Rehabilitative Physician at a VA Health Care Facility**

Only fifteen percent of amputees said they had been seen by a rehabilitative physician at a VA Health Care facility.

Q23b. Have you been seen by a rehabilitation physician at a VA Health Care facility?

**Figure 63: Proportion of Amputees Who Have Been Seen by a Rehabilitative Physician at a Non-VA Health Care Facility**

Over one-third of amputees (37%) said they had received occupational or recreational therapy treatments at facility that is not part of VA Health Care.

Q23c. Have you been seen by a rehabilitation physician at a facility that is not part of VA Health Care?

**Figure 64: Rehabilitation Physicians at Non-VA Health Care Facilities**

When asked where they had been seen by a rehabilitation physician outside the VA Health Care system, Walter Reed Army Medical Center (68%) was the most frequent mention, followed by Brooke Army Medical Center (17%).

Q23d. Where was that? (Open ended)

**Figure 65: Overall Satisfaction with Rehabilitation Physician**

Five out of six amputees (83%) were satisfied with the level of care they received from their rehabilitation physician at VA Health Care facilities. One in eight amputees (13%) were dissatisfied while the remaining four percent were neutral.

Q25. On a scale of one-to-five, with 5 being very satisfied and 1 being very dissatisfied, how satisfied are you with the level of care you received from your rehabilitation physician?

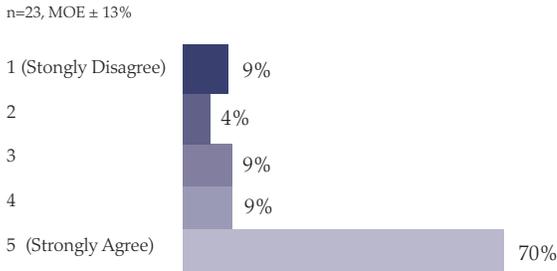
**Figure 66**  
*The extent to which you agree or disagree where 5 means you strongly agree with the statement and 1 means you strongly disagree.*



**Figure 66: Rehabilitation Physician Attributes**

Likewise the specific attributes of satisfaction with rehabilitation physicians were high. Each item had mean scores over 4.2 out of 5. Amputees generally agreed that the rehabilitation physicians always explained things in a way they could understand (giving an average rating of 4.52 out of 5.00). Likewise, they agreed that they had great confidence in their rehabilitation physician (4.39 out of 5.00), that the quality of care they received from the rehabilitation physician was excellent (4.30 out of 5.00), and that their rehabilitation physician spent enough time with them (4.26 out of 5.00).

**Figure 67**  
*Your rehabilitation physician spent enough time with you*

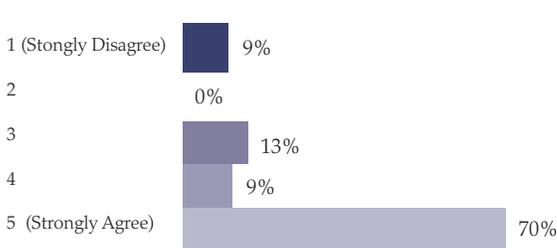


### Rehabilitation Physician Attributes in Detail

**Figure 67: Rehabilitation Physician Attributes in Detail**

Nearly eight in ten amputees (79%) agreed that their rehabilitation physician spent enough time with them. One in eight (13%) disagreed and the remaining nine percent were neutral.

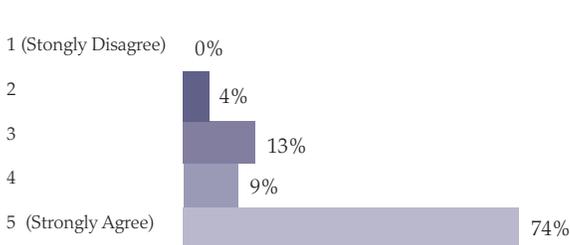
**Figure 68**  
*The quality of care and services you received from your rehabilitation physician was excellent*



**Figure 68: Rehabilitation Physician Attributes in Detail**

Nearly eight in ten amputees (78%) agreed that the quality of care and services they received from their rehabilitation physician were excellent. One in eleven (9%) disagreed and the remaining thirteen percent were neutral.

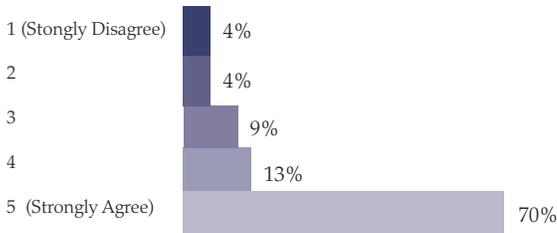
**Figure 69**  
*Your rehabilitation physician always explained things in a way you could understand*



**Figure 69: Rehabilitation Physician Attributes in Detail**

Five in six amputees (83%) agreed that their rehabilitation physician always explained things in a way they could understand. Four percent disagreed and the remaining thirteen percent were neutral.

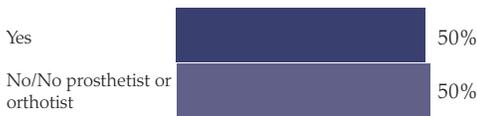
**Figure 70**  
*You have great confidence in your rehabilitation physician*  
 n=23, MOE ± 12%



**Figure 70: Rehabilitation Physician Attributes in Detail**

Five in six amputees (83%) agreed that they had great confidence in their rehabilitation physician. Eight percent disagreed and the remaining nine percent were neutral.

**Figure 71**  
*Have you been seen by a prosthetist or orthotist at a VA Health Care facility?*  
 n=167, MOE ± 6%



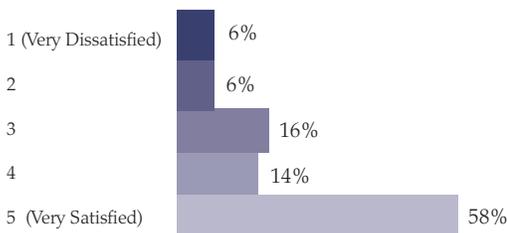
**Prosthetist/Orthotist**

VA Health Care prosthetists and orthotists are rated highly by amputees. Half of amputees report seeing a VA prosthetist or orthotist, and a majority said they were satisfied. Among the additional elements tested, all received positive ratings, particularly the item concerning how well things were explained. It scored 4.47 on a 5.00 scale.

**Figure 71: Proportion of Amputees Who Have Been Seen by a Prosthetist or Orthotist at a VA Health Care Facility**

Half of amputees (50%) said they had been seen by a prosthetist or orthotist since their amputation at a VA Health Care facility.

**Figure 72**  
*On a scale of one-to-five, how satisfied are you with the level of care you received from your prosthetist or orthotist?*  
 n=80, MOE ± 8%



Q27b. Have you been seen by a prosthetist or orthotist at a VA Health Care facility?

**Figure 72: Overall Satisfaction with Prosthetist/Orthotist**

More than seven in ten amputees (71%) were satisfied with the level of care they received from their prosthetist or orthotist at VA Health Care facilities. One in eight amputees (13%) were dissatisfied and the remaining sixteen percent were neutral.

Q29. On a scale of one-to-five, with 5 being very satisfied and 1 being very dissatisfied, how satisfied are you with the level of care you received from your prosthetist or orthotist?

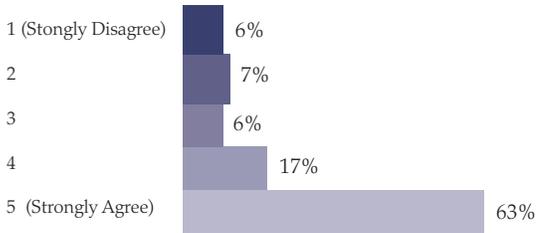
**Figure 73**  
*The extent to which you agree or disagree where 5 means you strongly agree with the statement and 1 means you strongly disagree.*  
 n=80, MOE ± 0.24%



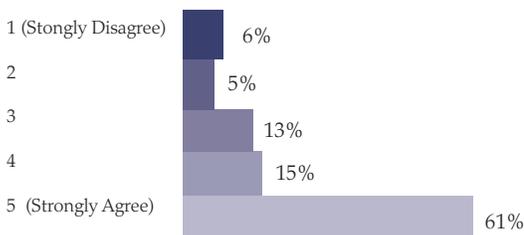
**Figure 73: Prosthetist/Orthotist Attributes**

The specific attributes of satisfaction with prosthetist or orthotists were generally high. Most had mean scores over 4.2 out of 5. Amputees generally agreed that the prosthetists or orthotists always explained things in a way they could understand (giving an average rating of 4.47 out of 5.00). Likewise, they agreed that their prosthetists or orthotists spent enough time with them (4.23 out of 5.00), that the quality of care they received from the prosthetists or orthotists was excellent (4.20 out of 5.00), and that they had great confidence in prosthetists or orthotists (3.96 out of 5.00).

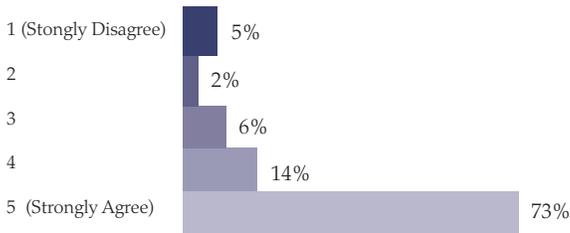
**Figure 74**  
*Your prosthetist or orthotist spent enough time with you*  
 n=81, MOE ± 7%



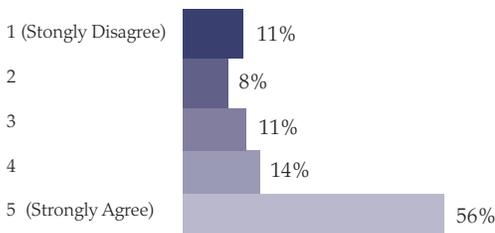
**Figure 75**  
*The quality of care and services you received from your prosthetist or orthotist was excellent*  
 n=80, MOE ± 7%



**Figure 76**  
*Your prosthetist or orthotist always explained things in a way you could understand*  
 n=81, MOE ± 6%



**Figure 77**  
*You have great confidence in your prosthetist or orthotist*  
 n=80, MOE ± 8%



## Prosthetist/Orthotist Attributes in Detail

### Figure 74: Overall Satisfaction with Prosthetist/Orthotist in Detail

Eight in ten amputees (80%) agreed that their prosthetist or orthotist spent enough time with them. One in seven (14%) disagreed and the remaining six percent were neutral.

### Figure 75: Overall Satisfaction with Prosthetist/Orthotist in Detail

More than three in four amputees (76%) agreed that the quality of care and services they received from their prosthetist or orthotist were excellent. One in nine (11%) disagreed and the remaining thirteen percent were neutral.

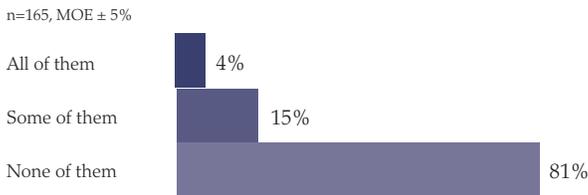
### Figure 76: Overall Satisfaction with Prosthetist/Orthotist in Detail

More than eight in ten amputees (86%) agreed that their prosthetist or orthotist always explained things in a way they could understand. Seven percent disagreed and the remaining six percent were neutral.

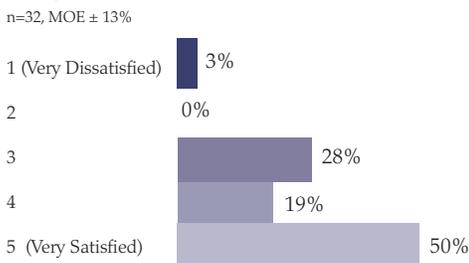
### Figure 77: Overall Satisfaction with Prosthetist/Orthotist in Detail

Seven in ten amputees (70%) agreed that they had great confidence in their prosthetist or orthotist. Nineteen percent disagreed and the remaining eleven percent were neutral.

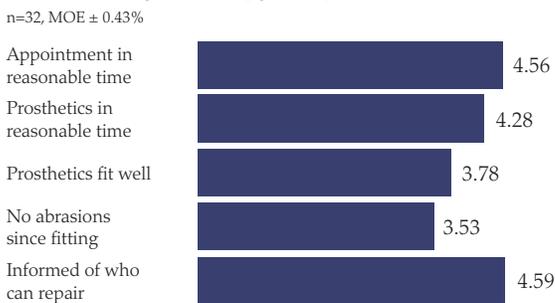
**Figure 78**  
 Did VA Health Care make all of your prosthetic devices or braces, some of them, or none of them?



**Figure 79**  
 On a scale of one-to-five, how satisfied are you with your prosthetic device or braces?



**Figure 80**  
 The extent to which you agree or disagree where 5 means you strongly agree with the statement and 1 means you strongly disagree.



## Prosthetic Devices

A majority of amputees report that none of their prosthetic devices were made by VA Health Care. Among those whose prosthetics were made by VA Health Care, a majority say they are satisfied with them. Five of the nine attributes tested received generally positive ratings, particularly the level to which amputees were informed about who to contact for repair or replacement (4.59 on a 5.00 scale). Further, amputees disagreed that they were able to accomplish than they would like due to their prosthetics or braces (2.34 out of 5.00).

**Figure 78: Proportion of Amputees with Prosthetic Devices or Braces Made by VA Health Care**

More than four of five (81%) amputees said that none of their prosthetic devices or braces were made by VA Health Care. Only four percent said that all of their devices or braces were made by VA Health Care and the remaining fifteen percent said that some of them were made by VA Health Care.

Q31. Did VA Health Care make all of your prosthetic devices or braces, some of them, or none of them?

**Figure 79: Overall Satisfaction with Prosthetic Devices**

Nearly seven in ten amputees (69%) were satisfied with their prosthetic devices or braces. Only three percent said that they were dissatisfied with their devices or braces while the remaining twenty-eight percent were neutral.

Q33. On a scale of one-to-five, with 5 being very satisfied and 1 being very dissatisfied, how satisfied are you with your prosthetic devices or braces?

**Figure 80: Prosthetics Attributes**

Among positive attributes of prosthetics, amputees were most likely to agree that they were informed of whom to contact for repair or replacement (giving an average rating of 4.59 out of 5.00) and that they received an appointment with a prosthetist or orthotist in a reasonable amount of time (4.56 out of 5.00). Amputees also generally agreed that they received their prosthetics or braces in a reasonable amount of time from when they were prescribed and ordered (4.28 out of 5.00). To a lesser extent, amputees agreed that prosthetics fit well when they first received them (3.78 out of 5.00) and that their skin was free of abrasions and irritations since they were fitted (3.53 out of 5.00).

**Figure 81**  
*The extent to which you agree or disagree where 5 means you strongly agree with the statement and 1 means you strongly disagree.*

n=31, MOE ± 0.44%

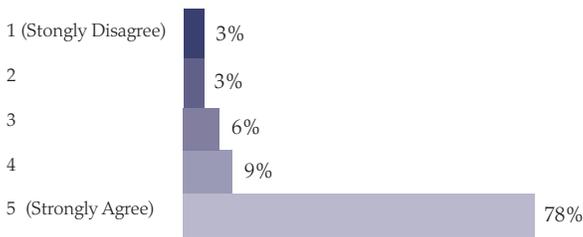


**Figure 81: Prosthetics Attributes**

Among negative attributes of prosthetics, amputees were most likely to disagree that they accomplished less than they would like due to their prosthetics or braces (giving an average rating of 2.34 out of 5.00). Amputees also generally disagreed that they accomplished less than they would like due to problems other than their prosthetics or braces (2.56 out of 5.00). To a lesser extent, amputees disagreed slightly that pain not caused by prosthetics interfered with their activities (2.71 out of 5.00) and pain caused by prosthetics interfered with their activities (2.78 out of 5.00).

**Figure 82**  
*You received an appointment with a prosthetist or orthotist within a reasonable amount of time*

n=32, MOE ± 9%



**Prosthetics Attributes in Detail**

**Figure 82: Prosthetics Attributes in Detail**

Nearly nine in ten amputees (88%) agreed that they received an appointment with a prosthetist or orthotist in a reasonable amount of time. Six percent disagreed and the remaining six percent were neutral.

**Figure 83**  
*You received your prosthetic devices or braces in a reasonable amount of time from when they were prescribed and ordered by VA*

n=32, MOE ± 11%

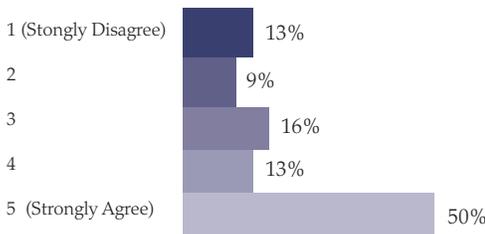


**Figure 83: Prosthetics Attributes in Detail**

Nearly eight in ten amputees (78%) agreed that they received their prosthetic devices or braces in a reasonable amount of time. Six percent disagreed and the remaining sixteen percent were neutral.

**Figure 84**  
*Your prosthetic devices or braces fit well when you first received them*

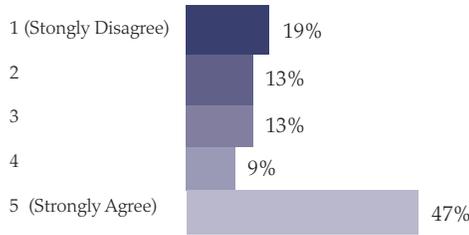
n=32, MOE ± 13%



**Figure 84: Prosthetics Attributes in Detail**

More than six in ten amputees (63%) agreed that their prosthetic devices or braces fit well when they received them. Twenty-two percent disagreed and the remaining sixteen percent were neutral.

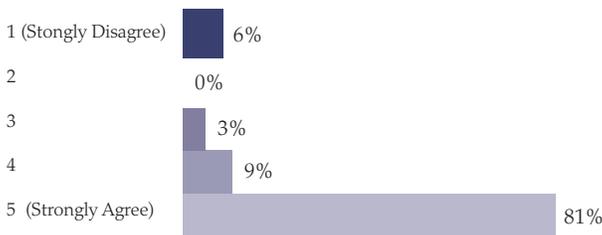
**Figure 85**  
*Your skin has been free of abrasions and irritations since being fitted for your prosthetic devices or braces*  
 n=32, MOE ±13%



**Figure 85: Prosthetics Attributes in Detail**

More than half of amputees (56%) agreed that their skin has been free of abrasions and irritations since being fitted for their prosthetic devices or braces. Thirty-one percent disagreed and the remaining thirteen percent were neutral.

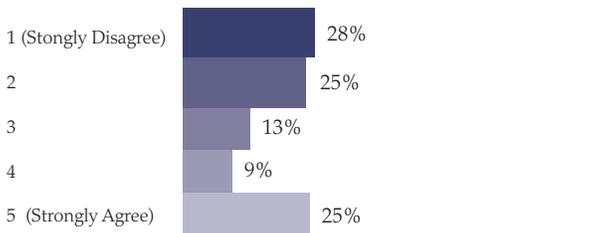
**Figure 86**  
*You were informed of whom to contact for the repair or replacement of your prosthetic devices or braces*  
 n=32, MOE ±8%



**Figure 86: Prosthetics Attributes in Detail**

More than nine in ten amputees (91%) agreed that they were informed of whom to contact for the repair or replacement of their prosthetic devices or braces. Six percent disagreed and the remaining three percent were neutral.

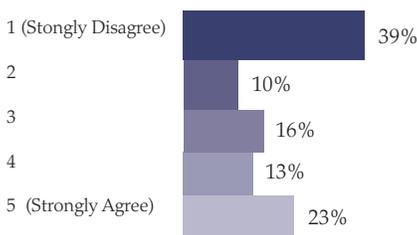
**Figure 87**  
*Pain caused by your prosthetic devices or braces interferes with your activities*



**Figure 87: Prosthetics Attributes in Detail**

About one in three amputees (34%) agreed that pain caused by their prosthetic devices or braces interferes with their activities. More than half (53%) disagreed and the remaining thirteen percent were neutral.

**Figure 88**  
*Pain NOT caused by your prosthetic devices or braces interferes with your activities*  
 n=31, MOE ±13%



**Figure 88: Prosthetics Attributes in Detail**

More than one in three amputees (36%) agreed that pain NOT caused by their prosthetic devices or braces interferes with their activities. About half (48%) disagreed and the remaining sixteen percent were neutral.

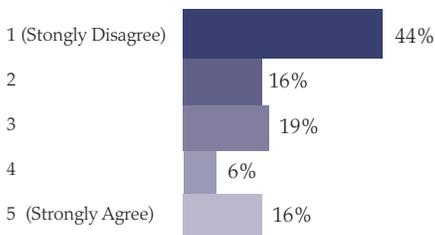
**Figure 89: Prosthetics Attributes in Detail**

More than one in five amputees (22%) agreed that they accomplish less than they would like because of their prosthetic devices or braces. Over half (59%) disagreed and the remaining nineteen percent were neutral.

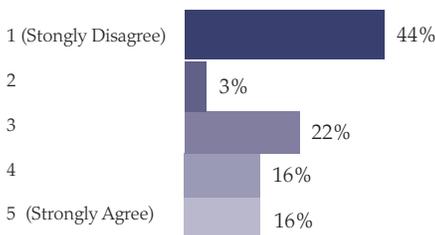
**Figure 90: Prosthetics Attributes in Detail**

More than three in ten amputees (31%) agreed that they accomplish less than they would like because of problems other than their prosthetic devices or braces. About half (47%) disagreed and the remaining twenty-two percent were neutral.

**Figure 89**  
*You accomplish less than you would like because of your prosthetic devices or braces*  
 n=32, MOE ±13%



**Figure 90**  
*You accomplish less than you would like because of problems other than your prosthetic devices or braces*  
 n=32, MOE ±13%



## 4.0 Conclusions

Major limb amputees have been generally satisfied with their experiences (80% satisfied or very satisfied) with VA Health Care, trust VA Health Care to provide quality care (71% agree with the statement), and would return in the future (84% said probably or definitely). However, opportunities for improvement exist.

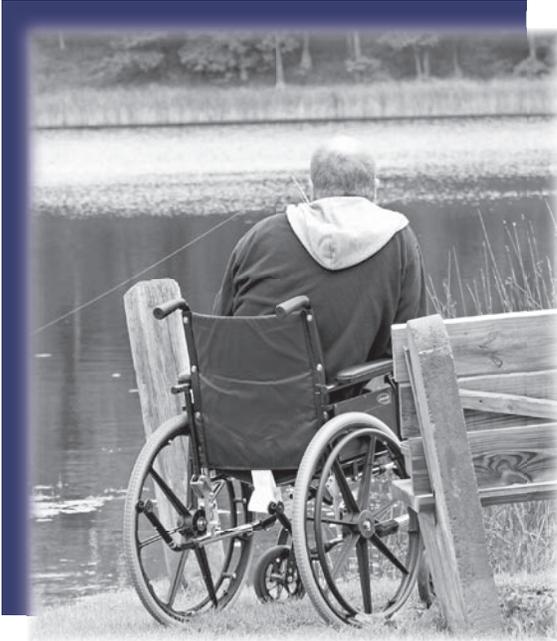
The attribute that explained the most variance in overall satisfaction and was a top driver of likelihood to return was satisfaction with the administration (which explained 50% of the variance in satisfaction and 33% of the variance in likelihood to return). In turn, “your care providers listened to you” was the top driver (explaining 46% of the variance) of satisfaction with the administration. Satisfaction with the overall transition was a top driver of trust (explaining 49% of the variance), which in turn was driven by the perception that the transition went smoothly (explaining 60% of the variance in trust). These are some of the major levers of improving the patient’s experience.

There is a gap between expectations and what amputees’ experience with VA Health Care. Amputees come in with low expectations (42% confident they would receive quality care). However, most find VA Health Care better than expected (71% find care better than expected). It’s good to exceed expectations. However, if perceptions of VA Health Care are worse than reality it could translate into problems securing government funding and it could drive amputees (at least those who can choose between VA Health Care and other care providers) to seek care outside the VA system. It’s conceivable that improved confidence in VA Health Care could even lead to more positive outcomes for patients.

Beyond simply meeting basic expectations for satisfaction and quality, opportunities exist to create greater loyalty to VA Health Care. True loyalty generally emerges after patients feel that they can give perfect marks to their care providers (e.g. “very satisfied”, “would definitely return”, can “strongly agree” that they trust the VA). Loyalists exhibit the type of behaviors that can be helpful in improving the overall perception of VA Health Care. They can become advocates of VA Health Care and are the most likely to tell others about their positive experiences, write letters in support of the VA, and object to any negative stories told about the VA. By increasing the ratio of highly loyal patients to least loyal patients (that latter group are the most likely to make negative statements about the VA), VA Health Care can improve the expectations of patients prior to their experience and the overall perception of the VA.

## 5.0 Recommendations

While major limb amputees are an important constituency for the VA, the best way to improve service to this group potentially hinges on improving service to every veteran. Thankfully, the number of major limb amputations from Operation Iraqi Freedom and Operation Enduring Freedom is still small relative to the number of VHA facilities in operation. In order to improve loyalty to the VA, it is best to create accountability at the facility and workgroup levels. If VA employees are continually satisfying the needs and creating loyalty among all veterans, they will be that much more likely to improve loyalty among major limb amputees. This can be achieved through ongoing measurement and accountability at the facility level.



When thinking about major limb amputees specifically, it is clear that they become more satisfied when they feel their care providers are listening to them. As a “coaching point” for every care provider that interacts directly with amputees, a conscious effort to listen and help the patient feel that he or she is heard is an important means of improving satisfaction and the patient’s desire to return.

Given the importance of a smooth transition to VA Health Care in building trust among amputees, it makes sense to do everything possible to ensure that transitions go smoothly. It is good that some initiatives toward that end have been introduced fairly recently. However, it would also make sense to visit directly with amputees to solicit their feedback on what would make the transition smoother for them.

Another area to better understand is what drives satisfaction with the environment for rehabilitative care services. While it was not a primary driver of overall satisfaction with VA Health Care, trust, or likelihood to return, it was still a meaningful driver. It was also clear from the data that simply making it easy for people to find their way, showing concern for patient privacy, and ensuring spaces are comfortable does not completely describe the environment for rehabilitative care services in the minds of amputees. Some of this may have to do with the resources and amenities available to these veterans, who are often very young.

Also, Gallup’s past experience has shown that employee engagement has a direct effect on patients and their perceptions of their surroundings (see “The Road to Recovery” (2001) by Black, *Gallup Management Journal*). The more highly engaged the VHA staff is (particularly staff members that directly interact with patients), the more likely they will be to create engagement among patients.

Finally, there is a need to share these results with senior clinical leadership in the Veterans Integrated Service Network, with re-measurement in 18 months essential to tracking progress.

## APPENDIX A: FINAL CALL DISPOSITIONS

Complete	167
1-800 (can't dial)	1
Disconnect	34
Non-target	13
Fax	3
Respondent Ill	3
Death	2
Respondent Not Available in the Field Period	13
Terminate Other	2
Unknown Screening Status	1
Screen failure	53
Answering Service	1
Respondent Irritated Never Call Again	7
No Answer	13
Callbacks	10
Answering Machine	48
Busy	3
Hard Refusal	18
Total	392

Working	341
Contacted	276
Cooperated	240
Screened	220
Eligible	167
Incidence	75.9%
Refusal Rate	9.1%
Working Rate	86.4%
Contact Rate	80.9%
Cooperation Rate	87.0%
Completion Rate	100.0%
Gallup Response Rate	70.4%
<b>CASRO Response Rate</b>	<b>67.1%</b>
Presumed Working	13.8
Qualification Rate	75.9%
Presumed Eligible	81.9

# APPENDIX B: SURVEY QUESTIONNAIRE

## CRT

FINANCE, AMP64806  
F806

### FIELD FINAL – NOVEMBER 20, 2006

PROJECT REGISTRATION #147111

DEPARTMENT OF VETERANS AFFAIRS

City Center: Government

GHS/Amputee Satisfaction

Tara McGhee

Wright/Blass/Wells/Dean

Jane Wood, Specwriter

November, 2006

\_\_\_\_\_ TRANSLATIONS

X  SURVEY DESIGN

n=300

I.D.#: \_\_\_\_\_ (1- 6)

\*\*AREA CODE AND TELEPHONE NUMBER: \_\_\_\_\_  
(649 - 658)

\*\*INTERVIEW TIME: \_\_\_\_\_  
(716 - 721)

**(NOTE: All interviews are recorded. The recording begins when the respondent answers the phone. This statement is read after the “Continue” response is entered after the Introduction and before the first question).**

This call will be recorded for quality assurance.

- 1 (Continue)  
2 (Refused) – (Thank and Terminate) \_\_\_\_\_ (984)

S1. FACILITY NAME/ID: (Code from fone file)

NA

\_\_\_\_\_ \_\_\_\_\_  
\_\_\_\_\_ ( - )

S2a. DISCHARGE/TREATMENT MONTH: (Code from fone file)

NA

\_\_\_\_\_ \_\_\_\_\_  
\_\_\_\_\_ ( - )

S2b. DISCHARGE/TREATMENT DAY: (Code from fone file)

NA

\_\_\_\_\_

\_\_\_\_\_

( - )

S2c. DISCHARGE/TREATMENT YEAR: (Code from fone file)

NA

\_\_\_\_\_

\_\_\_\_\_

( - )

S3. VA ID: (Code from fone file)

NA

\_\_\_\_\_

\_\_\_\_\_

( - )

(There is no question S4)

S5. DIAGNOSIS: (Code from fone file)

NA

\_\_\_\_\_

\_\_\_\_\_

( - )

S6. PATIENT AGE: (Code actual age from fone file)

N/A

\_\_\_\_\_

\_\_\_\_\_

( - )

S7. PATIENT NAME: (Code from fone file)

\_\_\_\_\_

\_\_\_\_\_

(62 - 90)

S8. CLINIC SERVICE INDICATORS: (Code from fone file)

- 1 Social Work Services
- 2 Physical Therapy
- 3 Kinesiotherapy
- 4 Recreational Therapy Services
- 5 Primary Care/Med
- 6 Occupational Therapy
- 7 Prosthetics Services
- 8 Prosthetics/Orthotics

N/A

( )

\_\_\_\_\_

Hello, may I please speak to **(name from S7)**? **[INTERVIEWER NOTE: If unavailable, let them know you are with The Gallup Organization and calling on behalf of the Department of Veterans Affairs to conduct a survey with (name from S7), and make an appointment to call back].**

- 1 Yes, respondent available – **(Continue)**
- 2 No such person/does not live here – **(Thank and Terminate)**
- 4 (DK) Does not remember visit/did not visit – **(Thank and Terminate)**
- 5 (Does not want responses returned to VA) – **(Thank and Terminate)**
- 7 (Respondent not available) – **(Set time to call back)**
- 8 (Soft Refusal)
- 9 (Hard Refusal) – **(Thank and Terminate)**

\_\_\_\_\_ (2001)

**(If respondent available, read:)** Hello, this is \_\_\_\_\_, with The Gallup Organization and I am calling on behalf of the Department of Veterans Affairs. We would like some feedback from you about your experiences regarding the care you received at any VA facility. All of your responses will remain completely confidential.

Is this a convenient time for you to answer a few questions about your visits to the VA? **(If “No”, set a time to call back; if “Yes”, say:)** As we go through the survey, please relate all of your comments to your experiences during the time period since your major amputation when you have been under the care of the Veterans Health Administration.

**(INTERVIEWER NOTE: If veteran is unable to respond, a proxy interview may be completed. Interviewer will follow training for Proxy Interview.)**

- 1 Yes – **(Continue)**
- 2 No – **(Reset to Introduction and set time to call back)**

\_\_\_\_\_ (2002)

1. Have you ever received care at a Veterans Health Administration facility?

- 1 Yes
- 2 No

- 3 (DK)
- 4 (Refused)
- \_\_\_\_\_ (2003)

**(If code 1 in #1, Continue; Otherwise, Thanks and Terminate)**

1a. At how many different Veterans Health Administration facilities have you received care? (Open ended and code)

- 1 One facility
- 2 Two facilities
- 3 Three facilities
- 4 Four or more facilities
  
- 5 (DK)
- 6 (Refused)
- \_\_\_\_\_ (2411)

1b. Have you received care for your major amputation at a Department of Defense health care facility in the past year?

- 1 Yes
- 2 No
- 3 (DK)
- 4 (Refused)
- \_\_\_\_\_ (2412)

**(If code 1 in #1b, Continue; Otherwise, Skip to Read before #2a)**

1c. At present, are you continuing to receive care for your major amputation at a Department of Defense health care facility?

- 1 Yes
- 2 No
- 3 (DK)
- 4 (Refused)
- \_\_\_\_\_ (2413)

**(READ:)** Throughout the survey, I would like you to consider several aspects of your treatment in VA Health Care facilities and I'd like you to tell me how the facilities performed. Now thinking about all of the VA Health Care facilities where you have been treated, please tell me...

2a. Overall, how satisfied were you with this experience? Were you **(read 4-1)**?

- 4 Very satisfied
- 3 Satisfied
- 2 Somewhat dissatisfied, OR
- 1 Very dissatisfied

- 5 (DK)
- 6 (Refused)
- \_\_\_\_\_ (2301)

2b. On a scale of one-to-five, where 5 is strongly agree and 1 is strongly disagree, please tell me the extent to which you either agree or disagree with the following statement. You may use any number between one and five to make your rating. Please remember, you are evaluating your experience at VA Health Care facilities. How about **(read I)? (If necessary, repeat scale)**

- 5 Strongly agree
- 4
- 3
- 2
- 1 Strongly disagree

- 6 (DK)
- 7 (Refused)

I. You can trust VA Health Care to always provide high quality care.  
 \_\_\_\_\_(2302)

2c. How likely would you be to return to use the same VA Health Care facility or facilities if you ever needed medical care again? Would you **(read 5-1)**?

- 5 Definitely return
- 4 Probably return
- 3 Not sure about returning
- 2 Probably not return, OR
- 1 Definitely not return

- 6 (Does not apply/Don't live near a VA facility)
- 7 (Does not apply/Insurance requires them to go somewhere else)
- 8 (Would go where doctor sends them)
- 9 (DK)
- 0 (Refused)
- \_\_\_\_\_ (2303)

3. How confident were you that you would receive quality care through VA Health Care, before your amputation? Please use a five-point scale, where 5 means you were extremely confident and 1 means you were not at all confident. You may use any of

the numbers 1, 2, 3, 4, or 5.

- 5 Extremely confident
- 4
- 3
- 2
- 1 Not at all confident
  
- 7 (Not applicable)
- 8 (DK)
- 9 (Refused)
- \_\_\_\_\_ (2304)

3a. How did you form your opinion about what VA Health Care would be like? (Open ended)

- 01 Other (list)
- 02 (DK)
- 03 (Refused)
- 04 HOLD
- 05 HOLD

\_\_\_\_\_

(2305) (2306)

4. Was VA Health Care better or worse than what you expected?

- 3 Better
- 2 (Same as expected)
- 1 Worse
  
- 7 (Not applicable)
- 8 (DK)
- 9 (Refused)
- \_\_\_\_\_ (2307)

## **TRANSITION FROM DOD TO VA HEALTH CARE**

5. Are you currently on active military duty, or have you been discharged?

- 1 Active duty
- 2 Discharged
  
- 7 (Not applicable)
- 8 (DK)
- 9 (Refused)
- \_\_\_\_\_ (2308)

[Deleted Note]

6. Now we'd like to ask your opinion of your transition from military health care to VA Health Care. Your transition covers the time from when you first learned you would be discharged from active duty, until the time you began to receive VA Health Care. Please think about your transition to VA when answering the following questions.

Please tell me the extent to which you either agree or disagree with each of the following statements using a five-point scale, where 5 means you strongly agree with the statement and 1 means you strongly disagree with the statement. You may use any of the numbers 1, 2, 3, 4, or 5. How about **(read and rotate A-I)**?

- 5 Strongly agree  
4  
3  
2  
1 Strongly disagree

- 7 (Not applicable)  
8 (DK)  
9 (Refused)

- A. VA social workers and benefit counselors were clearly identified at your military treatment facility.

\_\_\_\_(2309)

- B. Overall, you had sufficient access to VA social workers and benefit counselors at your military treatment facility during your transition.

\_\_\_\_(2310)6

(Continued:)

- C. VA staff explained to your satisfaction the transition process.

\_\_\_\_(2311)

- D. VA staff explained to your satisfaction how your needs would be met.

\_\_\_\_(2312)

- E. Your transition from military health care to VA Health Care went smoothly.

\_\_\_\_(2313)

F. When you had a question or problem, you had to contact VA transition staff more than once to get an answer.

\_\_\_\_\_(2314)

G. VA staff respected you as an individual.

\_\_\_\_\_(2315)

H. VA transition staff told you about other benefits you might be eligible to receive.

\_\_\_\_\_(2316)

I. You were required to take duplicate lab tests or physical exams during your transition.

\_\_\_\_\_(2317)

7. On a five-point scale, with 5 being very satisfied and 1 being very dissatisfied, how satisfied have you been with the overall transition from military to VA Health Care?

5 Very satisfied

4

3

2

1 Very dissatisfied

7 (Not applicable)

8 (DK)

9 (Refused)

\_\_\_\_\_(2318)

**(If code 1-5 in #7, Continue; Otherwise, Skip to #9)**

8. Why did you give it that rating? (Open ended)

01 Other (list)

02 (DK)

03 (Refused)

04 No reason in particular

05 HOLD

\_\_\_\_\_  
\_\_\_\_\_

(2319) (2320)

## **ADMINISTRATION OF CARE**

9. I will read you some statements about the administration of your health care at the VA. When answering please think about your experience at the VA Health Care facility

that you visited most recently. Please tell me the extent to which you either agree or disagree with each of the following statements using a five-point scale, where 5 means you strongly agree with the statement and 1 means you strongly disagree with the statement. You may use any of the numbers 1, 2, 3, 4, or 5. How about **(read and rotate A-E)**?

5 Strongly agree  
4  
3  
2  
1 Strongly disagree

7 (Not applicable)  
8 (DK)  
9 (Refused)

- A. The time spent waiting in the clinic was too long. \_\_\_\_\_(2321)
- B. Your care providers listened to you. \_\_\_\_\_(2322)
- C. Your care providers respected you as an individual. \_\_\_\_\_(2323)
- D. You were kept informed about your condition and needs. \_\_\_\_\_(2324)
- E. Your care providers showed you how to do things you would need to do at home. \_\_\_\_\_(2325)

10. On a five-point scale, with 5 being very satisfied and 1 being very dissatisfied, how satisfied have you been with the overall administration of care at the VA Health Care facility that you visited most recently?

5 Very satisfied  
4  
3  
2  
1 Very dissatisfied

7 (Not applicable)  
8 (DK)  
9 (Refused)  
\_\_\_\_\_ (2326)

**(If code 1-5 in #10, Continue; Otherwise, Skip to #12)**

11. Why did you give it that rating? (Open ended)

- 01 Other (list)
- 02 (DK)
- 03 (Refused)
- 04 No reason in particular
- 05 HOLD

\_\_\_\_\_

(2327) (2328)

## **REHABILITATIVE CARE**

12. The following statements are about the environment of rehabilitative care related to the amputation you have received at any of the VA Health Care facilities you have visited. Please tell me the extent to which you either agree or disagree with each of the following statements using a five-point scale, where 5 means you strongly agree with the statement and 1 means you strongly disagree with the statement. How about (**read and rotate A-C**)?

- 5 Strongly agree
- 4
- 3
- 2
- 1 Strongly disagree
- 7 (Not applicable)
- 8 (DK)
- 9 (Refused)

- A. It was easy for you to find your way within the facility to the amputation clinic. \_\_\_\_\_(2329)
- B. Your care providers were concerned for your privacy. \_\_\_\_\_(2330)
- C. The facility and space where you received your rehabilitative services was comfortable. \_\_\_\_\_(2331)

13. On a scale of one-to-five, with 5 being very satisfied and 1 being very dissatisfied, how satisfied are you with the environment for rehabilitative care services at VA?

- 5 Very satisfied
- 4
- 3
- 2
- 1 Very dissatisfied

- 7 (Not applicable)
- 8 (DK)
- 9 (Refused)
- \_\_\_\_\_ (2332)

**(If code 1-5 in #13, Continue; Otherwise, Skip to #15a)**

14. Why did you give it that rating? (Open ended)

- 01 Other (list)
- 02 (DK)
- 03 (Refused)
- 04 No reason in particular
- 05 HOLD

\_\_\_\_\_

(2333) (2334)

## PHYSICAL THERAPY AND KINESIOTHERAPY TREATMENT

15a. Since your amputation, have you received any physical therapy or kinesiotherapy treatments?

- 1 Yes
- 2 No
- 3 (DK)
- 4 (Refused)
- \_\_\_\_\_ (2335)

**(If code 1 in #15a, Continue; Otherwise, Skip to #19a)**

15b. Have you received any physical therapy or kinesiotherapy treatment at a VA health Care facility?

- 1 Yes
- 2 No
- 3 (Not applicable)
- 4 (DK)
- 5 (Refused)
- \_\_\_\_\_ (2336)

15c. Have you received any physical therapy or kinesiotherapy treatment at a facility that is not part of VA Health Care?

- 1 Yes
- 2 No
- 3 (Not applicable)
- 4 (DK)
- 5 (Refused)
- \_\_\_\_\_ (2337)

**(If code 1 in #15c, Continue; Otherwise, Skip to Note before #16)**

15d. Where was that? (Open ended)

- 01 Other (list)
- 02 (DK)
- 03 (Refused)
- 04 HOLD
- 05 HOLD

\_\_\_\_\_

(2338) (2339)

**(If code 1 in #15b, Continue; Otherwise, Skip to #19a)**

16. The following statements are only about the physical therapy or kinesiotherapy you have received at VA Health Care facilities. Please tell me the extent to which you either agree or disagree with each statement using a five-point scale, where 5 means you strongly agree with the statement and 1 means you strongly disagree with the statement. How about **(read and rotate A-D)**?

- 5 Strongly agree
- 4
- 3
- 2
- 1 Strongly disagree
- 7 (Not applicable)
- 8 (DK)
- 9 (Refused)

A. Your physical therapist or kinesiotherapist spent enough time with you.  
\_\_\_\_\_ (2340)

B. The quality of care and services you received from your physical therapist or kinesiotherapist was excellent.  
\_\_\_\_\_ (2341)

C. Your physical therapist or kinesiotherapist always explained things in a way

you could understand.

\_\_\_\_\_(2342)

D. You have great confidence in your physical therapist or kinesiotherapist.

\_\_\_\_\_(2343)

17. On a scale of one-to-five, with 5 being very satisfied and 1 being very dissatisfied, how satisfied are you with your physical therapy or kinesiotherapy treatment?

5 Very satisfied  
4  
3  
2  
1 Very dissatisfied

7 (Not applicable)

8 (DK)

9 (Refused)

\_\_\_\_ (2344)

**(If code 1-5 in #17, Continue; Otherwise, Skip to #19a)**

18. Why did you give it that rating? (Open ended)

01 Other (list)

02 (DK)

03 (Refused)

04 No reason in particular

05 HOLD

\_\_\_\_\_

(2345) (2346)

## **OCCUPATIONAL THERAPY TREATMENT**

19a. Since your amputation, have you received any occupational therapy or recreational therapy treatments?

1 Yes

2 No

3 (DK)

4 (Refused)

\_\_\_\_ (2347)

**(If code 1 in #19a, Continue; Otherwise, Skip to #23a)**

19b. Have you received any occupational therapy or recreational therapy treatment at a VA Health Care facility?

- 1 Yes
- 2 No
- 3 (Not applicable)
- 4 (DK)
- 5 (Refused)
- \_\_\_\_\_ (2348)

19c. Have you received any occupational therapy or recreational therapy treatment at a facility that is not part of VA Health Care?

- 1 Yes
- 2 No
- 3 (Not applicable)
- 4 (DK)
- 5 (Refused)
- \_\_\_\_\_ (2349)

**(If code 1 in #19c, Continue; Otherwise, Skip to Note before #20)**

19d. Where was that? (Open ended)

- 01 Other (list)
- 02 (DK)
- 03 (Refused)
- 04 HOLD
- 05 HOLD

\_\_\_\_\_

(2350) (2351)

**(If code 1 in #19b, Continue; Otherwise, Skip to #23a)**

20. The following statements are only about the occupational therapy or recreational therapy you have received at VA Health Care facilities. Please tell me the extent to which you either agree or disagree with each statement using a five-point scale, where 5 means you strongly agree with the statement and 1 means you strongly disagree with the statement. How about **(read and rotate A-D)**?

- 5 Strongly agree
- 4
- 3

- 2
- 1 Strongly disagree
- 7 (Not applicable)
- 8 (DK)
- 9 (Refused)

A. Your occupational therapist or recreational therapist spent enough time with you. \_\_\_\_\_(2352)

B. The quality of care and services you received from your occupational therapist or recreational therapist was excellent. \_\_\_\_\_(2353)

C. Your occupational therapist or recreational therapist always explained things in a way you could understand. \_\_\_\_\_(2354)

D. You have great confidence in your occupational therapist or recreational therapist. \_\_\_\_\_(2355)

21. On a scale of one-to-five, with 5 being very satisfied and 1 being very dissatisfied, how satisfied are you with your occupational therapy or recreational therapy treatment?

- 5 Very satisfied
- 4
- 3
- 2
- 1 Very dissatisfied
- 7 (Not applicable)
- 8 (DK)
- 9 (Refused)
- \_\_\_\_\_ (2356)

**(If code 1-5 in #21, Continue; Otherwise, Skip to #23a)**

22. Why did you give it that rating? (Open ended)

- 01 Other (list)
- 02 (DK)
- 03 (Refused)
- 04 No reason in particular
- 05 HOLD

\_\_\_\_\_

---

**CARE BY PHYSICIAN**

23a. Since your amputation, have you been seen by a rehabilitation physician, that is a doctor specializing in rehabilitation, not the doctor you would see for regular medical care?

- 1 Yes
- 2 No
- 3 (DK)
- 4 (Refused)
- \_\_\_\_\_ (2359)

**(If code 1 in #23a, Continue; Otherwise, Skip to #27a)**

23b. Have you been seen by a rehabilitation physician at a VA Health Care facility?

- 1 Yes
- 2 No
- 3 (Not applicable)
- 4 (DK)
- 5 (Refused)
- \_\_\_\_\_ (2360)

23c. Have you been seen by a rehabilitation physician at a facility that is not part of VA Health Care?

- 1 Yes
- 2 No
- 3 (Not applicable)
- 4 (DK)
- 5 (Refused)
- \_\_\_\_\_ (2361)

**(If code 1 in #23c, Continue; Otherwise, Skip to Note before #24)**

23d. Where was that? (Open ended)

- 01 Other (list)
- 02 (DK)
- 03 (Refused)
- 04 HOLD

\_\_\_\_\_

(2362) (2363)

**(If code 1 in #23b, Continue; Otherwise, Skip to #27a)**

24. The following statements are only about the rehabilitation physicians you have seen at VA Health Care facilities. Please tell me the extent to which you either agree or disagree with each statement using a five-point scale, where 5 means you strongly agree with the statement and 1 means you strongly disagree with the statement. How about **(read and rotate A-D)**?

- 5 Strongly agree
- 4
- 3
- 2
- 1 Strongly disagree

- 7 (Not applicable)
- 8 (DK)
- 9 (Refused)

A. Your rehabilitation physician spent enough time with you. \_\_\_\_\_(2364)

B. The quality of care and services you received from your rehabilitation physician was excellent. \_\_\_\_\_(2365)

C. Your rehabilitation physician always explained things in a way you could understand. \_\_\_\_\_(2366)

D. You have great confidence in your rehabilitation physician. \_\_\_\_\_(2367)

25. On a scale of one-to-five, with 5 being very satisfied and 1 being very dissatisfied, how satisfied are you with the level of care you received from your rehabilitation physician?

- 5 Very satisfied
- 4
- 3
- 2
- 1 Very dissatisfied

- 7 (Not applicable)
- 8 (DK)
- 9 (Refused)
- \_\_\_\_\_ (2368)

**(If code 1-5 in #25, Continue; Otherwise, Skip to #27a)**

26. Why did you give it that rating? (Open ended)

- 01 Other (list)
- 02 (DK)
- 03 (Refused)
- 04 No reason in particular
- 05 HOLD

\_\_\_\_\_

(2369) (2370)

## **PROSTHETIST CARE**

27a. Since your amputation, have you been seen at a VA Health Care facility by a prosthetist or orthotist, that is someone specializing in fitting you for artificial limbs, braces, splints, or special footwear?

- 1 Yes
- 2 No
- 3 (DK)
- 4 (Refused)
- \_\_\_\_\_ (2371)

**(If code 1 in #27a, Continue; Otherwise, Skip to Read before #31)**

27b. Have you been seen by a prosthetist or orthotist at a VA Health Care facility?

- 1 Yes
- 2 No
- 3 (Not applicable)
- 4 (DK)
- 5 (Refused)
- \_\_\_\_\_ (2372)

27c. Have you been seen by a prosthetist or orthotist at a facility that is not part of VA Health Care?

- 1 Yes
- 2 No
- 3 (Not applicable)
- 4 (DK)
- 5 (Refused)
- \_\_\_\_\_ (2373)

**(If code 1 in #27c, Continue; Otherwise, Skip to Note before #28)**

27d. Where was that? (Open ended)

- 01 Other (list)
- 02 (DK)
- 03 (Refused)
- 04 HOLD
- 05 HOLD

\_\_\_\_\_

(2374) (2375)

**(If code 1 in #27b, Continue; Otherwise, Skip to Read before #31)**

28. The following statements are only about the prosthetists or orthotists you have seen at VA Health Care facilities. Please tell me the extent to which you either agree or disagree with each statement using a five-point scale, where 5 means you strongly agree with the statement and 1 means you strongly disagree with the statement. How about **(read and rotate A-D)**?

- 5 Strongly agree
- 4
- 3
- 2
- 1 Strongly disagree
- 7 (Not applicable)
- 8 (DK)
- 9 (Refused)

A. Your prosthetist or orthotist spent enough time with you. \_\_\_\_\_(2376)

B. The quality of care and services you received from your prosthetist or orthotist was excellent. \_\_\_\_\_(2377)

C. Your prosthetist or orthotist always explained things in a way you could

understand.

\_\_\_\_\_(2378)

D. You have great confidence in your prosthetist or orthotist.

\_\_\_\_\_(2379)

29. On a scale of one-to-five, with 5 being very satisfied and 1 being very dissatisfied, how satisfied are you with the level of care you received from your prosthetist or orthotist?

5 Very satisfied  
4  
3  
2  
1 Very dissatisfied

7 (Not applicable)  
8 (DK)  
9 (Refused)  
\_\_\_\_\_(2380)

**(If code 1-5 in #29, Continue; Otherwise, Skip to Read before #31)**

30. Why did you give it that rating? (Open ended)

01 Other (list)  
02 (DK)  
03 (Refused)  
04 No reason in particular  
05 HOLD

\_\_\_\_\_

(2381) (2382)

### **PROSTHETIC DEVICES AND BRACES**

**(READ:)** Thank you. We are nearly at the end of the survey. This next section are questions about your prosthetic devices, that is artificial limbs and braces.

31. Did VA Health Care make all of your prosthetic devices or braces, some of them, or none of them?

1 All of them  
2 Some of them  
3 None of them

- 4 (DK/Does not apply)
- 5 (Refused)
- \_\_\_\_\_ (2383)

**(If code 1 or 2 in #31, Continue; Otherwise, Skip to the Read after #34)**

32. The following statements are only about the prosthetic devices or braces made for you by VA Health Care. Please tell me the extent to which you either agree or disagree using a five-point scale, where 5 means you strongly agree with the statement and 1 means you strongly disagree with the statement. How about **(read and rotate A-I)**?

- 5 Strongly agree
- 4
- 3
- 2
- 1 Strongly disagree

- 7 (Not applicable)
- 8 (DK)
- 9 (Refused)

A. You received an appointment with a prosthetist or orthotist within a reasonable amount of time. \_\_\_\_\_(2384)

B. You received your prosthetic devices or braces in a reasonable amount of time from when they were prescribed and ordered by VA. \_\_\_\_\_(2385)

C. Your prosthetic devices or braces fit well when you first received them. \_\_\_\_\_(2386)

D. Your skin has been free of abrasions and irritations since being fitted for your prosthetic devices or braces. \_\_\_\_\_(2387)

E. You were informed of whom to contact for the repair or replacement of your prosthetic devices or braces. \_\_\_\_\_(2388)

F. Pain caused by your prosthetic devices or braces interferes with your activities. \_\_\_\_\_(2389)

G. Pain NOT caused by your prosthetic devices or braces interferes with your

activities.

\_\_\_\_\_(2390)

H. You accomplish less than you would like because of your prosthetic devices or braces.

\_\_\_\_\_(2391)

32. **(Continued:)**

I. You accomplish less than you would like because of problems other than your prosthetic devices or braces.

\_\_\_\_\_(2392)

33. On a five-point scale, with 5 being very satisfied and 1 being very dissatisfied, how satisfied are you with your prosthetic devices or braces?

5 Very satisfied

4

3

2

1 Very dissatisfied

7 (Not applicable)

8 (DK)

9 (Refused)

\_\_\_\_ (2401)

**(If code 1-5 in #33, Continue; Otherwise, Skip to Read after #34)**

34. Why did you give it that rating? (Open ended)

01 Other (list)

02 (DK)

03 (Refused)

04 No reason in particular

05 HOLD

\_\_\_\_\_

(2402) (2403)

**(READ:) That completes our survey; however, we are required by law to report to you the OMB Control Number for this public information request. That number is 2900-0689.**

**(VALIDATE PHONE NUMBER AND THANK RESPONDENT BY SAYING:)**  
**Again, this is \_\_\_\_\_, with The Gallup Organization of \_\_\_\_\_. I would like to thank**

**you for your time. Our mission is to “help people be heard” and your opinions are important to Gallup in accomplishing this.**

INTERVIEWER I.D. #: \_\_\_\_\_(571-574)

***REVISIONS***

**5/15/06      Revised:      Wording in Introduction**

**11/7/06      Added:      #1-#1c**

**Revised: Wording in Read before #2a [formerly #1a], Wording in #2b-I, Wording in #2c, Wording in #6-I, Wording in #9, Wording in #10, Wording in #12, Wording in #27a**

**Renumbered: #1a to #2a, #1b to #2b, #1c to #2c, #2 to #3, #3 to #3a**

**Deleted: Note after #5**



