El Paso VA Health Access and Facility Survey

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The Office of Congressman Beto O'Rourke

Foreword by Congressman Beto O'Rourke El Paso VA Health Access and Facility Survey

Even before I took office in January of 2013, I had heard countless stories from veterans who had difficulty seeing a doctor or provider. Many of them were unable to see anyone at all. Since then, I have heard from thousands of veterans at town halls, in direct visits at my office, by email and Facebook, who tell similar stories. The most alarming of these concern access to mental health care. At a time when on average 22 veterans are taking their lives each day in this country, El Paso-area veterans who suffer from Post-Traumatic Stress Disorder (PTSD) and other untreated conditions report being effectively turned away and denied care at the VA. All of this despite reporting from the El Paso Veterans Health Administration (VHA) that they have maintained an overall level of access to care that is on par with national goals and averages.

The discrepancies between what I have heard directly from veterans and what has been reported by the VA prompted me to initiate this comprehensive survey of health issues for area veterans. My office engaged with Mathew McElroy to conduct a scientifically valid survey to learn directly from the veterans in this community what kind of access and quality of care they are receiving and what is important to them in the future.

The results, obtained directly from the veterans who sought care, show a level of performance at the El Paso VHA that is significantly different than that reported by the VA itself. For example, for each month between March 2013 and March 2014, the El Paso VHA has reported to me that between 85% and 100% of veterans new to the system seeking mental health appointments saw a provider within 14 days of their appointment request. Our survey shows that on average it takes a veteran 71 days to see a mental health provider and more than 36% of veterans attempting to make an appointment were unable to see a mental health provider at all.

The results substantiate the individual anecdotes I have long heard from El Pasoans and directly contradict the assurances of acceptable access and quality from the VA in Washington, D.C. and the VHA in El Paso. They raise many additional questions that must be quickly and diligently resolved. They also underscore the need for a world class VA medical facility in El Paso with increased provider capacity and greater transparency and accountability.

Now that we have the results, my office is moving forward on a number of fronts:

 Most importantly, I will do everything in my power to ensure that veterans have timely access to quality care at the El Paso VHA;

- I will work with the responsible stakeholders to report accurate wait times to the community going forward;
- I will try to determine why there is a large discrepancy between VA reported data and what veterans in El Paso actually experience;
- I will use feedback on veterans' priorities to inform my efforts to expand VA healthcare in El Paso;
- My office will share the results with the veterans' community, with the El Paso VHA,
 the new acting VA secretary, and all other stakeholders;
- I will introduce a bill to require a comprehensive survey of veterans in every area of the country so we can accurately determine how long they wait for care independently of the data that VA collects.

The recent scandal in Phoenix, where administrators manipulated data and denied care to those they were entrusted to help, proves that we cannot depend on the VA to hold itself accountable. The best way to determine how the VA is doing is to ask the veterans themselves. In doing just that, this report can provide the basis for real accountability and improved service at the El Paso VHA facility and perhaps serve as the model for allowing our country's veterans to do the same for the national VA system.

- Beto O'Rourke

16th Congressional District, Texas

El Paso VA Health Access and Facility Survey

This effort focuses on two major issue sets raised regarding healthcare provided at the El Paso VA:

- Quality and access to mental and primary health care. This includes the ability to schedule appointments, the quality of care provided, and time spent with a provider; and,
- 2. The adequacy and future of the current VA facility. This section measures whether veterans would like to see the current facility expanded and how, specifically asking about potential partnerships with the Army and Texas Tech Medical School. Respondents were then asked to state their preferences for expansion given a variety of time constraints. Also included are measures of satisfaction with the current facility, wait times to see a non-mental health care provider, and overall experience when receiving non mental health care.

In addition, a brief demographics battery containing typical questions on age, years of service, education level, years of separation from service, and employment status is included.

Veterans' opinions were obtained via scientific survey, with a total of 692 responses collected. The results shed light on a number of issues that warrant attention and comparison against care provided in other regions. These measures should also be benchmarked regularly by a third party to ensure that issues of concern are addressed.

Methodology

The sample for this survey was provided by the Office of Texas' 16th Congressional District and was comprised of a listing of 18,948 veterans within the district, representing a meaningful portion of the entire veterans' community in El Paso County. The list of individuals was matched to phone numbers and email addresses by a third party service provider and the congressional office.

The survey instrument was developed by the researcher and senior staff from the congressional office after an extensive review of existing documents such as the Inspector General's report on the El Paso VA and published healthcare and mental healthcare access

studies. The survey instrument was independently tested by three different focus groups of local veterans. The panels included patients who had received care at the El Paso VA for several years and representatives from veterans' service organizations that aid veterans in receiving care and helping them navigate the appointment making and benefits processes. The three focus groups led to a final survey instrument that was then distributed within the 16th District.

The surveys were fielded by telephone and email. A total of 503 surveys were completed by email/web via SurveyMonkey (protected for duplicates, forwarding prohibited). 189 Surveys were completed by automated phone polling system (PrecisionPolling). Veterans were contacted first by email (three waves), then via telephone (three waves) to provide ample opportunity to participate. All survey data collection concluded on May 19, 2014.

As a mixed mode survey, the results for each mode are reported combined and then by collection method in the findings section below.

- Mathew S. McElroy, MPA, MS, AICP

Key Findings - El Paso VA Health Care Access and Facility Survey

This survey measures respondents' opinions on a number of areas related to mental health care, general health care, the adequacy of the current El Paso VA facility, and what might become of it in light of a new Army hospital currently under construction and the recent completion of the Paul L. Foster School of Medicine at Texas Tech Health Sciences Center. A total of 692 responses were obtained across both modes for a margin of error of +/- 3.8 percent.

Mental Health Access

- ✓ 36.6 percent of valid respondents who attempted to schedule a mental healthcare appointment were unable to obtain one.
- ✓ An average of 71 days elapsed between a veteran's request for an appointment and seeing a mental health care provider.
- √ 77 percent of all veterans requesting an appointment with a mental health care provider waited more than 14 days to see a provider.
- ✓ On average, a veteran's mental health care appointment was cancelled once.
- ✓ 27 percent of respondents who received mental health care felt that the amount of time spent with them was inadequate to address their needs.
- ✓ Providers spent an average of 42 minutes with their mental healthcare patients.
- ✓ On a scale of 0-10, respondents rated the quality of mental healthcare services a 5.43 on average.
- √ 42.5 percent of valid respondents had put off getting mental health care because of the
 difficulty in obtaining an appointment.

Primary Care Access

- ✓ An average of 85 days elapsed between a veteran's request for a routine care (non-mental health) appointment and seeing a health care provider.
- ✓ 71.8 percent of veterans requesting a non-mental health care appointment waited more than 14 days to see a provider.

√ 34.9 percent of valid respondents are either very unsatisfied or unsatisfied with quality
of care (not including mental health) provided at the El Paso VA.

El Paso VA Medical Facility

- ✓ 88.5 percent of valid respondents believe the El Paso VA facility should be expanded.
- √ 39.3 percent of valid respondents are either very unsatisfied or unsatisfied with the current VA medical facilities.
- √ 34.8 percent of valid respondents cite access to expanded and improved primary care as most important to them (above specialty care or an inpatient hospital bed within a VA facility).
- ✓ 10.8 percent of valid respondents have had to travel to a VA facility outside of El Paso for care.
- ✓ Respondents' views as to the future of the VA facility all lean towards a significant expansion that would improve access to high quality care. The highest levels of support (4 and 5 on a scale of 1-5) were garnered by expansion into the current Beaumont hospital (63.4 percent) and construction of a full service VA hospital (65 percent).
- ✓ When a time constraint (different expansion scenarios ranging from 3 to 10 years) was added to the future of the VA facility, expansion into the current Beaumont hospital edges just ahead of a wholly new facility. The highest levels of support (4 and 5 on a scale of 1-5) were garnered by expansion into the current Beaumont hospital (4 to 6 years, 59.8 percent) and construction of a full service VA hospital (10 or more years, 57.4 percent).
- √ 80 percent of respondents received some kind of health care at the El Paso VA in the last three years.

Grouped Email and Phone Responses

Frequency Tables

Method

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		Frequency	Percent	Valid Percent	Cumulative			
					Percent			
	Email	503	72.7	72.7	72.7			
Valid	Phone	189	27.3	27.3	100.0			
	Total	692	100.0	100.0				

Have you attempted to make an appointment for mental healthcare services at the El Paso VA clinic in the last 24 months?

		Frequency	Percent	Valid Percent	Cumulative
					Percent
	Yes	253	36.6	36.6	36.6
Valid	No	439	63.4	63.4	100.0
	Total	692	100.0	100.0	

Were you able to obtain a mental health appointment?

		Frequency	Percent	Valid Percent	Cumulative Percent
					Percent
	Yes	162	23.4	63.5	63.5
Valid	No	93	13.4	36.5	100.0
	Total	255	36.8	100.0	
Missing	System	437	63.2		
Total		692	100.0		

Was the mental health appointment for:

		iontai noaitii a			
		Frequency	Percent	Valid Percent	Cumulative
					Percent
	An initial visit/appointment	30	4.3	19.0	19.0
	Regular or follow up	121	17.5	76.6	95.6
Valid	appointment	121	17.5	70.0	95.0
	Unsure	7	1.0	4.4	100.0
	Total	158	22.8	100.0	
Missing	System	534	77.2		
Total		692	100.0		

At your most recent mental health appointment, did you see:

	7.6 70 47 1110 51 100 51.1	Frequency	Percent	Valid Percent	Cumulative
					Percent
	A counselor (counselor, social worker, psychologist)	87	12.6	58.8	58.8
Valid	A psychiatrist	46	6.6	31.1	89.9
	Unsure	15	2.2	10.1	100.0
	Total	148	21.4	100.0	
Missing	System	544	78.6		
Total		692	100.0		

How many days went by between your request for the appointment and seeing a mental health care provider? Please enter the number of days (between 0 and 365).

		Frequency	Percent	Valid Percent	Cumulative
		. 4			Percent
	0	6	.9	4.1	4.1
	1	4	.6	2.7	6.8
	2	1	.1	.7	7.4
	3	3	.4	2.0	9.5
	5	2	.3	1.4	10.8
	6	1	.1	.7	11.5
	7	10	1.4	6.8	18.2
	8	1	.1	.7	18.9
	10	1	.1	.7	19.6
	14	5	.7	3.4	23.0
	15	4	.6	2.7	25.7
	18	1	.1	.7	26.4
	20	1	.1	.7	27.0
	23	1	.1	.7	27.7
	24	2	.3	1.4	29.1
Valid	25	1	.1	.7	29.7
	30	19	2.7	12.8	42.6
	32	1	.1	.7	43.2
	35	5	.7	3.4	46.6
	38	1	.1	.7	47.3
	40	3	.4	2.0	49.3
	42	1	.1	.7	50.0
	43	1	.1	.7	50.7
	45	2	.3	1.4	52.0
	53	1	.1	.7	52.7
	55	1	.1	.7	53.4
	58	1	.1	.7	54.1
	60	10	1.4	6.8	60.8
	64	1	.1	.7	61.5
	70	1	.1	.7	62.2
	75	5	.7	3.4	65.5

How many days went by between your request for the appointment and seeing a mental health care provider? Please enter the number of days (between 0 and 365).

			000).		
		Frequency	Percent	Valid Percent	Cumulative
					Percent
Valid	80	1	.1	.7	66.2
	90	22	3.2	14.9	81.1
	95	1	.1	.7	81.8
	100	1	.1	.7	82.4
	120	8	1.2	5.4	87.8
	125	1	.1	.7	88.5
	140	1	.1	.7	89.2
	150	1	.1	.7	89.9
	180	7	1.0	4.7	94.6
	250	1	.1	.7	95.3
	365	7	1.0	4.7	100.0
	Total	148	21.4	100.0	
Missing	System	544	78.6		
Total		692	100.0		

When you received a mental health appointment, how many times did the El Paso VA have to cancel or reschedule it? Please indicate a number. Enter "0" if

appointment was never cancelled or rescheduled.

		Frequency	Percent	Valid Percent	Cumulative Percent
	0	74	10.7	50.0	50.0
	U				
	1	34	4.9	23.0	73.0
	2	27	3.9	18.2	91.2
	3	8	1.2	5.4	96.6
Valid	5	2	.3	1.4	98.0
	6	1	.1	.7	98.6
	7	1	.1	.7	99.3
	11	1	.1	.7	100.0
	Total	148	21.4	100.0	
Missing	System	544	78.6		
Total		692	100.0		

In the last 24 months, if you attended your VA mental healthcare appointment, how much time did the provider spend with you? Please enter the number of

minutes:

	minutes:						
		Frequency	Percent	Valid Percent	Cumulative		
					Percent		
	0	1	.1	.7	.7		
	1	2	.3	1.4	2.0		
	10	4	.6	2.7	4.7		
	15	7	1.0	4.7	9.5		
	20	13	1.9	8.8	18.2		
	25	1	.1	.7	18.9		
	30	40	5.8	27.0	45.9		
	40	3	.4	2.0	48.0		
Valid	45	25	3.6	16.9	64.9		
	50	3	.4	2.0	66.9		
	55	2	.3	1.4	68.2		
	60	41	5.9	27.7	95.9		
	65	1	.1	.7	96.6		
	90	3	.4	2.0	98.6		
	120	1	.1	.7	99.3		
	240	1	.1	.7	100.0		
	Total	148	21.4	100.0			
Missing	System	544	78.6				
Total		692	100.0				

In your opinion, was the time allotted for your appointment appropriate to

address your mental healthcare needs?

		Frequency	Percent	Valid Percent	Cumulative
					Percent
	Yes	87	12.6	58.8	58.8
Valid	No	40	5.8	27.0	85.8
Valid	Unsure	21	3.0	14.2	100.0
	Total	148	21.4	100.0	
Missing	System	544	78.6		
Total		692	100.0		

If you received Mental healthcare services at the El Paso VA, quality of care 0-

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		Frequency	Percent	Valid Percent	Cumulative
					Percent
	0	41	5.9	22.4	22.4
	1	5	.7	2.7	25.1
	2	3	.4	1.6	26.8
	3	9	1.3	4.9	31.7
	4	5	.7	2.7	34.4
Valid	5	23	3.3	12.6	47.0
Valid	6	10	1.4	5.5	52.5
	7	15	2.2	8.2	60.7
	8	26	3.8	14.2	74.9
	9	13	1.9	7.1	82.0
	10	33	4.8	18.0	100.0
	Total	183	26.4	100.0	
Missing	System	509	73.6		
Total		692	100.0		

Have you put off your mental health care because of the difficulty in obtaining

an appointment?

		Frequency	Percent	Valid Percent	Cumulative Percent
	Yes	102	14.7	42.5	42.5
	No	119	17.2	49.6	92.1
Valid	Unsure	19	2.7	7.9	100.0
	Total	240	34.7	100.0	
Missing	System	452	65.3		
Total		692	100.0		

Do you believe any untreated mental health issues made it harder to schedule

your appointments?

your appointments:						
		Frequency	Percent	Valid Percent	Cumulative	
					Percent	
	Yes	79	11.4	32.9	32.9	
Valid	No	95	13.7	39.6	72.5	
valiu	Unsure	66	9.5	27.5	100.0	
	Total	240	34.7	100.0		
Missing	System	452	65.3			
Total		692	100.0			

Not including mental health, have you been treated at the Department of

Veteran Affairs health facility in El Paso in the last three years?

		Frequency	Percent	Valid Percent	Cumulative Percent
	Yes	539	77.9	79.5	79.5
Valid	No	139	20.1	20.5	100.0
	Total	678	98.0	100.0	
Missing	System	14	2.0		
Total		692	100.0		

Not including mental health, was your most recent health care visit:

	not moraling moraling was your most room making ours viola							
		Frequency	Percent	Valid Percent	Cumulative			
					Percent			
	Within the last year	471	68.1	88.7	88.7			
	Between 1 and 2 years ago	49	7.1	9.2	97.9			
Valid	Over 2 years ago	11	1.6	2.1	100.0			
	Total	531	76.7	100.0				
Missing	System	161	23.3					
Total		692	100.0					

Not including mental health, was your most recent health care appointment for:

		Frequency	Percent	Valid Percent	Cumulative
					Percent
Valid	Primary healthcare services (general medicine, family medici	298	43.1	56.1	56.1
	Specialty healthcare services (such as cardiology, neurology	201	29.0	37.9	94.0
	Urgent care or triage nurse (sick call, walk in triage)	16	2.3	3.0	97.0
	Unsure	16	2.3	3.0	100.0
	Total	531	76.7	100.0	
Missing	System	161	23.3		
Total		692	100.0		

Not including regularly scheduled routine care visits, how many days went by between your request for your most recent non-mental health appointment and

seeing a healthcare provider? Please enter number of days.

		Frequency	Percent	Valid Percent	Cumulative
					Percent
	0	49	7.1	9.2	9.2
1	1	12	1.7	2.3	11.5
	2	13	1.9	2.4	13.9
	3	7	1.0	1.3	15.3
	4	3	.4	.6	15.8
	5	13	1.9	2.4	18.3
	6	4	.6	.8	19.0
	7	13	1.9	2.4	21.5
	8	1	.1	.2	21.7
	9	2	.3	.4	22.0
	10	11	1.6	2.1	24.1
	12	3	.4	.6	24.7
	14	19	2.7	3.6	28.2
	15	10	1.4	1.9	30.1
Valid	17	1	.1	.2	30.3
valiu	18	1	.1	.2	30.5
	19	1	.1	.2	30.7
	20	13	1.9	2.4	33.1
	21	4	.6	.8	33.9
	23	1	.1	.2	34.1
	24	2	.3	.4	34.5
	25	3	.4	.6	35.0
	27	1	.1	.2	35.2
	30	48	6.9	9.0	44.3
	35	2	.3	.4	44.6
	39	1	.1	.2	44.8
	40	6	.9	1.1	46.0
	45	26	3.8	4.9	50.8
	47	1	.1	.2	51.0
	50	4	.6	.8	51.8

Not including regularly scheduled routine care visits, how many days went by between your request for your most recent non-mental health appointment and

seeing a healthcare provider? Please enter number of days.

		Frequency	Percent	Valid Percent	Cumulative
					Percent
Valid	52	3	.4	.6	52.4
	53	1	.1	.2	52.5
	54	1	.1	.2	52.7
	55	1	.1	.2	52.9
	57	1	.1	.2	53.1
	59	1	.1	.2	53.3
	60	46	6.6	8.7	62.0
	65	2	.3	.4	62.3
	69	1	.1	.2	62.5
	70	2	.3	.4	62.9
	75	1	.1	.2	63.1
	80	2	.3	.4	63.5
	90	39	5.6	7.3	70.8
	91	1	.1	.2	71.0
	95	1	.1	.2	71.2
	100	3	.4	.6	71.8
	115	1	.1	.2	71.9
	120	29	4.2	5.5	77.4
	123	1	.1	.2	77.6
	124	1	.1	.2	77.8
	150	9	1.3	1.7	79.5
	156	1	.1	.2	79.7
	160	1	.1	.2	79.8
	175	1	.1	.2	80.0
	177	1	.1	.2	80.2
	180	39	5.6	7.3	87.6
	181	1	.1	.2	87.8
	190	2	.3	.4	88.1
	200	7	1.0	1.3	89.5
	210	2	.3	.4	89.8

Not including regularly scheduled routine care visits, how many days went by between your request for your most recent non-mental health appointment and

seeing a healthcare provider? Please enter number of days.

		Frequency	Percent	Valid Percent	Cumulative
					Percent
Valid	240	4	.6	.8	90.6
	250	3	.4	.6	91.1
	254	1	.1	.2	91.3
	260	1	.1	.2	91.5
	270	4	.6	.8	92.3
	275	1	.1	.2	92.5
	280	2	.3	.4	92.8
	300	4	.6	.8	93.6
	312	1	.1	.2	93.8
	331	1	.1	.2	94.0
	340	1	.1	.2	94.2
	360	6	.9	1.1	95.3
	365	25	3.6	4.7	100.0
	Total	531	76.7	100.0	
Missing	System	161	23.3		
Total		692	100.0		

Including mental health, how many times per year on average do you have a

health appointment at the El Paso VA?

		nealth appoint			
		Frequency	Percent	Valid Percent	Cumulative
					Percent
	0	28	4.0	5.3	5.3
	1	91	13.2	17.1	22.4
	2	103	14.9	19.4	41.8
	3	54	7.8	10.2	52.0
	4	51	7.4	9.6	61.6
	5	41	5.9	7.7	69.3
	6	39	5.6	7.3	76.6
	7	8	1.2	1.5	78.2
	8	13	1.9	2.4	80.6
	9	4	.6	.8	81.4
	10	21	3.0	4.0	85.3
	11	2	.3	.4	85.7
	12	14	2.0	2.6	88.3
	13	1	.1	.2	88.5
	14	1	.1	.2	88.7
Valid	15	7	1.0	1.3	90.0
valiu	18	1	.1	.2	90.2
	20	12	1.7	2.3	92.5
	22	3	.4	.6	93.0
	24	5	.7	.9	94.0
	25	3	.4	.6	94.5
	28	2	.3	.4	94.9
	30	8	1.2	1.5	96.4
	36	1	.1	.2	96.6
	40	2	.3	.4	97.0
	45	1	.1	.2	97.2
	48	1	.1	.2	97.4
	50	1	.1	.2	97.6
	52	1	.1	.2	97.7
	60	2	.3	.4	98.1
	90	1	.1	.2	98.3
	120	1	.1	.2	98.5

Including mental health, how many times per year on average do you have a

health appointment at the El Paso VA?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	152	1	.1	.2	98.7
	180	1	.1	.2	98.9
	200	1	.1	.2	99.1
	202	1	.1	.2	99.2
	240	1	.1	.2	99.4
	300	3	.4	.6	100.0
	Total	531	76.7	100.0	
Missing	System	161	23.3		
Total		692	100.0		

Not including mental health, how would you rate your overall level of satisfaction with

the care provided at the VA clinic?

		Frequency	Percent	Valid Percent	Cumulative
					Percent
	Very unsatisfied	81	11.7	15.3	15.3
	Unsatisfied	104	15.0	19.6	34.9
Malia	Unsure/Neutral	87	12.6	16.4	51.3
Valid	Satisfied	180	26.0	34.0	85.3
	Very satisfied	78	11.3	14.7	100.0
	Total	530	76.6	100.0	
Missing	System	162	23.4		
Total		692	100.0		

Not including mental health, have you had to travel to a VA healthcare facility outside of El Paso within the last three years for treatment because the service was not available locally?

		Frequency	Percent	Valid Percent	Cumulative
					Percent
	Yes	57	8.2	10.8	10.8
Valid	No	459	66.3	86.6	97.4
valiu	Unsure	14	2.0	2.6	100.0
	Total	530	76.6	100.0	
Missing	System	162	23.4		
Total		692	100.0		

		Frequency	Percent	Valid Percent	Cumulative Percent
					1 Crocm
	Yes	590	85.3	88.5	88.5
Valid	No	27	3.9	4.0	92.5
Valid	Unsure	50	7.2	7.5	100.0
	Total	667	96.4	100.0	
Missing	System	25	3.6		
Total		692	100.0		

How would you rate your overall level of satisfaction with the current VA medical facilities?

		Frequency	Percent	Valid Percent	Cumulative Percent
	Very unsatisfied	108	15.6	16.2	16.2
	Unsatisfied	154	22.3	23.1	39.3
\	Unsure/Neutral	164	23.7	24.6	63.9
Valid	Satisfied	191	27.6	28.6	92.5
	Very satisfied	50	7.2	7.5	100.0
	Total	667	96.4	100.0	
Missing	System	25	3.6		
Total		692	100.0		

Which of the following is most important to you with regard to the current VA facility in El Paso?

		Frequency	Percent	Valid Percent	Cumulative Percent
	Access to expanded and improved primary care	232	33.5	34.8	34.8
	Access to expanded specialty care	169	24.4	25.3	60.1
Valid	Ability to be admitted to a hospital bed within a VA hospital	53	7.7	7.9	68.1
	Access to better mental health care	63	9.1	9.4	77.5
	Not having to travel outside of El Paso for medical care	69	10.0	10.3	87.9
	Unsure	81	11.7	12.1	100.0
	Total	667	96.4	100.0	
Missing	System	25	3.6		
Total		692	100.0		

Remain in the existing VA clinic with inpatient hospital services to be provided

at the new Beaumont in partnership with the Army (status quo)

		Frequency	Percent	Valid Percent	Cumulative
					Percent
	1	139	20.1	22.8	22.8
	2	59	8.5	9.7	32.5
Malia	3	132	19.1	21.6	54.1
Valid	4	85	12.3	13.9	68.0
	5	195	28.2	32.0	100.0
	Total	610	88.2	100.0	
Missing	System	82	11.8		
Total		692	100.0		

Remain in the existing VA clinic with expansion into part of the current existing Beaumont hospital for increased mental health and clinical services, with inpatient hospital services to be provided at the new Beaumont in partnership

with the Army

		Frequency	Percent	Valid Percent	Cumulative Percent
	1	79	11.4	12.8	12.8
	2	46	6.6	7.4	20.2
	3	101	14.6	16.3	36.6
Valid	4	115	16.6	18.6	55.2
	5	277	40.0	44.8	100.0
	Total	618	89.3	100.0	
Missing	System	74	10.7		
Total		692	100.0		

Partnership with Texas Tech Medical School with a new VA facility at the Medical Center of the Americas near University Medical Center

		Frequency	Percent	Valid Percent	Cumulative Percent
	1	178	25.7	29.0	29.0
	2	62	9.0	10.1	39.1
\	3	90	13.0	14.7	53.7
Valid	4	90	13.0	14.7	68.4
	5	194	28.0	31.6	100.0
	Total	614	88.7	100.0	
Missing	System	78	11.3		
Total		692	100.0		

Construction of a full service VA hospital at a site to be determined

		Frequency	Percent	Valid Percent	Cumulative
					Percent
	1	101	14.6	16.3	16.3
	2	39	5.6	6.3	22.7
Valid	3	76	11.0	12.3	35.0
valiu	4	59	8.5	9.5	44.5
	5	343	49.6	55.5	100.0
	Total	618	89.3	100.0	
Missing	System	74	10.7		
Total		692	100.0		

Within 3 years--Remain in the existing VA clinic with inpatient hospital services

to be provided at the new Beaumont in partnership with the Army (status quo)

		Frequency	Percent	Valid Percent	Cumulative
					Percent
	1	96	13.9	15.6	15.6
	2	57	8.2	9.3	24.8
Valid	3	140	20.2	22.7	47.6
Valid	4	98	14.2	15.9	63.5
	5	225	32.5	36.5	100.0
	Total	616	89.0	100.0	
Missing	System	76	11.0		
Total		692	100.0		

Within 4-6 years--Remain in the existing VA clinic with expansion into part of the current existing Beaumont hospital for increased mental health and clinical services, with inpatient hospital services to be provided at the new Beaumont

in partnership wit

		Frequency	Percent	Valid Percent	Cumulative Percent		
					. 0.00		
	1	79	11.4	12.9	12.9		
	2	56	8.1	9.1	22.0		
\	3	112	16.2	18.2	40.2		
Valid	4	130	18.8	21.2	61.4		
	5	237	34.2	38.6	100.0		
	Total	614	88.7	100.0			
Missing	System	78	11.3				
Total		692	100.0				

Within 5-7 years--Partnership with Texas Tech Medical School with a new VA facility at the Medical Center of the Americas near University Medical Center

		Frequency	Percent	Valid Percent	Cumulative Percent
	1	175	25.3	28.7	28.7
	2	70	10.1	11.5	40.2
Valid	3	101	14.6	16.6	56.7
Valid	4	87	12.6	14.3	71.0
	5	177	25.6	29.0	100.0
	Total	610	88.2	100.0	
Missing	System	82	11.8		
Total		692	100.0		

10+ years--Construction of a full service VA hospital at a site to be determined

		Frequency	Percent	Valid Percent	Cumulative
					Percent
	1	145	21.0	23.5	23.5
	2	48	6.9	7.8	31.3
\	3	69	10.0	11.2	42.5
Valid	4	52	7.5	8.4	51.0
	5	302	43.6	49.0	100.0
	Total	616	89.0	100.0	
Missing	System	76	11.0		
Total		692	100.0		

What is your gender?

		Frequency	Percent	Valid Percent	Cumulative Percent
	Female	60	8.7	9.4	9.4
Valid	Male	581	84.0	90.6	100.0
	Total	641	92.6	100.0	
Missing	System	51	7.4		
Total		692	100.0		

Were you ever deployed to an active conflict?

		Frequency	Percent	Valid Percent	Cumulative
					Percent
	Yes	411	59.4	64.1	64.1
Valid	No	199	28.8	31.0	95.2
valiu	Unsure	31	4.5	4.8	100.0
	Total	641	92.6	100.0	
Missing	System	51	7.4		
Total		692	100.0		

What is the highest level of education you have completed?

		Frequency	Percent	Valid Percent	Cumulative Percent
	Less than high school	3	.4	.5	.5
	High school diploma/GED	120	17.3	18.9	19.3
	Associates degrees	196	28.3	30.8	50.2
Valid	4 year degree (Bachelors)	175	25.3	27.5	77.7
	Masters degree or higher	142	20.5	22.3	100.0
	Total	636	91.9	100.0	
Missing	System	56	8.1		
Total		692	100.0		

Do you currently have heath insurance aside from the coverage provided by the VA?

Frequency Percent Valid Percent Cumulative Percent 455 65.8 71.5 71.5 Yes 165 23.8 25.9 97.5 No Valid 16 2.3 2.5 100.0 Unsure Total 636 91.9 100.0 Missing System 56 8.1 692 100.0 Total

Are you currently employed?

		Frequency	Percent	Valid Percent	Cumulative Percent
	Yes	218	31.5	34.3	34.3
	No	198	28.6	31.1	65.4
Valid	Retired	213	30.8	33.5	98.9
	Unsure	7	1.0	1.1	100.0
	Total	636	91.9	100.0	
Missing	System	56	8.1		
Total		692	100.0		

Descriptives

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Llow many days went by		· · · · · · · · · · · · · · · · · · ·	Waxiiiaiii	Moan	ota. Boviation
How many days went by					
between your request for the					
appointment and seeing a	148	0	365	70.70	81.853
mental health care provider?					
Please enter the number of					
days (between 0 and 365).					
When you received a mental					
health appointment, how					
many times did the El Paso					
VA have to cancel or	148	0	11	.99	1.489
reschedule it? Please	140	U	11	.99	1.469
indicate a number. Enter "0"					
if appointment was never					
cancelled or rescheduled.					
In the last 24 months, if you					
attended your VA mental					
healthcare appointment, how					
much time did the provider	148	0	240	42.51	25.208
spend with you? Please					
enter the number of minutes:					
If you recieved Mental					
healthcare services at the El					
Paso VA, quality of care 0-	183	0	10	5.43	3.689
10					

Descriptive Statistics

_	Des	criptive Stati	Stics		
	N	Minimum	Maximum	Mean	Std. Deviation
Not including regularly					
scheduled routine care					
visits, how many days went					
by between your request for					
your most recent non-mental	531	0	365	85.21	99.605
health appointment and					
seeing a healthcare					
provider? Please enter					
number of days.					
Including mental health, how					
many times per year on					
average do you have a	531	0	300	9.72	30.396
health appointment at the El					
Paso VA?					
Not including mental health,					
how would you rate your					
overall level of satisfaction	530	1	5	3.13	1.312
with the care provided at the					
VA clinic?					
What year were you born?	641	1924	1995	1955.44	13.496
How long have you been off					
of active duty (separated					
from military service)?	641	0	99	21.77	15.498
Please enter number of					
years.					
Valid N (listwise)	143				

Email Responses

Frequencies

Method

		Frequency	Percent	Valid Percent	Cumulative
					Percent
Valid	Email	503	100.0	100.0	100.0

Have you attempted to make an appointment for mental healthcare

services at the El Paso VA clinic in the last 24 months?

		Frequency	Percent	Valid Percent	Cumulative
					Percent
	Yes	186	37.0	37.0	37.0
Valid	No	317	63.0	63.0	100.0
	Total	503	100.0	100.0	

Were you able to obtain a mental health appointment?

Troid you able to obtain a montal noath appointment.						
		Frequency	Percent	Valid Percent	Cumulative	
					Percent	
	Yes	132	26.2	70.2	70.2	
Valid	No	56	11.1	29.8	100.0	
	Total	188	37.4	100.0		
Missing	System	315	62.6			
Total		503	100.0			

Was the mental health appointment for:

	was the mental neutral appointment for.						
		Frequency	Percent	Valid Percent	Cumulative		
					Percent		
	An initial visit/appointment	24	4.8	18.8	18.8		
	Regular or follow up	98	19.5	76.6	95.3		
Valid	appointment	90	19.5	70.0	93.3		
	Unsure	6	1.2	4.7	100.0		
	Total	128	25.4	100.0			
Missing	System	375	74.6				
Total		503	100.0				

At your most recent mental health appointment, did you see:

	7tt your moot recome	Frequency	Percent	Valid Percent	Cumulative
					Percent
	A counselor (counselor, social worker, psychologist)	72	14.3	61.0	61.0
Valid	A psychiatrist	37	7.4	31.4	92.4
	Unsure	9	1.8	7.6	100.0
	Total	118	23.5	100.0	
Missing	System	385	76.5		
Total		503	100.0		

How many days went by between your request for the appointment and seeing a mental health care provider? Please enter the number of days (between 0 and

365).

		Frequency	Percent	Valid Percent	Cumulative
					Percent
	0	4	.8	3.4	3.4
	1	4	.8	3.4	6.8
	2	1	.2	.8	7.6
	3	2	.4	1.7	9.3
	5	1	.2	.8	10.2
	6	1	.2	.8	11.0
	7	6	1.2	5.1	16.1
	10	1	.2	.8	16.9
	14	5	1.0	4.2	21.2
	15	4	.8	3.4	24.6
	20	1	.2	.8	25.4
	25	1	.2	.8	26.3
	30	15	3.0	12.7	39.0
	35	4	.8	3.4	42.4
	40	2	.4	1.7	44.1
Valid	42	1	.2	.8	44.9
	43	1	.2	.8	45.8
	45	1	.2	.8	46.6
	55	1	.2	.8	47.5
	58	1	.2	.8	48.3
	60	9	1.8	7.6	55.9
	70	1	.2	.8	56.8
	75	4	.8	3.4	60.2
	80	1	.2	.8	61.0
	90	22	4.4	18.6	79.7
	100	1	.2	.8	80.5
	120	8	1.6	6.8	87.3
	125	1	.2	.8	88.1
	150	1	.2	.8	89.0
	180	6	1.2	5.1	94.1
	365	7	1.4	5.9	100.0

How many days went by between your request for the appointment and seeing a mental health care provider? Please enter the number of days (between 0 and 365).

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Total	118	23.5	100.0	
Missing	System	385	76.5		
Total		503	100.0		

When you received a mental health appointment, how many times did the El Paso VA have to cancel or reschedule it? Please indicate a number. Enter "0" if appointment was never cancelled or rescheduled.

		Frequency	Percent	Valid Percent	Cumulative
					Percent
	0	57	11.3	48.3	48.3
	1	30	6.0	25.4	73.7
	2	22	4.4	18.6	92.4
Valid	3	6	1.2	5.1	97.5
Valid	5	1	.2	.8	98.3
	6	1	.2	.8	99.2
	11	1	.2	.8	100.0
	Total	118	23.5	100.0	
Missing	System	385	76.5		
Total		503	100.0		

In the last 24 months, if you attended your VA mental healthcare appointment, how much time did the provider spend with you? Please enter the number of

minutes:

		Frequency	Percent	Valid Percent	Cumulative
					Percent
	1	2	.4	1.7	1.7
	10	4	.8	3.4	5.1
	15	3	.6	2.5	7.6
	20	12	2.4	10.2	17.8
	25	1	.2	.8	18.6
	30	31	6.2	26.3	44.9
Valid	40	3	.6	2.5	47.5
	45	18	3.6	15.3	62.7
	50	3	.6	2.5	65.3
	55	2	.4	1.7	66.9
	60	35	7.0	29.7	96.6
	90	3	.6	2.5	99.2
	240	1	.2	.8	100.0
	Total	118	23.5	100.0	
Missing	System	385	76.5		
Total		503	100.0		

In your opinion, was the time allotted for your appointment appropriate to

address your mental healthcare needs?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	67	13.3	56.8	56.8
	No	33	6.6	28.0	84.7
	Unsure	18	3.6	15.3	100.0
	Total	118	23.5	100.0	
Missing	System	385	76.5		
Total		503	100.0		

If you received Mental healthcare services at the El Paso VA, quality of care 0-

10

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	6	1.2	5.1	5.1
	1	5	1.0	4.2	9.3
	2	1	.2	.8	10.2
	3	7	1.4	5.9	16.1
	4	4	.8	3.4	19.5
	5	22	4.4	18.6	38.1
	6	7	1.4	5.9	44.1
	7	13	2.6	11.0	55.1
	8	16	3.2	13.6	68.6
	9	9	1.8	7.6	76.3
	10	28	5.6	23.7	100.0
	Total	118	23.5	100.0	
Missing	System	385	76.5		
Total		503	100.0		

Have you put off your mental health care because of the difficulty in obtaining

an appointment?

an appointment:					
		Frequency	Percent	Valid Percent	Cumulative
					Percent
Valid	Yes	75	14.9	43.4	43.4
	No	86	17.1	49.7	93.1
	Unsure	12	2.4	6.9	100.0
	Total	173	34.4	100.0	
Missing	System	330	65.6		
Total		503	100.0		

Do you believe any untreated mental health issues made it harder to schedule

your appointments?

		Frequency	Percent	Valid Percent	Cumulative
					Percent
	Yes	64	12.7	37.0	37.0
Valid	No	71	14.1	41.0	78.0
Valid	Unsure	38	7.6	22.0	100.0
	Total	173	34.4	100.0	
Missing	System	330	65.6		
Total		503	100.0		

Not including mental health, have you been treated at the Department of

Veteran Affairs health facility in El Paso in the last three years?

		Frequency	Percent	Valid Percent	Cumulative
					Percent
	Yes	409	81.3	83.6	83.6
Valid	No	80	15.9	16.4	100.0
	Total	489	97.2	100.0	
Missing	System	14	2.8		
Total		503	100.0		

Not including mental health, was your most recent health care visit:

		Frequency	Percent	Valid Percent	Cumulative Percent
	Within the last year	358	71.2	89.3	89.3
	Within the last year	330	71.2	03.5	03.5
Valid	Between 1 and 2 years ago	35	7.0	8.7	98.0
valiu	Over 2 years ago	8	1.6	2.0	100.0
	Total	401	79.7	100.0	
Missing	System	102	20.3		
Total		503	100.0		

Not including mental health, was your most recent health care appointment for:

		Frequency	Percent	Valid Percent	Cumulative Percent
	Primary healthcare services (general medicine, family medici	227	45.1	56.6	56.6
Valid	Specialty healthcare services (such as cardiology, neurology	159	31.6	39.7	96.3
	Urgent care or triage nurse (sick call, walk in triage)	9	1.8	2.2	98.5
	Unsure	6	1.2	1.5	100.0
	Total	401	79.7	100.0	
Missing	System	102	20.3		
Total		503	100.0		

Not including regularly scheduled routine care visits, how many days went by between your request for your most recent non-mental health appointment and

seeing a healthcare provider? Please enter number of days.

	J	Frequency	Percent	Valid Percent	Cumulative
					Percent
	0	40	8.0	10.0	10.0
	1	8	1.6	2.0	12.0
	2	10	2.0	2.5	14.5
	3	7	1.4	1.7	16.2
	4	3	.6	.7	17.0
	5	9	1.8	2.2	19.2
	6	3	.6	.7	20.0
	7	9	1.8	2.2	22.2
	8	1	.2	.2	22.4
	9	2	.4	.5	22.9
	10	8	1.6	2.0	24.9
	12	1	.2	.2	25.2
	14	13	2.6	3.2	28.4
	15	8	1.6	2.0	30.4
Valid	17	1	.2	.2	30.7
valiu	18	1	.2	.2	30.9
	20	10	2.0	2.5	33.4
	21	4	.8	1.0	34.4
	23	1	.2	.2	34.7
	24	1	.2	.2	34.9
	25	2	.4	.5	35.4
	27	1	.2	.2	35.7
	30	35	7.0	8.7	44.4
	35	2	.4	.5	44.9
	40	3	.6	.7	45.6
	45	20	4.0	5.0	50.6
	47	1	.2	.2	50.9
	50	1	.2	.2	51.1
	52	2	.4	.5	51.6
	53	1	.2	.2	51.9

Not including regularly scheduled routine care visits, how many days went by between your request for your most recent non-mental health appointment and

seeing a healthcare provider? Please enter number of days.

		Frequency	Percent	Valid Percent	Cumulative
					Percent
Valid	54	1	.2	.2	52.1
	57	1	.2	.2	52.4
	60	36	7.2	9.0	61.3
	65	2	.4	.5	61.8
	70	2	.4	.5	62.3
	75	1	.2	.2	62.6
	80	2	.4	.5	63.1
	90	28	5.6	7.0	70.1
	91	1	.2	.2	70.3
	100	1	.2	.2	70.6
	115	1	.2	.2	70.8
	120	23	4.6	5.7	76.6
	123	1	.2	.2	76.8
	150	6	1.2	1.5	78.3
	175	1	.2	.2	78.6
	177	1	.2	.2	78.8
	180	34	6.8	8.5	87.3
	181	1	.2	.2	87.5
	190	2	.4	.5	88.0
	200	5	1.0	1.2	89.3
	210	2	.4	.5	89.8
	240	3	.6	.7	90.5
	250	1	.2	.2	90.8
	254	1	.2	.2	91.0
	260	1	.2	.2	91.3
	270	4	.8	1.0	92.3
	275	1	.2	.2	92.5
	280	1	.2	.2	92.8
	300	4	.8	1.0	93.8
	312	1	.2	.2	94.0

Not including regularly scheduled routine care visits, how many days went by between your request for your most recent non-mental health appointment and

seeing a healthcare provider? Please enter number of days.

		Frequency	Percent	Valid Percent	Cumulative Percent
					1 ercent
Valid	340	1	.2	.2	94.3
	360	5	1.0	1.2	95.5
	365	18	3.6	4.5	100.0
	Total	401	79.7	100.0	
Missing	System	102	20.3		
Total		503	100.0		

Including mental health, how many times per year on average do you have a

health appointment at the El Paso VA?

		health appointment at the El Paso VA?					
		Frequency	Percent	Valid Percent	Cumulative		
					Percent		
	0	17	3.4	4.2	4.2		
	1	69	13.7	17.2	21.4		
	2	83	16.5	20.7	42.1		
	3	41	8.2	10.2	52.4		
	4	41	8.2	10.2	62.6		
	5	34	6.8	8.5	71.1		
	6	31	6.2	7.7	78.8		
	7	5	1.0	1.2	80.0		
	8	7	1.4	1.7	81.8		
	9	3	.6	.7	82.5		
	10	18	3.6	4.5	87.0		
	12	10	2.0	2.5	89.5		
	13	1	.2	.2	89.8		
	14	1	.2	.2	90.0		
	15	6	1.2	1.5	91.5		
\	18	1	.2	.2	91.8		
Valid	20	9	1.8	2.2	94.0		
	24	4	.8	1.0	95.0		
	25	1	.2	.2	95.3		
	28	2	.4	.5	95.8		
	30	4	.8	1.0	96.8		
	36	1	.2	.2	97.0		
	40	1	.2	.2	97.3		
	45	1	.2	.2	97.5		
	48	1	.2	.2	97.8		
	50	1	.2	.2	98.0		
	52	1	.2	.2	98.3		
	60	2	.4	.5	98.8		
	90	1	.2	.2	99.0		
	120	1	.2	.2	99.3		
	300	3	.6	.7	100.0		
	Total	401	79.7	100.0			

Including mental health, how many times per year on average do you have a

health appointment at the El Paso VA?

		Frequency	Percent	Valid Percent	Cumulative Percent		
Missing	System	102	20.3				
Total		503	100.0				

Not including mental health, how would you rate your overall level of satisfaction with

the care provided at the VA clinic?

		Frequency	Percent	Valid Percent	Cumulative Percent
	Very unsatisfied	60	11.9	15.0	15.0
	Unsatisfied	78	15.5	19.5	34.5
\	Unsure/Neutral	69	13.7	17.3	51.7
Valid	Satisfied	142	28.2	35.5	87.3
	Very satisfied	51	10.1	12.8	100.0
	Total	400	79.5	100.0	
Missing	System	103	20.5		
Total		503	100.0		

Not including mental health, have you had to travel to a VA healthcare facility outside of El Paso within the last three years for treatment because the service

was not available locally?

was not available locally:						
		Frequency	Percent	Valid Percent	Cumulative	
					Percent	
	Yes	43	8.5	10.8	10.8	
Valid	No	346	68.8	86.5	97.3	
Valid	Unsure	11	2.2	2.8	100.0	
	Total	400	79.5	100.0		
Missing	System	103	20.5			
Total		503	100.0			

Do you believe the VA facility in El Paso should be expanded?

		Frequency	Percent	Valid Percent	Cumulative Percent
	Yes	425	84.5	88.9	88.9
\	No	18	3.6	3.8	92.7
Valid	Unsure	35	7.0	7.3	100.0
	Total	478	95.0	100.0	
Missing	System	25	5.0		
Total		503	100.0		

How would you rate your overall level of satisfaction with the current VA medical facilities?

			11103 :		
		Frequency	Percent	Valid Percent	Cumulative
					Percent
	Very unsatisfied	77	15.3	16.1	16.1
	Unsatisfied	112	22.3	23.4	39.5
Valid	Unsure/Neutral	115	22.9	24.1	63.6
valiu	Satisfied	146	29.0	30.5	94.1
	Very satisfied	28	5.6	5.9	100.0
	Total	478	95.0	100.0	
Missing	System	25	5.0		
Total		503	100.0		

Which of the following is most important to you with regard to the current VA facility in El Paso?

		Frequency	Percent	Valid Percent	Cumulative Percent
	Access to expanded and improved primary care	167	33.2	34.9	34.9
	Access to expanded specialty care	136	27.0	28.5	63.4
Valid	Ability to be admitted to a hospital bed within a VA hospital	40	8.0	8.4	71.8
	Access to better mental health care	51	10.1	10.7	82.4
	Not having to travel outside of El Paso for medical care	44	8.7	9.2	91.6
	Unsure	40	8.0	8.4	100.0
	Total	478	95.0	100.0	
Missing	System	25	5.0		
Total		503	100.0		

Remain in the existing VA clinic with inpatient hospital services to be provided

at the new Beaumont in partnership with the Army (status quo)

		Frequency	Percent	Valid Percent	Cumulative
					Percent
	1	90	17.9	21.4	21.4
	2	45	8.9	10.7	32.1
Valid	3	91	18.1	21.6	53.7
valiu	4	56	11.1	13.3	67.0
	5	139	27.6	33.0	100.0
	Total	421	83.7	100.0	
Missing	System	82	16.3		
Total		503	100.0		

Remain in the existing VA clinic with expansion into part of the current existing Beaumont hospital for increased mental health and clinical services, with inpatient hospital services to be provided at the new Beaumont in partnership

with the Army

		Frequency	Percent	Valid Percent	Cumulative Percent
	1	43	8.5	10.0	10.0
	1	43	0.5	10.0	10.0
	2	32	6.4	7.5	17.5
Valid	3	60	11.9	14.0	31.5
Valid	4	88	17.5	20.5	52.0
	5	206	41.0	48.0	100.0
	Total	429	85.3	100.0	
Missing	System	74	14.7		
Total		503	100.0		

Partnership with Texas Tech Medical School with a new VA facility at the Medical Center of the Americas near University Medical Center

		Frequency	Percent	Valid Percent	Cumulative Percent
	1	124	24.7	29.2	29.2
	2	38	7.6	8.9	38.1
Valid	3	62	12.3	14.6	52.7
Valid	4	70	13.9	16.5	69.2
	5	131	26.0	30.8	100.0
	Total	425	84.5	100.0	
Missing	System	78	15.5		
Total		503	100.0		

Construction of a full service VA hospital at a site to be determined

		Frequency	Percent	Valid Percent	Cumulative
					Percent
	1	59	11.7	13.8	13.8
	2	31	6.2	7.2	21.0
Valid	3	49	9.7	11.4	32.4
valiu	4	41	8.2	9.6	42.0
	5	249	49.5	58.0	100.0
	Total	429	85.3	100.0	
Missing	System	74	14.7		
Total		503	100.0		

Within 3 years--Remain in the existing VA clinic with inpatient hospital services

to be provided at the new Beaumont in partnership with the Army (status quo)

		Frequency	Percent	Valid Percent	Cumulative Percent
	1	72	14.3	16.9	16.9
	2	46	9.1	10.8	27.6
\	3	91	18.1	21.3	48.9
Valid	4	75	14.9	17.6	66.5
	5	143	28.4	33.5	100.0
	Total	427	84.9	100.0	
Missing	System	76	15.1		
Total		503	100.0		

Within 4-6 years--Remain in the existing VA clinic with expansion into part of the current existing Beaumont hospital for increased mental health and clinical services, with inpatient hospital services to be provided at the new Beaumont

in partnership wit

		Frequency	Percent	Valid Percent	Cumulative Percent
	1	57	11.3	13.4	13.4
	2	41	8.2	9.6	23.1
Valid	3	70	13.9	16.5	39.5
Valid	4	91	18.1	21.4	60.9
	5	166	33.0	39.1	100.0
	Total	425	84.5	100.0	
Missing	System	78	15.5		
Total		503	100.0		

Within 5-7 years--Partnership with Texas Tech Medical School with a new VA facility at the Medical Center of the Americas near University Medical Center

		Frequency	Percent	Valid Percent	Cumulative Percent
	1	125	24.9	29.7	29.7
	2	44	8.7	10.5	40.1
Valid	3	73	14.5	17.3	57.5
Valid	4	63	12.5	15.0	72.4
	5	116	23.1	27.6	100.0
	Total	421	83.7	100.0	
Missing	System	82	16.3		
Total		503	100.0		

10+ years--Construction of a full service VA hospital at a site to be determined

		Frequency	Percent	Valid Percent	Cumulative
					Percent
	1	95	18.9	22.2	22.2
	2	37	7.4	8.7	30.9
\	3	49	9.7	11.5	42.4
Valid	4	39	7.8	9.1	51.5
	5	207	41.2	48.5	100.0
	Total	427	84.9	100.0	
Missing	System	76	15.1		
Total		503	100.0		

What is your gender?

		Frequency	Percent	Valid Percent	Cumulative Percent
					1 Croent
	Female	38	7.6	8.4	8.4
Valid	Male	414	82.3	91.6	100.0
	Total	452	89.9	100.0	
Missing	System	51	10.1		
Total		503	100.0		

Were you ever deployed to an active conflict?

		Frequency	Percent	Valid Percent	Cumulative Percent
	Yes	304	60.4	67.3	67.3
V 15 1	No	136	27.0	30.1	97.3
Valid	Unsure	12	2.4	2.7	100.0
	Total	452	89.9	100.0	
Missing	System	51	10.1		
Total		503	100.0		

What is the highest level of education you have completed?

		Frequency	Percent	Valid Percent	Cumulative Percent
	Less than high school	2	.4	.4	.4
	High school diploma/GED	75	14.9	16.8	17.2
	Associates degrees	128	25.4	28.6	45.9
Valid	4 year degree (Bachelors)	126	25.0	28.2	74.0
	Masters degree or higher	116	23.1	26.0	100.0
	Total	447	88.9	100.0	
Missing	System	56	11.1		
Total		503	100.0		

Do you currently have heath insurance aside from the coverage provided by

the VA?

		Frequency	Percent	Valid Percent	Cumulative
					Percent
	Yes	331	65.8	74.0	74.0
Valid	No	109	21.7	24.4	98.4
valiu	Unsure	7	1.4	1.6	100.0
	Total	447	88.9	100.0	
Missing	System	56	11.1		
Total		503	100.0		

Are you currently employed?

		Frequency	Percent	Valid Percent	Cumulative Percent
	Yes	159	31.6	35.6	35.6
	No	95	18.9	21.3	56.8
Valid	Retired	188	37.4	42.1	98.9
	Unsure	5	1.0	1.1	100.0
	Total	447	88.9	100.0	
Missing	System	56	11.1		
Total		503	100.0		

Descriptives

Descriptive Statistics

Descriptive Statistics								
	N	Minimum	Maximum	Mean	Std. Deviation			
How many days went by								
between your request for the								
appointment and seeing a	118	0	365	77.14	86.205			
mental health care provider?	110	0	303	77.14	00.203			
Please enter the number of								
days (between 0 and 365).								
When you received a mental								
health appointment, how								
many times did the El Paso								
VA have to cancel or	118	0	11	.97	1.444			
reschedule it? Please	110	U	11	.91	1.444			
indicate a number. Enter "0"								
if appointment was never								
cancelled or rescheduled.								
In the last 24 months, if you								
attended your VA mental								
healthcare appointment, how	118	1	240	43.07	25.858			
much time did the provider	110	'	240	43.07	25.656			
spend with you? Please								
enter the number of minutes:								
If you recieved Mental								
healthcare services at the El	118	0	10	6.58	2.960			
Paso VA, quality of care 0-	110	0	10	0.56	2.900			
10								

Descriptive Statistics

Descriptive Statistics							
	N	Minimum	Maximum	Mean	Std. Deviation		
Not including regularly							
scheduled routine care							
visits, how many days went							
by between your request for							
your most recent non-mental	401	0	365	86.34	100.244		
health appointment and							
seeing a healthcare							
provider? Please enter							
number of days.							
Including mental health, how							
many times per year on							
average do you have a	401	0	300	8.50	27.589		
health appointment at the El							
Paso VA?							
Not including mental health,							
how would you rate your							
overall level of satisfaction	400	1	5	3.12	1.285		
with the care provided at the							
VA clinic?							
What year were you born?	452	1924	1988	1956.55	13.801		
How long have you been off							
of active duty (separated							
from military service)?	452	0	59	20.85	14.622		
Please enter number of							
years.							
Valid N (listwise)	113						

Phone Survey Responses

Frequencies

Method

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Phone	189	100.0	100.0	100.0

Have you attempted to make an appointment for mental healthcare

services at the El Paso VA clinic in the last 24 months?

		Frequency	Percent	Valid Percent	Cumulative
					Percent
	Yes	67	35.4	35.4	35.4
Valid	No	122	64.6	64.6	100.0
	Total	189	100.0	100.0	

Were you able to obtain a mental health appointment?

vere you able to obtain a mental nearth appointment:							
		Frequency	Percent	Valid Percent	Cumulative Percent		
					1 CICCIII		
	Yes	30	15.9	44.8	44.8		
Valid	No	37	19.6	55.2	100.0		
	Total	67	35.4	100.0			
Missing	System	122	64.6				
Total		189	100.0				

Was the mental health appointment for:

was the mental health appointment for.						
		Frequency	Percent	Valid Percent	Cumulative	
					Percent	
	An initial visit/appointment	6	3.2	20.0	20.0	
	Regular or follow up	23	12.2	76.7	96.7	
Valid	appointment	25	12.2	70.7	90.7	
	Unsure	1	.5	3.3	100.0	
	Total	30	15.9	100.0		
Missing	System	159	84.1			
Total		189	100.0			

At your most recent mental health appointment, did you see:

		Frequency	Percent	Valid Percent	Cumulative Percent
	A counselor (counselor, social worker, psychologist)	15	7.9	50.0	50.0
Valid	A psychiatrist	9	4.8	30.0	80.0
	Unsure	6	3.2	20.0	100.0
	Total	30	15.9	100.0	
Missing	System	159	84.1		
Total		189	100.0		

How many days went by between your request for the appointment and seeing a mental health care provider? Please enter the number of days (between 0 and 365).

		Frequency	Percent	Valid Percent	Cumulative
					Percent
	0	2	1.1	6.7	6.7
	3	1	.5	3.3	10.0
	5	1	.5	3.3	13.3
	7	4	2.1	13.3	26.7
	8	1	.5	3.3	30.0
	18	1	.5	3.3	33.3
	23	1	.5	3.3	36.7
	24	2	1.1	6.7	43.3
	30	4	2.1	13.3	56.7
	32	1	.5	3.3	60.0
	35	1	.5	3.3	63.3
Valid	38	1	.5	3.3	66.7
	40	1	.5	3.3	70.0
	45	1	.5	3.3	73.3
	53	1	.5	3.3	76.7
	60	1	.5	3.3	80.0
	64	1	.5	3.3	83.3
	75	1	.5	3.3	86.7
	95	1	.5	3.3	90.0
	140	1	.5	3.3	93.3
	180	1	.5	3.3	96.7
	250	1	.5	3.3	100.0
	Total	30	15.9	100.0	
Missing	System	159	84.1		
Total		189	100.0		

When you received a mental health appointment, how many times did the El Paso VA have to cancel or reschedule it? Please indicate a number. Enter "0" if appointment was never cancelled or rescheduled.

		Frequency	Percent	Valid Percent	Cumulative Percent
	0	17	9.0	56.7	56.7
	1	4	2.1	13.3	70.0
	2	5	2.6	16.7	86.7
Valid	3	2	1.1	6.7	93.3
	5	1	.5	3.3	96.7
	7	1	.5	3.3	100.0
	Total	30	15.9	100.0	
Missing	System	159	84.1		
Total		189	100.0		

In the last 24 months, if you attended your VA mental healthcare appointment, how much time did the provider spend with you? Please enter the number of minutes:

		Frequency	Percent	Valid Percent	Cumulative Percent
	0	1	.5	3.3	3.3
	15	4	2.1	13.3	16.7
	20	1	.5	3.3	20.0
	30	9	4.8	30.0	50.0
Valid	45	7	3.7	23.3	73.3
	60	6	3.2	20.0	93.3
	65	1	.5	3.3	96.7
	120	1	.5	3.3	100.0
	Total	30	15.9	100.0	
Missing	System	159	84.1		
Total		189	100.0		

In your opinion, was the time allotted for your appointment appropriate to address your mental healthcare needs?

		Frequency	Percent	Valid Percent	Cumulative Percent
	Yes	20	10.6	66.7	66.7
	No	7	3.7	23.3	90.0
Valid	Unsure	3	1.6	10.0	100.0
	Total	30	15.9	100.0	
Missing	System	159	84.1		
Total		189	100.0		

If you received Mental healthcare services at the El Paso VA, quality of care 0-

10

		Frequency	Percent	Valid Percent	Cumulative Percent
	0	35	18.5	53.8	53.8
	2	2	1.1	3.1	56.9
	3	2	1.1	3.1	60.0
	4	1	.5	1.5	61.5
	5	1	.5	1.5	63.1
Valid	6	3	1.6	4.6	67.7
	7	2	1.1	3.1	70.8
	8	10	5.3	15.4	86.2
	9	4	2.1	6.2	92.3
	10	5	2.6	7.7	100.0
	Total	65	34.4	100.0	
Missing	System	124	65.6		
Total		189	100.0		

Have you put off your mental health care because of the difficulty in obtaining

an appointment?

		Frequency	Percent	Valid Percent	Cumulative Percent
	Yes	27	14.3	40.3	40.3
\	No	33	17.5	49.3	89.6
Valid	Unsure	7	3.7	10.4	100.0
	Total	67	35.4	100.0	
Missing	System	122	64.6		
Total		189	100.0		

Do you believe any untreated mental health issues made it harder to schedule

your appointments?

		Frequency	Percent	Valid Percent	Cumulative Percent
	Yes	15	7.9	22.4	22.4
.,	No	24	12.7	35.8	58.2
Valid	Unsure	28	14.8	41.8	100.0
	Total	67	35.4	100.0	
Missing	System	122	64.6		
Total		189	100.0		

Not including mental health, have you been treated at the Department of

Veteran Affairs health facility in El Paso in the last three years?

		Frequency	Percent	Valid Percent	Cumulative
					Percent
	Yes	130	68.8	68.8	68.8
Valid	No	59	31.2	31.2	100.0
	Total	189	100.0	100.0	

Not including mental health, was your most recent health care visit:

		Frequency	Percent	Valid Percent	Cumulative
					Percent
	Within the last year	113	59.8	86.9	86.9
Valid	Between 1 and 2 years ago	14	7.4	10.8	97.7
valiu	Over 2 years ago	3	1.6	2.3	100.0
	Total	130	68.8	100.0	
Missing	System	59	31.2		
Total		189	100.0		

Not including mental health, was your most recent health care appointment for:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Primary healthcare services (general medicine, family medici	71	37.6	54.6	54.6
	Specialty healthcare services (such as cardiology, neurology	42	22.2	32.3	86.9
	Urgent care or triage nurse (sick call, walk in triage)	7	3.7	5.4	92.3
	Unsure	10	5.3	7.7	100.0
	Total	130	68.8	100.0	
Missing	System	59	31.2		
Total		189	100.0		

Not including regularly scheduled routine care visits, how many days went by between your request for your most recent non-mental health appointment and seeing a healthcare provider? Please enter number of days.

		Frequency	Percent	Valid Percent	Cumulative
					Percent
	0	9	4.8	6.9	6.9
	1	4	2.1	3.1	10.0
	2	3	1.6	2.3	12.3
	5	4	2.1	3.1	15.4
	6	1	.5	.8	16.2
	7	4	2.1	3.1	19.2
	10	3	1.6	2.3	21.5
	12	2	1.1	1.5	23.1
	14	6	3.2	4.6	27.7
	15	2	1.1	1.5	29.2
	19	1	.5	.8	30.0
	20	3	1.6	2.3	32.3
	24	1	.5	.8	33.1
	25	1	.5	.8	33.8
Valid	30	13	6.9	10.0	43.8
vallu	39	1	.5	.8	44.6
	40	3	1.6	2.3	46.9
	45	6	3.2	4.6	51.5
	50	3	1.6	2.3	53.8
	52	1	.5	.8	54.6
	55	1	.5	.8	55.4
	59	1	.5	.8	56.2
	60	10	5.3	7.7	63.8
	69	1	.5	.8	64.6
	90	11	5.8	8.5	73.1
	95	1	.5	.8	73.8
	100	2	1.1	1.5	75.4
	120	6	3.2	4.6	80.0
	124	1	.5	.8	80.8
	150	3	1.6	2.3	83.1

Not including regularly scheduled routine care visits, how many days went by between your request for your most recent non-mental health appointment and seeing a healthcare provider? Please enter number of days.

		Frequency	Percent	Valid Percent	Cumulative
					Percent
Valid	156	1	.5	.8	83.8
	160	1	.5	.8	84.6
	180	5	2.6	3.8	88.5
	200	2	1.1	1.5	90.0
	240	1	.5	.8	90.8
	250	2	1.1	1.5	92.3
	280	1	.5	.8	93.1
	331	1	.5	.8	93.8
	360	1	.5	.8	94.6
	365	7	3.7	5.4	100.0
	Total	130	68.8	100.0	
Missing	System	59	31.2		
Total		189	100.0		

Including mental health, how many times per year on average do you have a

health appointment at the El Paso VA?

		Frequency	Percent	Valid Percent	Cumulative
		. ,			Percent
	0	11	5.8	8.5	8.5
	1	22	11.6	16.9	25.4
	2	20	10.6	15.4	40.8
	3	13	6.9	10.0	50.8
	4	10	5.3	7.7	58.5
	5	7	3.7	5.4	63.8
	6	8	4.2	6.2	70.0
	7	3	1.6	2.3	72.3
	8	6	3.2	4.6	76.9
	9	1	.5	.8	77.7
	10	3	1.6	2.3	80.0
	11	2	1.1	1.5	81.5
Valid	12	4	2.1	3.1	84.6
valiu	15	1	.5	.8	85.4
	20	3	1.6	2.3	87.7
	22	3	1.6	2.3	90.0
	24	1	.5	.8	90.8
	25	2	1.1	1.5	92.3
	30	4	2.1	3.1	95.4
	40	1	.5	.8	96.2
	152	1	.5	.8	96.9
	180	1	.5	.8	97.7
	200	1	.5	.8	98.5
	202	1	.5	.8	99.2
	240	1	.5	.8	100.0
	Total	130	68.8	100.0	
Missing	System	59	31.2		
Total		189	100.0		

Not including mental health, how would you rate your overall level of satisfaction with

the care provided at the VA clinic?

		Frequency	Percent	Valid Percent	Cumulative Percent
	Very unsatisfied	21	11.1	16.2	16.2
	Unsatisfied	26	13.8	20.0	36.2
\	Unsure/Neutral	18	9.5	13.8	50.0
Valid	Satisfied	38	20.1	29.2	79.2
	Very satisfied	27	14.3	20.8	100.0
	Total	130	68.8	100.0	
Missing	System	59	31.2		
Total		189	100.0		

Not including mental health, have you had to travel to a VA healthcare facility outside of El Paso within the last three years for treatment because the service

was not available locally?

		Frequency	Percent	Valid Percent	Cumulative
					Percent
	Yes	14	7.4	10.8	10.8
Valid	No	113	59.8	86.9	97.7
Valid	Unsure	3	1.6	2.3	100.0
	Total	130	68.8	100.0	
Missing	System	59	31.2		
Total		189	100.0		

Do you believe the VA facility in El Paso should be expanded?

	Bo you believe the VA facility in El 1 aso should be expanded:						
		Frequency	Percent	Valid Percent	Cumulative Percent		
					Fercent		
	Yes	165	87.3	87.3	87.3		
Valid	No	9	4.8	4.8	92.1		
Valid	Unsure	15	7.9	7.9	100.0		
	Total	189	100.0	100.0			

How would you rate your overall level of satisfaction with the current VA medical $\,$

facilities?

		Frequency	Percent	Valid Percent	Cumulative
					Percent
	Very unsatisfied	31	16.4	16.4	16.4
	Unsatisfied	42	22.2	22.2	38.6
Malid	Unsure/Neutral	49	25.9	25.9	64.6
Valid	Satisfied	45	23.8	23.8	88.4
	Very satisfied	22	11.6	11.6	100.0
	Total	189	100.0	100.0	

Which of the following is most important to you with regard to the current VA facility in ${\sf EI}$

Paso?

		Frequency	Percent	Valid Percent	Cumulative
					Percent
	Access to expanded and improved primary care	65	34.4	34.4	34.4
	Access to expanded specialty care	33	17.5	17.5	51.9
Valid	Ability to be admitted to a hospital bed within a VA hospital	13	6.9	6.9	58.7
	Access to better mental health care	12	6.3	6.3	65.1
	Not having to travel outside of El Paso for medical care	25	13.2	13.2	78.3
	Unsure	41	21.7	21.7	100.0
	Total	189	100.0	100.0	

Remain in the existing VA clinic with inpatient hospital services to be

provided at the new Beaumont in partnership with the Army (status quo)

		Frequency	Percent	Valid Percent	Cumulative Percent
	1	49	25.9	25.9	25.9
	2	14	7.4	7.4	33.3
	3	41	21.7	21.7	55.0
Valid	4	29	15.3	15.3	70.4
	5	56	29.6	29.6	100.0
	Total	189	100.0	100.0	

Remain in the existing VA clinic with expansion into part of the current existing Beaumont hospital for increased mental health and clinical services, with inpatient hospital services to be provided at the new

Beaumont in partnership with the Army

	Doddinone in partitoromp with the runny					
		Frequency	Percent	Valid Percent	Cumulative	
					Percent	
	1	36	19.0	19.0	19.0	
	2	14	7.4	7.4	26.5	
Valid	3	41	21.7	21.7	48.1	
Valid	4	27	14.3	14.3	62.4	
	5	71	37.6	37.6	100.0	
	Total	189	100.0	100.0		

Partnership with Texas Tech Medical School with a new VA facility at the Medical Center of the Americas near University Medical Center

		Frequency	Percent	Valid Percent	Cumulative
					Percent
	1	54	28.6	28.6	28.6
	2	24	12.7	12.7	41.3
Valid	3	28	14.8	14.8	56.1
Valid	4	20	10.6	10.6	66.7
	5	63	33.3	33.3	100.0
	Total	189	100.0	100.0	

Construction of a full service VA hospital at a site to be determined

		Frequency	Percent	Valid Percent	Cumulative Percent
	1	42	22.2	22.2	22.2
	2	8	4.2	4.2	26.5
Malia	3	27	14.3	14.3	40.7
Valid	4	18	9.5	9.5	50.3
	5	94	49.7	49.7	100.0
	Total	189	100.0	100.0	

Within 3 years--Remain in the existing VA clinic with inpatient hospital services to be provided at the new Beaumont in partnership with the Army

(status quo)

	(000000)					
		Frequency	Percent	Valid Percent	Cumulative	
					Percent	
	1	24	12.7	12.7	12.7	
	2	11	5.8	5.8	18.5	
Valid	3	49	25.9	25.9	44.4	
Valid	4	23	12.2	12.2	56.6	
	5	82	43.4	43.4	100.0	
	Total	189	100.0	100.0		

Within 4-6 years--Remain in the existing VA clinic with expansion into part of the current existing Beaumont hospital for increased mental health and clinical services, with inpatient hospital services to be provided at the new

Beaumont in partnership wit

		Frequency	Percent	Valid Percent	Cumulative
					Percent
	1	22	11.6	11.6	11.6
	2	15	7.9	7.9	19.6
Volid	3	42	22.2	22.2	41.8
Valid	4	39	20.6	20.6	62.4
	5	71	37.6	37.6	100.0
	Total	189	100.0	100.0	

Within 5-7 years--Partnership with Texas Tech Medical School with a new VA facility at the Medical Center of the Americas near University Medical Center

		Frequency	Percent	Valid Percent	Cumulative Percent
	1	50	26.5	26.5	26.5
	2	26	13.8	13.8	40.2
Valid	3	28	14.8	14.8	55.0
Valid	4	24	12.7	12.7	67.7
	5	61	32.3	32.3	100.0
	Total	189	100.0	100.0	

10+ years--Construction of a full service VA hospital at a site to be determined

		Frequency	Percent	Valid Percent	Cumulative
					Percent
	1	50	26.5	26.5	26.5
	2	11	5.8	5.8	32.3
Valid	3	20	10.6	10.6	42.9
Valid	4	13	6.9	6.9	49.7
	5	95	50.3	50.3	100.0
	Total	189	100.0	100.0	

What is your gender?

		Frequency	Percent	Valid Percent	Cumulative
					Percent
	Female	22	11.6	11.6	11.6
Valid	Male	167	88.4	88.4	100.0
	Total	189	100.0	100.0	

Were you ever deployed to an active conflict?

		Frequency	Percent	Valid Percent	Cumulative
					Percent
Valid	Yes	107	56.6	56.6	56.6
	No	63	33.3	33.3	89.9
	Unsure	19	10.1	10.1	100.0
	Total	189	100.0	100.0	

What is the highest level of education you have completed?

		Frequency	Percent	Valid Percent	Cumulative
					Percent
	Less than high school	1	.5	.5	.5
Valid	High school diploma/GED	45	23.8	23.8	24.3
	Associates degrees	68	36.0	36.0	60.3
	4 year degree (Bachelors)	49	25.9	25.9	86.2
	Masters degree or higher	26	13.8	13.8	100.0
	Total	189	100.0	100.0	

Do you currently have heath insurance aside from the coverage provided by

the VA?

		Frequency	Percent	Valid Percent	Cumulative
					Percent
Valid	Yes	124	65.6	65.6	65.6
	No	56	29.6	29.6	95.2
	Unsure	9	4.8	4.8	100.0
	Total	189	100.0	100.0	

Are you currently employed?

7 no you currently employed.							
		Frequency	Percent	Valid Percent	Cumulative		
					Percent		
	Yes	59	31.2	31.2	31.2		
	No	103	54.5	54.5	85.7		
Valid	Retired	25	13.2	13.2	98.9		
	Unsure	2	1.1	1.1	100.0		
	Total	189	100.0	100.0			

Descriptives

Descriptive Statistics

		criptive Stati			
	N	Minimum	Maximum	Mean	Std. Deviation
How many days went by					
between your request for the					
appointment and seeing a	30	0	250	45.00	E6 00E
mental health care provider?	30	U	250	45.33	56.085
Please enter the number of					
days (between 0 and 365).					
When you received a mental					
health appointment, how					
many times did the El Paso					
VA have to cancel or	30	0	7	1.07	1.680
reschedule it? Please	30	0	/	1.07	1.000
indicate a number. Enter "0"					
if appointment was never					
cancelled or rescheduled.					
In the last 24 months, if you					
attended your VA mental					
healthcare appointment, how	20	0	120	40.33	22.740
much time did the provider	30	0	120	40.33	22.740
spend with you? Please					
enter the number of minutes:					
If you received Mental					
healthcare services at the El	C.F.	0	40	2.04	2.070
Paso VA, quality of care 0-	65	0	10	3.34	3.978
10					

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Not including regularly					
scheduled routine care					
visits, how many days went					
by between your request for					
your most recent non-mental	130	0	365	81.73	97.910
health appointment and					
seeing a healthcare					
provider? Please enter					
number of days.					
Including mental health, how					
many times per year on					
average do you have a	130	0	240	13.47	37.644
health appointment at the El					
Paso VA?					
Not including mental health,					
how would you rate your					
overall level of satisfaction	130	1	5	3.18	1.396
with the care provided at the					
VA clinic?					
What year were you born?	189	1926	1995	1952.81	12.376
How long have you been off					
of active duty (separated					
from military service)?	189	0	99	23.96	17.259
Please enter number of					
years.					
Valid N (listwise)	30				