

Department of Veterans Affairs

Memorandum

Date: 3/6/25

From: Experience Analytics and Measurement, Enterprise Measurement and Design (EMD)

Subj: Measurement Decision Memo for: Telehealth Emergency Medicine Survey Update

To: Chief Veterans Experience Officer
thru: EMD Leadership

1. Purpose

To receive approval to proceed with ☐ launch-of ☒ updates-to the

Telehealth Emergency Medicine Survey ☒ VSignals ☐ ESignals ☐ CSignals
survey / measurement instrument(s), including:

☒ Survey ☒ Dashboard ☐ Public Reporting

2. About

This measurement request pertains to the following:

Name: Telehealth Emergency Medicine Survey Update

Distribution Frequency: Every Friday

Distribution Method: Email Invitation

Purpose:

To ensure clarity and relevance by focusing specifically on tele-emergency care, using concise language to accurately reflect the services being evaluated. These updates aim to streamline the survey, making it easier for participants to provide feedback directly related to their tele-emergency care experience, ultimately aiding in the improvement of these services.

Who Will Use the Data:

National Emergency Medicine Office (NEMO)

How the Data Benefits VA:

Will enhance clarity to Veterans responding to existing survey by updating the questions in a manner that is less confusing to Veterans. This will improve accuracy of the feedback NEMO receives from Veterans so they can improve the Veteran experience when they utilize Telehealth Emergency Medicine Services.

Target Audience(s):

☒ Veterans ☐ Caregivers ☐ Survivors ☐ Families
☐ Staff ☐ Partners ☐ Public

Estimated Number of Audience-Members Annually: 9,000

Launch Date: 6/6/2025


Proposed End Date: Ongoing

3. Approval

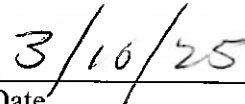
Based on the information above, the undersigned:

☒ Approves ☐ Denies

The request to proceed with measuring Telehealth Emergency Medicine Survey Update



Lynda C. Davis, Ph.D.



Date