117TH CONGRESS 1ST SESSION H.R. 4486

AUTHENTICATED U.S. GOVERNMENT INFORMATION

GPO

To direct the Secretary of Veterans Affairs to conduct annual surveys of veterans on experiences with medical facilities of the Department of Veterans Affairs, and for other purposes.

IN THE HOUSE OF REPRESENTATIVES

JULY 16, 2021

Mr. RICE of South Carolina introduced the following bill; which was referred to the Committee on Veterans' Affairs

A BILL

- To direct the Secretary of Veterans Affairs to conduct annual surveys of veterans on experiences with medical facilities of the Department of Veterans Affairs, and for other purposes.
 - 1 Be it enacted by the Senate and House of Representa-
 - 2 tives of the United States of America in Congress assembled,

3 SECTION 1. SHORT TITLE.

- 4 This Act may be cited as the "Survey Our Service-
- 5 members Act" or the "SOS Act".

1 SEC. 2. SURVEY OF VETERAN EXPERIENCES WITH DEPART-

2 MENT 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 entity with significant experience conducting scientifically 6 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 facilities of the Department of Veterans Affairs to deter-10 mine the nature of the experiences of such veterans in ob-11 12 taining hospital care and medical services furnished by the 13 Secretary at each such medical facility. Each such survey shall be conducted using scientific and verifiable methods. 14 Such contract shall provide that the non-government enti-15 16 ty shall conduct such annual surveys during the five-year period beginning on the date on which the Secretary en-17 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 pursuant to the contract shall be specific to a medical fa-21 22 cility of the Department and shall include questions relat-23 ing to the experiences of veterans in requesting and receiving appointments for hospital care and medical services 24 25 furnished by the Secretary at that medical facility, includ-26 ing questions relating to, with respect to veterans who •HR 4486 IH

have received hospital care or medical services at non-De partment facilities—

3 (1) the factors considered by the veteran with
4 respect to choosing whether to receive hospital care
5 or medical services at a facility of the Department
6 or at a non-Department facility;
7 (2) the quality of hospital care or medical serv8 ices the veteran has received at non-Department fa-

9 cilities; and

(3) the differences in the cost to the veteran of
receiving hospital care or medical services at nonDepartment facilities and hospital care or medical
services at medical facilities of the Department.

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

19 (d) CERTIFICATION.—The contract entered into20 under subsection (a) shall provide that—

(1) before conducting a survey pursuant to the
contract, the non-government entity shall submit the
proposed survey to the Comptroller General who
shall assess whether the survey is scientifically valid

and whether the proposed sample size of veterans to
be surveyed is statistically significant; and
(2) the non-government entity may not conduct
such a survey until the Comptroller General provides
such a certification for the survey.
(e) Submittal of Results and Public Avail-
ABILITY OF INFORMATION.—Not later than 30 days after
the completion of the surveys conducted pursuant to a
contract entered into under subsection (a) for a year, the
Secretary shall make the results of the surveys publicly
available on the internet website of the Department.
(f) PAPERWORK REDUCTION.—Subchapter I of chap-
ter 35 of title 44, United States Code shall not apply to
this section.
(g) Deadline for Implementation.—The Sec-

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

0