

2015 Mental Health Survey Results  
for All VHA  
(All VHA N=8,772)



# Mental Health Provider Survey

Items 1 through 37 were responded to using the following scale:

1 = Strongly Disagree; 2 = Disagree; 3 = Neither Disagree or Agree 4 = Agree; 5 = Strongly Agree; NA

Item 38 was responded to using the following scale:

1 = Very Dissatisfied; 2 = Dissatisfied; 3 = Neither Satisfied or Dissatisfied; 4 = Satisfied; 5 = Very Satisfied; NA or Unknown

Item 39 was responded to using the following scale:

1 = I enjoy my work. I have no symptoms of burnout;

2 = Occasionally I am under stress, and I don't always have as much energy as I once did, but I don't feel burned out;

3 = I am definitely burning out and have one or more symptoms of burnout, such as physical and emotional exhaustion;

4 = The symptoms of burnout that I'm experiencing won't go away. I think about frustration at work a lot;

5 = I feel completely burned out and often wonder if I can go on. I am at the point where I may need some changes or may need to seek some sort of help;

NA or Unknown

Item 40 was responded to using the following scale:

1 = Yes; 2 = No

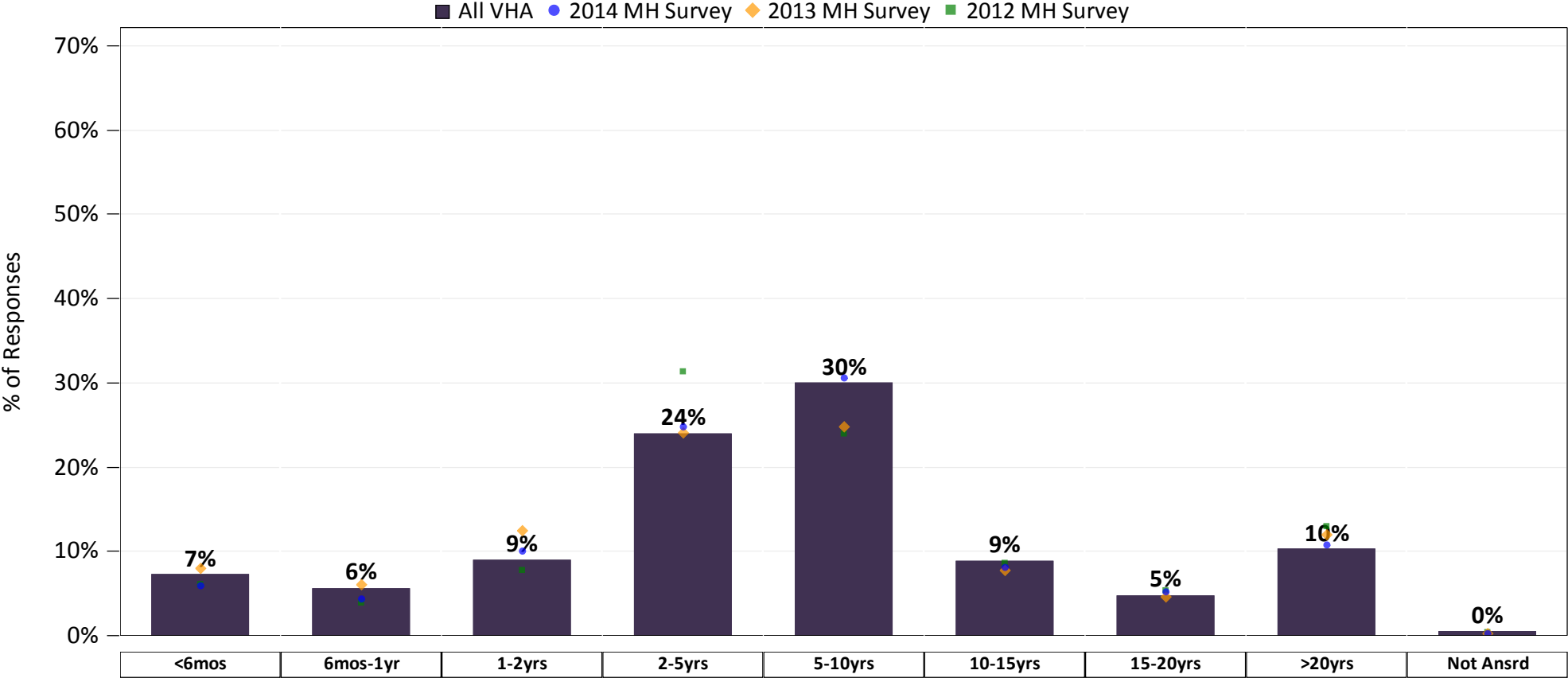
Because certain questions are written in a negative direction, they are reverse scored. Respondents answers to items 2, 3, 4, 6, 15, 22, 23, 24, 29, 30, and 39 were reverse scored (e.g., a 5 becomes a 1, a 4 becomes a 2, etc.) such that on all survey items, higher scores are better.

For items on which there are no orange diamonds depicted with responses, there are no FY13 comparison data.

For items on which there are no green squares depicted with responses, there are no FY12 comparison data.

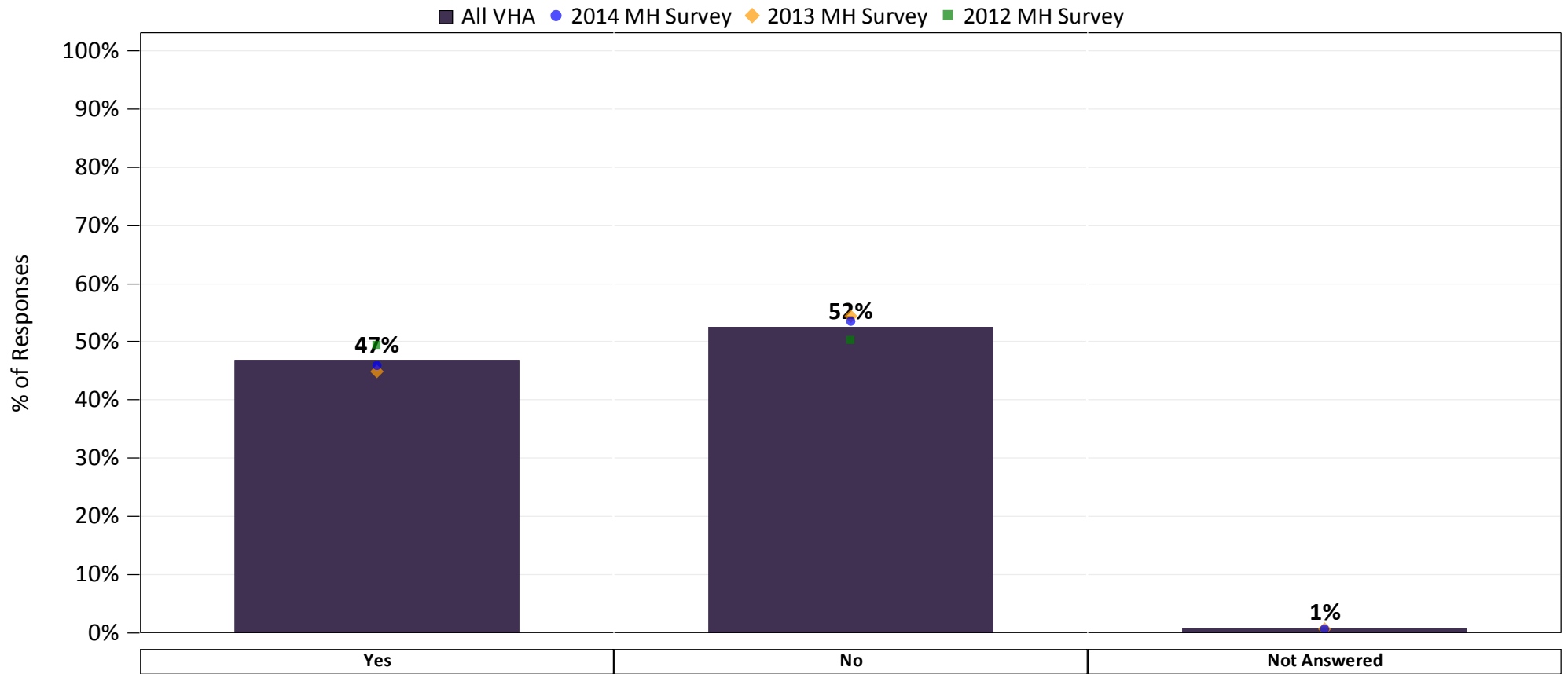
# 2015 Office of Mental Health Survey Results for All VHA

## Respondents by Tenure



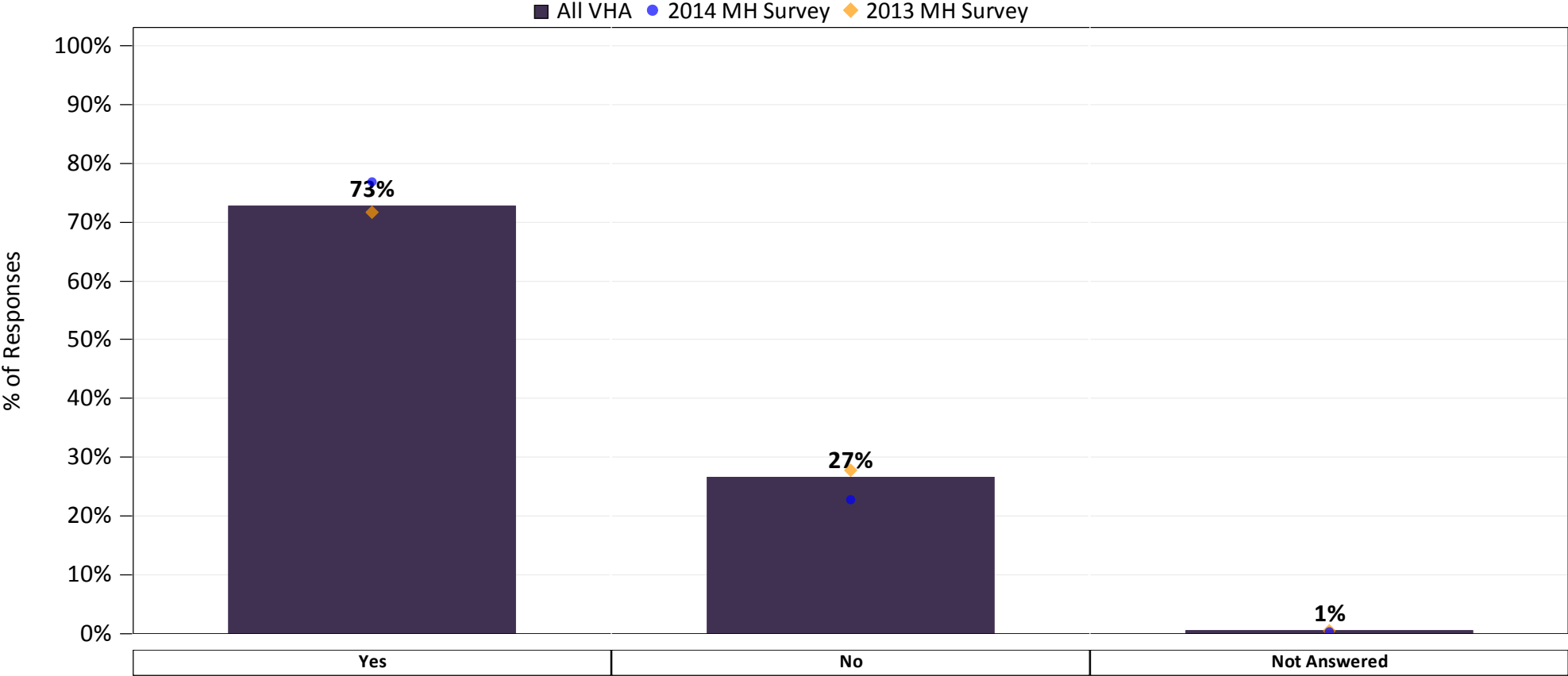
# 2015 Office of Mental Health Survey Results for All VHA

## Respondents Participated in a VA Training Program Prior to Employment



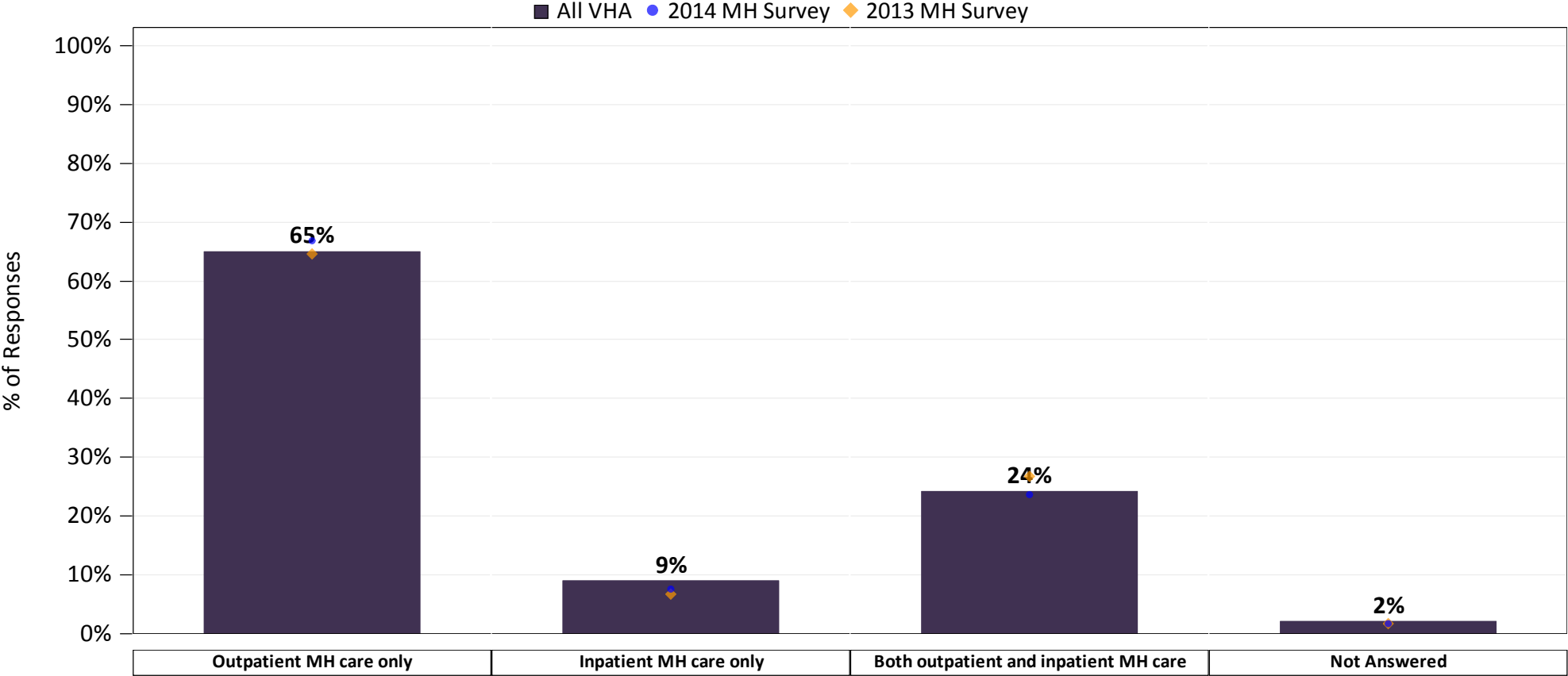
# 2015 Office of Mental Health Survey Results for All VHA

## Respondents by Licensed Independent Provider (LIP) Status



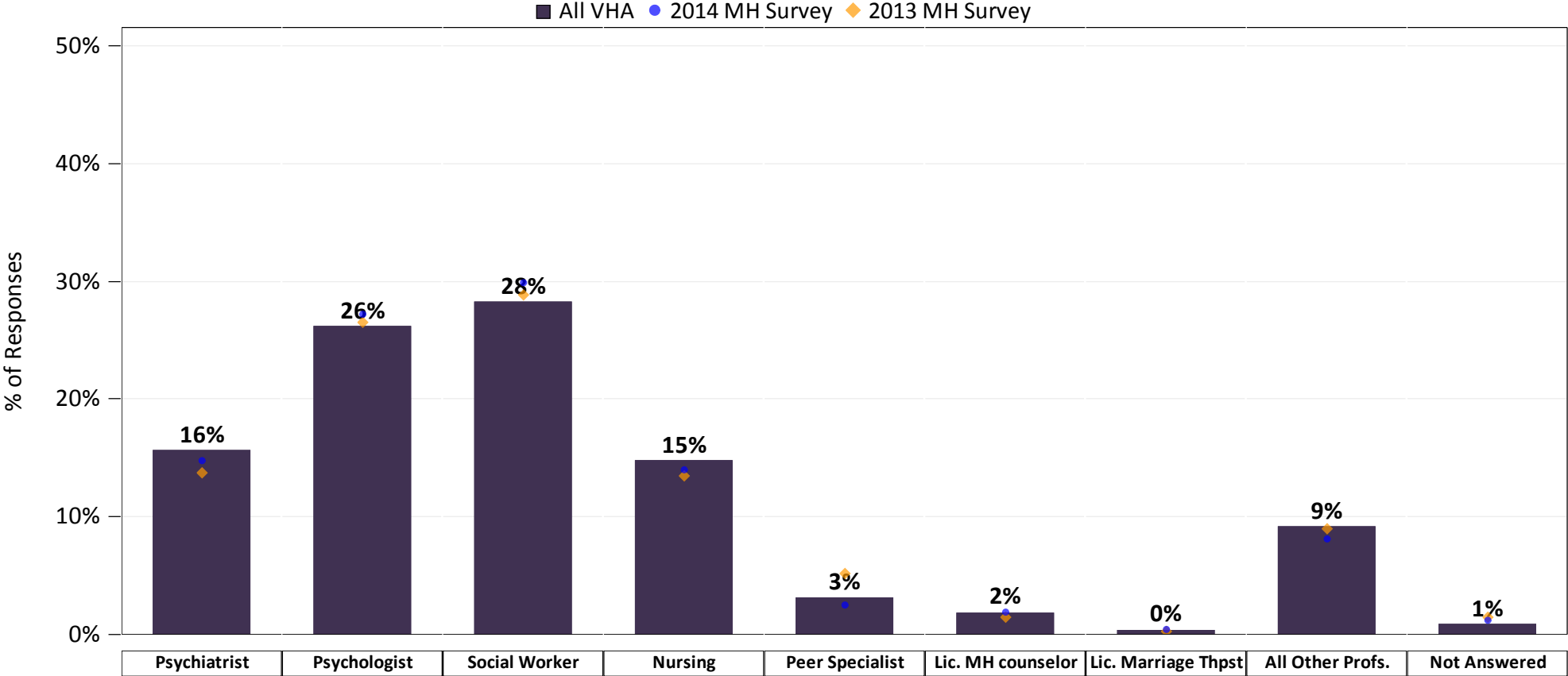
# 2015 Office of Mental Health Survey Results for All VHA

## Respondents by Type of Services Provided



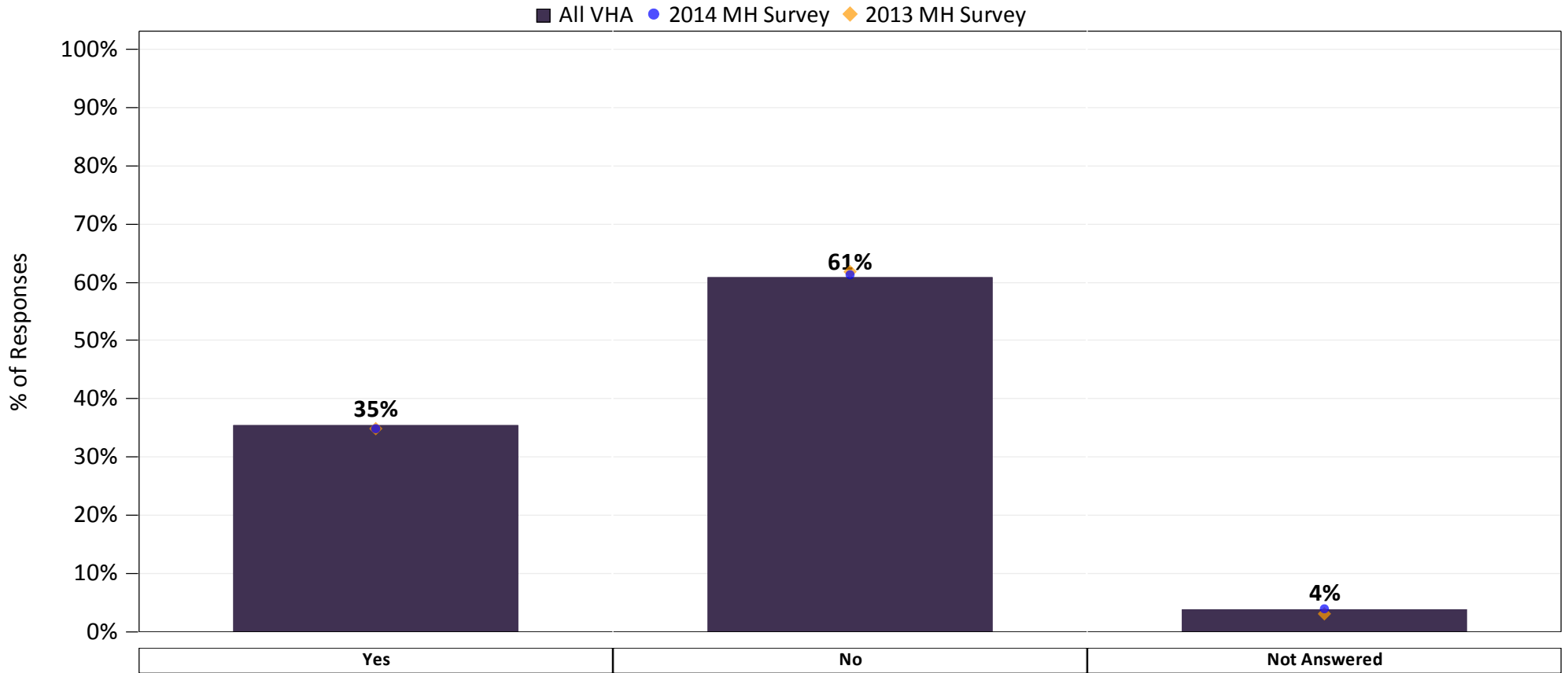
# 2015 Office of Mental Health Survey Results for All VHA

## Respondents by Discipline



# 2015 Office of Mental Health Survey Results for All VHA

## Respondents by Behavioral Health Interdisciplinary Program (BHIP) Team Membership

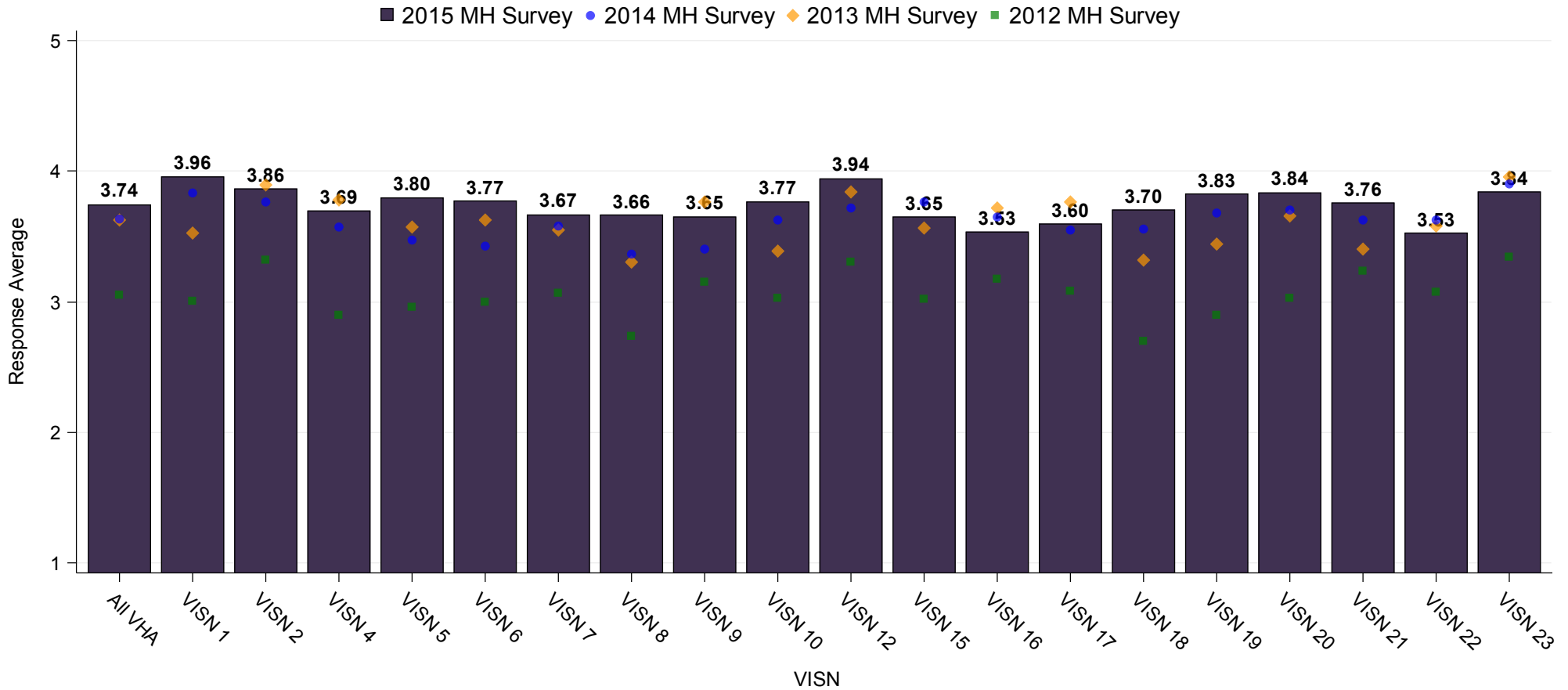




# 2015 Office of Mental Health Survey Results for All VHA

I can schedule my patients as frequently as is clinically indicated.

\*Item included in SAIL report: Timely Access



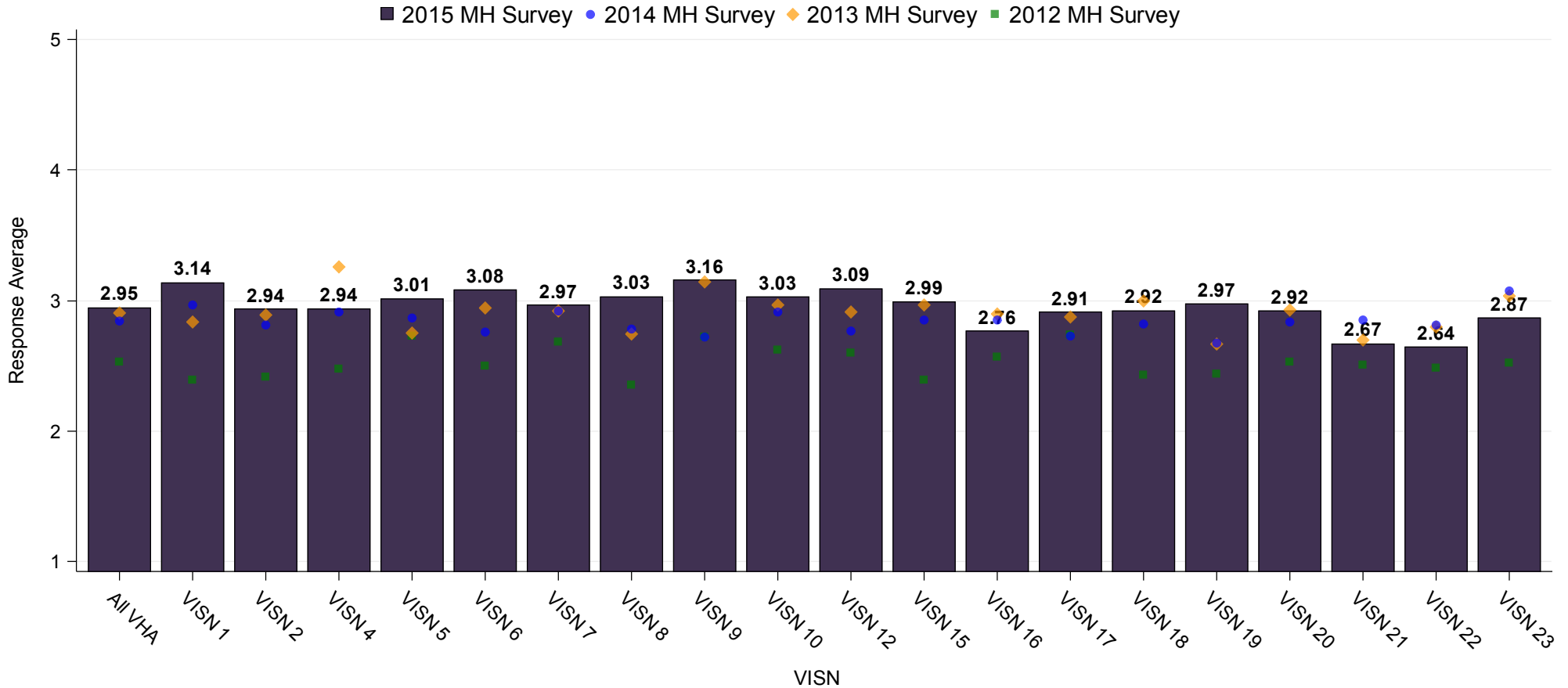
(Response Scale 1=Strongly Disagree 2=Disagree 3=Neither Disagree or Agree 4=Agree 5=Strongly Agree)

# 2015 Office of Mental Health Survey Results for All VHA

My schedule is so full that I have trouble scheduling patients for evidence-based psychotherapy (EBP) sessions.

**\*Item included in SAIL report: Timely Access**

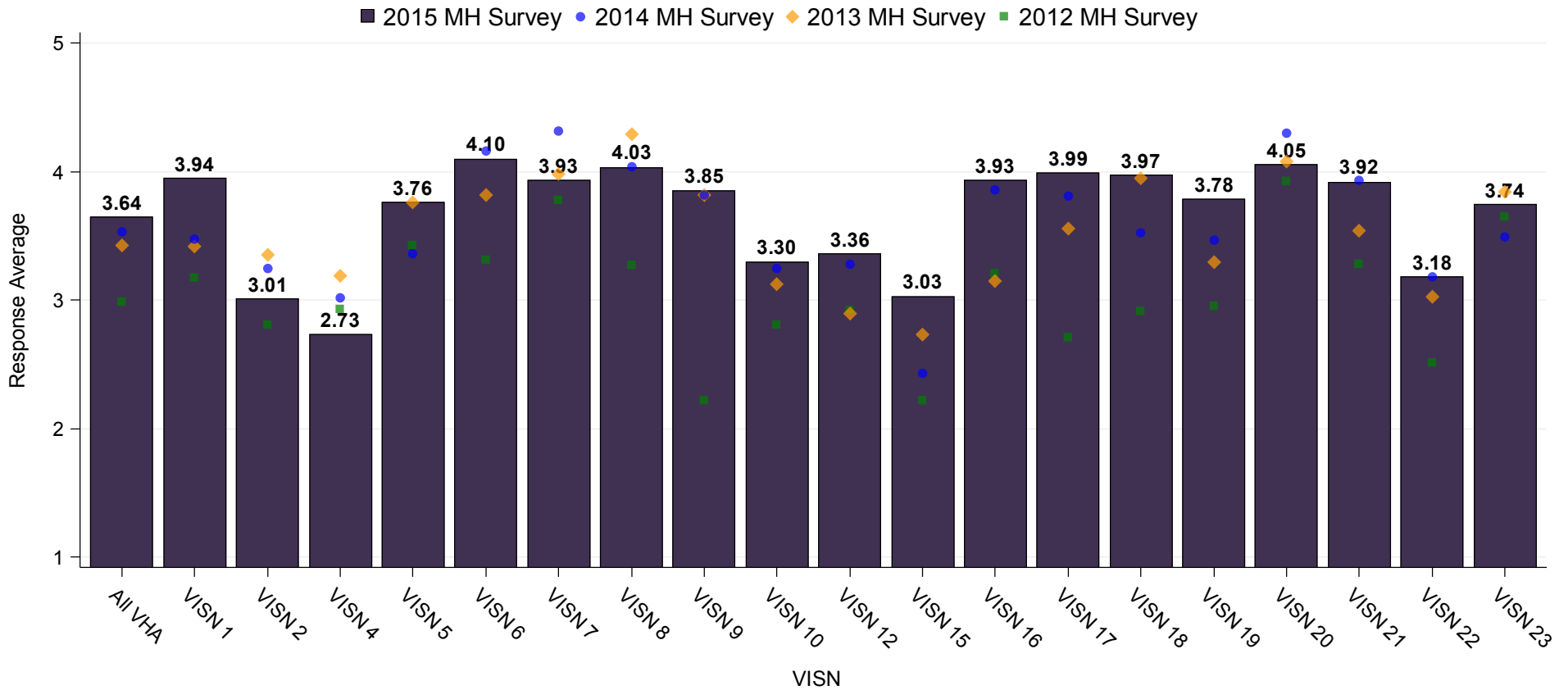
\*Item is reverse scored, higher scores are better



# 2015 Office of Mental Health Survey Results for All VHA

The time I am required to spend completing Compensation and Pension (C&P) exams competes with my availability to provide mental health care.

\*Item is reverse scored, higher scores are better



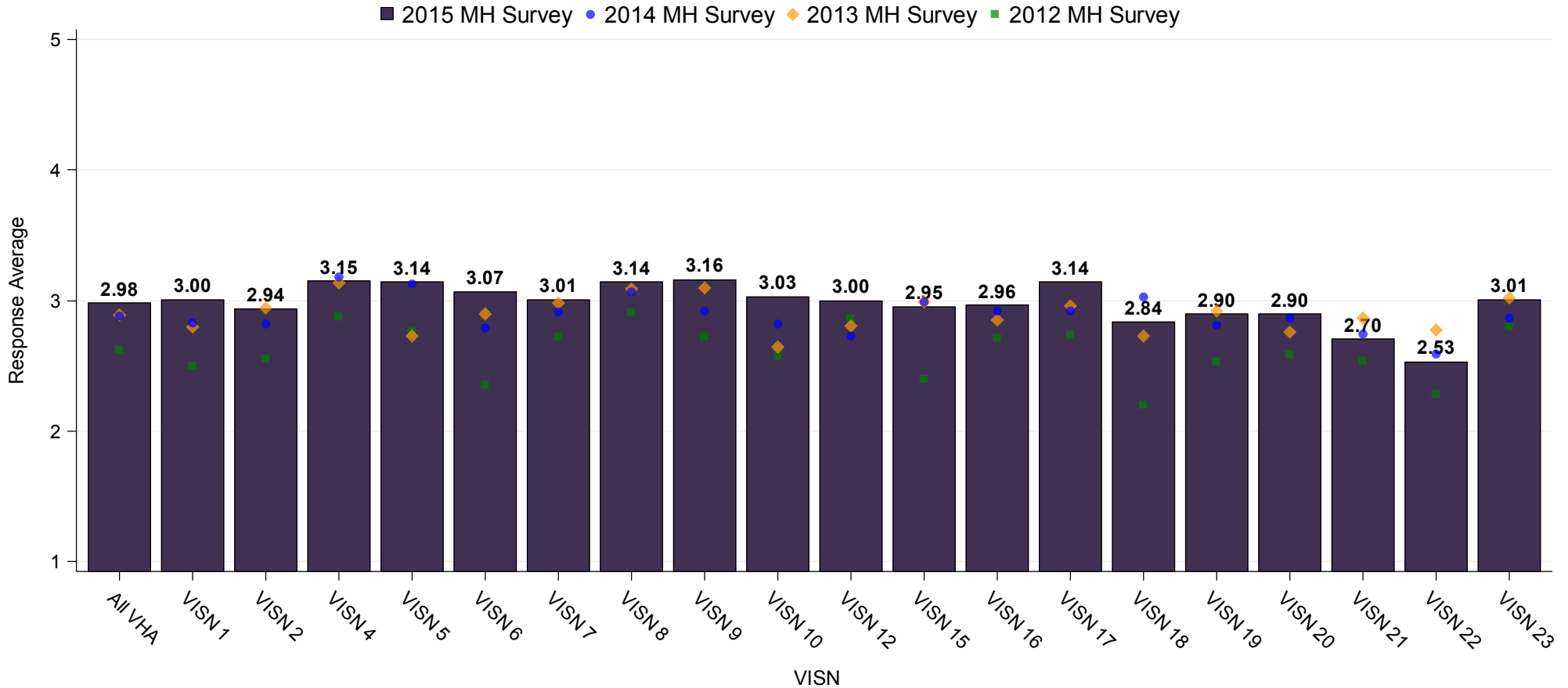
(Response Scale 1=Strongly Disagree 2=Disagree 3=Neither Disagree or Agree 4=Agree 5=Strongly Agree)

# 2015 Office of Mental Health Survey Results for All VHA

My available time for direct patient mental health care is reduced because of assigned collateral duties.

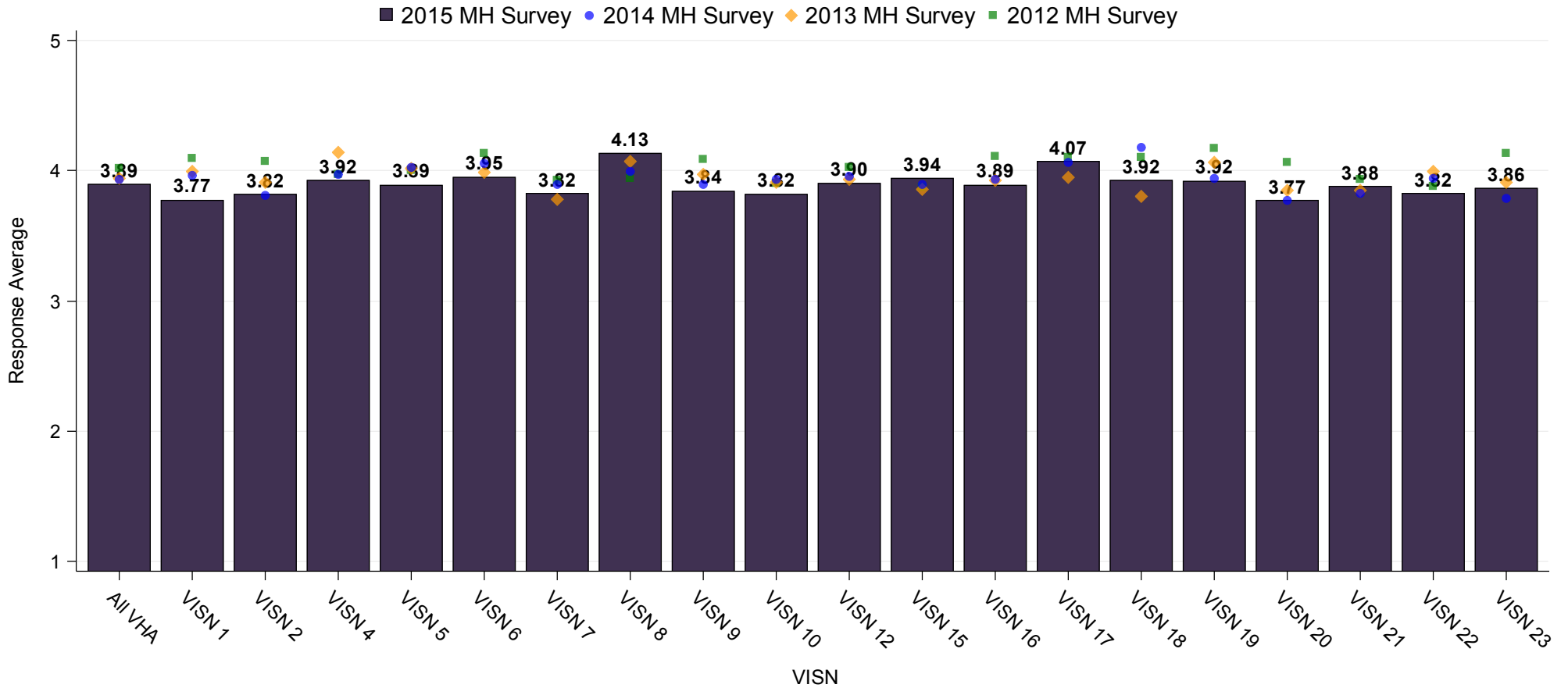
**\*Item included in SAIL report: Timely Access**

\*Item is reverse scored, higher scores are better



# 2015 Office of Mental Health Survey Results for All VHA

## I am working at my highest level of licensure or scope.



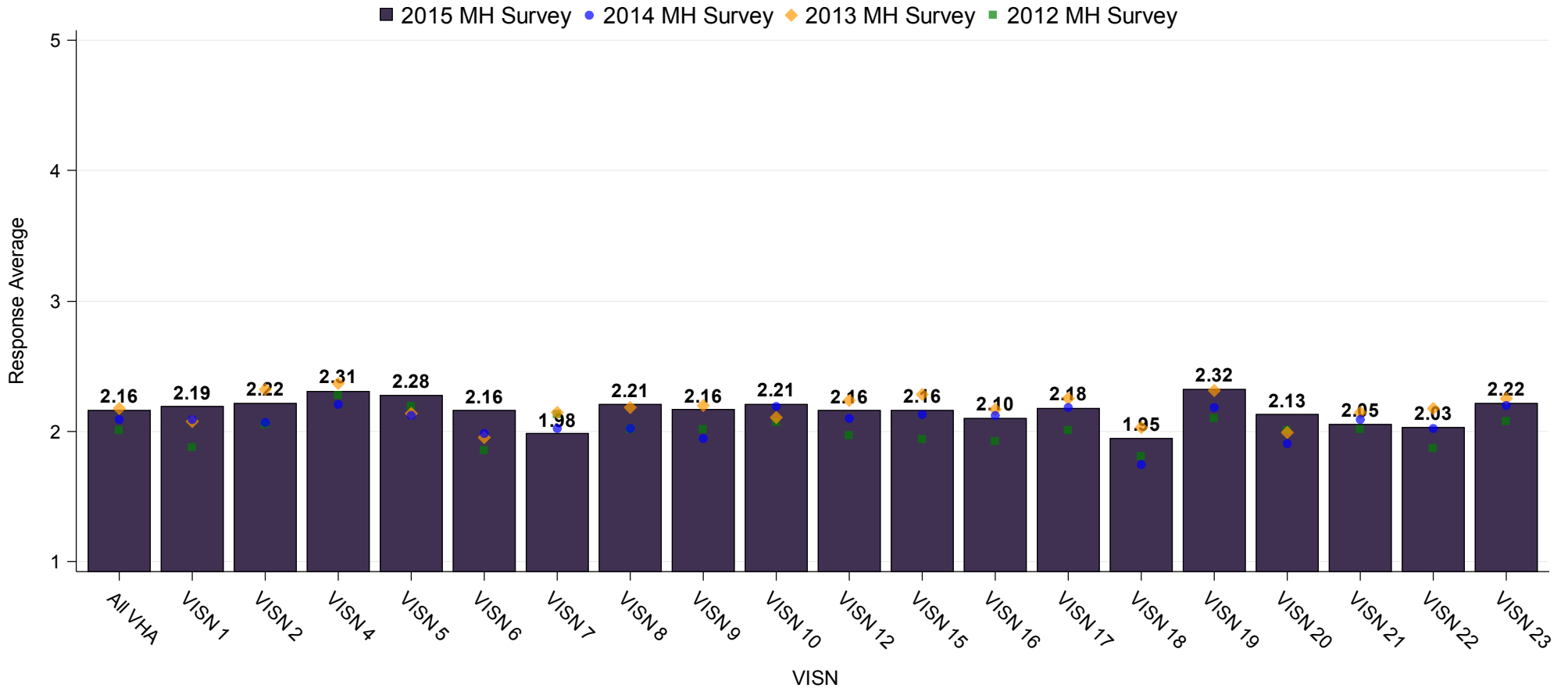
(Response Scale 1=Strongly Disagree 2=Disagree 3=Neither Disagree or Agree 4=Agree 5=Strongly Agree)

# 2015 Office of Mental Health Survey Results for All VHA

Some of my daily work could be done by clerical and/or clinical support staff.

**\*Item included in SAIL report: Timely Access**

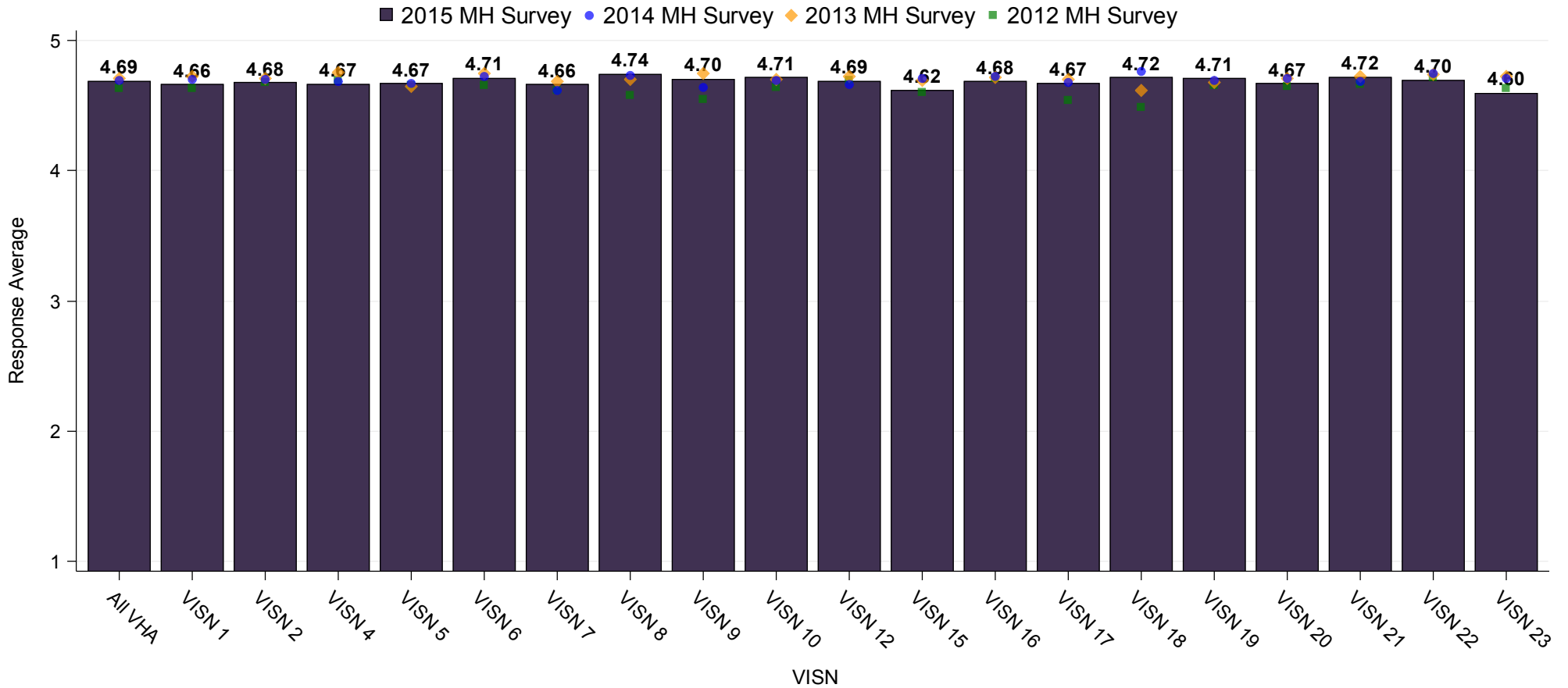
\*Item is reverse scored, higher scores are better



(Response Scale 1=Strongly Disagree 2=Disagree 3=Neither Disagree or Agree 4=Agree 5=Strongly Agree)

# 2015 Office of Mental Health Survey Results for All VHA

Through my work, I help Veterans improve their lives.

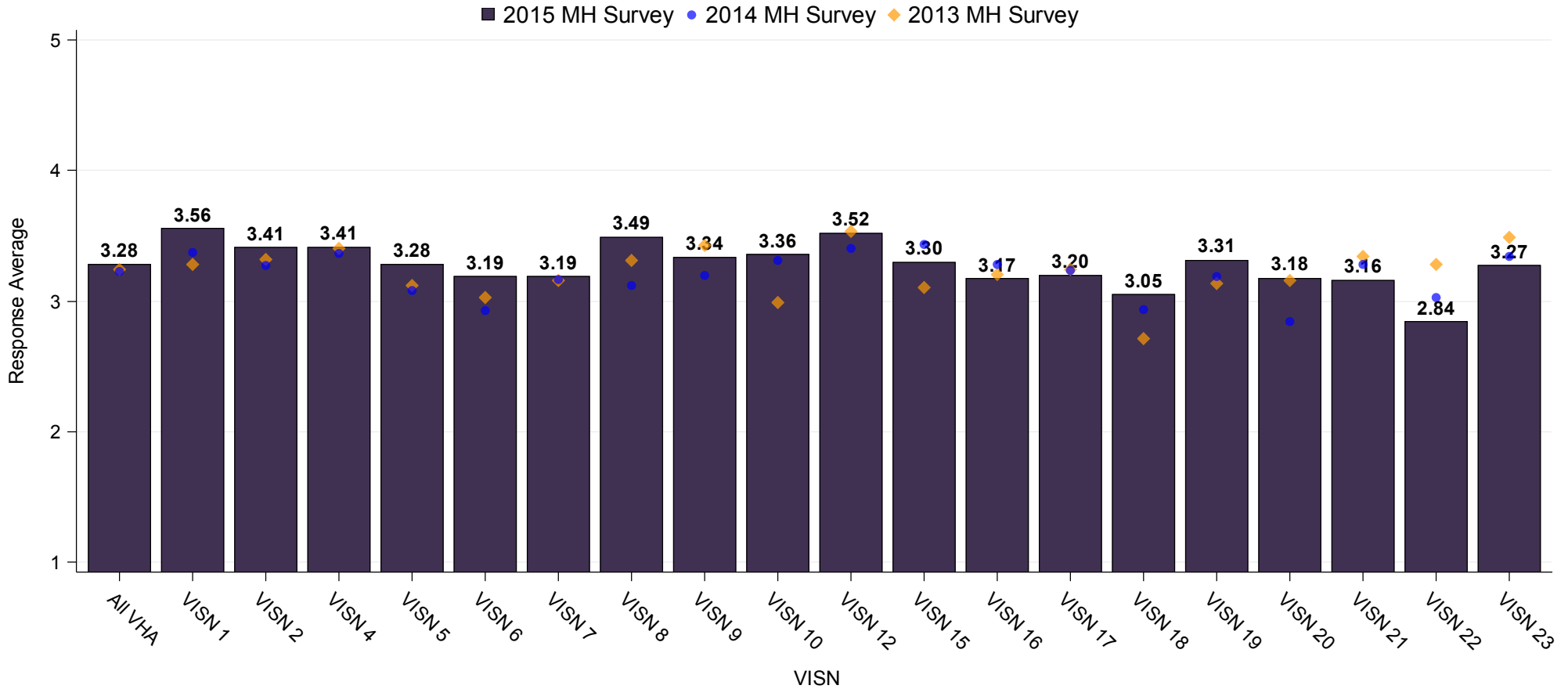


(Response Scale 1=Strongly Disagree 2=Disagree 3=Neither Disagree or Agree 4=Agree 5=Strongly Agree)

# 2015 Office of Mental Health Survey Results for All VHA

Care is well coordinated in Veterans receiving mental health care at my facility, meaning that referrals within and between mental health programs are smooth and seamless.

\*Item included in SAIL report: Quality of Care

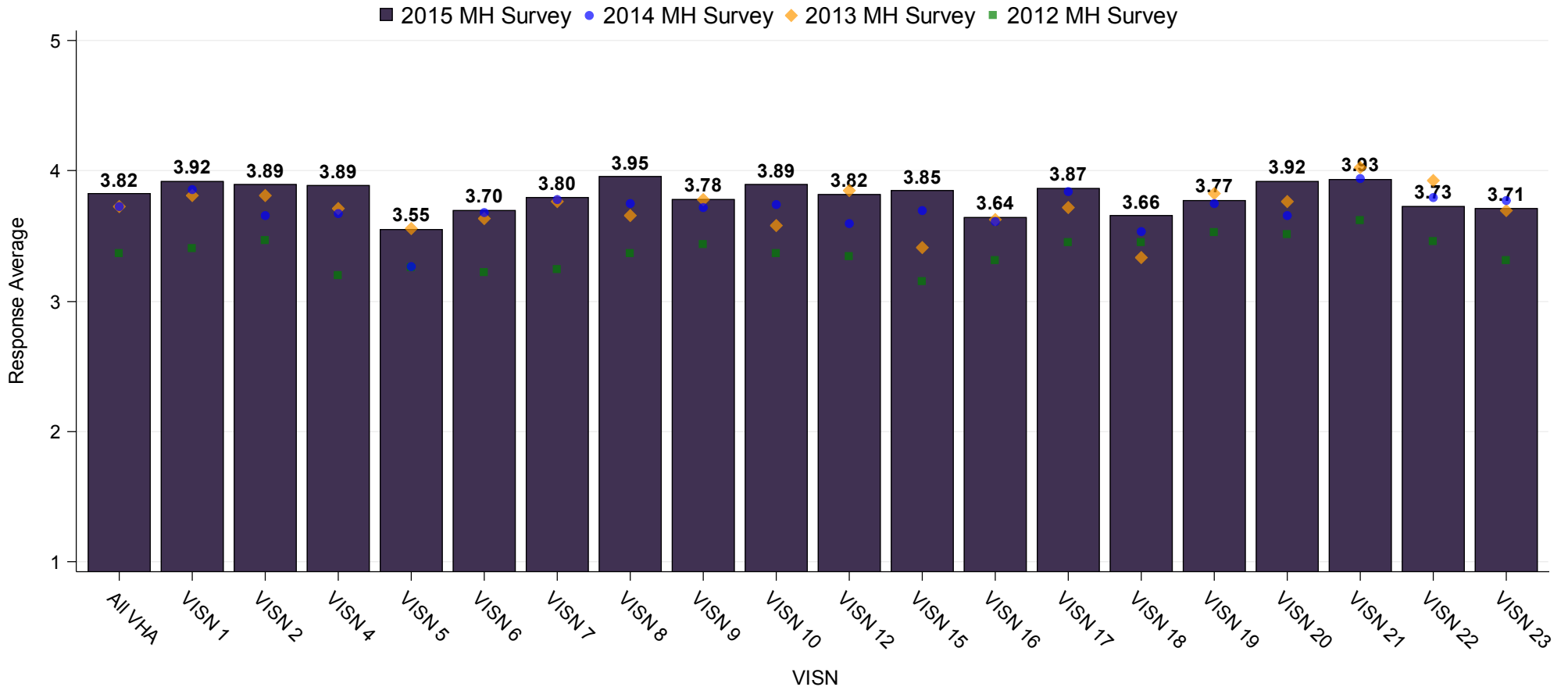




# 2015 Office of Mental Health Survey Results for All VHA

My team regularly meets to plan improvements in patient access.

\*Item included in SAIL report: Collaborative Care

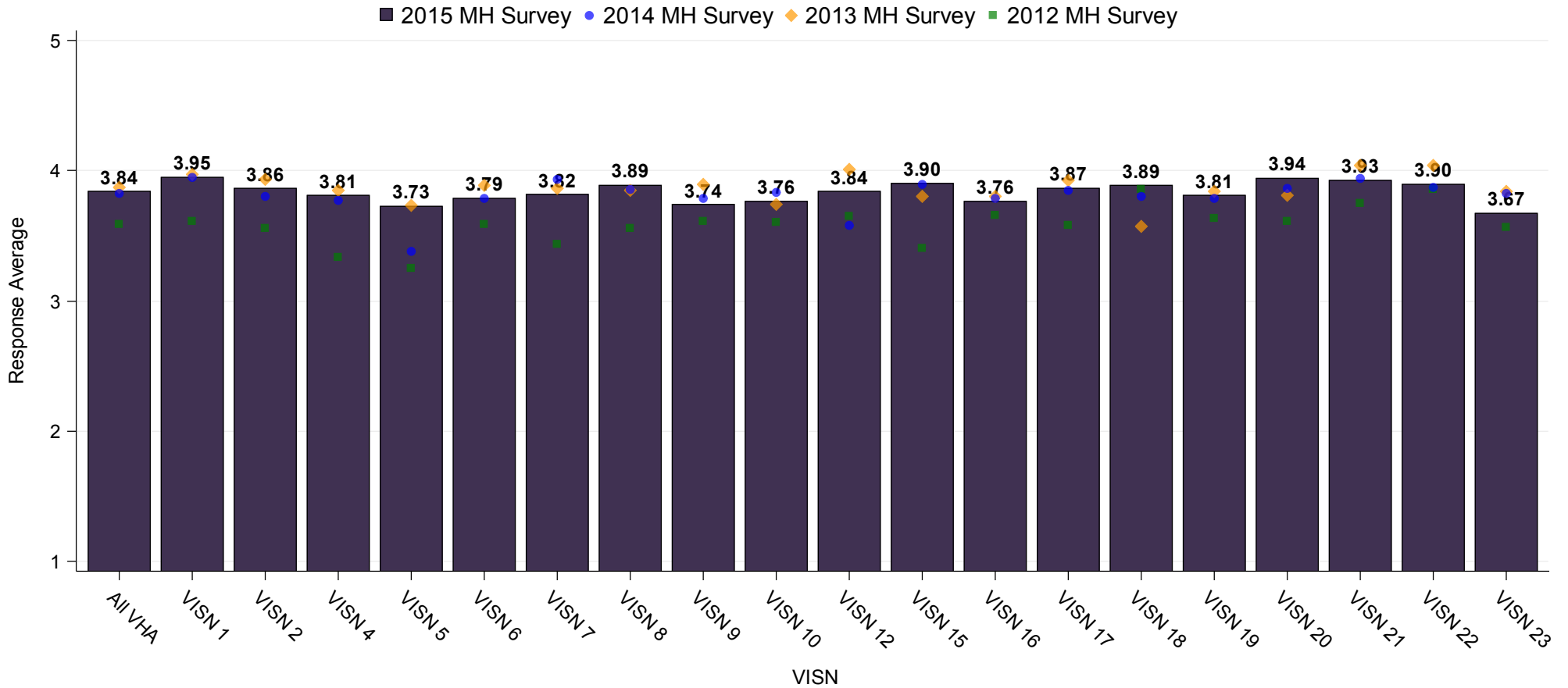


(Response Scale 1=Strongly Disagree 2=Disagree 3=Neither Disagree or Agree 4=Agree 5=Strongly Agree)

# 2015 Office of Mental Health Survey Results for All VHA

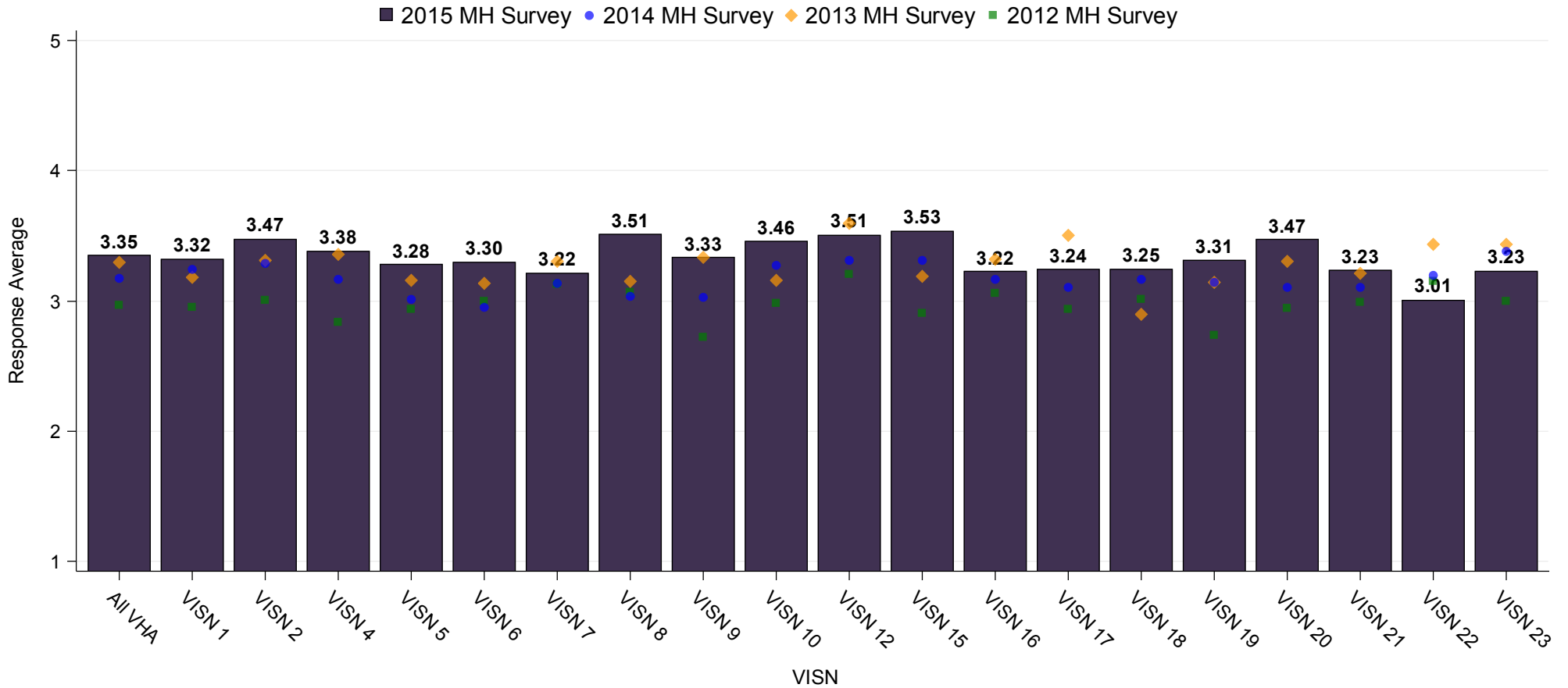
I have been involved in actions to improve patient access in my clinics.

**\*Item included in SAIL report: Collaborative Care**



# 2015 Office of Mental Health Survey Results for All VHA

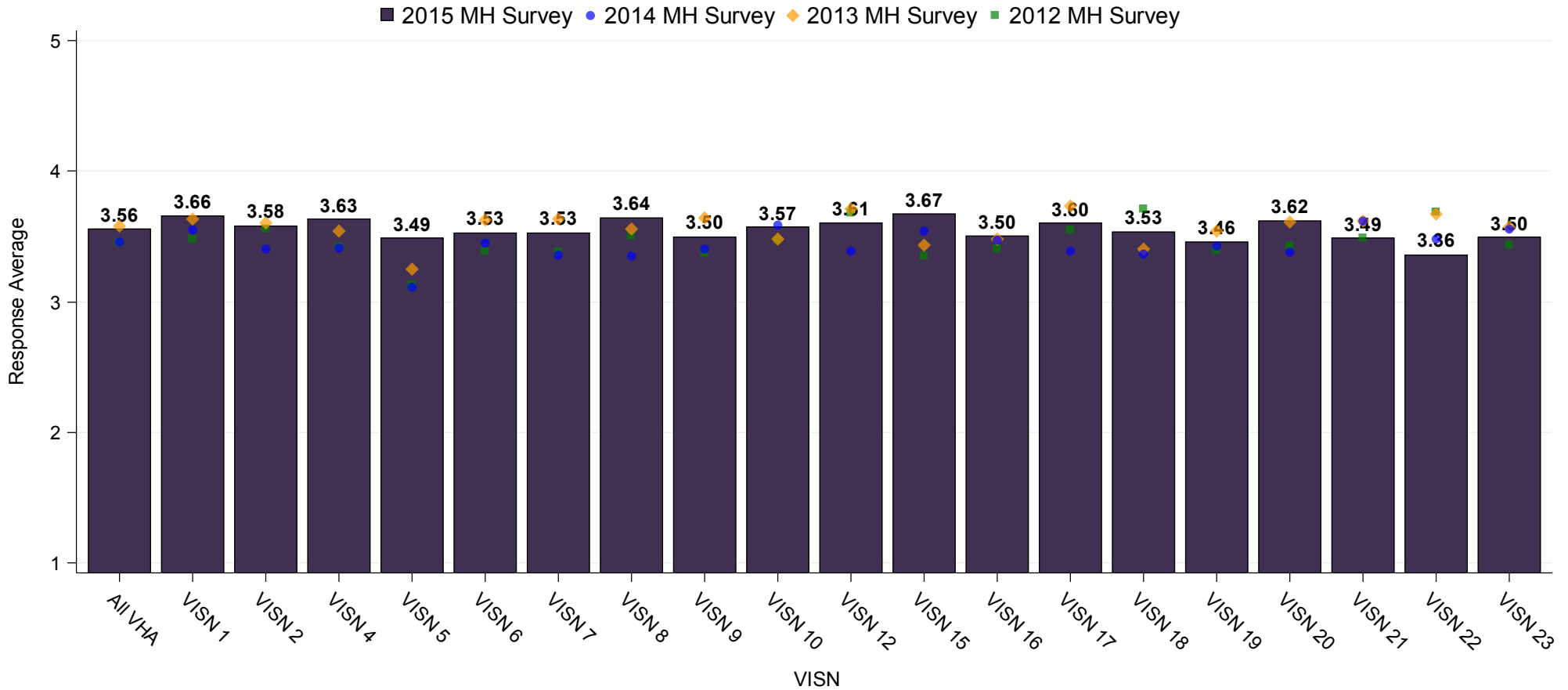
## Mental health performance measures support a focus on good patient care.



(Response Scale 1=Strongly Disagree 2=Disagree 3=Neither Disagree or Agree 4=Agree 5=Strongly Agree)

# 2015 Office of Mental Health Survey Results for All VHA

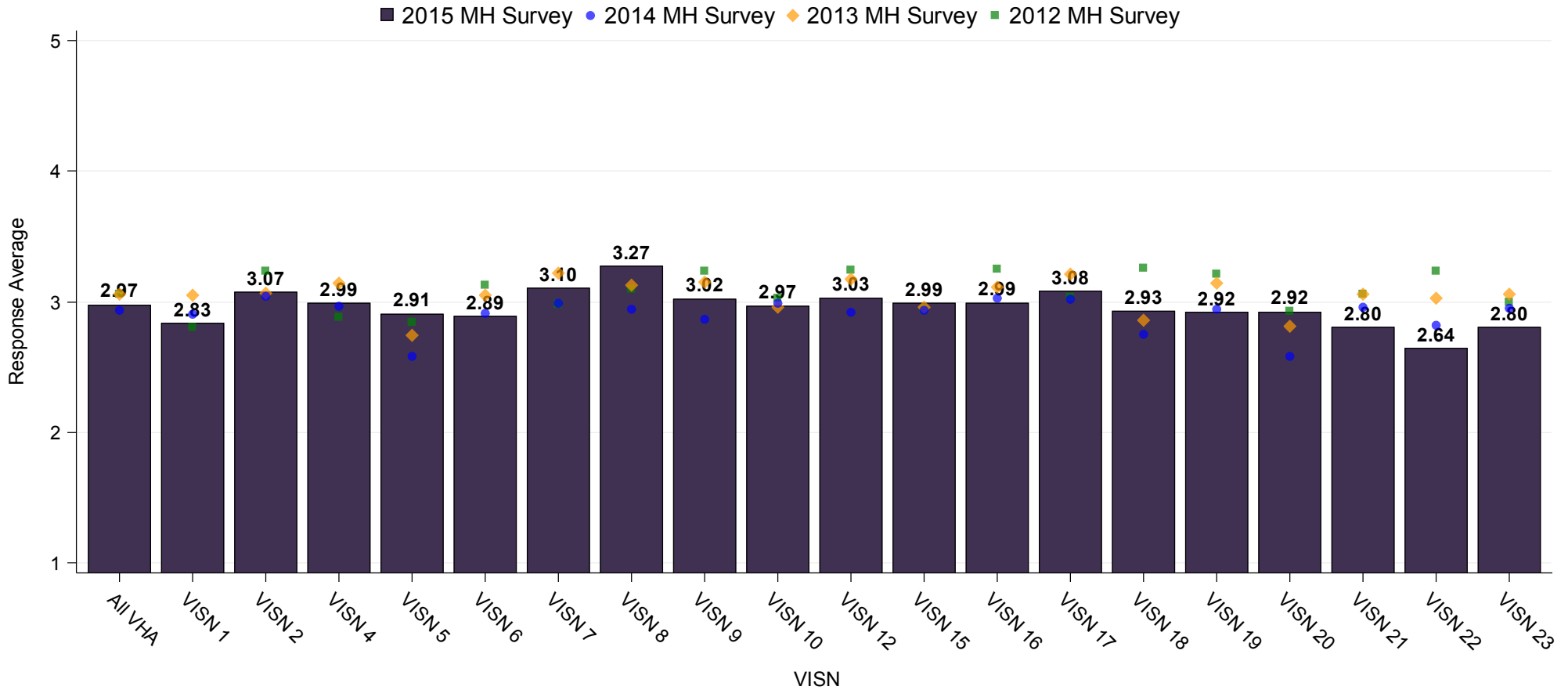
I participate in discussions about performance measures and related opportunities for improvement.  
 \*Item included in SAIL report: Collaborative Care



# 2015 Office of Mental Health Survey Results for All VHA

My team regularly discusses meeting the requirements of the Uniform Mental Health Services Handbook.

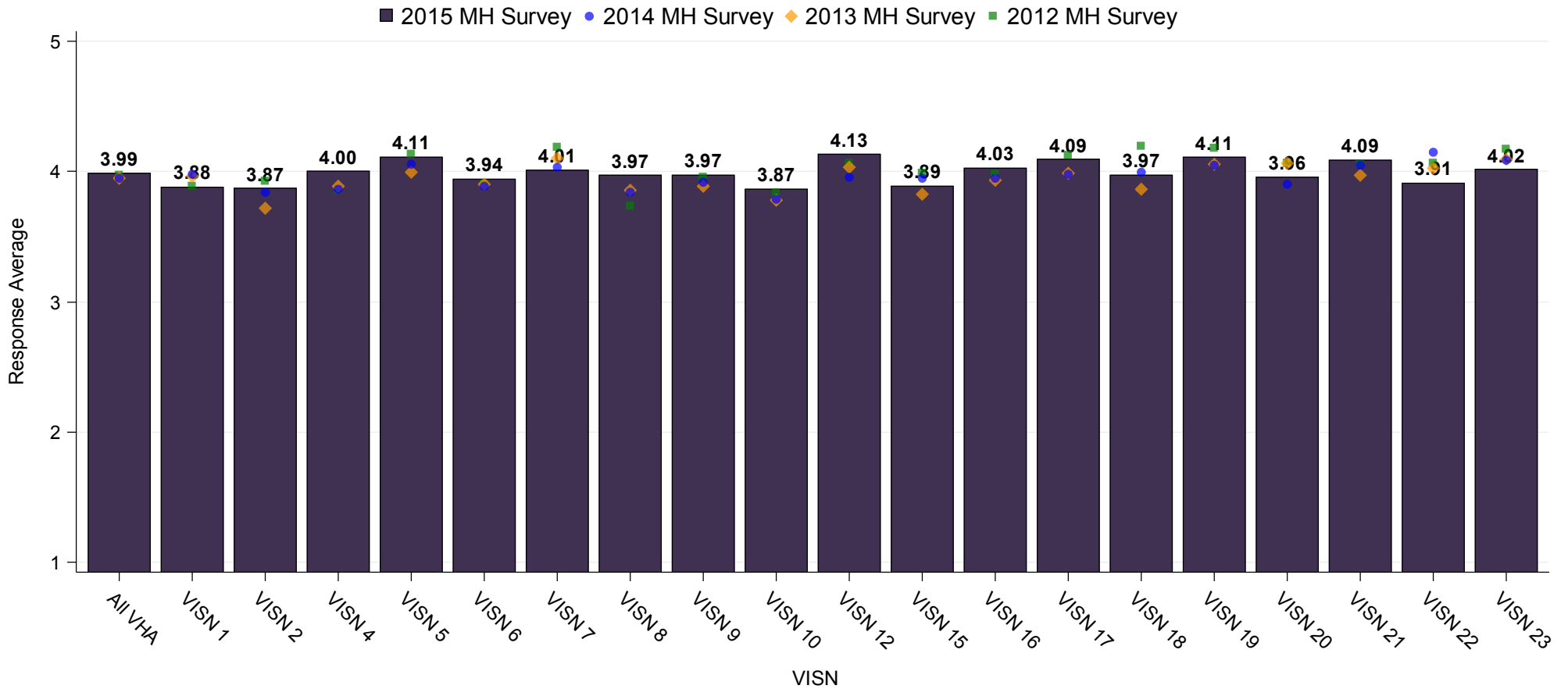
**\*Item included in SAIL report: Collaborative Care**



(Response Scale 1=Strongly Disagree 2=Disagree 3=Neither Disagree or Agree 4=Agree 5=Strongly Agree)

# 2015 Office of Mental Health Survey Results for All VHA

## Use of Telemental health (e.g. using V-Tel) improves Veterans' access to care.

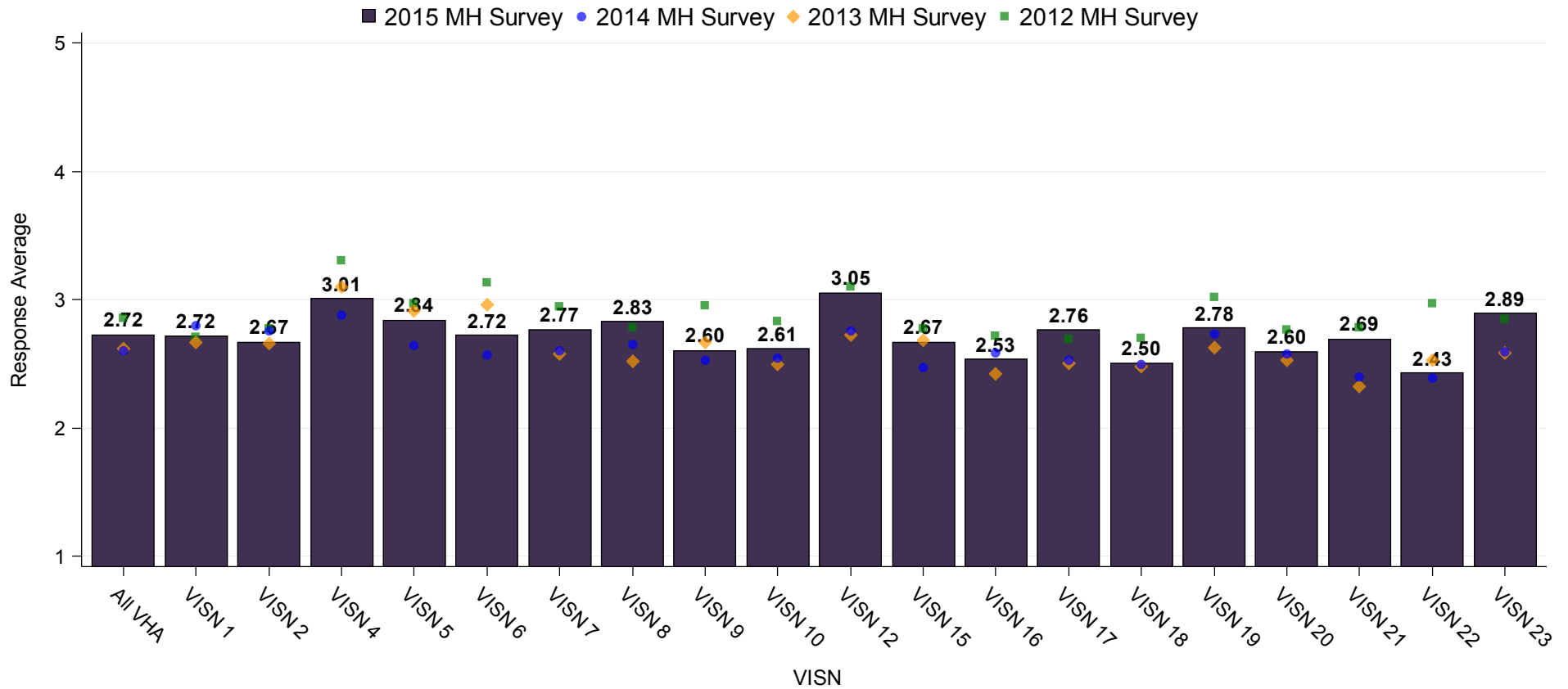


(Response Scale 1=Strongly Disagree 2=Disagree 3=Neither Disagree or Agree 4=Agree 5=Strongly Agree)

# 2015 Office of Mental Health Survey Results for All VHA

## Telemental health or V-Tel equipment shortages or technical performance issues interfere with patient care delivery.

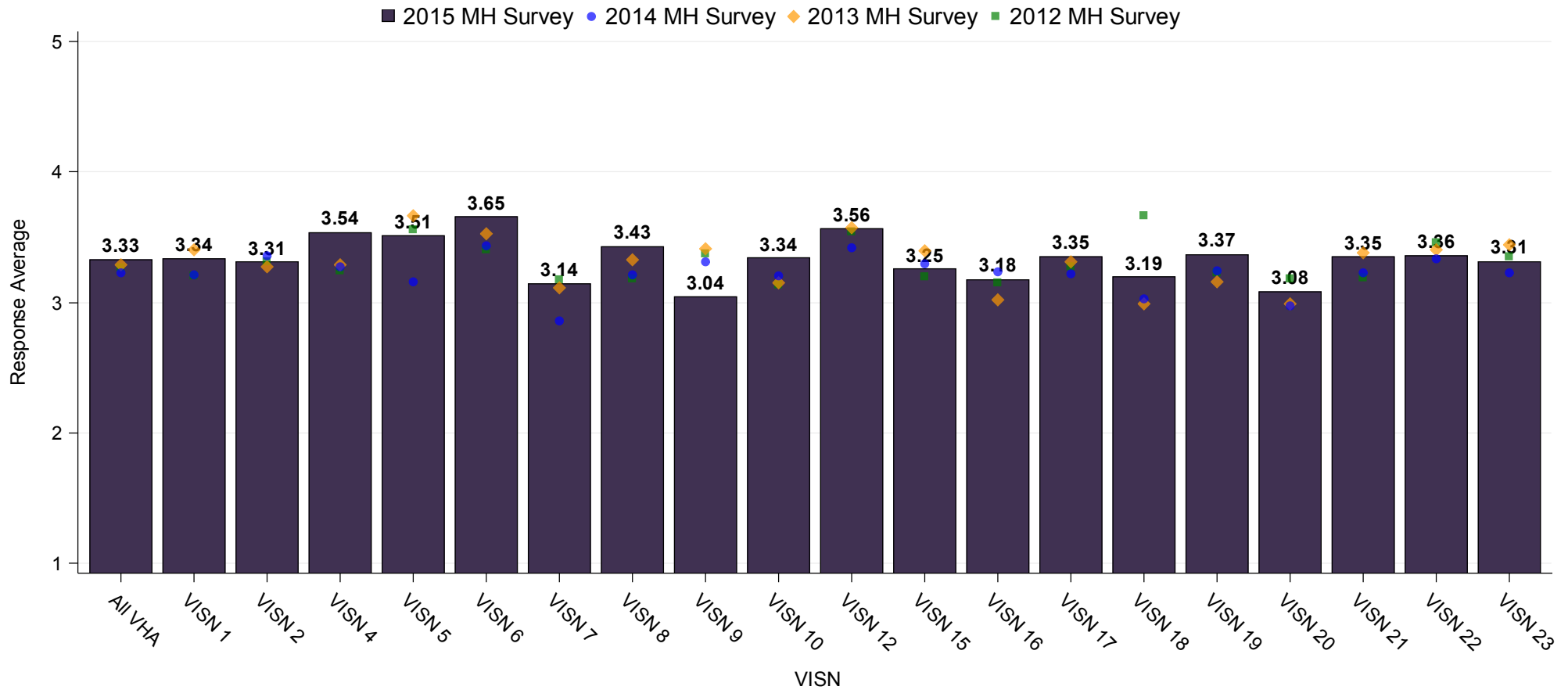
\*Item is reverse scored, higher scores are better



(Response Scale 1=Strongly Disagree 2=Disagree 3=Neither Disagree or Agree 4=Agree 5=Strongly Agree)

# 2015 Office of Mental Health Survey Results for All VHA

## Community Based Outpatient Clinic (CBOC) mental health staff is sufficiently trained in evidence-based psychotherapies (EBP).

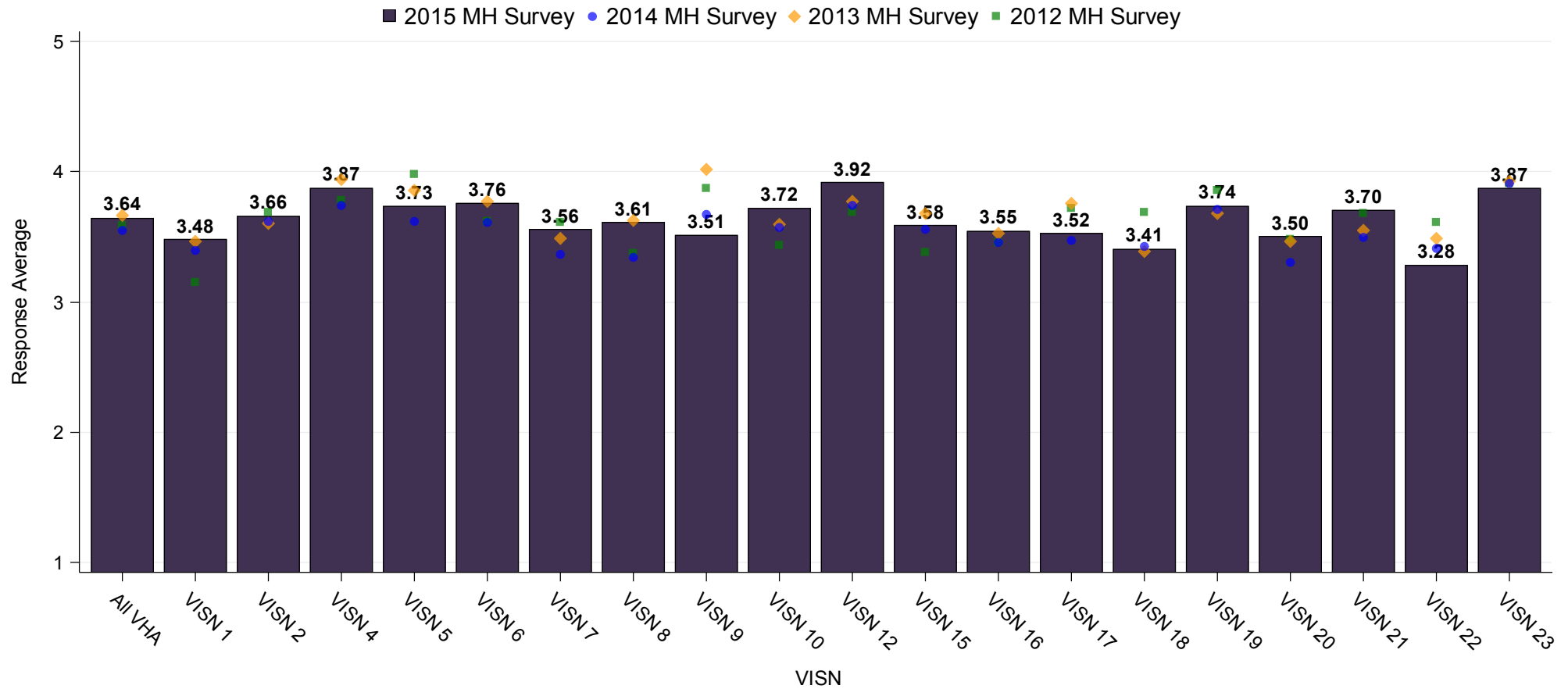


(Response Scale 1=Strongly Disagree 2=Disagree 3=Neither Disagree or Agree 4=Agree 5=Strongly Agree)



# 2015 Office of Mental Health Survey Results for All VHA

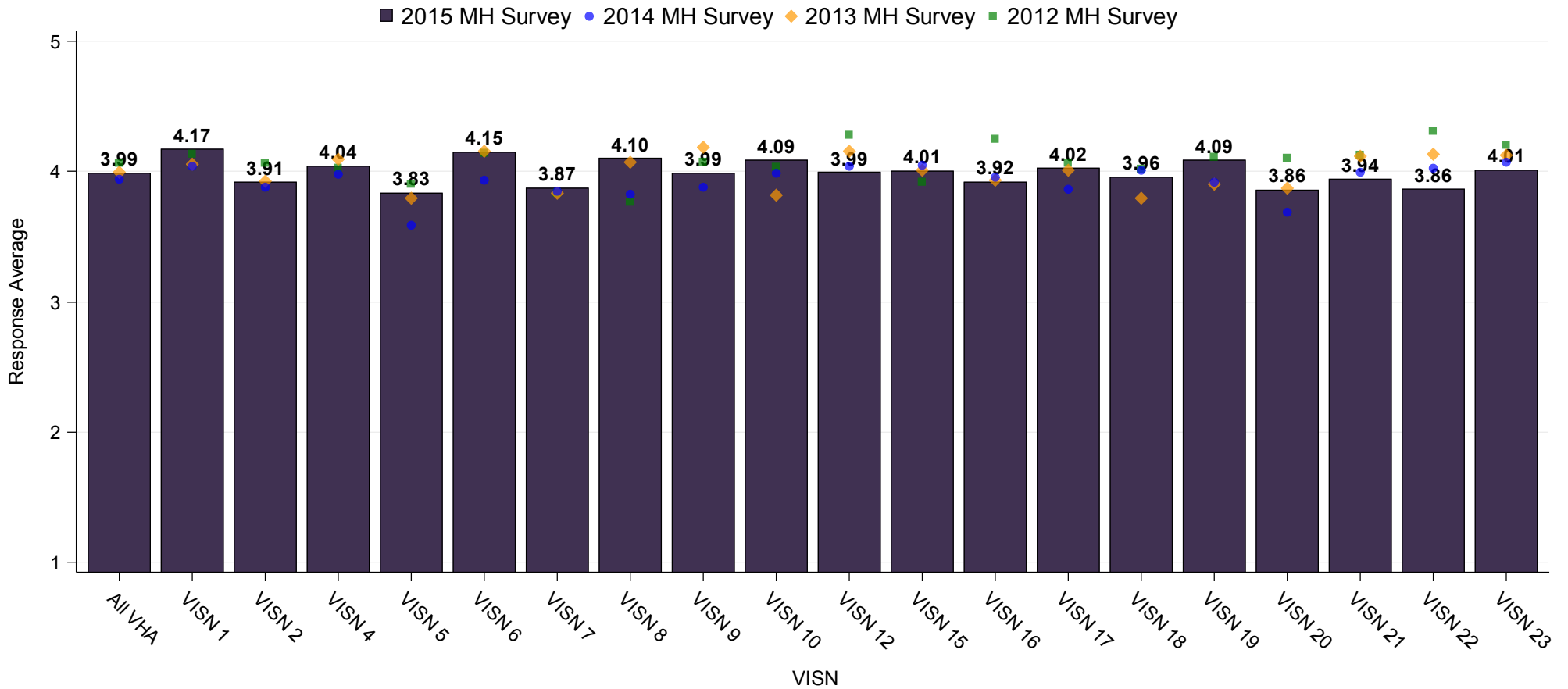
**Community Based Outpatient Clinic (CBOC) patients have access to evidence-based therapies via Telemental health such as V-Tel.**



(Response Scale 1=Strongly Disagree 2=Disagree 3=Neither Disagree or Agree 4=Agree 5=Strongly Agree)

# 2015 Office of Mental Health Survey Results for All VHA

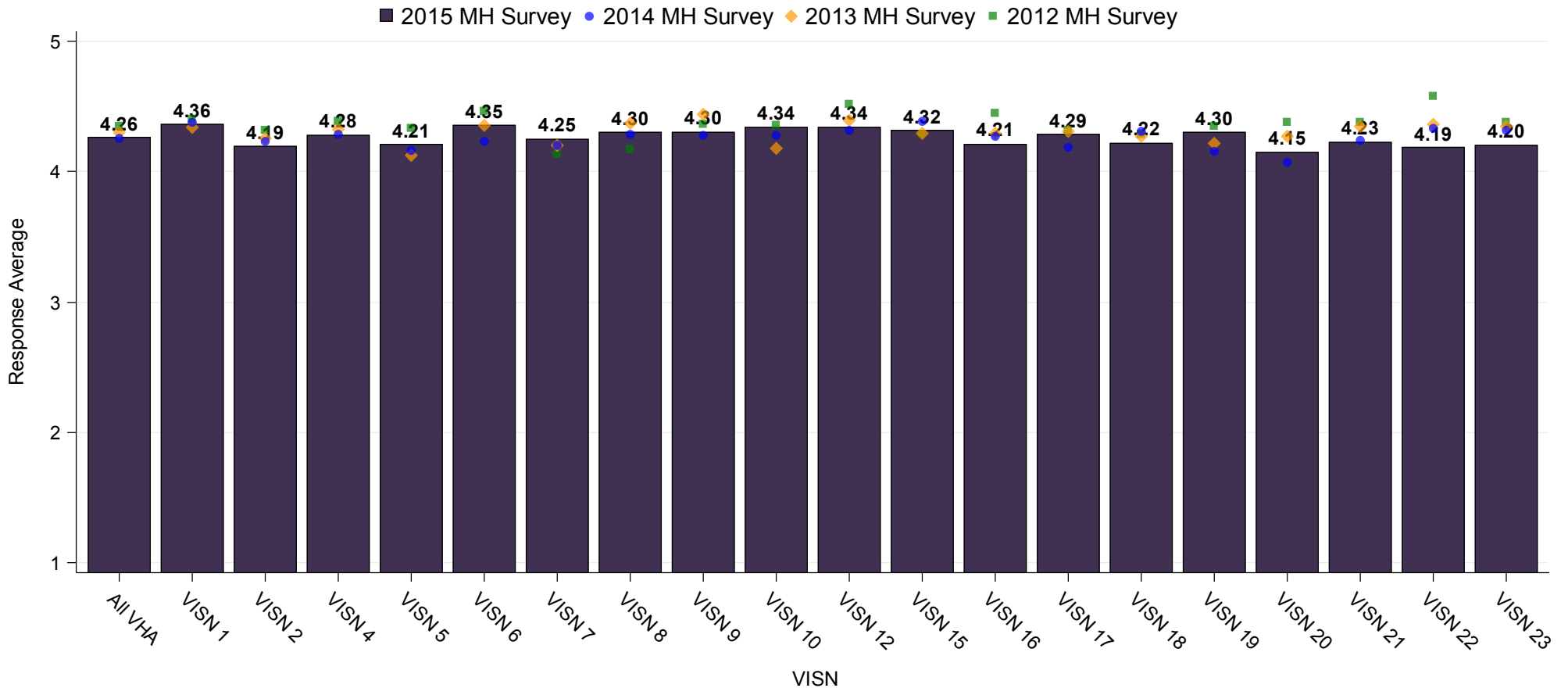
My facility offers best practices in mental health treatment.  
 \*Item included in SAIL report: Quality of Care



(Response Scale 1=Strongly Disagree 2=Disagree 3=Neither Disagree or Agree 4=Agree 5=Strongly Agree)

# 2015 Office of Mental Health Survey Results for All VHA

My facility has mental health programs that are effective in helping Veterans.  
 \*Item included in SAIL report: Quality of Care

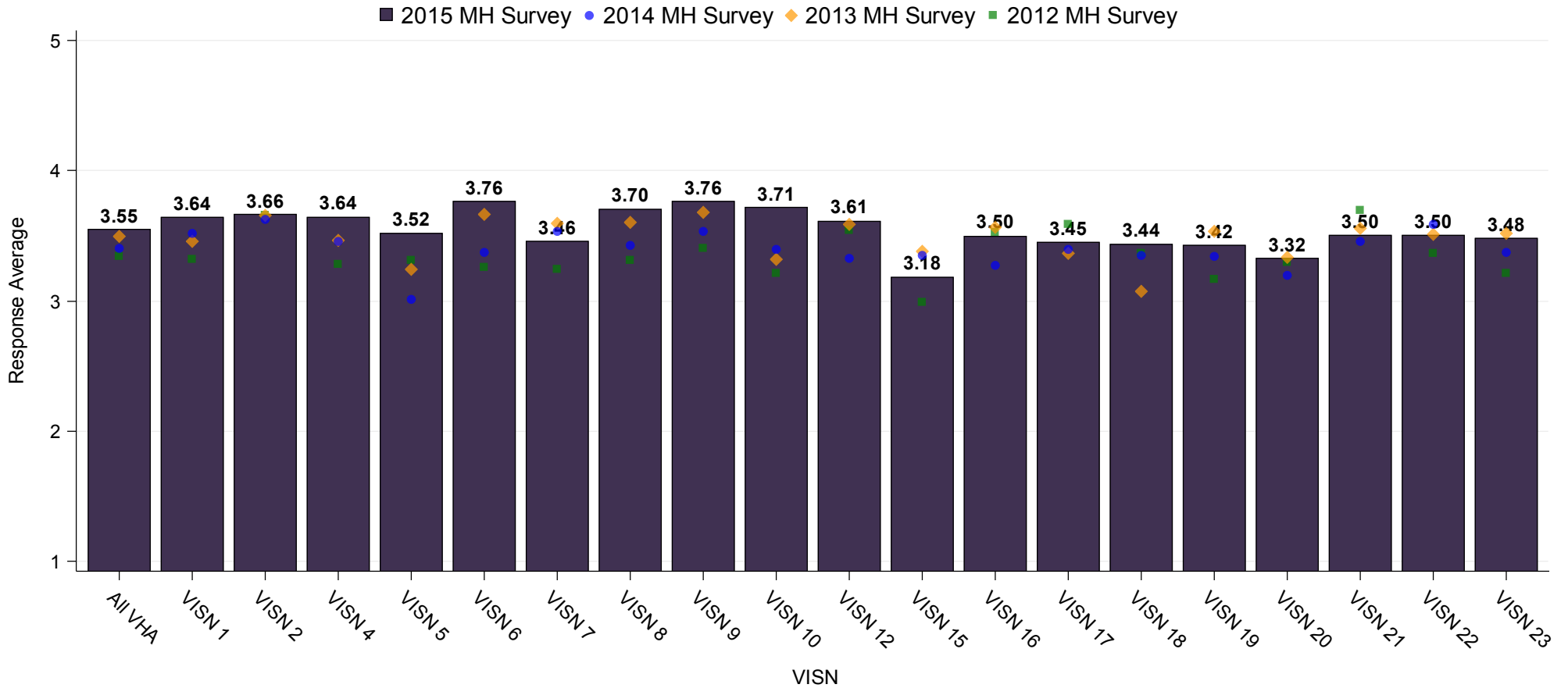


(Response Scale 1=Strongly Disagree 2=Disagree 3=Neither Disagree or Agree 4=Agree 5=Strongly Agree)

# 2015 Office of Mental Health Survey Results for All VHA

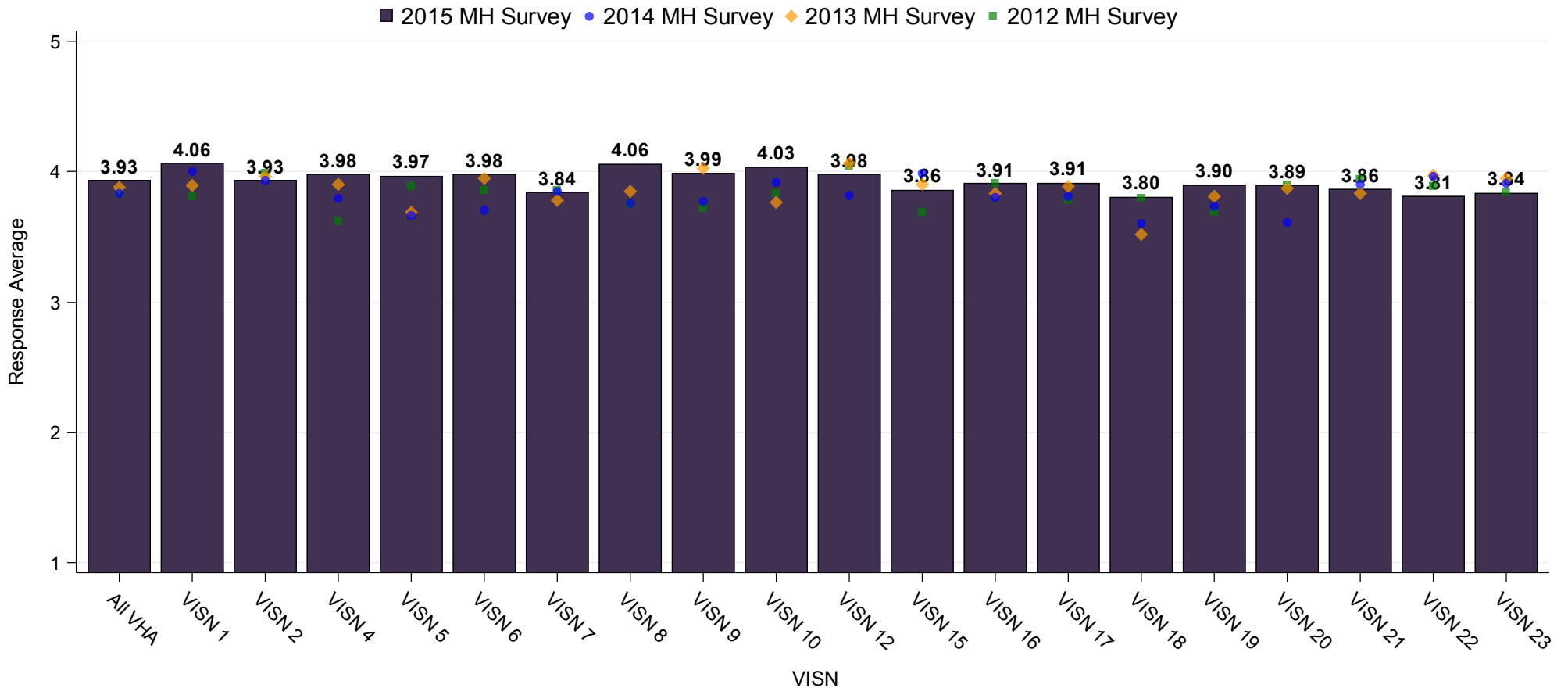
Mental health integration with primary care is working well at my site.

\*Item included in SAIL report: Quality of Care



# 2015 Office of Mental Health Survey Results for All VHA

Mental health care at my facility is Veteran-centric and recovery-oriented.  
 \*Item included in SAIL report: Quality of Care



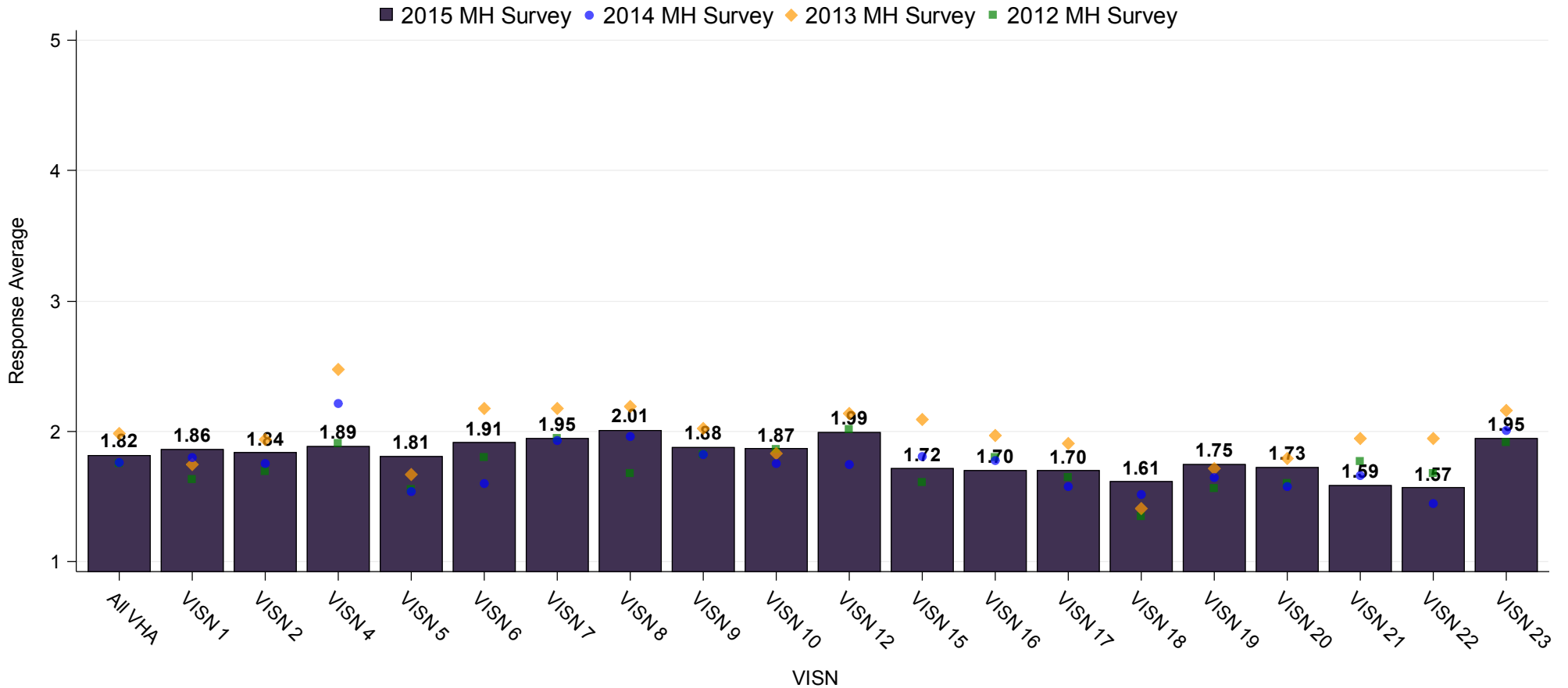
(Response Scale 1=Strongly Disagree 2=Disagree 3=Neither Disagree or Agree 4=Agree 5=Strongly Agree)

# 2015 Office of Mental Health Survey Results for All VHA

Mental health staffing vacancies significantly affect patient care needs at my facility.

**\*Item included in SAIL report: Timely Access**

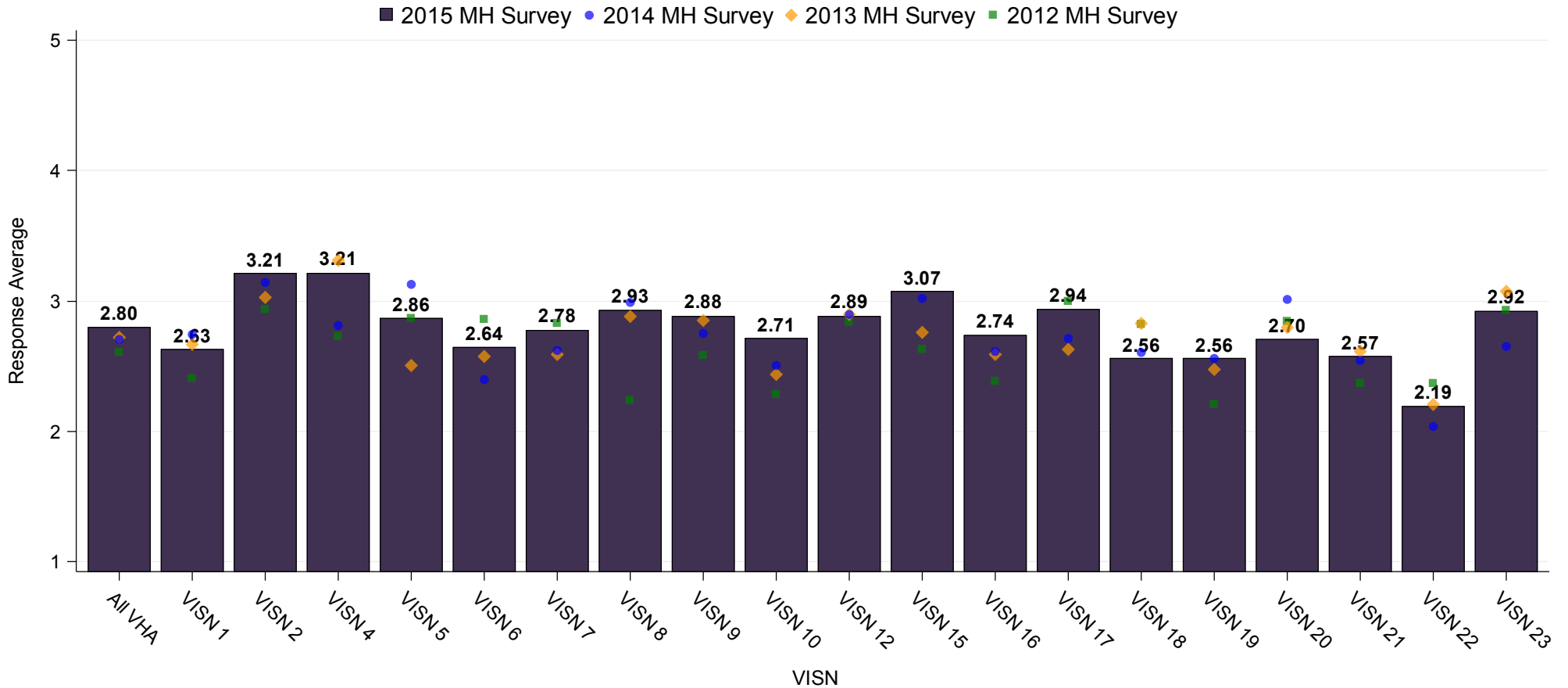
\*Item is reverse scored, higher scores are better



# 2015 Office of Mental Health Survey Results for All VHA

Space limitations make it difficult to meet one-on-one (or privately) with a patient.

\*Item is reverse scored, higher scores are better



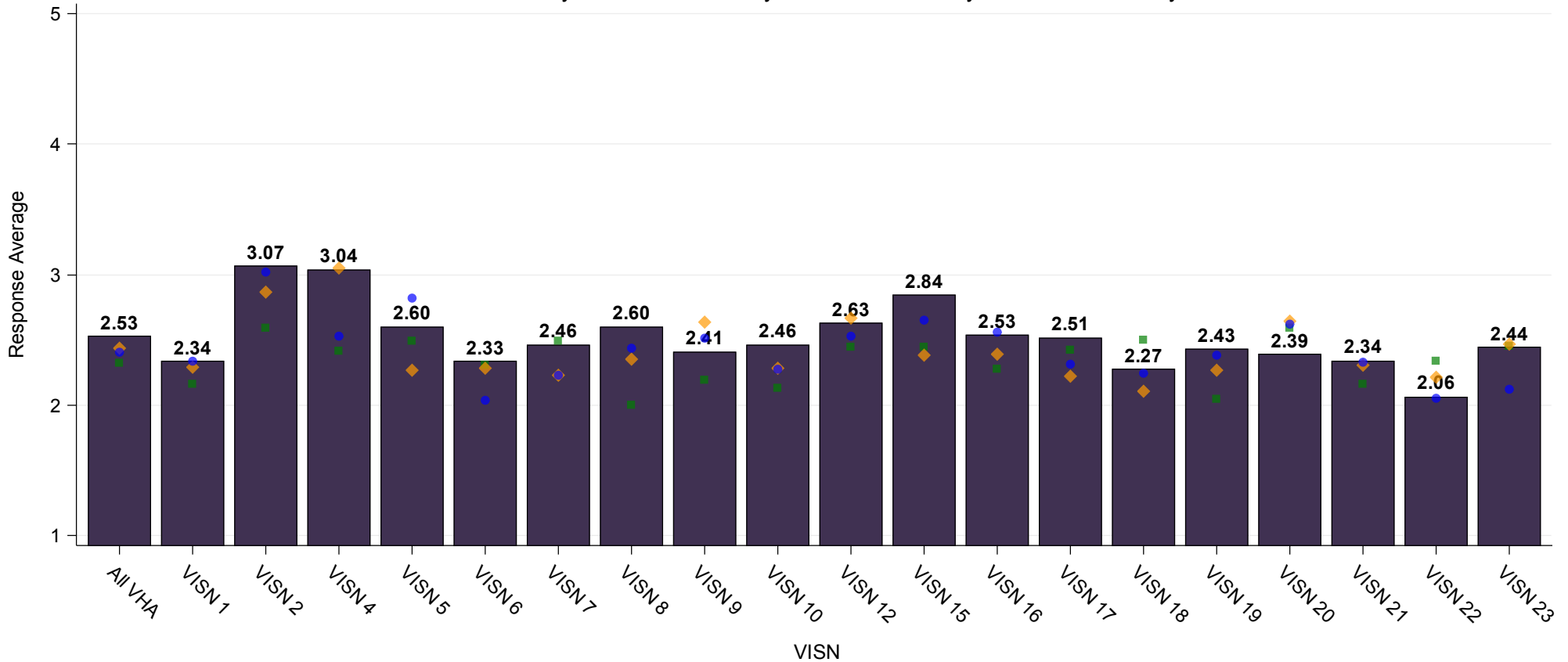
(Response Scale 1=Strongly Disagree 2=Disagree 3=Neither Disagree or Agree 4=Agree 5=Strongly Agree)

# 2015 Office of Mental Health Survey Results for All VHA

Space limitations make it difficult to schedule group treatment sessions.

\*Item is reverse scored, higher scores are better

■ 2015 MH Survey ● 2014 MH Survey ◆ 2013 MH Survey ■ 2012 MH Survey

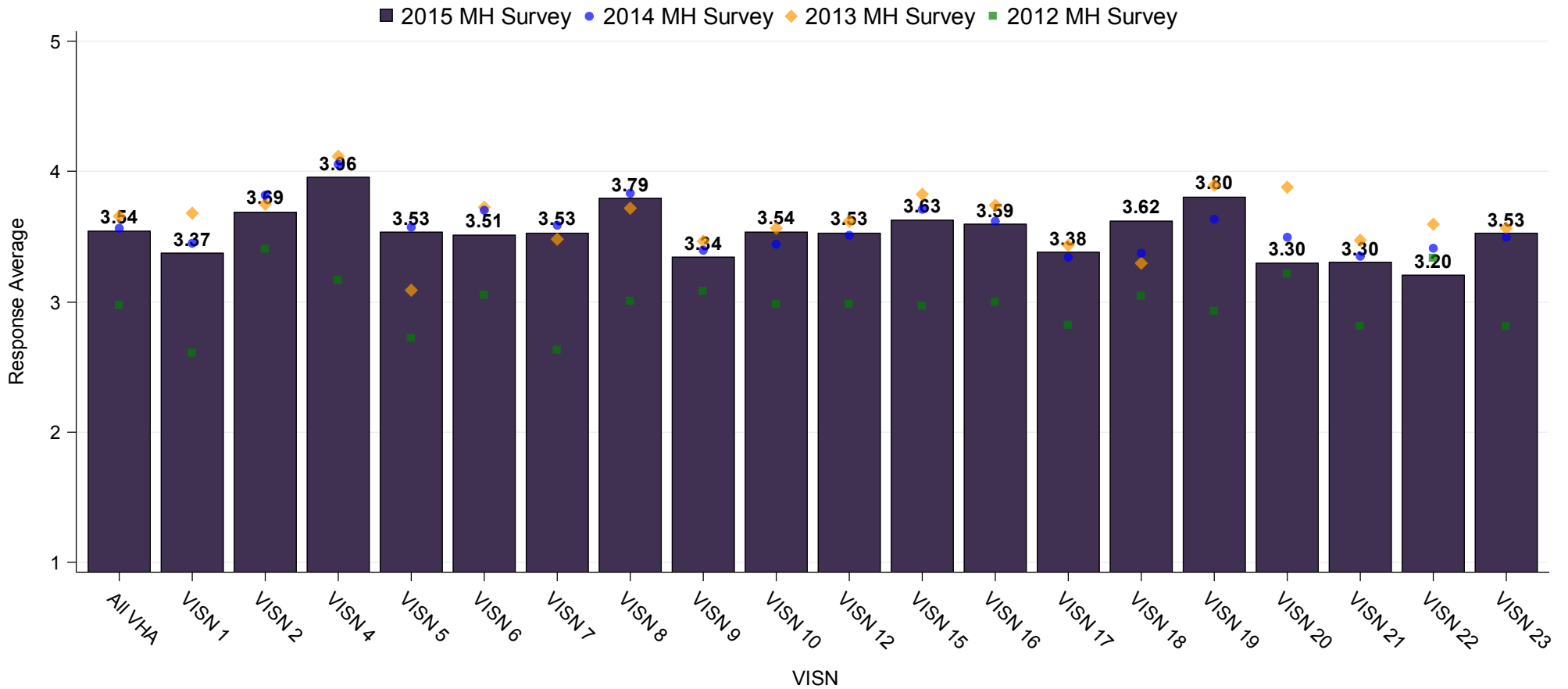


(Response Scale 1=Strongly Disagree 2=Disagree 3=Neither Disagree or Agree 4=Agree 5=Strongly Agree)



# 2015 Office of Mental Health Survey Results for All VHA

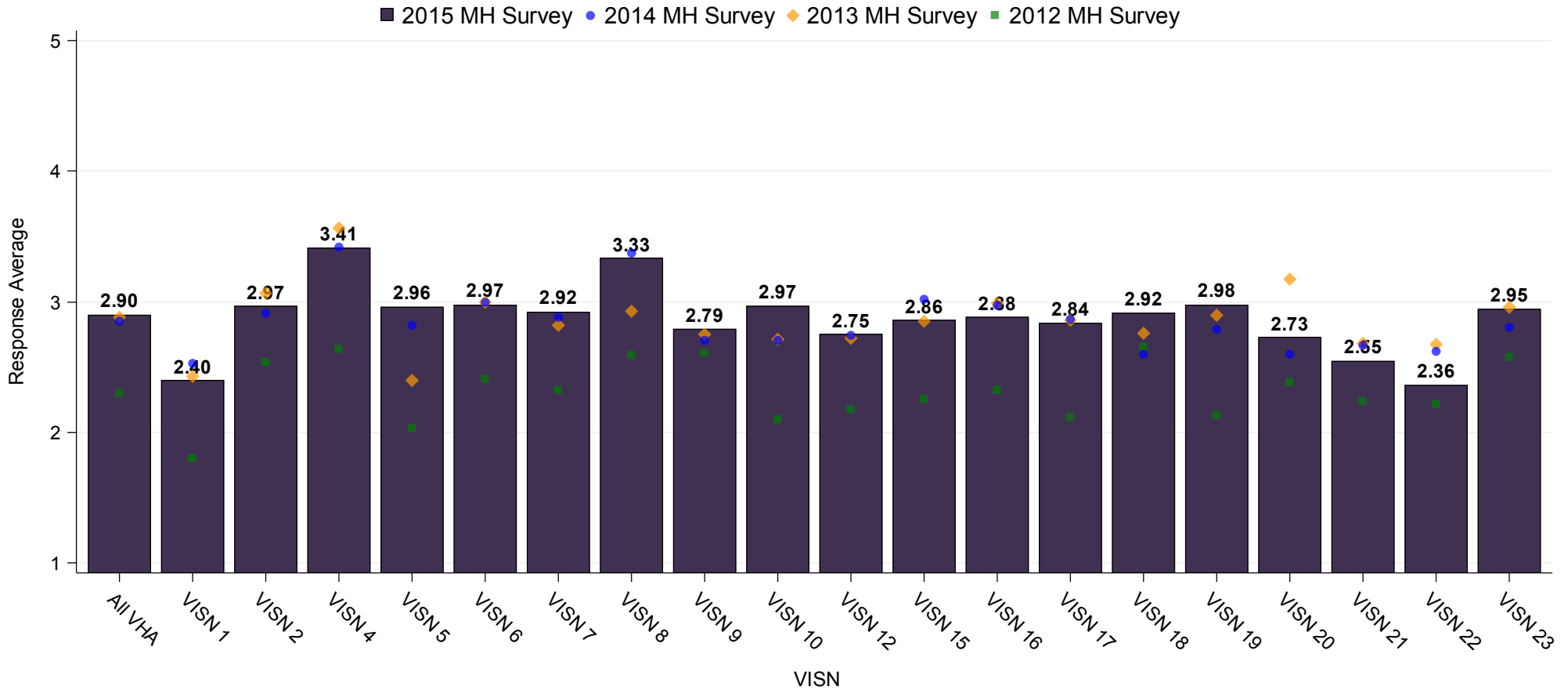
Extended hours (early morning, evening, and/or weekend appointments) are available at my site.



(Response Scale 1=Strongly Disagree 2=Disagree 3=Neither Disagree or Agree 4=Agree 5=Strongly Agree)

# 2015 Office of Mental Health Survey Results for All VHA

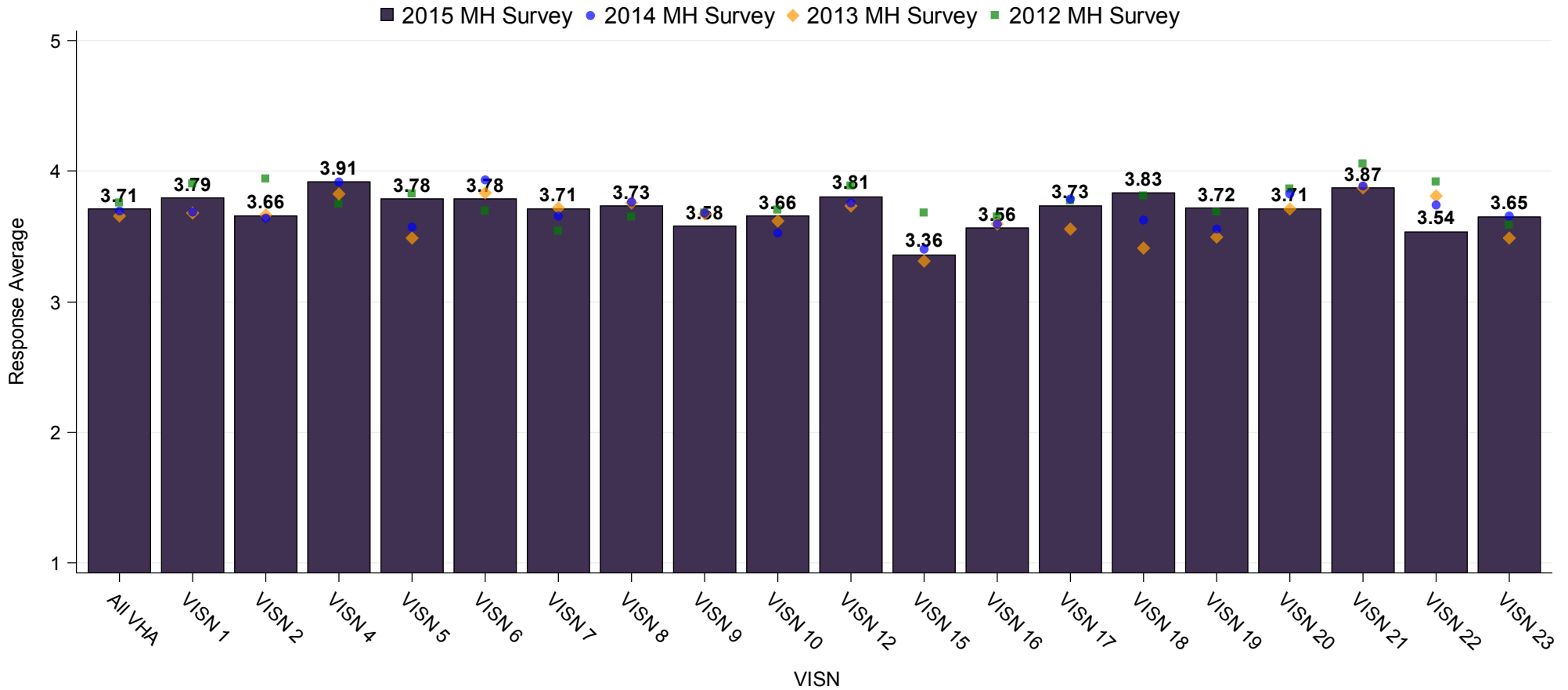
Clerical support staff is available during extended hours (early morning, evening, and/or weekend) appointments.



(Response Scale 1=Strongly Disagree 2=Disagree 3=Neither Disagree or Agree 4=Agree 5=Strongly Agree)

# 2015 Office of Mental Health Survey Results for All VHA

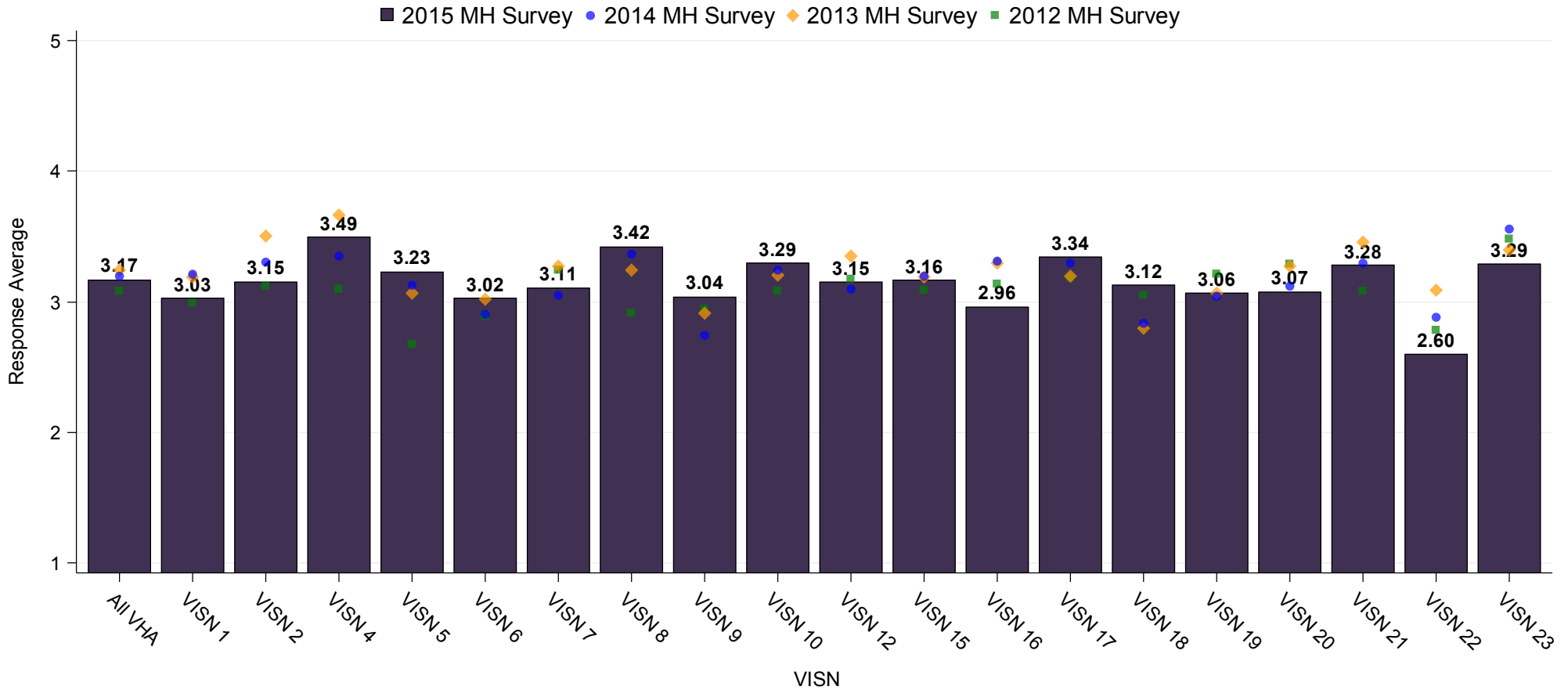
Patients will schedule extended hours (early morning, evening, and/or weekend) appointments if offered.



(Response Scale 1=Strongly Disagree 2=Disagree 3=Neither Disagree or Agree 4=Agree 5=Strongly Agree)

# 2015 Office of Mental Health Survey Results for All VHA

**Security is available during extended hours (early morning, evening, and/or weekend) appointments.**

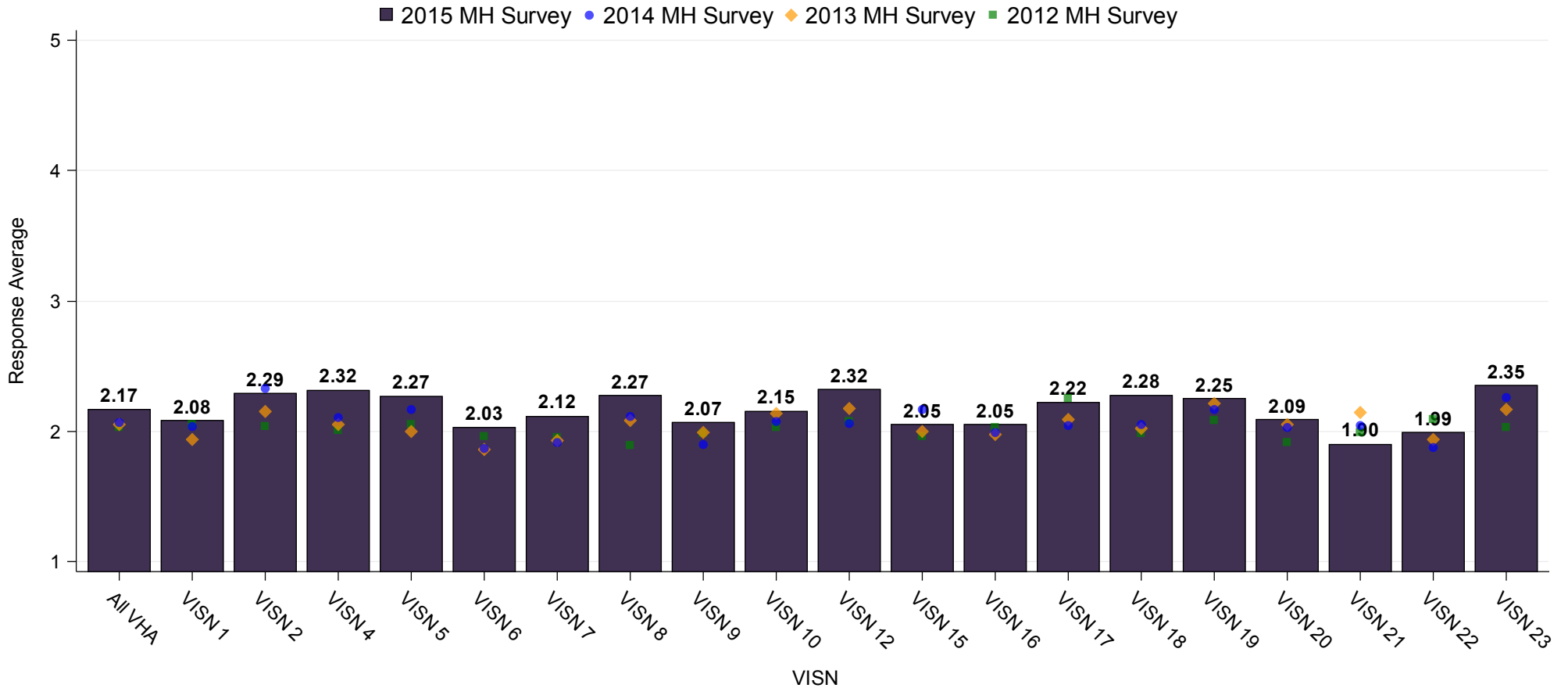


(Response Scale 1=Strongly Disagree 2=Disagree 3=Neither Disagree or Agree 4=Agree 5=Strongly Agree)

# 2015 Office of Mental Health Survey Results for All VHA

## Transportation to and from my facility is often a barrier to patients coming to appointments.

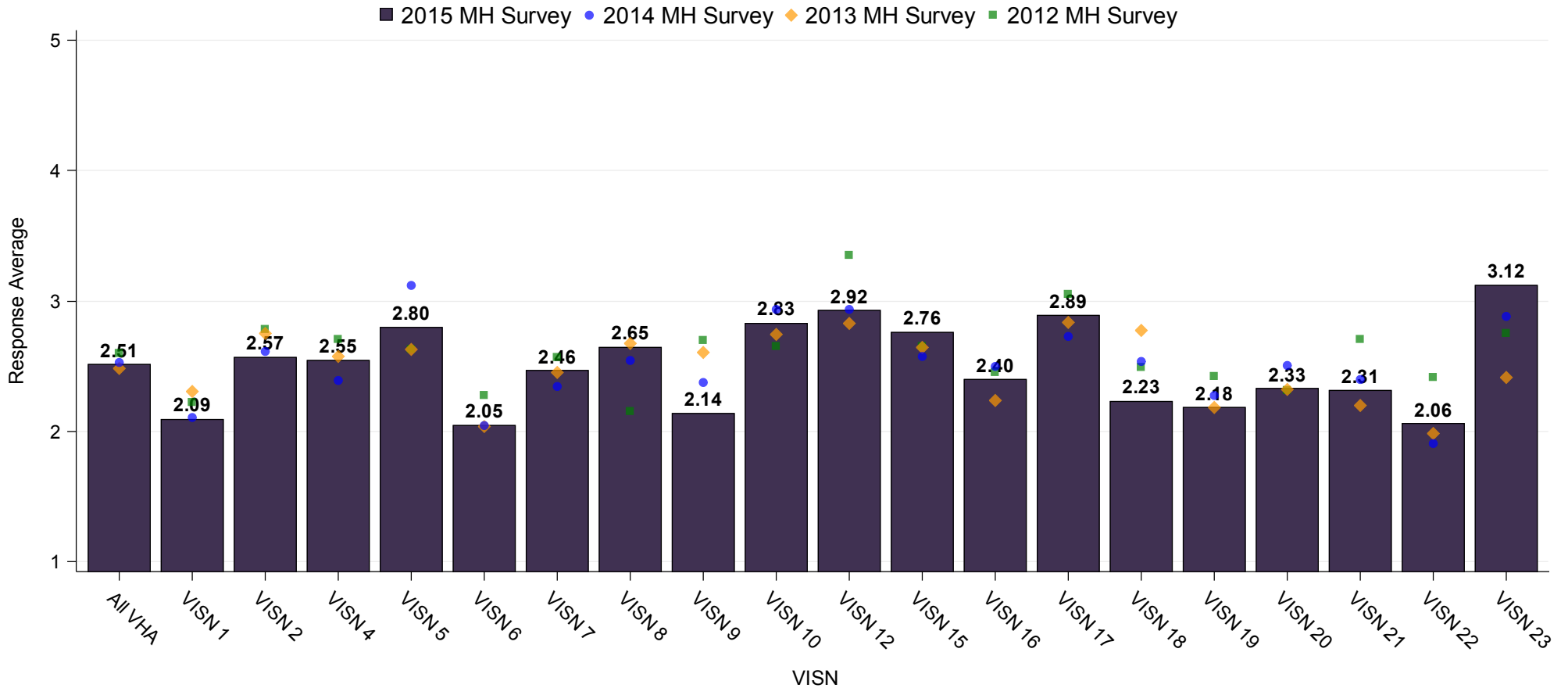
\*Item is reverse scored, higher scores are better



# 2015 Office of Mental Health Survey Results for All VHA

## Parking challenges contribute to patients being late for appointments.

\*Item is reverse scored, higher scores are better

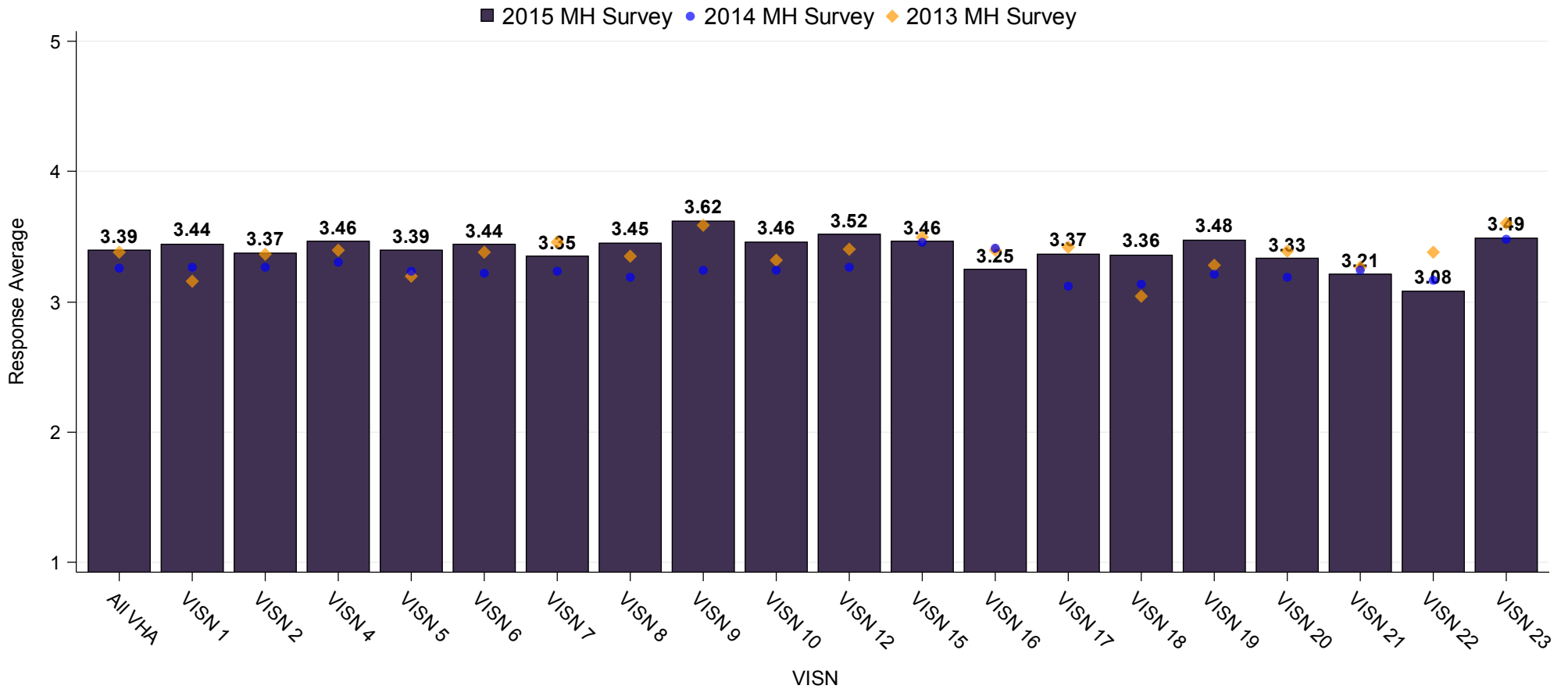


(Response Scale 1=Strongly Disagree 2=Disagree 3=Neither Disagree or Agree 4=Agree 5=Strongly Agree)

# 2015 Office of Mental Health Survey Results for All VHA

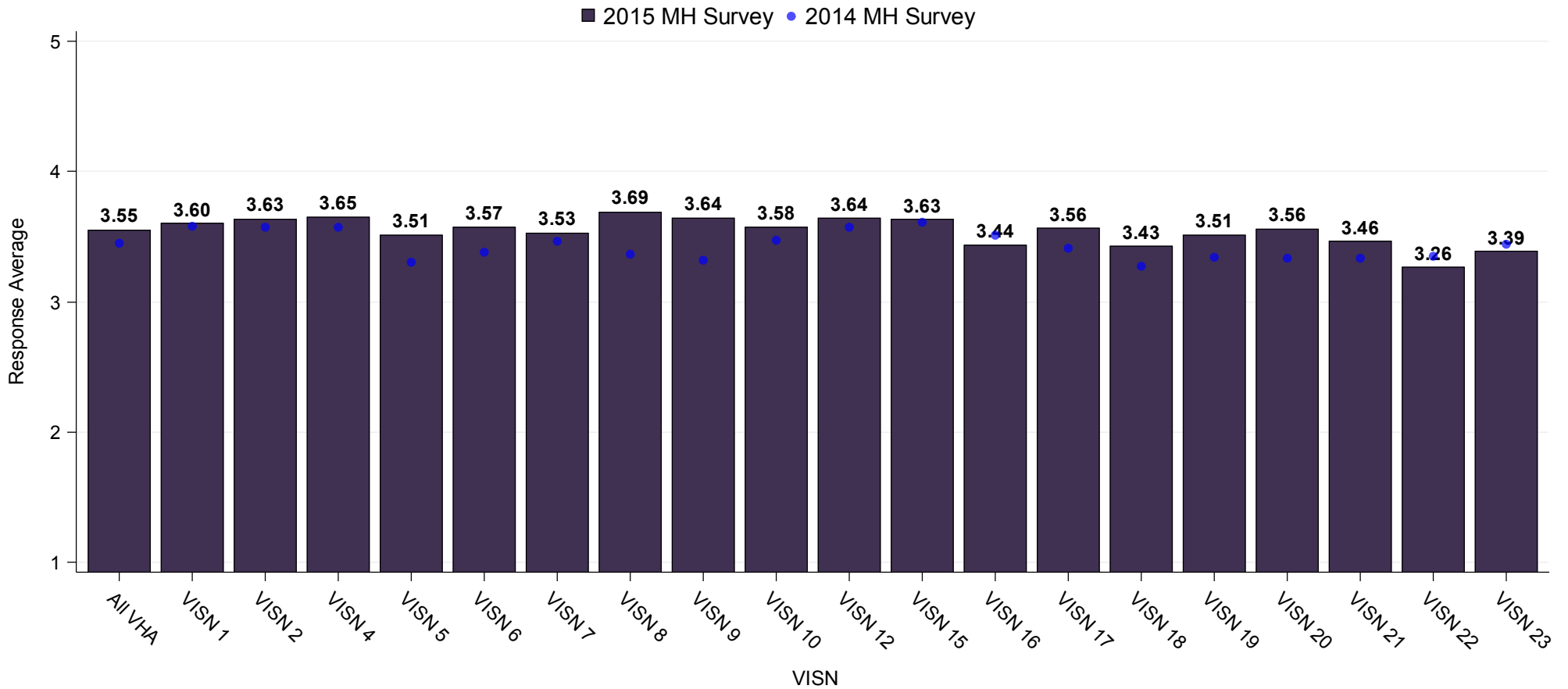
My workload is reasonable given my job.

\*Item included in SAIL report: Timely Access



# 2015 Office of Mental Health Survey Results for All VHA

Mental Health work processes are designed to meet Veteran needs and expectations.

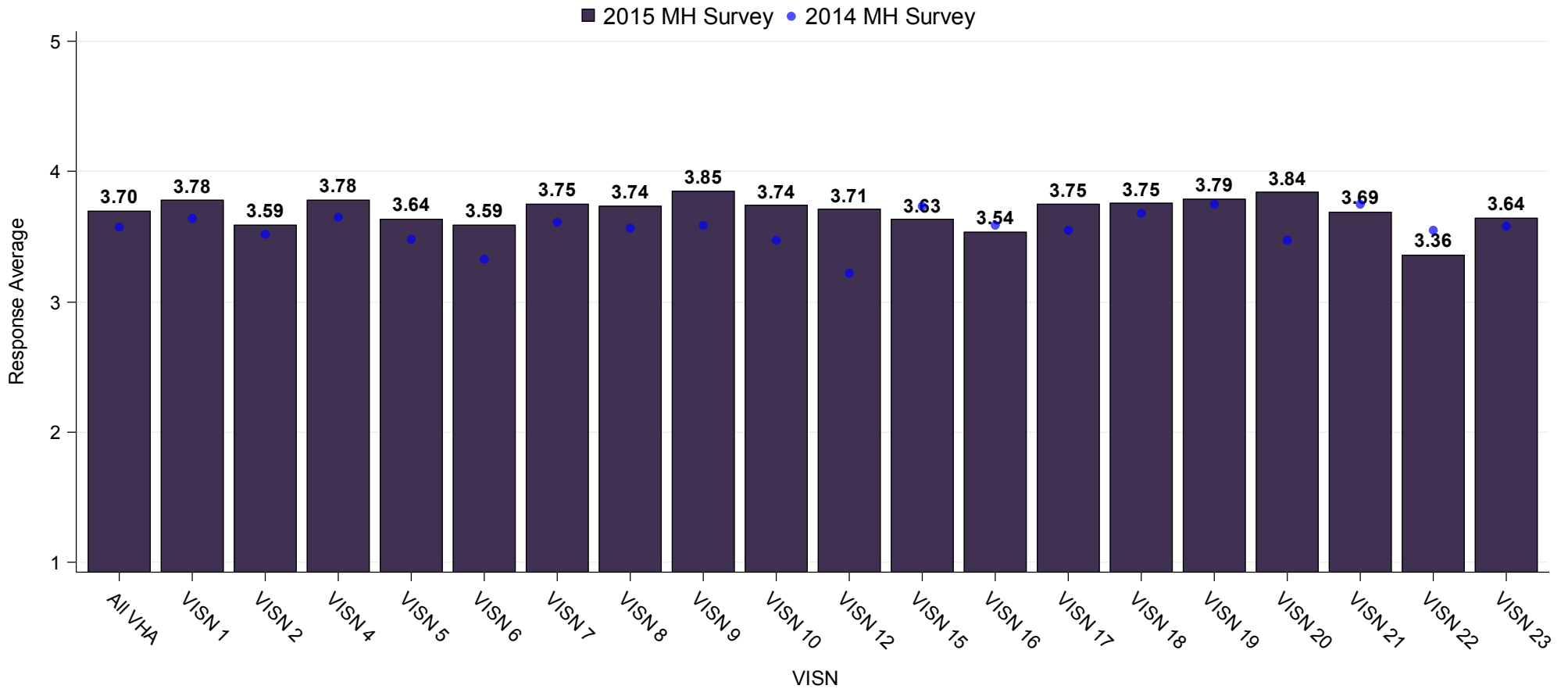


(Response Scale 1=Strongly Disagree 2=Disagree 3=Neither Disagree or Agree 4=Agree 5=Strongly Agree)



# 2015 Office of Mental Health Survey Results for All VHA

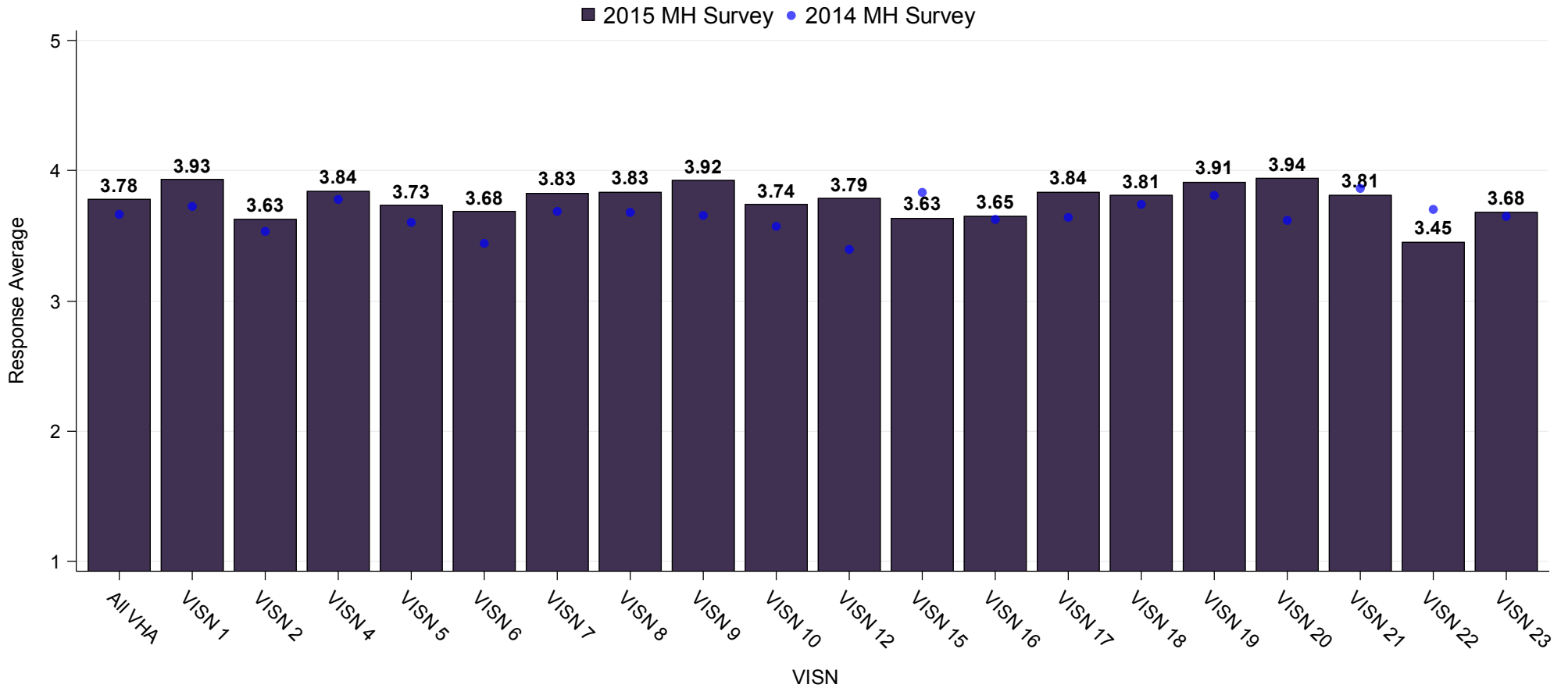
My supervisor conducts open and solution-focused discussion about staff concerns.



(Response Scale 1=Strongly Disagree 2=Disagree 3=Neither Disagree or Agree 4=Agree 5=Strongly Agree)

# 2015 Office of Mental Health Survey Results for All VHA

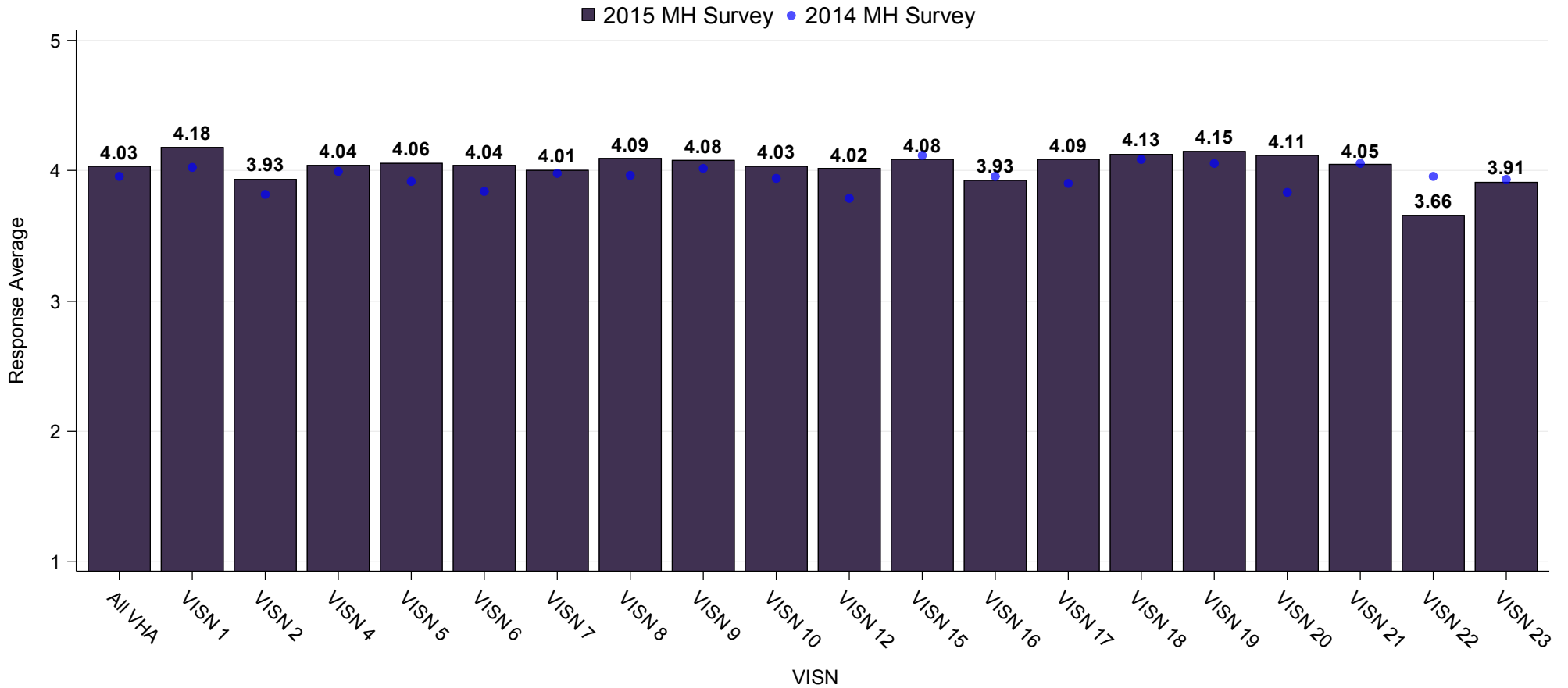
## My supervisor fosters caring relationships among staff.



(Response Scale 1=Strongly Disagree 2=Disagree 3=Neither Disagree or Agree 4=Agree 5=Strongly Agree)

# 2015 Office of Mental Health Survey Results for All VHA

## My supervisor fosters caring relationships with Veterans.

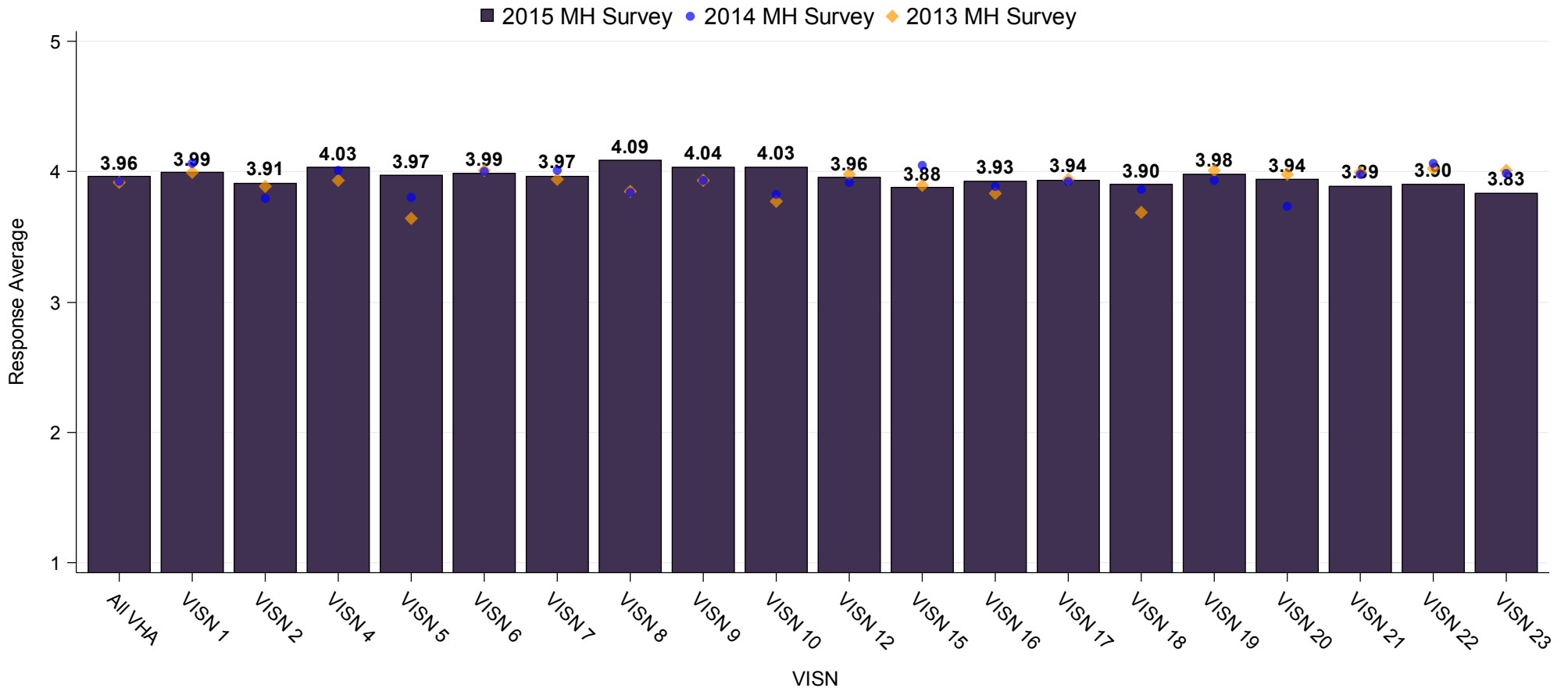


(Response Scale 1=Strongly Disagree 2=Disagree 3=Neither Disagree or Agree 4=Agree 5=Strongly Agree)

# 2015 Office of Mental Health Survey Results for All VHA

Members of my work group communicate well with each other.

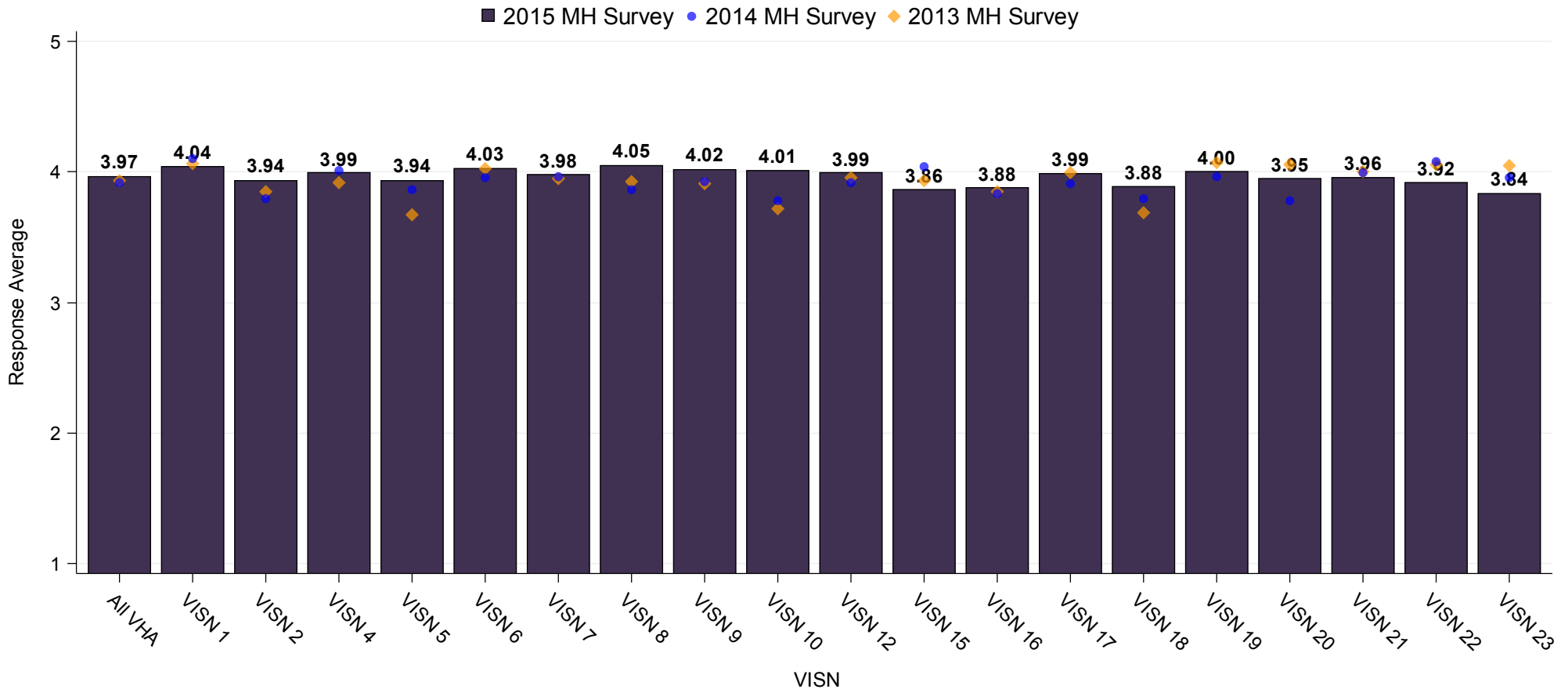
\*Item included in SAIL report: Collaborative Care



# 2015 Office of Mental Health Survey Results for All VHA

A spirit of cooperation and teamwork exists in my work group.

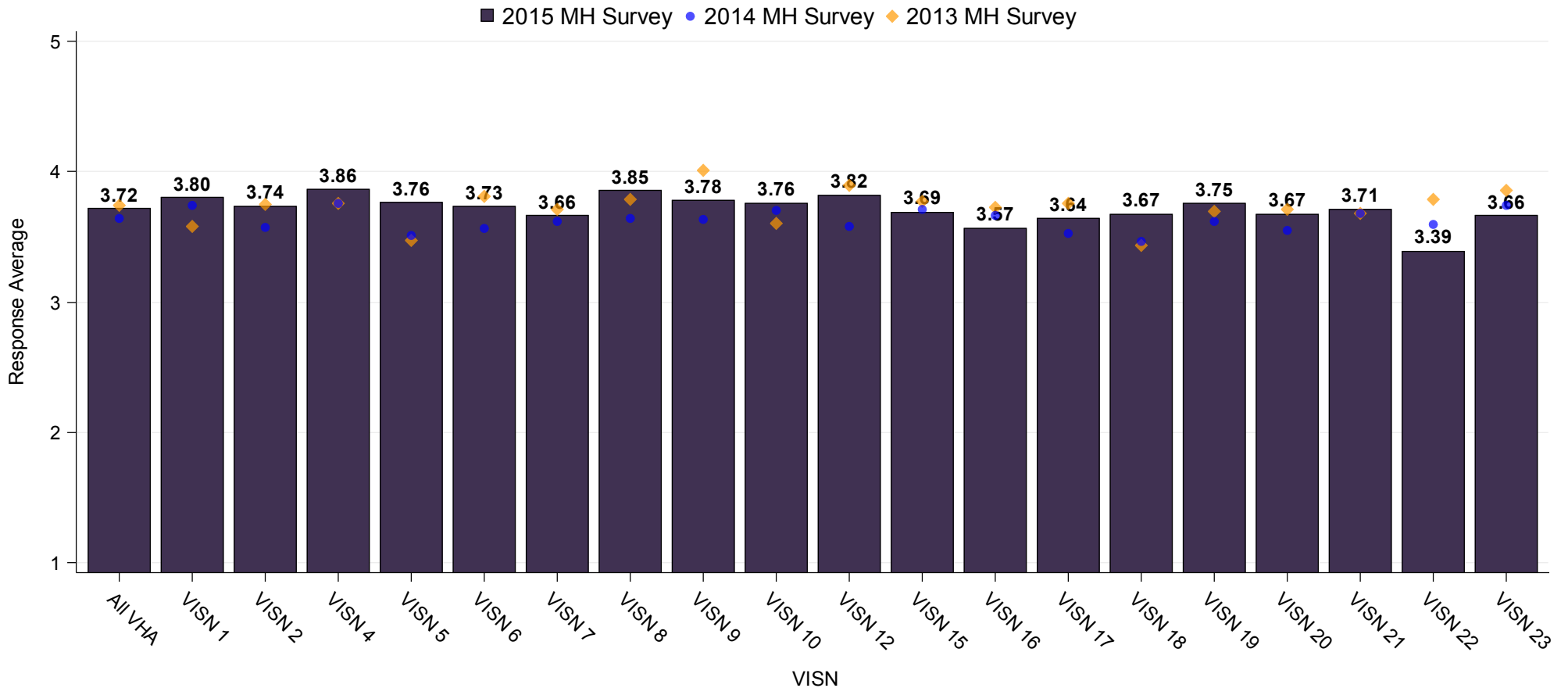
\*Item included in SAIL report: Collaborative Care



# 2015 Office of Mental Health Survey Results for All VHA

Considering everything, how satisfied are you with your job?

\*Item included in SAIL report: Job Satisfaction



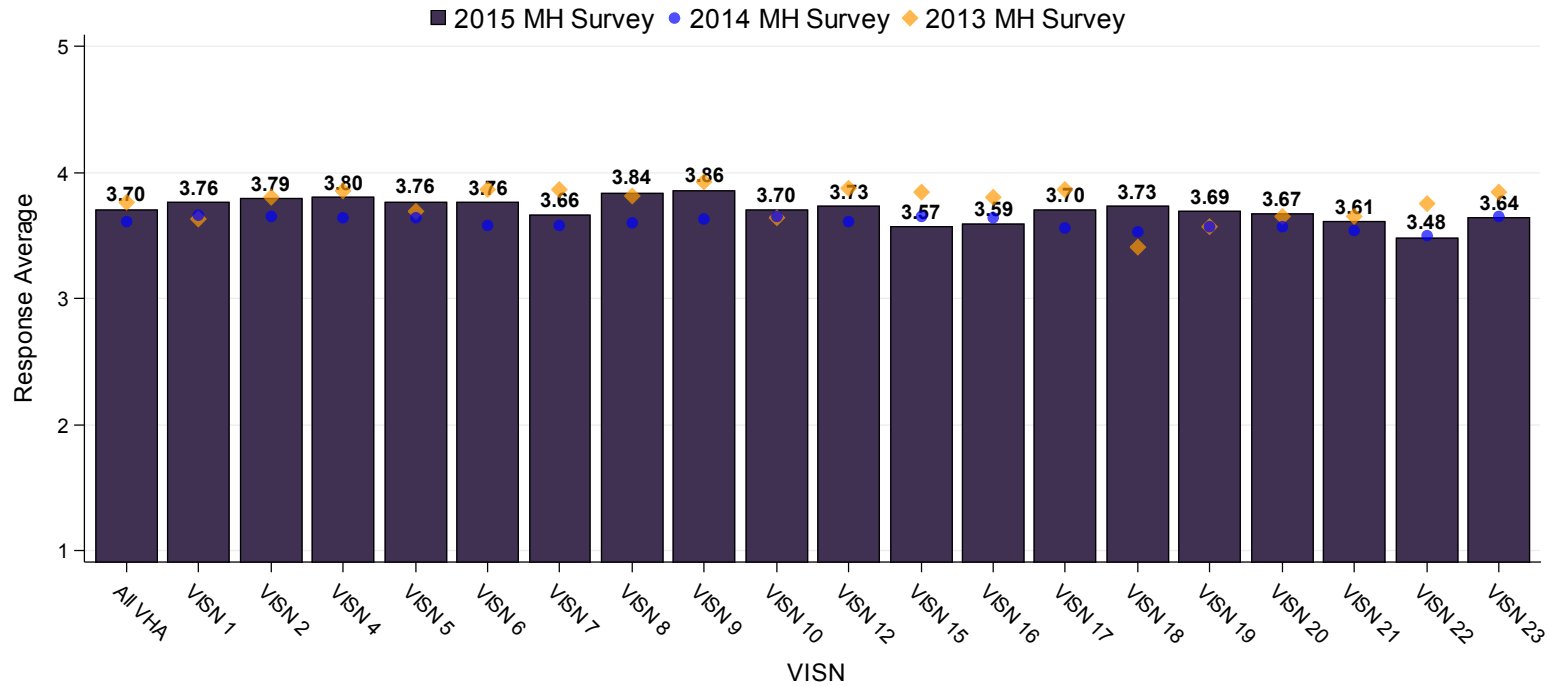
(Response Scale 1=Very Dissatisfied 2=Dissatisfied 3=Neither Dissatisfied nor Satisfied 4=Satisfied 5=Very Satisfied)

# 2015 Office of Mental Health Survey Results for All VHA

Overall, based on your definition of burnout, how would you rate your level of burnout?

**\*Item included in SAIL report: Job Satisfaction**

\*Item is reverse scored, higher scores are better



(Response Scale 1=I enjoy my work. I have no symptoms of burnout. 2=Occasionally I am under stress, and I don't always have as much energy as I once did, but I don't feel burned out. 3=I am definitely burning out and have one or more symptoms of burnout, such as physical and emotional exhaustion. 4=The symptoms of burnout that I'm experiencing won't go away. I think about frustration at work a lot. 5=I feel completely burned out and often wonder if I can go on. I am at the point where I may need some changes or may need to seek some sort of help.)