

AMENDMENT TO H.R. 5620, AS REPORTED
OFFERED BY MR. O'ROURKE OF TEXAS

Page 54, add after line 2 the following:

1 **SEC. 11. SURVEY OF VETERAN EXPERIENCES WITH DE-**
2 **PARTMENT OF VETERANS AFFAIRS MEDICAL**
3 **CARE.**

4 (a) IN GENERAL.—The Secretary of Veterans Affairs
5 shall seek to enter into a contract with a non-government
6 entity with significant experience conducting scientifically
7 verifiable surveys and research to conduct an annual sur-
8 vey of a statistically significant sample of veterans who
9 reside in the geographic area served by each of the medical
10 facilities of the Department of Veterans Affairs to deter-
11 mine the nature of the experiences of such veterans in ob-
12 taining hospital care and medical services furnished by the
13 Secretary at each such medical facility. Each such survey
14 shall be conducted using scientific and verifiable methods.
15 Such contract shall provide that the non-government enti-
16 ty shall conduct such annual surveys during the five-year
17 period beginning on the date on which the Secretary en-
18 ters into the contract with the non-government entity.

19 (b) CONTENTS.—The contract entered into under
20 subsection (a) shall provide that each survey conducted

1 pursuant to the contract shall be specific to a medical fa-
2 cility of the Department and shall include questions relat-
3 ing to the experiences of veterans in requesting and receiv-
4 ing appointments for hospital care and medical services
5 furnished by the Secretary at that medical facility, includ-
6 ing questions relating to each of the following:

7 (1) The veteran's ability to obtain hospital care
8 and medical services at the facility in a timely man-
9 ner.

10 (2) The period of time between the date on
11 which the veteran requests an appointment at the
12 facility and the date on which the appointment is
13 scheduled.

14 (3) The frequency with which scheduled ap-
15 pointments are cancelled by the facility.

16 (4) The quality of hospital care or medical serv-
17 ices the veteran has received at the facility.

18 (c) CONSULTATION.—The contract entered into
19 under subsection (a) shall provide that in designing and
20 conducting the surveys for each medical facility of the De-
21 partment pursuant to such contract, the non-government
22 entity shall consult with veterans service organizations.

23 (d) CERTIFICATION.—The contract entered into
24 under subsection (a) shall provide that—

1 (1) before conducting a survey pursuant to the
2 contract, the non-government entity shall submit the
3 proposed survey to the Comptroller General who
4 shall assess whether the survey is scientifically valid
5 and whether the proposed sample size of veterans to
6 be surveyed is statistically significant; and

7 (2) the non-government entity may not conduct
8 such a survey until the Comptroller General provides
9 such a certification for the survey.

10 (e) SUBMITTAL OF RESULTS AND PUBLIC AVAIL-
11 ABILITY OF INFORMATION.—Not later than 30 days after
12 the completion of the surveys conducted pursuant to a
13 contract entered into under subsection (a) for a year, the
14 Secretary shall make the results of the surveys publicly
15 available on the Internet website of the Department.

16 (f) PAPERWORK REDUCTION.—Subchapter I of chap-
17 ter 35 of title 44, United States Code shall not apply to
18 this section.

19 (g) DEADLINE FOR IMPLEMENTATION.—The Sec-
20 retary shall enter into a contract under subsection (a) for
21 each medical facility of the Department by not later than
22 180 days after the date of the enactment of this Act.

