

| 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 |
|--|--------------------------------|----------------------------|--|-----------------------------|---|----------------------|-----------------------|------------------------|------------------------|-------------------------|--------------------------|------------------------------------|-----------------------------|-----------------------------|-----------------------------|
| (V01) (402) Togus, ME | 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 | | |
| (V01) (405) White River Junction, VT | 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 |
| (V01) (518) Bedford, MA | 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 |
| (V01) (523) VA Boston HCS, MA | 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 |
| (V01) (608) Manchester, NH | 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 |

| 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 |
|--|--------------------------------|----------------------------|--|-----------------------------|---|----------------------|-----------------------|------------------------|------------------------|-------------------------|--------------------------|------------------------------------|-----------------------------|-----------------------------|-----------------------------|
| (V23) (618QA) Fort Snelling | 896 | 893 | 99.67% | 3 | 0.33% | 695 | 123 | 75 | 3 | 0 | 0 | 0 | 0.80 | 4.09 | 2.68 |
| (V23) (636) Central Iowa, IA | 22,077 | 21,179 | 95.93% | 898 | 4.07% | 18,935 | 1,111 | 1,133 | 665 | 172 | 51 | 10 | 3.81 | 6.27 | 3.82 |
| (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 |
| (V23) (636) Iowa City, IA | 23,612 | 22,464 | 95.14% | 1,148 | 4.86% | 19,152 | 1,748 | 1,564 | 885 | 223 | 27 | 13 | 4.17 | 7.82 | 3.07 |
| (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 | |
| (V23) (636) Nebraska-W Iowa, NE | 37,505 | 36,849 | 98.25% | 656 | 1.75% | 34,459 | 1,292 | 1,098 | 468 | 148 | 21 | 19 | 1.92 | 4.61 | 1.22 |
| (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 |
| (V23) (656) St. Cloud, MN | 31,932 | 30,788 | 96.42% | 1,144 | 3.58% | 27,536 | 1,566 | 1,686 | 865 | 252 | 22 | 5 | 3.88 | 8.52 | 2.79 |
| (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.