

Performance Measures by Program

PERFORMANCE MEASURES	1993	1994	1995	1996	1997	Plan 1997	Page(s)
VETERANS HEALTH ADMINISTRATION							
<i>Medical Care</i>							
Number of unique patients (in thousands)	2,784	2,811	2,890	3,034	3,142	3,041	5, 25, 27, 57
Chronic disease index	N/A	N/A	N/A	44%	76%	88%	4, 28, 57
Prevention index	N/A	N/A	N/A	34%	67%	68%	4, 28, 58
% of inpatients receiving care in accordance with externally set and accepted standards (EPRP)	96%	98%	96%	96%	88%	97%	29, 58
% of inpatients reporting their care as very good or excellent	N/A	N/A	60%	65%	65%	70%	41, 57, 58
% of outpatients reporting their care as very good or excellent	N/A	N/A	60%	61%	63%	70%	41, 57, 58
Number of bed days of care per 1,000 unique patients	3,630	3,523	3,183	2,525	1,782	2,275	5, 48, 49, 57
% of appropriate surgical and invasive diagnostic procedures performed on ambulatory basis	34%	35%	39%	52%	69%	65%	5, 50, 57
% of patients who know there is one provider or team in charge of their care	N/A	20%	66%	72%	77%	85%	30, 58
% of patients with terminal diagnoses who have end of life care plans	N/A	N/A	N/A	N/A	67%	95%	4, 29, 58
Total operating beds	75,856	74,256	71,243	66,546	52,706	60,654	5, 49, 59
Hospital occupancy rate	78%	76%	75%	71%	78%	N/A	49, 50, 57
% of sufficient C&P exams	N/A	N/A	N/A	97%	98%	98%	43, 58
% of spinal cord injury respondents to the National Customer Feedback Center who rate their care as very good or excellent: <i>Inpatient</i>	N/A	N/A	N/A	N/A	55%	75%	5, 37, 40, 58
<i>Outpatient</i>	N/A	N/A	N/A	N/A	57%	75%	5, 37, 40, 58
% of employees knowing VHA mission	N/A	N/A	N/A	N/A	87%	65%	48, 57
Addiction severity index	N/A	N/A	N/A	N/A	60%	90%	36, 57
Average number of customer service standard problems reported per network patient	N/A	N/A	N/A	25%	22%	15%	45, 57
Average number of customer service standard access problems reported per network patient	N/A	N/A	N/A	24%	15%	15%	45, 57
% of networks implementing twelve or more clinical practice guidelines	N/A	N/A	N/A	N/A	95%	100%	29, 58
Total recoveries per total FTE	\$238,010	\$254,344	\$257,633	\$247,892	\$232,126	\$235,501	50, 51, 59
Total recovery increase or decrease over prior year	13%	8%	5%	-3%	-7%	-4%	50, 51, 59
Average days of outstanding receivables for third party	N/A	N/A	N/A	131	109	125	50, 51, 57
Ratio of cost to collections	18.2%	17.3%	17.6%	21.3%	21.8%	22.4%	50, 51, 60, 59
<i>Medical Research</i>							
Total number of projects funded	2,003	1,870	1,771	1,666	1,693	1,644	30, 60
Total number of new projects funded	172	261	334	192	240	200	30, 60
Number of cooperative studies	N/A	28	31	35	38	37	30, 59
Number of VA-funded studies involving VA patients or VA data bases	N/A	972	854	786	746	786	31, 32, 59
% of projects receiving total or partial funding from extra-VA sources	56%	58%	58%	57%	57%	57%	30, 60
% of funds coming from extra-mural sources	55%	54%	54%	62%	68%	61%	30, 59, 60
% increase from FY 1996 network-level total VA and non-VA peer reviewed research funding	N/A	N/A	N/A	N/A	9%	5%	31, 60
Number of investigators	N/A	4,044	4,027	3,782	4,393	3,650	31, 59
% of proposals in Designated Research Areas (DRA)	N/A	N/A	N/A	87%	97%	90%	31, 32, 60
Number of collaborative agreements	N/A	N/A	N/A	8,400	12,097	N/A	31, 32, 59
Number of publications by VA investigators	N/A	9,901	10,997	10,157	13,334	5,300	31, 59
Number of publications or special events produced or arranged by Research Communications Service	12	21	27	57	129	80	31, 32, 59
<i>Medical Education</i>							
% of medical care residents trained in primary care	33.7%	34.0%	37.5%	38.6%	39.3%	41.0%	32, 60
VETERANS BENEFITS ADMINISTRATION							
<i>Compensation and Pension</i>							
Accomplished workload:							
Original and reopened compensation	N/A	438,323	517,683	497,254	510,141	480,920	46, 60, 61
Original and reopened pension	N/A	252,636	196,192	171,571	165,593	166,912	46, 60, 61
Veterans' appeals remand rate	N/A	N/A	N/A	44%	45%	49%	6, 61
Average days to complete original compensation claims	189	213	161	144	133	118	6, 45, 46, 60
Average days to complete original Dependency and Indemnity Compensation (DIC) claims	102	111	92	75	66	66	46, 60
Average days to complete reopened compensation claims	N/A	N/A	143	107	101	97	46, 60
Average days to complete original pension claims	119	123	98	85	77	71	45, 46, 60
Average days to complete reopened pension claims	N/A	N/A	111	77	67	N/A	46, 60
Average days to complete death pension claims	67	65	50	45	41	24	46, 60
<i>Vocational Rehabilitation and Counseling</i>							
Number of veterans rehabilitated	2,786	3,794	6,203	7,395	8,684	N/A	6, 33, 34, 61
Percent not participating in or completing an evaluation	N/A	40%	35%	29%	28%	31%	34, 61
Rehabilitation effectiveness rate	N/A	78%	85%	87%	88%	87%	6, 33, 34, 61

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VETERANS BENEFITS ADMINISTRATION							
<i>Vocational Rehabilitation and Counseling (cont'd)</i>							
Average days to decide claim for vocational rehabilitation benefits	N/A	N/A	N/A	N/A	100	100	47, 61
Average days to obtain suitable employment	N/A	N/A	80	118	112	136	47, 61
Education							
Education trainees	432,777	454,250	447,804	437,388	426,346	N/A	47, 61
Montgomery GI Bill usage rate	26.7%	32.0%	33.2%	36.3%	39.5%	37.3%	33, 61
Payment accuracy rate	94.3%	92.4%	92.8%	93.9%	92.9%	94.0%	44, 61
Service accuracy rate	83.7%	81.1%	79.7%	82.2%	85.6%	82.0%	44, 61
Average days to complete education claims	N/A	14.0	15.3	20.1	12.3	24.0	6, 47, 61
Loan Guaranty							
Property inventory level	11,283	10,973	9,319	8,624	9,484	10,480	52, 62
Number of loan guaranties issued	385,506	602,244	263,125	320,776	238,833	300,000	25, 34, 62
Veteran satisfaction with VA Loan Guaranty	N/A	93%	93%	96%	90%	93%	5, 40, 41, 47, 62
Veteran loan processing satisfaction	N/A	83%	87%	85%	88%	87%	5, 40, 41, 47, 62
Lender satisfaction	N/A	N/A	68%	67%	66%	69%	5, 40, 41, 47, 62
Foreclosure avoidance through servicing (FATS) ratio	N/A	33.1	37.3	42.8	41.1	39.0	5, 52, 53, 61, 62
Cost per loan guaranty issued	N/A	N/A	\$147	\$106	\$291	\$248	52, 61
Early default index	N/A	N/A	N/A	N/A	1.4%	1.7%	44, 61
Insurance							
Insurance award actions	379,017	351,856	477,683	537,838	625,464	631,070	42, 62
% of high ratings received from customers	N/A	N/A	N/A	N/A	90%	90%	5, 40, 42, 62
% of low ratings received from customers	N/A	N/A	N/A	N/A	5%	5%	5, 40, 42, 62
Blocked call rate	76.8%	64.7%	45.0%	36.0%	43.0%	35.0%	39, 40, 62
Average hold time (seconds)	57	61	44	44	64	43	39, 40, 62
Average days to pay insurance disbursements	3.4	4.4	4.1	4.2	4.4	4.2	47, 62
% of insurance disbursements paid accurately	99.4%	99.3%	99.1%	99.0%	97.8%	99.0%	62
Total maintenance cost per policy	N/A	N/A	\$8.40	\$10.50	\$9.34	\$9.31	52, 62
Cost per death claim processed	N/A	N/A	\$74.39	\$95.48	\$83.39	\$84.77	52, 62
Average processing days for Office of Servicemen's Group Life Insurance (OSGLI) key services	N/A	N/A	N/A	N/A	2.2	3.1	47, 48, 62
Office of Servicemen's Group Life Insurance (OSGLI) key services composite accuracy rate	N/A	94.5%	96.0%	96.4%	96.0%	96.0%	62
NATIONAL CEMETERY SYSTEM							
Burial							
% of veteran population served by the existence of a burial option within a reasonable distance of place of residence	65.6%	65.2%	65.2%	65.4%	66.8%	66.8%	35, 65
Number of interments performed:							
Full-casket	50,285	50,354	50,758	51,552	51,061	51,700	36, 65
In-ground cremain	15,259	16,782	16,703	16,720	17,588	18,400	36, 65
Columbaria niche	1,785	1,500	3,096	3,514	4,358	3,500	36, 65
Total number of interments	67,329	68,636	70,557	71,786	73,007	73,600	25, 36, 65
% of survey respondents who rate quality of service provided by national cemeteries as excellent	N/A	N/A	N/A	81.0%	86.0%	84.0%	40, 42, 65
Number of requests for interment taken on weekends	5,558	5,528	5,755	5,239	5,456	5,650	42, 65, 66
% of requests for interment taken on weekends that result in a service scheduled for the ensuing week	91.0%	90.0%	90.0%	92.5%	94.2%	90.0%	42, 66
Cumulative number of kiosks installed in national cemeteries	N/A	N/A	N/A	N/A	2	2	39, 65
% of survey respondents who rate cemetery appearance as excellent	N/A	N/A	N/A	73.0%	78.0%	75.0%	40, 42, 65
Number of occupied graves maintained:							
In-ground	1,970,166	2,020,946	2,070,673	2,123,573	2,175,094	2,173,100	36, 65
Columbaria niche	16,553	18,433	21,010	24,166	28,004	26,000	36, 65
Total number of graves maintained	1,986,719	2,039,379	2,091,683	2,147,739	2,203,098	2,199,100	25, 36, 65
Number of developed acres maintained	5,038	5,355	5,410	5,630	5,843	5,819	42, 65
Number of headstone and marker applications processed	342,235	315,383	301,657	327,284	259,779	345,000	44, 65
Number of headstones and markers ordered	309,996	300,754	284,786	319,758	269,927	326,000	25, 44
% of headstones and markers that are undamaged and correctly inscribed	N/A	N/A	95.5%	95.5%	95.0%	95.8%	44, 65
BOARD OF VETERANS' APPEALS							
Total appellate processing time	N/A	948	1,098	1,127	1,015	1,150	48, 66
BVA response time	466	781	763	595	334	549	48, 66
Appeals decided per FTE	N/A	49.9	65.1	72.5	88.1	76.0	53, 66
Cost per appeals case	N/A	\$1,126	\$1,014	\$950	\$839	\$915	53, 66
DEPARTMENTAL MANAGEMENT							
Number of contract disputes electing Alternate Dispute Resolution	N/A	N/A	25	39	43	44	53, 54, 66