

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: July 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>	25,025	24,664	98.56%	361	1.44%	22,038	1,439	1,187	343	14	4	0	4.96	2.88	1.90
(V01) (402) Togus VAMC	15,496	15,270	98.54%	226	1.46%	13,720	864	686	212	12	2	0	5.75	2.83	2.54
(V01) (402GA) Aroostook County (Caribou)	587	552	94.04%	35	5.96%	409	59	84	35	0	0	0	10.11	0.00	3.37
(V01) (402GB) Calais	275	275	100.00%	0	0.00%	258	14	3	0	0	0	0	1.68		0.00
(V01) (402GC) Rumford	344	344	100.00%	0	0.00%	341	1	2	0	0	0	0	0.63	0.00	0.96
(V01) (402GD) Saco	1,289	1,253	97.21%	36	2.79%	1,094	86	73	36	0	0	0	6.21	0.16	2.03
(V01) (402GE) Lewiston	1,674	1,652	98.69%	22	1.31%	1,424	135	93	20	2	0	0	4.21	4.55	2.46
(V01) (402GF) Lincoln	200	200	100.00%	0	0.00%	185	8	7	0	0	0	0	2.46	0.00	0.00
(V01) (402HB) Bangor	3,583	3,551	99.11%	32	0.89%	3,194	187	170	32	0	0	0	3.98	2.74	0.79
(V01) (402HC) Portland Outreach Clinic-CDRP Satellite South	1,497	1,488	99.40%	9	0.60%	1,355	72	61	7	0	2	0	4.17	2.35	0.95
(V01) (402HL) Bingham VA Mobile Clinic	57	56	98.25%	1	1.75%	42	9	5	1	0	0	0	5.74		
(V01) (402QB) Houlton	23	23	100.00%	0	0.00%	16	4	3	0	0	0	0	6.39		
<b>(V01) (405) White River Junction, VT</b>	18,985	18,751	98.77%	234	1.23%	16,639	1,158	954	226	7	1	0	3.76	3.61	1.31
(V01) (405) White River Jct VAMC	13,695	13,509	98.64%	186	1.36%	11,975	834	700	178	7	1	0	3.89	3.64	1.53
(V01) (405GA) Bennington	709	709	100.00%	0	0.00%	682	21	6	0	0	0	0	1.25	0.00	1.42
(V01) (405GC) Brattleboro	328	327	99.70%	1	0.30%	299	18	10	1	0	0	0	2.85	0.95	0.07
(V01) (405HA) Burlington Lakeside	2,373	2,348	98.95%	25	1.05%	2,016	174	158	25	0	0	0	4.54	5.02	0.40
(V01) (405HC) VICC - St. Johnsbury - Littleton	883	882	99.89%	1	0.11%	821	35	26	1	0	0	0	2.41	0.55	1.38
(V01) (405HE) KEENE (ORC)	289	270	93.43%	19	6.57%	217	23	30	19	0	0	0	9.56	0.00	0.75
(V01) (405HF) Rutland	708	706	99.72%	2	0.28%	629	53	24	2	0	0	0	2.80	0.00	3.09
<b>(V01) (518) Bedford, MA</b>	11,742	11,625	99.00%	117	1.00%	10,579	527	519	81	31	3	2	0.31	6.63	0.71
(V01) (518) Edith Nourse Rogers VAMC	10,428	10,312	98.89%	116	1.11%	9,294	507	511	80	31	3	2	0.36	6.71	0.58
(V01) (518GA) Lynn	496	496	100.00%	0	0.00%	492	2	2	0	0	0	0	0.12	0.00	1.02
(V01) (518GB) Haverhill	593	592	99.83%	1	0.17%	572	14	6	1	0	0	0	0.24	1.84	2.68
(V01) (518GE) Gloucester	225	225	100.00%	0	0.00%	221	4	0	0	0	0	0	0.32	0.00	0.00
<b>(V01) (523) VA Boston HCS, MA</b>	40,936	39,810	97.25%	1,126	2.75%	34,987	2,517	2,306	975	108	29	14	6.76	5.71	1.91
(V01) (523) Jamaica Plain VAMC	17,807	17,298	97.14%	509	2.86%	14,815	1,326	1,157	437	43	20	9	6.77	5.65	1.67
(V01) (523A4) West Roxbury VAMC	6,672	6,490	97.27%	182	2.73%	5,541	458	491	162	15	3	2	10.38	4.82	0.63
(V01) (523A5) Brockton VAMC	10,737	10,410	96.95%	327	3.05%	9,481	480	449	290	32	4	1	5.78	7.05	1.70
(V01) (523BY) Lowell	1,261	1,212	96.11%	49	3.89%	1,018	108	86	41	6	2	0	6.46	5.91	6.27
(V01) (523BZ) Causeway	3,634	3,619	99.59%	15	0.41%	3,487	78	54	14	0	0	1	4.11	2.33	1.37
(V01) (523GA) Framingham	355	351	98.87%	4	1.13%	308	21	22	4	0	0	0	3.30	0.00	1.27
(V01) (523GC) Quincy	237	210	88.61%	27	11.39%	167	29	14	16	11	0	0	9.21		
(V01) (523GD) Plymouth	227	214	94.27%	13	5.73%	164	17	33	11	1	0	1	8.45	0.00	
(V01) (523MA) IDES Hanscom AFB	6	6	100.00%	0	0.00%	6	0	0	0	0	0	0		0.00	0.00
<b>(V01) (608) Manchester, NH</b>	16,959	16,676	98.33%	283	1.67%	14,851	980	845	262	12	6	3	4.94	3.27	2.85
(V01) (608) Manchester VAMC	15,473	15,245	98.53%	228	1.47%	13,775	791	679	208	11	6	3	4.34	3.27	1.90
(V01) (608GA) Portsmouth	288	279	96.88%	9	3.13%	197	44	38	9	0	0	0	7.18	5.89	4.38
(V01) (608GC) Somersworth	579	538	92.92%	41	7.08%	377	70	91	40	1	0	0	9.75	2.37	9.00
(V01) (608GD) Conway	188	186	98.94%	2	1.06%	146	24	16	2	0	0	0	3.18	4.50	8.27
(V01) (608HA) Tilton	421	418	99.29%	3	0.71%	346	51	21	3	0	0	0	3.91	3.31	3.25
(V01) (608MA) IDES Manchester VAMC	10	10	100.00%	0	0.00%	10	0	0	0	0	0	0		0.13	0.00



























































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(V23) (618QA) Fort Snelling	896	893	99.67%	3	0.33%	695	123	75	3	0	0	0	0.80	4.09	2.68
<b>(V23) (636) Central Iowa, IA</b>	<b>22,077</b>	<b>21,179</b>	<b>95.93%</b>	<b>898</b>	<b>4.07%</b>	<b>18,935</b>	<b>1,111</b>	<b>1,133</b>	<b>665</b>	<b>172</b>	<b>51</b>	<b>10</b>	<b>3.81</b>	<b>6.27</b>	<b>3.82</b>
(V23) (636A6) Des Moines VAMC	16,593	15,867	95.62%	726	4.38%	14,102	876	889	528	149	40	9	2.22	6.25	5.59
(V23) (636BU) VADOM Des Moines IA	537	537	100.00%	0	0.00%	536	1	0	0	0	0	0	0.13		
(V23) (636GC) Mason City	1,393	1,338	96.05%	55	3.95%	1,215	54	69	51	4	0	0	5.13	4.98	1.08
(V23) (636GD) Marshalltown	655	634	96.79%	21	3.21%	580	27	27	14	7	0	0	2.54	11.01	0.00
(V23) (636GK) Fort Dodge	1,458	1,390	95.34%	68	4.66%	1,151	111	128	65	3	0	0	10.32	3.48	0.71
(V23) (636GM) Carroll	397	394	99.24%	3	0.76%	363	20	11	1	1	0	1	3.34	0.31	1.31
(V23) (636GR) Knoxville	1,044	1,019	97.61%	25	2.39%	988	22	9	6	8	11	0	1.00	8.45	0.35
<b>(V23) (636) Iowa City, IA</b>	<b>23,612</b>	<b>22,464</b>	<b>95.14%</b>	<b>1,148</b>	<b>4.86%</b>	<b>19,152</b>	<b>1,748</b>	<b>1,564</b>	<b>885</b>	<b>223</b>	<b>27</b>	<b>13</b>	<b>4.17</b>	<b>7.82</b>	<b>3.07</b>
(V23) (636A8) Iowa City VAMC	15,024	14,039	93.44%	985	6.56%	11,880	1,016	1,143	746	199	27	13	3.17	8.73	1.35
(V23) (636GF) Quad Cities	1,669	1,658	99.34%	11	0.66%	1,412	152	94	9	2	0	0	3.87	1.85	3.88
(V23) (636GG) Quincy	696	653	93.82%	43	6.18%	528	91	34	36	7	0	0	9.19	2.31	2.27
(V23) (636GH) Waterloo	1,049	1,048	99.90%	1	0.10%	918	98	32	1	0	0	0	3.36	0.63	1.83
(V23) (636GI) Lane A Evans CBOC	1,229	1,213	98.70%	16	1.30%	1,086	69	58	16	0	0	0	3.43	1.71	3.30
(V23) (636GJ) Dubuque	762	728	95.54%	34	4.46%	641	37	50	34	0	0	0	2.46	0.59	7.93
(V23) (636GN) Cedar Rapids	1,465	1,418	96.79%	47	3.21%	1,122	176	120	38	9	0	0	7.42	3.87	5.54
(V23) (636GS) Ottumwa	584	582	99.66%	2	0.34%	536	29	17	1	1	0	0	2.05	2.56	2.70
(V23) (636GT) Sterling	723	718	99.31%	5	0.69%	667	41	10	4	1	0	0	1.30	2.08	5.97
(V23) (636GU) Decorah	365	365	100.00%	0	0.00%	320	39	6	0	0	0	0	2.48	0.48	3.54
(V23) (636QG) Iowa City VA Mobile Clinic	46	42	91.30%	4	8.70%	42	0	0	0	4	0	0		7.52	
<b>(V23) (636) Nebraska-W Iowa, NE</b>	<b>37,505</b>	<b>36,849</b>	<b>98.25%</b>	<b>656</b>	<b>1.75%</b>	<b>34,459</b>	<b>1,292</b>	<b>1,098</b>	<b>468</b>	<b>148</b>	<b>21</b>	<b>19</b>	<b>1.92</b>	<b>4.61</b>	<b>1.22</b>
(V23) (636) Omaha VAMC	19,587	19,093	97.48%	494	2.52%	17,730	690	673	324	134	20	16	1.43	5.75	2.09
(V23) (636A4) Grand Island VAMC	6,325	6,279	99.27%	46	0.73%	6,026	160	93	42	2	1	1	1.23	2.08	0.63
(V23) (636A5) Lincoln	7,933	7,823	98.61%	110	1.39%	7,216	337	270	96	12	0	2	3.28	4.30	0.42
(V23) (636BW) Grand Island Domiciliary	305	305	100.00%	0	0.00%	305	0	0	0	0	0	0			0.00
(V23) (636BX) Omaha Domiciliary	543	543	100.00%	0	0.00%	543	0	0	0	0	0	0			
(V23) (636GA) Norfolk	576	571	99.13%	5	0.87%	519	31	21	5	0	0	0	3.48	0.11	1.49
(V23) (636GB) North Platte	820	820	100.00%	0	0.00%	803	12	5	0	0	0	0	1.32	0.64	0.10
(V23) (636GL) Bellevue	747	746	99.87%	1	0.13%	686	36	24	1	0	0	0	0.89	2.65	0.00
(V23) (636GP) Shenandoah	341	341	100.00%	0	0.00%	320	18	3	0	0	0	0	1.60	1.68	0.00
(V23) (636GQ) Holdrege	328	328	100.00%	0	0.00%	311	8	9	0	0	0	0	1.87	0.21	0.00
<b>(V23) (656) St. Cloud, MN</b>	<b>31,932</b>	<b>30,788</b>	<b>96.42%</b>	<b>1,144</b>	<b>3.58%</b>	<b>27,536</b>	<b>1,566</b>	<b>1,686</b>	<b>865</b>	<b>252</b>	<b>22</b>	<b>5</b>	<b>3.88</b>	<b>8.52</b>	<b>2.79</b>
(V23) (656) St Cloud VAMC	27,892	26,882	96.38%	1,010	3.62%	24,053	1,325	1,504	770	216	19	5	3.79	8.38	2.58
(V23) (656GA) Brainerd	2,057	1,989	96.69%	68	3.31%	1,728	153	108	52	16	0	0	5.37	5.69	6.67
(V23) (656GB) Montevideo	700	694	99.14%	6	0.86%	647	30	17	6	0	0	0	2.90	0.00	0.19
(V23) (656GC) Max J. Beilke VA OPC	1,041	1,038	99.71%	3	0.29%	991	30	17	3	0	0	0	2.26	0.81	1.12
(V23) (656QA) St. Cloud VA Mobile Clinic	242	185	76.45%	57	23.55%	117	28	40	34	20	3	0		18.88	



## 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.**