

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: June 2016	Total Completed Appointments 1	Completed within 30 Days 2	Percent Appts Completed in 30 Days or Less 3	Completed in Over 30 Days 4	Percent Appts Completed in Over 30 Days 5	Completed 0-7 Days 6	Completed 8-14 Days 7	Completed 15-30 Days 8	Completed 31-60 Days 9	Completed 61-90 Days 10	Completed 91-120 Days 11	Completed in more than 120 Days 12	PC Avg Wait Time in Days 13	SC Avg Wait Time in Days 14	MH Avg Wait Time in Days 15
<b>(V01) (402) Togus, ME</b>	27,634	27,285	98.74%	349	1.26%	24,453	1,538	1,294	310	24	8	7	4.65	2.98	1.72
(V01) (402) Togus VAMC	17,101	16,845	98.50%	256	1.50%	15,170	918	757	220	22	8	6	5.57	2.99	2.54
(V01) (402GA) Aroostook County (Caribou)	769	747	97.14%	22	2.86%	567	69	111	22	0	0	0	8.34	0.00	2.55
(V01) (402GB) Calais	337	337	100.00%	0	0.00%	308	21	8	0	0	0	0	2.12	0.00	0.02
(V01) (402GC) Rumford	444	444	100.00%	0	0.00%	437	7	0	0	0	0	0	0.59	0.00	1.68
(V01) (402GD) Saco	1,439	1,421	98.75%	18	1.25%	1,261	77	83	18	0	0	0	4.75	0.00	1.78
(V01) (402GE) Lewiston	1,901	1,885	99.16%	16	0.84%	1,649	143	93	15	1	0	0	3.68	4.37	2.23
(V01) (402GF) Lincoln	290	290	100.00%	0	0.00%	270	15	5	0	0	0	0	2.82	0.00	0.00
(V01) (402HB) Bangor	3,609	3,584	99.31%	25	0.69%	3,230	205	149	23	1	0	1	3.78	2.70	0.39
(V01) (402HC) Portland Outreach Clinic-CDRP Satellite South	1,614	1,609	99.69%	5	0.31%	1,495	64	50	5	0	0	0	3.34	1.84	0.30
(V01) (402HL) Bingham VA Mobile Clinic	77	76	98.70%	1	1.30%	36	12	28	1	0	0	0	11.64		
(V01) (402QA) Fort Kent	9	4	44.44%	5	55.56%	3	1	0	5	0	0	0	22.11		
(V01) (402QB) Houlton	44	43	97.73%	1	2.27%	27	6	10	1	0	0	0	9.41		
<b>(V01) (405) White River Junction, VT</b>	21,566	21,334	98.92%	232	1.08%	18,820	1,410	1,104	210	20	2	0	4.12	3.43	1.34
(V01) (405) White River Jct VAMC	15,699	15,504	98.76%	195	1.24%	13,716	999	789	176	17	2	0	4.44	3.46	1.40
(V01) (405GA) Bennington	830	830	100.00%	0	0.00%	771	42	17	0	0	0	0	1.58	0.00	1.96
(V01) (405GC) Brattleboro	401	399	99.50%	2	0.50%	368	21	10	2	0	0	0	2.93	0.36	1.09
(V01) (405HA) Burlington Lakeside	2,538	2,512	98.98%	26	1.02%	2,059	239	214	23	3	0	0	6.04	4.86	0.60
(V01) (405HC) VICC - St. Johnsbury - Littleton	1,054	1,053	99.91%	1	0.09%	974	48	31	1	0	0	0	2.30	0.96	1.09
(V01) (405HE) KEENE (ORC)	294	286	97.28%	8	2.72%	241	18	27	8	0	0	0	7.88	0.00	1.59
(V01) (405HF) Rutland	750	750	100.00%	0	0.00%	691	43	16	0	0	0	0	2.10	0.00	1.90
<b>(V01) (518) Bedford, MA</b>	13,353	13,226	99.05%	127	0.95%	12,051	601	574	99	18	4	6	0.42	6.51	0.81
(V01) (518) Edith Nourse Rogers VAMC	11,920	11,796	98.96%	124	1.04%	10,656	585	555	96	18	4	6	0.54	6.55	0.63
(V01) (518GA) Lynn	572	572	100.00%	0	0.00%	559	9	4	0	0	0	0	0.20	0.00	1.63
(V01) (518GB) Haverhill	626	623	99.52%	3	0.48%	601	7	15	3	0	0	0	0.30	5.27	5.39
(V01) (518GE) Gloucester	235	235	100.00%	0	0.00%	235	0	0	0	0	0	0	0.22		0.00
<b>(V01) (523) VA Boston HCS, MA</b>	46,158	45,086	97.68%	1,072	2.32%	39,946	2,666	2,474	911	120	23	18	5.68	5.22	1.80
(V01) (523) Jamaica Plain VAMC	20,320	19,842	97.65%	478	2.35%	17,187	1,353	1,302	401	53	9	15	5.61	5.20	1.57
(V01) (523A4) West Roxbury VAMC	7,534	7,344	97.48%	190	2.52%	6,327	511	506	168	20	1	1	10.16	4.38	1.95
(V01) (523A5) Brockton VAMC	11,668	11,379	97.52%	289	2.48%	10,422	547	410	251	31	5	2	3.85	6.59	1.42
(V01) (523BY) Lowell	1,821	1,773	97.36%	48	2.64%	1,544	130	99	27	14	7	0	4.53	5.00	6.07
(V01) (523BZ) Causeway	3,888	3,876	99.69%	12	0.31%	3,737	71	68	12	0	0	0	3.20	1.23	1.66
(V01) (523GA) Framingham	427	420	98.36%	7	1.64%	372	21	27	7	0	0	0	3.37	0.00	1.44
(V01) (523GC) Quincy	200	191	95.50%	9	4.50%	158	17	16	9	0	0	0	4.82		
(V01) (523GD) Plymouth	286	247	86.36%	39	13.64%	185	16	46	36	2	1	0	11.34	0.00	
(V01) (523MA) IDES Hanscom AFB	14	14	100.00%	0	0.00%	14	0	0	0	0	0	0		0.00	0.00
<b>(V01) (608) Manchester, NH</b>	19,650	19,289	98.16%	361	1.84%	17,062	1,275	952	344	7	10	0	4.84	3.31	3.27
(V01) (608) Manchester VAMC	17,734	17,462	98.47%	272	1.53%	15,657	1,024	781	255	7	10	0	4.30	3.28	2.46
(V01) (608GA) Portsmouth	451	438	97.12%	13	2.88%	333	63	42	13	0	0	0	6.16	2.45	4.65
(V01) (608GC) Somersworth	720	661	91.81%	59	8.19%	452	113	96	59	0	0	0	9.67	9.71	7.32
(V01) (608GD) Conway	238	236	99.16%	2	0.84%	202	26	8	2	0	0	0	2.64	0.00	6.59
(V01) (608HA) Tilton	499	484	96.99%	15	3.01%	410	49	25	15	0	0	0	3.17	9.21	7.04



























































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<b>(V23) (636) Central Iowa, IA</b>	<b>24,431</b>	<b>23,497</b>	<b>96.18%</b>	<b>934</b>	<b>3.82%</b>	<b>20,763</b>	<b>1,283</b>	<b>1,451</b>	<b>710</b>	<b>166</b>	<b>38</b>	<b>20</b>	<b>3.83</b>	<b>6.20</b>	<b>3.80</b>
(V23) (636A6) Des Moines VAMC	18,681	17,936	96.01%	745	3.99%	15,783	975	1,178	567	131	28	19	2.33	6.14	5.42
(V23) (636BU) VADOM Des Moines IA	474	474	100.00%	0	0.00%	474	0	0	0	0	0	0	0.00		
(V23) (636GC) Mason City	1,445	1,380	95.50%	65	4.50%	1,270	52	58	52	13	0	0	4.98	6.13	1.96
(V23) (636GD) Marshalltown	741	717	96.76%	24	3.24%	655	46	16	17	7	0	0	2.12	10.44	0.00
(V23) (636GK) Fort Dodge	1,475	1,401	94.98%	74	5.02%	1,076	152	173	65	6	2	1	10.32	3.65	1.30
(V23) (636GM) Carroll	456	454	99.56%	2	0.44%	417	25	12	1	1	0	0	2.55	0.03	2.20
(V23) (636GR) Knoxville	1,159	1,135	97.93%	24	2.07%	1,088	33	14	8	8	8	0	1.46	8.33	0.32
<b>(V23) (636) Iowa City, IA</b>	<b>26,464</b>	<b>25,184</b>	<b>95.16%</b>	<b>1,280</b>	<b>4.84%</b>	<b>21,559</b>	<b>1,813</b>	<b>1,812</b>	<b>995</b>	<b>247</b>	<b>31</b>	<b>7</b>	<b>4.42</b>	<b>7.69</b>	<b>2.89</b>
(V23) (636A8) Iowa City VAMC	17,204	16,081	93.47%	1,123	6.53%	13,688	1,112	1,281	873	212	31	7	4.05	8.54	1.35
(V23) (636GF) Quad Cities	1,850	1,835	99.19%	15	0.81%	1,551	165	119	15	0	0	0	4.09	2.56	3.92
(V23) (636GG) Quincy	797	747	93.73%	50	6.27%	595	100	52	44	6	0	0	8.98	3.55	2.64
(V23) (636GH) Waterloo	1,067	1,065	99.81%	2	0.19%	939	83	43	2	0	0	0	3.16	2.34	2.44
(V23) (636GI) Lane A Evans CBOC	1,294	1,278	98.76%	16	1.24%	1,152	53	73	16	0	0	0	3.40	1.80	3.16
(V23) (636GJ) Dubuque	772	759	98.32%	13	1.68%	673	42	44	13	0	0	0	3.49	0.13	4.23
(V23) (636GN) Cedar Rapids	1,576	1,529	97.02%	47	2.98%	1,220	157	152	28	19	0	0	7.24	3.93	7.76
(V23) (636GS) Ottumwa	614	611	99.51%	3	0.49%	563	35	13	3	0	0	0	2.22	1.01	4.18
(V23) (636GT) Sterling	858	851	99.18%	7	0.82%	777	46	28	1	6	0	0	1.46	2.62	6.71
(V23) (636GU) Decorah	393	393	100.00%	0	0.00%	367	19	7	0	0	0	0	2.29	0.00	3.94
(V23) (636QG) Iowa City VA Mobile Clinic	39	35	89.74%	4	10.26%	34	1	0	0	4	0	0		6.62	
<b>(V23) (636) Nebraska-W Iowa, NE</b>	<b>43,471</b>	<b>42,720</b>	<b>98.27%</b>	<b>751</b>	<b>1.73%</b>	<b>39,906</b>	<b>1,452</b>	<b>1,362</b>	<b>559</b>	<b>130</b>	<b>32</b>	<b>30</b>	<b>1.96</b>	<b>4.45</b>	<b>1.23</b>
(V23) (636) Omaha VAMC	22,333	21,810	97.66%	523	2.34%	20,171	811	828	372	111	28	12	1.62	5.05	2.26
(V23) (636A4) Grand Island VAMC	7,876	7,788	98.88%	88	1.12%	7,438	202	148	58	9	3	18	1.37	3.37	0.38
(V23) (636A5) Lincoln	8,985	8,847	98.46%	138	1.54%	8,125	366	356	127	10	1	0	3.55	4.43	0.35
(V23) (636BW) Grand Island Domiciliary	455	455	100.00%	0	0.00%	455	0	0	0	0	0	0			0.04
(V23) (636BX) Omaha Domiciliary	604	604	100.00%	0	0.00%	604	0	0	0	0	0	0			
(V23) (636GA) Norfolk	748	747	99.87%	1	0.13%	727	17	3	1	0	0	0	1.49	0.00	0.48
(V23) (636GB) North Platte	822	822	100.00%	0	0.00%	802	14	6	0	0	0	0	1.48	0.31	0.08
(V23) (636GL) Bellevue	763	763	100.00%	0	0.00%	723	22	18	0	0	0	0	1.01	1.96	0.00
(V23) (636GP) Shenandoah	451	451	100.00%	0	0.00%	438	12	1	0	0	0	0	0.82	0.00	0.22
(V23) (636GQ) Holdrege	434	433	99.77%	1	0.23%	423	8	2	1	0	0	0	1.53	0.14	0.03
<b>(V23) (656) St. Cloud, MN</b>	<b>35,542</b>	<b>34,317</b>	<b>96.55%</b>	<b>1,225</b>	<b>3.45%</b>	<b>30,497</b>	<b>1,775</b>	<b>2,045</b>	<b>883</b>	<b>305</b>	<b>26</b>	<b>11</b>	<b>4.54</b>	<b>8.95</b>	<b>2.21</b>
(V23) (656) St Cloud VAMC	31,018	29,937	96.51%	1,081	3.49%	26,630	1,479	1,828	788	258	24	11	4.53	8.81	2.10
(V23) (6569AA) VANURS St Cloud	1	1	100.00%	0	0.00%	0	0	0	0	0	0	0			
(V23) (656GA) Brainerd	2,443	2,368	96.93%	75	3.07%	2,033	208	127	48	25	2	0	6.34	6.48	4.47
(V23) (656GB) Montevideo	674	670	99.41%	4	0.59%	634	15	21	3	1	0	0	2.54	0.23	0.00
(V23) (656GC) Max J. Beilke VA OPC	1,148	1,147	99.91%	1	0.09%	1,082	36	29	1	0	0	0	2.66	0.00	1.21
(V23) (656QA) St. Cloud VA Mobile Clinic	258	194	75.19%	64	24.81%	118	37	39	43	21	0	0		18.74	



## FOOTNOTES

\*Preferred Date (PD): The date for the appointment that is deemed medically appropriate by the Veteran's physician or if no such determination has been made, the date a veteran prefers to be seen by a health care provider capable of furnishing the hospital care or medical services required by the veteran. Also referred to as the date the Veteran indicates they want to be seen.

\* Clinically Indicated Date (CID): The date the provider indicates a patient should return for a future appointment.

\*Completed Appointment: The date an appointment has been completed.

**NOTE: Note: As of 04/30/2015 the Appts completed between 0 -14 days was broken out into 0-7 and 8-14. The breakout is not available prior to 01/31/2015**

1. Total Appointments Completed: Every completed appointment at that facility except surgery and procedures.
2. Appointments completed in 30 Days or under: Number of appointments completed between 0-30 days of preferred date
3. Percent of Appointments Completed 30 Days or under: The percent of total appointments completed within 30 days
4. Appointments completed in over 30 Days: Number of appointments scheduled greater than 30 days of the preferred date
5. Percent of Appointments Completed in over 30 Days: The percent of total appointments scheduled beyond 30 days
6. Appointments completed between 0-7 Days: Number of appointments completed between 0-7 days of the preferred date.
7. Appointments completed between 8-14 Days: Number of appointments completed between 8-14 days of the preferred date.
8. Appointments completed between 15-30 Days: Number of appointments completed between 15-30 days of the preferred date.
9. Appointments completed between 31-60 Days: Number of appointments completed between 31-60 days of the preferred date.
10. Appointments completed between 61-90 Days: Number of appointments completed between 61-90 days of the preferred date.
11. Appointments completed between 91-120 Days: Number of appointments completed between 91-120 days of the preferred date.
12. Appointments Completed in Greater Than 120 Days: Number of appointments completed in greater than 120 days of the preferred date.
13. PC Avg Wait Time: Average waiting time for Primary Care appointments that were completed for the month of October 2014.
14. SC Avg Wait Time: Average waiting time for Specialty Care appointments that were completed for the month of October 2014.
15. MH Avg Wait Time: Average waiting time for Mental Health appointments that were completed for the month of October 2014.

NOTE: The zero means there are no patients or appointments in that category.

NOTE: The blank cells mean that there is no data – for example, is the Average MH wait Time is blank, that means that the station didn't have any MH Appts pending from which to calculate an average.

Additional definitions:

1. Create Date: The date the appointment entry itself was created, or made.

**NOTE: The Data Source for this report was altered to use the Corporate Data Warehouse on 3/20/2015. The new data source is displayed in the data beginning January 2015**NOTE: The Data Source for this report was altered to use the Corporate Data

**Warehouse on 4/1/2015. The new data source is displayed in the data beginning 4/1/2015.**