

Department of Veterans Affairs Survey for «Vet_First» «Vet_Last» «Vet_Suffix»

Thank you for taking the time to complete this survey. This survey is funded by the Department of Veterans Affairs to find out how well the VA is taking care of its Veterans near the end of their lives. We want to know if we are providing the best possible care to our Veterans and whether there is anything we could be doing better. Your opinions are important to us, so please tell us what you think. Your participation is voluntary and confidential. If you choose not to participate, it will not affect your benefits in any way.

If you have any questions about the survey, please don't hesitate to call us at the PROMISE Center on our toll free number, 1-877-503-5817, and leave a message with your name, number, and reference MS«CNUM»«FAC» and we will call you back as soon as possible.

Survey directions:

- Please choose ONLY one answer per question
- Please fill in each circle completely

● **Not like this:** ☑ ☒

- Do not write in the answer choice area. There are two open ended questions on page 4, please save any comments for those questions.

The Office of Management and Budget has approved this survey under OMB Number 2900-0701 in accordance with section 3507 of the **Paperwork Reduction Act of 1995**. We estimate that it will take about 10 minutes to answer these questions. Your responses will be used to measure Veterans' and their families' perceptions of the healthcare the VA provides. Your participation is voluntary and confidential. If you choose not to participate, it will not affect your benefits in any way.

FOR OFFICE USE ONLY

FOLLOWUP1:	<input type="radio"/> 0	<input type="radio"/> 1	<input type="radio"/> 2	OUTCOME:	<input type="radio"/> 0	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4
FOLLOWUP2:	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3		<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6	<input type="radio"/> 7	<input type="radio"/> 9

First, please tell us how you are related to the Veteran. I am his:

«MergeID»

1 Spouse

16 Ex-Spouse

«Trend»

2 Parent

7 Friend

3 Child

8 Partner

«CNUM»

4 Sibling

17 POA/Legal Guardian/Caretaker

«FAC»

15 Other Relative

14 Other

The next questions ask you to tell us about the care that the Veteran received. Some of the questions ask about the staff. By staff, we mean doctors, nurses, social workers, chaplains, nursing assistants, therapists and other personnel.

1. During his last month of life, how much of the time were the staff who took care of him willing to take time to listen?

3 Always 2 Usually 1 Sometimes 0 Never I did not speak to the staff who took care of him.

2. During his last month of life, how often did the staff provide him the medication and medical treatment that you and he wanted?

3 Always 2 Usually 1 Sometimes 0 Never 10 Unsure

He did not receive any treatment

3. During his last month of life, how often were the staff who took care of him kind, caring and respectful?

3 Always 2 Usually 1 Sometimes 0 Never 10 Unsure

4. During his last month of life, how often did the staff who took care of him keep you or other family members informed about his condition and treatment?

3 Always 2 Usually 1 Sometimes 0 Never 10 Unsure

Questions continue on next page...

5. Did anyone alert you or your family when he was about to die?

- Yes No Unsure

6. From what you know about his time as an inpatient, how often do you think his personal care needs – such as bathing, dressing and eating meals were taken care of as well as they should have been?

- Always Usually Sometimes Never Unsure
- We did not want or need help with personal care

7. In the last month of his life, did he have pain or did he take medicine for pain?

- Yes No Unsure

Please answer ONLY if you answered Yes to 7. If you answered No or Unsure, proceed to 9.

8. If he had pain or took medicine for pain, how often did his pain make him uncomfortable?

- Always Usually Sometimes Never Unsure
- He did not have pain

9. Some Veterans near the end of life re-experience the stress and emotions that they had when they were in combat. Did this happen to him in the last month of life?

- Yes No Unsure

Please answer ONLY if you answered Yes to 9. If you answered No or Unsure, proceed to 11.

10. How often did his stress make him uncomfortable?

- Always Usually Sometimes Never Unsure
- He did not re-experience combat stress/emotions

Questions continue on next page...

11. In his last month of life, how much of the time did the staff who took care of him provide you and him with the kind of spiritual support you both would have liked?

- 3 Always
 2 Usually
 1 Sometimes
 0 Never
 We did not want or need any spiritual support

12. In his last month of life, how much of the time did the staff who took care of him provide you and him with the kind of emotional support you both would have liked **prior** to his death?

- 3 Always
 2 Usually
 1 Sometimes
 0 Never
 We did not want or need any emotional support

13. What about after his death - how much of the time did the staff who took care of him provide you with the kind of emotional support you would have wanted?

- 3 Always
 2 Usually
 1 Sometimes
 0 Never
 We did not want or need any emotional support

14. Would it have been helpful if the VA had provided more information about benefits for surviving spouses and dependents?

- 1 Yes
 0 No
 Unsure

15. Would it have been helpful if the VA had provided more information about burial and memorial benefits?

- 1 Yes
 0 No
 Unsure

16. Would it have been more helpful if the VA had provided more help with his funeral arrangements?

- 1 Yes
 0 No
 Unsure

17. Overall, how would you rate the care that he received in the last month of his life?

- 4 Excellent
 3 Very good
 2 Good
 1 Fair
 0 Poor

Questions continue on next page...

Suggestions and Comments

18. Is there anything else that you would like to share about the Veteran's care during his last month of life?

19. Is there anything else that you would like to share about how the Veteran's care could have been improved?

Thank you for completing our survey.