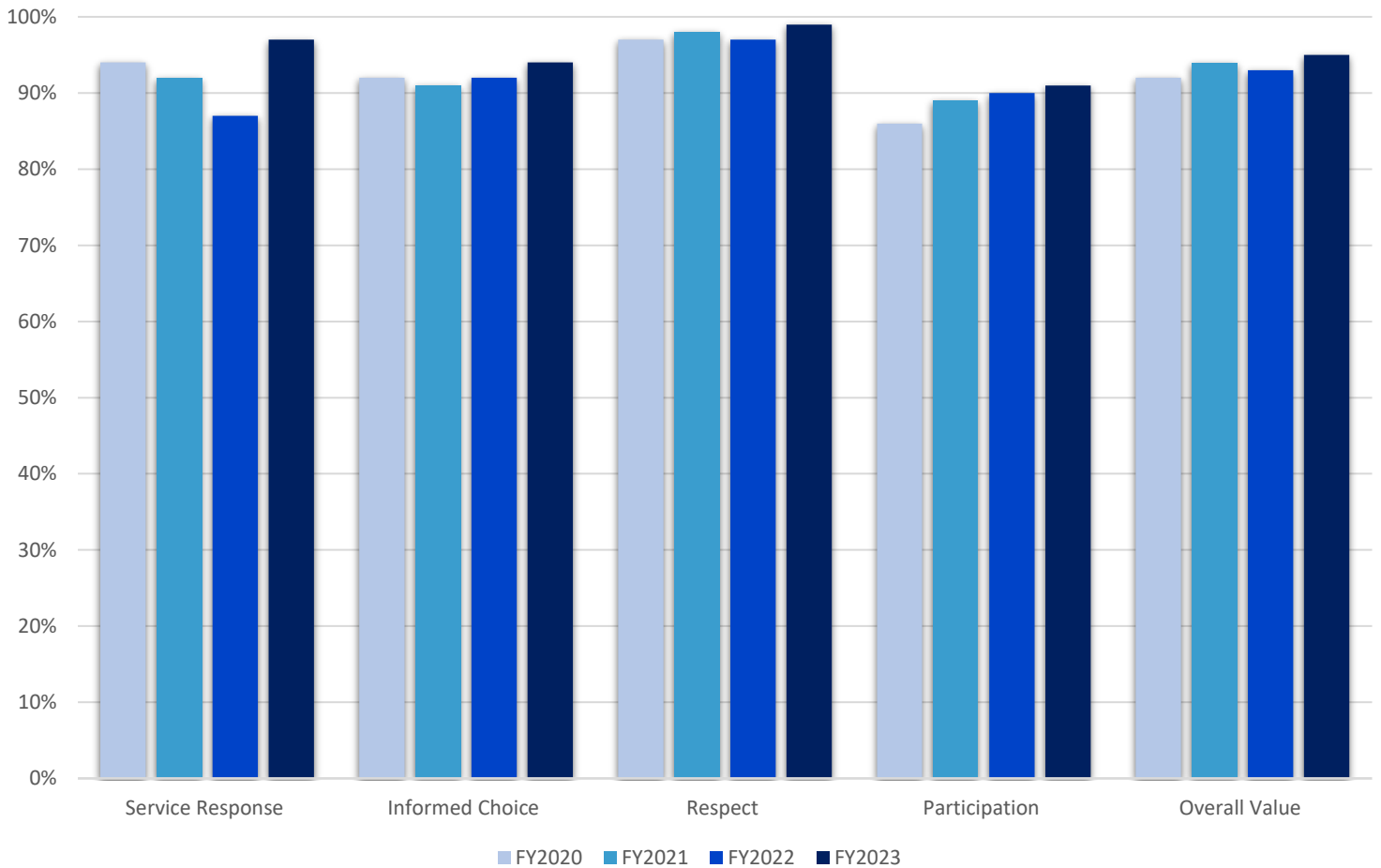


Hines SCI/D uSPEQ® Consumer Approval Rating FY2020, FY2021, FY2022, FY2023



Data Source: <http://vawww.uspeq.rtp.med.va.gov/uSPEQReports.aspx/> uSPEQ Consumer Survey Reports

Results: 90% of Rehabilitation Patients Reported they agree:

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

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Edward Hines, Jr. VA Hospital
Spinal Cord Injuries and Disorders System of Care