



SERVING AMERICA'S VETERANS

Department of Veterans Affairs

OCTOBER 1-DECEMBER 31, 2022

U.S. DEPARTMENT OF VETERANS AFFAIRS FY2023 Q1



8.6M+ Health Care Patients Enrolled
4.4M+ Veterans Accessed Health Care



25.7M+ Clinical Encounters
17M+ In-Person Appointments
7M+ Telehealth/Telephone Appointments
1.1M+ Community Care Referrals



77.3% Veteran Trust in VA **89.2%** Trust in VA Health Care
Based on **38K+** Survey Responses Based on **209K+** Outpatient Survey Responses



14.4M+ Calls Answered by VA Contact Centers
190K+ Calls to Veterans Crisis Line (Dial 988, then Press 1)
47K+ Calls to National Call Center for Homeless Veterans (1-877-4AIDVET)



34,227 Veterans and Family Members Interred with Honor



40M+ VA.gov pageviews
3.9M+ Logged In Users
482K+ Form Submissions
7.7M+ [News.VA.gov](#) Pageviews
64M+ [#VetResources](#) Newsletter Emails Opened
424K+ VA [Event Calendar](#) Pageviews

2.8M+ VA.gov/PACT Pageviews



21K+ New Employee Hires



426K+ VA Disability and Pension Claims Completed
35,363 PACT Act Related Claims Completed



22,265 Veterans Appeals Decisions
4,119 Hearings Held



798K+ Education Benefits and Supplemental Claims Completed



22K+ Insurance Claims Completed



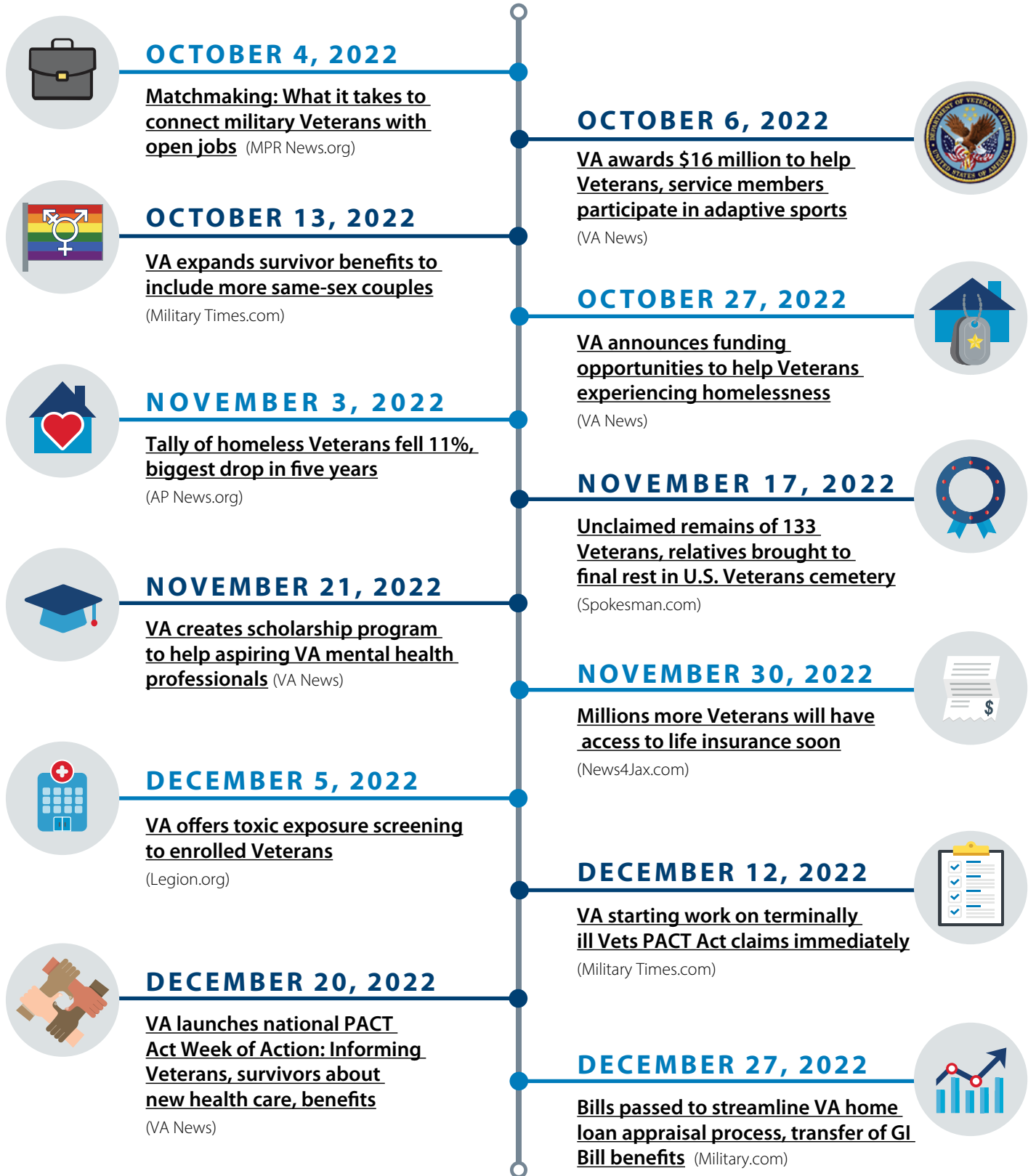
104K+ Home Loans Guaranteed



4,344 Veteran Readiness and Employment (VR&E) Positive Outcomes*

*Positive Outcomes include the number of Chapter 31 Employment Rehabilitations, Continuing Education Rehabilitations, Independent Living Rehabilitations and Maximum Rehabilitation Gains, and Chapter 18 and 35 Rehabilitations achieved during a 12-month rating period.

SIGNIFICANT EVENTS



Download the
[VA Welcome Kit](#)

Call us
1-800-MyVA411 (1-800-698-2411)

VA TRUST REPORT

U.S. DEPARTMENT OF VETERANS AFFAIRS FY2023 Q1

OCTOBER 1-DECEMBER 31, 2022



Current VA-Wide Trust Score: 77.3% (NO CHANGE)

TOTAL RESPONDENTS: 38,158



EASE
71.8% (↑ 0.5%)



EFFECTIVENESS
76.6% (↑ 0.7%)



EMOTION
74.0% (↑ 0.1%)



Male Veteran Trust 78.4% (↑ 0.2%)

<30 58.6% (↓ 2.1%) 50-59 76.9% (↑ 0.9%)
30-39 56.0% (↑ 0.1%) 60+ 86.1% (↑ 0.2%)
40-49 67.1% (↑ 0.1%)



Female Veteran Trust 70.1% (↓ 0.8%)

<30 68.6% (↓ 0.4%) 50-59 73.4% (↓ 1.0%)
30-39 55.7% (↓ 2.4%) 60+ 82.5% (↓ 0.4%)
40-49 65.5% (↓ 0.2%)



Trust by Race and Ethnicity

American Indian or Alaskan Native	71.3% (↓ 0.9%)	Middle Eastern or North African	57.2% (↑ 2.4%)	Hispanic or Latino	76.8% (↓ 2.2%)
Asian	81.1% (↑ 0.5%)	Native Hawaiian or Pacific Islander	75.8% (↓ 0.9%)	Not Hispanic or Latino	80.5% (↓ 0.2%)
Black or African American	76.7% (↓ 0.4%)	White	80.8% (↓ 0.5%)		

Note: Respondents may choose more than one option for race. Scores by race include all individuals who selected that race. Arrow and change is compared to last quarter's trust report. KEY: ↑ positive, ↓ negative, or — neutral.

V SIGNALS SURVEY DATA

2017 - FY2023 Q1



67,907,825
VSignals Surveys Sent (total)



11,072,861
VSignals Survey Responses (total)

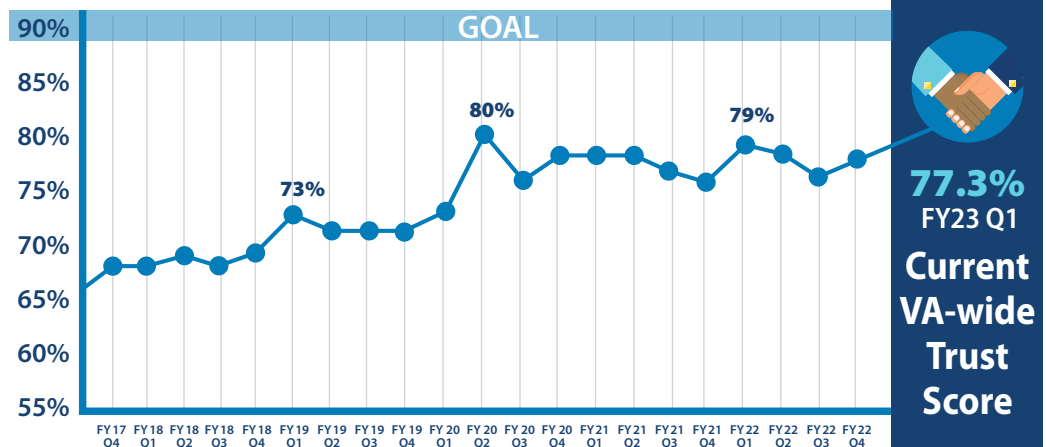


3,647,364
Free-Text Responses (total)



164
Active VSignals Surveys (current)

VA-WIDE TRUST OVER TIME



VA CALL CENTER EXPERIENCE



Trust **72.8%** (↑ 2.2%)
 "I trust VA to fulfill our country's commitment to Veterans."



Employee Helpfulness **86.0%** (—)
 "The [Agent] I interacted with was helpful."



Ease/Simplicity **80.6%** (↑ 0.6%)
 "I waited a reasonable amount of time to speak to a [Agent]."



Quality **72.2%** (↑ 0.1%)
 "The issue that I contacted [Contact Center] about on [Call Date] was resolved."



Efficiency/Speed **75.4%** (↓ 0.4%)
 "The [Agent] took a reasonable amount of time to address my need."



Satisfaction **75.3%** (↑ 0.4%)
 "I am satisfied with the service I received from the [Contact Center]."

Note: Percentages listed are composite scores comprised of multiple surveys with different statistical methods. The scores provide close approximations of Veteran trust and satisfaction—they do not represent an overall percentage of Veterans. Call center data includes VHA Member Services, VBA, and Community Care Contact Centers. VBA Contact Center survey questions are different but similar to the intent of each category.

Arrow and change is compared to last quarter's trust report. **KEY:** ↑ positive, ↓ negative, or — neutral.

TOXIC EXPOSURES



Top Compliments

Staff Clearly Inform Veterans of Registry Process · Satisfaction with Care for Military Exposure · Respect and Courtesy of Health Care Providers

"The Lady that helped was professional knowledgeable friendly and answered all my questions and concerns. It was a very nice experience, it makes me feel good to have a contact about the Burn pits."

"Since i was diagnosed with Agent Orange Cancer the Wade Park VA Hospital has been nothing short of exceptional. My Palliative Care NP [NAME] has gone above anything i could of imagined. I am in total trust of her and thats rarely the case with me. Ill miss Dr [NAME] but i believe Dr [NAME] will do well for me."

"Chattanooga clinic has always provided most excellent care for me. Dr [NAME] has been working with my Agent Orange diabetes for many years now and has done everything possible to control my sugar levels and prevent the side effects. Great team in Chattanooga from the front door all the way through. I am treated with the highest respect and dignity. Visiting is a pleasure!"



Top Concerns

Providers are Rude and Unhelpful · Process is Unclear and Lack of Follow-up · Providers Lack Knowledge/Don't Take Military Exposure Seriously

"When I set up with my primary care recently, he did not listen or help with my noisy joints, or with helping with the burn pit registry data that needs to be check into or added to my medical record. All he said was loose weight then we can re-evaluate. My joints have been failing for years and it isn't from weight it's from military service!! I just want a Dr who is here to support ME!!"

"I went to McGuire to be screened because I registered for burn pit exposure in Iraq. I found the process to be perfunctory. The screening amounted to an oral interview in which I felt my feedback was being dismissed & censored. I had no idea what to expect once I arrived on scene for the interview and I'm unclear what happens next. Better patient preparation is necessary."

"During my last visit I addressed concerns that I felt were not taken seriously. I felt that the doctor was focusing on 1 area (losing weight) and not really as concerned as he should have been about some other questions I raised due to known exposure to toxins in my military service. I am concerned that certain of my respiratory problems may be closely associated with this exposure."



Top Recommendations

Make it Easier to get help with Toxic Exposure Information · Make Online Services more Accessible · More Periodic Updates on Claims

"Make it easier to get help with Agent Orange exposure information. Like interviews without going through endless confusing paper work. I was exposed to Agent Orange and have had Lymphoma twice."

"I need help registering for the burn pit registry. No one at the VA seems to have a clue how to use the website! Help!"

"I filed an Agent Orange claim over 2 years ago- it is still open-no response-no action- i was told not to contact the VA office-but i cannot get an update-other than they are working on it's-sad"