



**Department of
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News Release

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Veterans Give High Marks to VA Pharmacies *J.D. Power Survey Documents “Customer Satisfaction”*

WASHINGTON – Secretary of Veterans Affairs Eric K. Shinseki announced J.D. Power and Associates, a firm specializing in consumer surveys, has given VA pharmacies some of the highest customer satisfaction scores in a national sampling of pharmacy customers.

“Veterans are our clients. Providing the highest quality pharmacy services is an essential part of delivering health care to our nation’s heroes,” said Secretary Shinseki. “As we transform VA and move forward, we will make certain that our approach in delivering health care is, first and foremost, Veteran-centric.”

J.D. Power and Associates surveyed about 12,000 pharmacy customers who use pharmacy retailers, including independent and mail-out pharmacies, chain drug stores, mass merchandisers and supermarkets. VA received an “*Among the Best*” ranking for the mail order category, the same overall ranking as Kaiser Permanente Pharmacy and Prescriptions Solutions.

Among the factors examined in the *J.D. Power and Associates 2009 National Pharmacy Study* were pharmacy environment, price and value of prescription drugs, experience with online ordering and mail delivery, and experience with pharmacist and non-pharmacist staff.

Every Veteran enrolled in the VA health care system is eligible to receive prescription medications, over-the-counter medications, and medical and surgical supplies.

In 2008, VA provided approximately 126 million outpatient prescriptions to more than 4.4 million patients.

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Pharmacy Survey 2/2/2/2

VA operates seven mail-out pharmacies, known officially as consolidated mail outpatient pharmacies. They are located in Charleston, S.C.; Dallas; Hines, Ill.; Leavenworth, Kan.; Murfreesboro, Tenn.; Chelmsford, Mass.; and Tucson, Ariz. These facilities support VA's health care mission through advanced automated production technologies to dispense and mail prescriptions to eligible Veterans.

In addition to supporting VA health care facilities, the mail-out pharmacies also support the Civilian Health and Medical Program for VA and the Naval Medical Center in San Diego.

To see the full survey results, visit <http://www.jdpower.com/healthcare/articles/2009-National-Pharmacy-Study>.

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