

VA



U.S. Department  
of Veterans Affairs

# Health questionnaires pilot evaluation

Research guide for Dr. Byrne's staff

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Updated: May 27, 2021

# Goals

We hope to understand from patients:

- if they are completing the questionnaires.
- if they aren't completing the questionnaires, then why.
- if they believe the questionnaire was helpful and improved their appointment experience.

## Methodology

# Staff asking the questions

Staff within Dr. Byrne's office will ask Veterans a series of questions (provided later in this document) ideally towards the end of the appointment, so the Veteran can evaluate the questionnaire's impact on the entire appointment experience. However, it is completely up to Dr. Byrne's office to determine when in their workflow this can fit. If this needs to occur during check-in or at some other point that is absolutely fine.

*Just let the Health Questionnaires team know what was decided.*

# Number of Veterans needed

Try to get feedback from:

- 5 Veterans who completed the questionnaire
- 5 Veterans who did not complete the questionnaire

*Do not worry about getting feedback from every patient while the pilot is running.*

# How to document feedback

- **Feedback should be anonymous.** Do not collect names or other identifiable information.
- A spreadsheet and printable document has been created that the staff can utilize to capture the feedback from the patient. Staff fills out the documentation.

*If you would prefer another document type or process to gather feedback, message [Kristen.Mcconnell@va.gov](mailto:Kristen.Mcconnell@va.gov) with details. If not, please send the completed spreadsheet or documents to [kristen.mcconnell@va.gov](mailto:kristen.mcconnell@va.gov) once feedback is received from 10 Veterans.*

# Questions to ask Veterans

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# Order of questions to ask Veterans

- Did you complete an online questionnaire prior to your appointment today? The questionnaire asked for additional details you'd like to share with your provider, any concerns or changes in your life affecting your health, or any questions you wanted to ask your provider.
- If the Veteran answers “yes,” ask the following questions:
  - Did you find the questionnaire useful or not useful as a way to prepare for your appointment?
    - Can you explain more about how it was useful or not useful?
  - *Do not ask this question, if feedback will be gathered prior to the appointment.* Did the questionnaire have any impact (good or bad) on your appointment experience today?
    - Can you explain more about its impact?
  - Do you have any other feedback about the questionnaire that you would like to share with us?
  - Thank you for your feedback.

# Order of questions to ask Veterans (continued)

- If the Veteran answers “no” or “I don’t remember,” ask the following questions:
  - Do you remember receiving a text message with a link to a questionnaire or a phone call from this office letting you know that you should be receiving a questionnaire to complete?
    - If yes, was there a reason that you did not fill out the questionnaire?
  - Thank you very much for your feedback.



# Questions?

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Email [Kristen.Mcconnell@va.gov](mailto:Kristen.Mcconnell@va.gov).