

## VETERAN SURVEY Feedback – Paper Version

The Department of Veterans Affairs (VA) greatly appreciates your support to the Veteran Survey pilot test and welcomes your feedback. Please answer the questions below regarding the Veteran Survey. The research team will review all feedback and edit the survey, as necessary. Thank you for your time!

1. The goal of the introductory paragraphs is to inform participants about the research project and to encourage them to respond to the survey. Do the introductory paragraphs achieve this goal? How can we improve them?
2. Think about the instructions throughout the survey. This includes text at the start of new sections, instructions to select one response or more than one response, and instructions on skipping some questions. Were any of the instructions unclear? Please list unclear instructions and describe how it was unclear.
3. Please list questions that were confusing or difficult to answer. Please explain why the questions were confusing or difficult, and include suggestions to improve the questions.
4. What questions made you feel uncomfortable answering? Please specify the reasons below.
5. Did any questions feel out of place or out of order? Please list the questions below and describe how it felt out of place or out of order.
6. Please list questions that you believe should be deleted because they are redundant or unnecessary.
7. How easy or difficult was it to navigate the survey form? Are there ways we could improve the layout and formatting of the survey to make it easier to complete?
8. We asked you this question on the survey:

Which of the following explains why you would recommend PCAFC to other post 9/11 Veterans?

  - The financial support (e.g., stipend, travel reimbursement, etc.) enables/enabled my Caregiver to continue with the level of care I need
  - The civilian Health and Medical Program of the Department of Veteran's Affairs (CHAMPVA) is/was a big help to my Caregiver
  - My Caregiver Support Coordinator was very helpful

- The program's educational support to my Caregiver has improved the quality of care he/she provided to me
- The program has enhanced my Caregiver's support system as he/she cares for me

You may or may not have answered this question, depending on your response to Q11. Regardless of whether or not you answered the question, what additional bullets would you add to this question? Which would you remove?

9. We asked you this question on the survey:

Which of the following explains why you would not recommend PCAFC to other post 9/11 Veterans?

- The application decision process was too lengthy
- The clinical appeals process was confusing
- My Caregiver Support Coordinator was not helpful
- The education services provided to the Caregivers were not helpful
- There was a lack of follow-up services
- There was a lack of personalized communications (e.g., phone calls, in-person meetings, etc.)
- Poor customer service from VA staff
- There was a lack of useful information about the program
- My VA doctors had no knowledge about PCAFC and did not understand the role my Caregiver has supporting my health care needs

You may or may not have answered this question, depending on your response to Q11. Regardless of whether or not you answered this question, what additional bullets would you add to this question? Which would you remove?

10. Finally, please list any improvements to the design, format, or questions in the survey that have not been addressed above. Remember that your responses will help us improve the survey overall, so please provide as much detail as possible.