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## **Department of Veterans Affairs**

## ETHICS CONSULTATION FEEDBACK TOOL

This information is collected in accordance with section 3507 of the Paperwork Reduction Act of 1995. Accordingly, VA may not conduct or sponsor, and you are not required to respond to a collection of information unless it displays a valid OMB number. VA anticipates that the time expended by all individuals who complete this survey will average 5 minutes. This includes the time it will take to read instructions, gather necessary facts and fill out the form. Customer satisfaction surveys are used to gauge customer perceptions of VA services as well as customer expectations and desires. The results of this survey will lead to improvement in the quality of service delivery by helping to shape the direction and focus of specific programs and services. Submission of this form is voluntary and failure to respond will have no impact on benefits to which you may be entitled.

Recently, you spoke with someone from the Ethics Consultation Service. The job of the service is to help patients, families, and staff work through ethical concerns by listening to what everyone thinks and helping people decide the best thing to do. In order to help improve the Ethics Consultation Service, we ask that you take a few minutes to complete this form.

DIRECTIONS: For each of the following statements, please place an "X" in the box that best describes your most recent experience with the Ethics Consultation Service. NOTE: NA = "Not Applicable"

Rate the Ethics Consultant(s) on:	Excellent	Very Good	Good	Fair	Poor	N/A Don't Know
Making you feel at ease						
Respecting your opinions						
Being an expert in ethics						
Giving you useful information						
Explaining things well						
Clarifying decisions that had to be made						
Clarifying who is the right person to make the decision(s)						
Describing possible options						
Clearing up any disagreements						
Being easy to get in touch with						
Being timely enough to meet your needs						
Providing a helpful service						
Overall, my experience with the Ethics Consultation Service was:						
Did the consultation service make any recommendations?			☐ No	☐ Don't Kr	now	
If yes, were the recommendations generally followed?			☐ No	☐ Don't Kr	now	
Please write any comments or suggestions you may have for the Ethics Consultation Service in the space below:						