










# VA Outperforms Non-VA Hospitals in Nationwide Patient Survey

A new nationwide patient survey confirms what AFGE has been saying all along – that the Department of Veterans Affairs' hospitals are superior to their non-VA counterparts. According to the latest Medicare survey, VA hospitals outperformed non-VA hospitals on all 10 core patient satisfaction metrics. Medicare awarded star ratings of 1 to 5 with 5 being the highest quality.

## Here's how veteran patients rated the VA compared to non-VA hospitals:

Overall hospital rating: **72% of VA hospitals** received 4 or 5 stars compared to **48% of non-VA hospitals**.

### VA hospitals received more 4 or 5 star ratings than non-VA counterparts in all categories:

Communication with doctors:		87% vs. 48%
Communication with nurses:		59% vs. 35%
Responsiveness of hospital staff:		63% vs. 34%
Communication about medicines:		80% vs. 38%
Cleanliness of the hospital environment:		69% vs. 52%
Quietness of the hospital environment:		49% vs. 38%
Discharge information:		65% vs. 55%
Care transition:		76% vs. 35%
Willingness to recommend the hospital:		76% vs. 52%

Despite staffing shortages and low pay, VA employees are still doing better than non-VA counterparts – all the more reason to invest in the VA so that it can serve more veterans and provide even better services!

