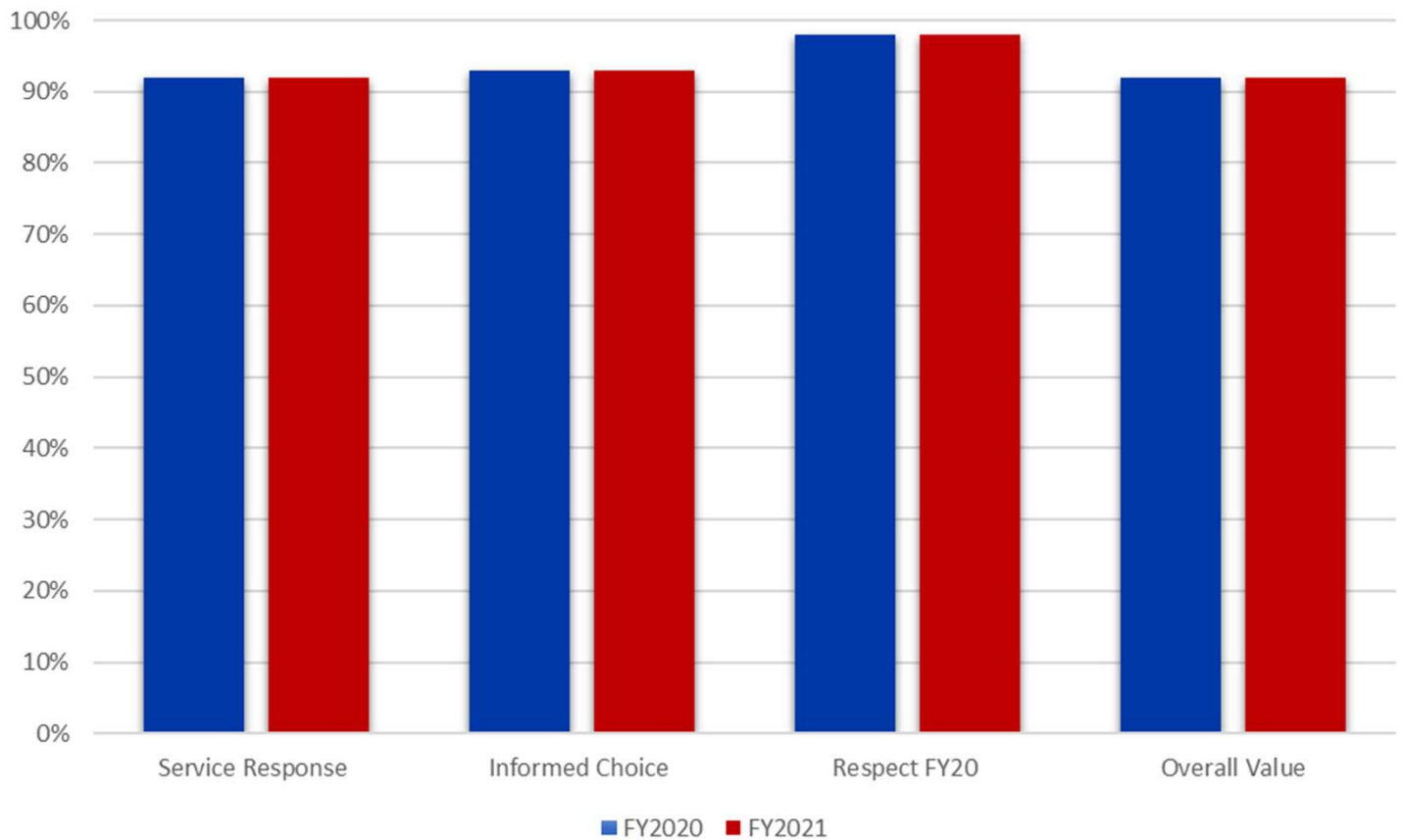


Hines SCI/D uSPEQ® Consumer Approval Rating FY2020, FY2021



Data Source: Power BI SCID uSPEQ Data Comparison Report, VSSC uSPEQ VHA Summary, uSPEQ Consumer Survey Reports.

Results: 90% of Rehabilitation Patients Reported they agree:

- 1. Staff respected me as a person.*
- 2. Staff saw me as often as I needed.*
- 3. Staff members were respectful of my culture.*
- 4. Staff communicated in a way I understood*
- 5. I know how to use my assistive technology.*
- 6. Treatment options were explained in a language I understood.*
- 7. I had the opportunity to make choices that were important to me.*
- 8. I am confident in my ability to use the skills I was taught/trained in.*
- 9. Staff members here treated me and my family with respect and courtesy.*
- 10. I would recommend the Hines VA SCI Center to family or a friend.*

