

Appendix: Patient Satisfaction Survey

The soldiers were asked to rate their satisfaction on 16 parameters of care using a scale of 1 (terrible) to 10 (outstanding) as well as remark on their agreement with 7 specific statements on a scale of 1 (disagree strongly) to 10 (strongly agree).

Questions numerically ranked from Terrible to Outstanding (Terrible, Poor, Satisfactory, Good, Very Good, Outstanding)

1. The time from your injury until you received medical attention
2. Medical attention you received in route from Iraq to Europe
3. The Pain Management you received in route from Iraq to Europe
4. The Medical Care you received in Europe
5. The Pain Management you received in Europe
6. The Therapy you received while an Inpatient in Europe
7. The Medical Care you received during Air Evacuation to the U.S.
8. The Accommodations (flight, buss, meals, etc.) you received during Air Evacuation to the U.S.
9. The Pain Management you received during Air Evacuation to the U.S.
10. The Medical Care you received while an Inpatient at WRAMC
11. The Therapy you received while an Inpatient at WRAMC
12. The Pain Management you received while an Inpatient at WRAMC
13. The Education you received about your amputation while an Inpatient at WRAMC
14. The Education you received about the Medical Board Process while an Inpatient at WRAMC
15. Please rate the support your family received during your hospitalization
16. How would you rate your current accommodations (room, meals, etc)

Questions numerically ranked from Disagree to Strongly Agree (Disagree, Strongly Disagree, Agree, Strongly Agree)

17. It was clear when I was discharged from ward 57 at WRAMC whom I could go to with
medical questions
18. It was clear when I was discharged from ward 57 at WRAMC what my follow up instructions
were.
19. The peer support group (Tues, Thu) on ward 57 was helpful
20. The psychological support I received as an Inpatient was helpful
21. The support I received from the Amputee peer visitor was helpful
22. Overall, I am very satisfied with the medical care I have received from WRAMC
23. Overall, I am very satisfied with the medical care I have received from the United States
Military