

Performance Measures Definitions

MEDICAL CARE

Chronic Disease Care Index (CDCI) - The index consists of 14 medical interventions assessing how well VA follows nationally recognized guidelines for five high-volume diagnoses: ischemic heart disease, hypertension, chronic obstructive pulmonary disease, diabetes mellitus, and obesity.

Cost per patient - The cost of care per patient is calculated by dividing total allocations, as shown in the Automated Allotment Control System (ARCS), by the total number of unique patients treated. At the network level, prorated persons is substituted for "Unique patient" to account for cases in which the same veteran receives care in more than one network during the fiscal year.

Improve VISN score on the overall coordination of care customer service standard - VA's care management process increases the likelihood a patient receives easily accessible, coordinated, continuous high-quality health-care. This measure examines the degree to which patients report encountering problems with VA's handling of the overall coordination of their healthcare needs.

Medical cost recoveries, Medicare, and other sharing revenues as a percentage of the medical care operating budget - This is a generic description of VA's alternative revenue sources over and above its yearly congressional budget appropriations. The income is usually some type of fee-for-service payment or third-party payment for care received by veterans covered by a medical insurance policy.

Number of bed days of care per 1,000 unique patients - The fiscal year bed days of care generated by VA patients treated in designated acute care, inpatient treating specialties at VA or non-VA contract hospitals, divided by the unique patient count.

Number of community-based outpatient clinics (CBOCs) - This term applies to a VA-operated, funded or reimbursed healthcare facility, which is geographically distinct and separate from a VA medical center. This term does not include hospital-based, mobile, or independent outpatient clinics. CBOCs may provide primary and sub-specialty care, including mental healthcare services.

Palliative care index - The percent of patients with terminal diagnoses or conditions in the final stages of illness who are receiving ongoing care through VA, who have documentation of an individualized plan for comprehensive, coordinated, end-of-life care services that minimizes physical and psychological suffering and optimizes the patient's quality of life.

Performance Measures Definitions

MEDICAL CARE (CONTD)

Percent of VA medical centers with one or more DoD Managed Care Support Contracts (TRICARE) - The share of VA medical centers that have current agreements with DoD's TRICARE contractors to treat TRICARE beneficiaries (primarily retirees and dependents) as part of the contractors' provider networks.

Prevention Index (PI) - The index consists of nine medical interventions that measure how well VA follows nationally recognized primary prevention and early detection recommendations for eight diseases with major social consequences. The eight diseases are: influenza and pneumococcal diseases; tobacco consumption; alcohol abuse; and cancer of the breast, cervix, colon, and prostate.

Ratio of outpatient visits to inpatient admissions - The numerator is the staff outpatient visits from the National Patient Care Database and the denominator is the admissions from the Automated Management Information System (AMIS). This measure indicates achievement toward reducing costs by reengineering the healthcare system by shifting patient treatment modalities from inpatient to outpatient care.

Total recoveries per total FTE - Measures the effective use of labor in the total medical care cost recovery process. This is the dollar value of recoveries per FTE.

Unique patients treated - The total number of patients, i.e., the count of unduplicated social security numbers, using healthcare services provided by or funded by VA.

Number of specialty resident positions eliminated - This measure indicates achievement of VHA's contribution toward a larger national goal of training fewer physicians.

MEDICAL EDUCATION

Number of specialty resident positions reallocated to primary care - VHA is working toward redirecting educational resources to primary care and realigning the academic training program and updating the curriculum with a greater emphasis on primary care. This measure indicates the achievement toward shifting a greater proportion of specialty resident positions to primary care.

Percent of residents trained in primary care - Measures the percent of medical care residents who are trained in primary care, which demonstrates how VA's mission for education supports its goal of patient care.

Performance Measures Definitions

SPECIAL EMPHASIS PROGRAMS (CONTD)

Percent of healthcare providers or stakeholders who have received primary care education training on former POWs - The former Prisoner of War program ensures compassionate treatment of veterans by healthcare providers who are familiar with their special needs. Training entails information about the presumptive disabilities, their symptoms, and their treatment; the special emotional and personality qualities of individuals who have been held for some time as prisoners of war; and the need to work closely with VBA in assisting with compensation and pension issues. This measure indicates achievement toward primary care providers and stakeholders receiving the training.

Percent of participation in the Community Homelessness Assessment Local Education and Networking Groups (CHALENG) by increasing facility participation in outreach activities - Homeless Veterans Treatment and Assistance Program addresses the causes and effects of homelessness among veterans by providing direct services such as outreach, case management, residential treatment, therapeutic work opportunities and assistance with permanent housing for homeless veterans and those at risk for homelessness, as well as by coordinating the provision of care with other Federal, state and local agencies and community nonprofit organizations and private entities. This measure indicates achievement toward increasing VA medical centers and outpatient clinics participation in outreach activities with the local community.

Percent of patients reflected on National Blind Rehabilitation Customer Satisfaction survey who are fully or highly satisfied - The Blind Rehabilitation Service improves the quality of life for blind veterans by assisting them to develop the skills and capabilities needed to attain personal independence and emotional stability. This measure indicates achievement toward increasing the number of eligible veterans who receive services appropriate to their needs by offering rehabilitation care in blind rehabilitation centers, at outpatient locations or in the home, as required by veterans' rehabilitation service needs.

Percent of prosthetic orders not placed within five work days - The physically disabled veteran receives quality prosthetic and sensory aid services and properly prescribed prosthetic equipment sensory aids and assistive devices. This measure indicates achievement of progress toward reducing the number of delayed prosthetic orders, i.e., orders not placed in five workdays, in spite of significant increases in demand.

Performance Measures Definitions

COMPENSATION AND PENSION (CONTD)

Blocked call rate - Nationwide, the percentage of can' attempts for which callers receive a busy signal because all circuits were in use.

National accuracy rate for core rating work - Nationwide, the percentage of original compensation, disability pension, death pension, and DIC claims; reopened compensation and pension claims; and appellate actions completed and determined to be correct." The accuracy rate for the Nation will be a compilation of the C&P Service review results for the nine Service Delivery Networks (SDNs) weighted to reflect their relative share of national workload.

EDUCATION

Average days to complete education claims - Elapsed time, in days, from receipt of a claim in the regional office to closure of the case by issuing a decision.

Blocked call rate - Percentage of incoming calls using the toll-free number that the switch could not terminate at the regional processing office location because all circuits were in use. (Callers received a busy signal.)

Cost per trainee - The average cost to administratively support an education beneficiary.

Montgomery GI Bill usage rate - The percent of eligible veterans who have ever used their earned benefits.

Payment accuracy rate - Measures how well decisions reflect payment at the proper rate for the correct period of time.

VOCATIONAL REHABILITATION AND COUNSELING

Average days to decide claims for vocational rehabilitation benefits - Average time, measured from the time the application, with a positive determination of basic eligibility, arrives in the vocational rehabilitation and counseling division to the time the veteran is given the decision on entitlement to the program.

Average days to obtain suitable employment - The average number of days taken from the date the veteran begins Employment Services case status to the date the veteran enters suitable employment.

Rehabilitation rate - The ratio between the number of veterans who receive planned service and are rehabilitated, and all veterans who exit a program.

VR&C claims completion rate - Percentage of veterans who exit the evaluation process with an entitlement to vocational rehabilitation benefits determination.

Performance Measures Definitions

INSURANCE (CONTD)

Low customer ratings - The percent of insurance customers who rate different aspects of insurance services in the lowest two categories based on a 5-point scale, based on the insurance customer survey.

Maintenance cost per policy - The average cost of maintaining an insurance policy.

Percent of insurance disbursements paid accurately - The weighted composite accuracy rate for death claims, policy loans, and cash surrenders for policies administered by VA.

BURIAL

Cumulative number of national cemeteries with kiosks installed - The total number of national cemeteries providing automated gravesite locator information through a kiosk. These kiosks also provide information regarding NCA services such as eligibility requirements, headstone and marker ordering information, customer service standards, and floral regulations.

Interments performed:

Full casket - Type of interment in which the remains of the deceased have been prepared for burial and placed within a casket.

In-ground cremain - Type of interment in which the cremated remains of the deceased are buried.

Columbaria niche - Type of interment in which the cremated remains of the deceased are sealed in a small compartment within a columbarium.

Number of new national cemeteries - The number of new national cemeteries which were dedicated or at which operations began during the fiscal year.

Percent of headstones and marker that are undamaged and correctly inscribed - This percentage represents the number of headstones and markers that are undamaged and correctly inscribed divided by the number of headstones and markers ordered.

Percent of individual headstone and marker orders transmitted electronically to contractors - The percent of individual headstone and marker orders that were transmitted to contractors using communication software or Internet e-mail.

Percent of survey respondents who rate cemetery appearance as excellent - NCA periodically surveys the families of individuals who are interred in national cemeteries and other visitors to judge how the public perceives the service provided.

DEPARTMENTAL
MANAGEMENT

Number of contract disputes electing ADR - The number of contract dispute matters electing the use of Alternate Dispute Resolution (ADR) techniques to resolve disputes. ADR techniques refer generally to several formal and informal processes for resolving disputes that do not entail bringing the dispute to closure in courtroom litigation.

Percent increase in dollar value of consolidated buys over FY 1996 baseline - Represents the projected dollars to purchase items from national standardized contracts, which are cumulative by fiscal year.

Percent increase in purchases made using EDI from FY 1997 baseline - The increase in the number of line items ordered through Electronic Data Interchange (EDI) by fiscal year.

Program evaluation - An assessment, through objective measurement and systematic analysis, of the manner and extent to which Federal programs achieve intended objectives.

OFFICE OF
INSPECTOR GENERAL

Value of monetary benefits from IG audit - A quantification of funds that could be used more efficiently if management took actions to implement the recommended actions (Better Use of Funds) and amounts for which the IG recommends VA pursue recovery of money or offset (Questioned Costs).

Value of monetary benefits from IG contract reviews - For both pre-and post-award reviews, this is the sum of Better Use of Funds and Questioned Costs. Better use of Funds includes the costs which the IG recommends be disallowed unless additional evidence is provided; Questioned Costs are those that should not be charged to the government and which should be pursued for recovery.

Value of monetary benefits from IG investigation - Includes court fines, penalties, restitution, and civil judgments, and investigative recoveries and savings.