

Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: December 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	22,908	22,443	97.97%	465	2.03%	20,075	1,333	1,035	401	61	3	0	5.58	3.11	1.96
(V01) (402) Togus VAMC	13,424	13,169	98.10%	255	1.90%	11,930	751	488	202	50	3	0	6.98	2.85	2.79
(V01) (402GA) Aroostook County (Caribou)	606	563	92.90%	43	7.10%	444	50	69	40	3	0	0	11.32	0.00	2.86
(V01) (402GB) Calais	221	221	100.00%	0	0.00%	201	12	8	0	0	0	0	2.50	0.00	0.00
(V01) (402GC) Rumford	339	339	100.00%	0	0.00%	334	5	0	0	0	0	0	0.59	1.17	0.83
(V01) (402GD) Saco	1,162	1,126	96.90%	36	3.10%	965	80	81	36	0	0	0	6.82	0.00	2.54
(V01) (402GE) Lewiston	1,519	1,492	98.22%	27	1.78%	1,256	143	93	26	1	0	0	5.14	2.94	2.90
(V01) (402GF) Lincoln	225	225	100.00%	0	0.00%	203	10	12	0	0	0	0	2.46	0.00	1.31
(V01) (402HB) Bangor	3,827	3,755	98.12%	72	1.88%	3,351	201	203	72	0	0	0	3.60	4.52	1.04
(V01) (402HC) Portland Outreach Clinic-CDRP Satellite South	1,488	1,469	98.72%	19	1.28%	1,327	69	73	19	0	0	0	4.57	3.81	0.56
(V01) (402HL) Bingham VA Mobile Clinic	56	56	100.00%	0	0.00%	46	7	3	0	0	0	0	4.64		
(V01) (402QA) Fort Kent	17	7	41.18%	10	58.82%	5	0	2	3	7	0	0	43.24		
(V01) (402QB) Houlton	24	21	87.50%	3	12.50%	13	5	3	3	0	0	0	11.29		
(V01) (405) White River Junction, VT	18,196	17,846	98.08%	350	1.92%	16,098	976	772	265	39	15	31	3.52	4.47	0.91
(V01) (405) White River Jct VAMC	13,178	12,927	98.10%	251	1.90%	11,658	718	551	190	21	9	31	3.16	4.57	1.14
(V01) (405GA) Bennington	799	799	100.00%	0	0.00%	765	28	6	0	0	0	0	1.29	0.01	1.35
(V01) (405GC) Brattleboro	271	270	99.63%	1	0.37%	251	16	3	1	0	0	0	2.99	0.00	0.21
(V01) (405HA) Burlington Lakeside	2,369	2,278	96.16%	91	3.84%	2,007	125	146	68	17	6	0	5.86	5.82	0.07
(V01) (405HC) VICC - St. Johnsbury - Littleton	702	701	99.86%	1	0.14%	662	25	14	1	0	0	0	1.90	0.77	0.66
(V01) (405HE) KEENE (ORC)	295	289	97.97%	6	2.03%	234	17	38	5	1	0	0	7.41	0.00	1.75
(V01) (405HF) Rutland	582	582	100.00%	0	0.00%	521	47	14	0	0	0	0	2.89	0.83	1.47
(V01) (518) Bedford, MA	10,734	10,395	96.84%	339	3.16%	9,551	458	386	203	96	23	17	0.56	10.62	0.62
(V01) (518) Edith Nourse Rogers VAMC	9,356	9,018	96.39%	338	3.61%	8,204	439	375	202	96	23	17	0.69	10.70	0.52
(V01) (518GA) Lynn	508	507	99.80%	1	0.20%	501	2	4	1	0	0	0	0.21	2.63	1.02
(V01) (518GB) Haverhill	566	566	100.00%	0	0.00%	549	11	6	0	0	0	0	0.50	3.33	1.99
(V01) (518GE) Gloucester	304	304	100.00%	0	0.00%	297	6	1	0	0	0	0	0.39	6.20	0.22
(V01) (523) VA Boston HCS, MA	41,291	40,256	97.49%	1,035	2.51%	35,336	2,626	2,294	835	160	27	13	6.99	5.34	2.32
(V01) (523) Jamaica Plain VAMC	16,989	16,532	97.31%	457	2.69%	14,206	1,262	1,064	379	60	14	4	6.49	5.29	2.08
(V01) (523A4) West Roxbury VAMC	7,023	6,851	97.55%	172	2.45%	5,940	448	463	144	22	3	3	10.10	4.35	0.83
(V01) (523A5) Brockton VAMC	11,148	10,826	97.11%	322	2.89%	9,712	612	502	242	67	8	5	7.42	6.64	2.11
(V01) (523BY) Lowell	1,526	1,485	97.31%	41	2.69%	1,226	145	114	33	6	1	1	6.35	5.80	6.22
(V01) (523BZ) Causeway	3,797	3,761	99.05%	36	0.95%	3,595	89	77	31	4	1	0	6.23	3.11	1.69
(V01) (523GA) Framingham	331	327	98.79%	4	1.21%	275	23	29	3	1	0	0	3.29	0.00	5.32
(V01) (523GC) Quincy	211	211	100.00%	0	0.00%	179	16	16	0	0	0	0	3.51		
(V01) (523GD) Plymouth	247	244	98.79%	3	1.21%	184	31	29	3	0	0	0	5.77	1.13	
(V01) (523MA) IDES Hanscom AFB	19	19	100.00%	0	0.00%	19	0	0	0	0	0	0		0.00	0.00
(V01) (608) Manchester, NH	15,395	15,095	98.05%	300	1.95%	13,276	999	820	273	20	3	4	4.38	3.74	3.25
(V01) (608) Manchester VAMC	13,816	13,541	98.01%	275	1.99%	12,105	782	654	250	18	3	4	3.87	3.71	2.81
(V01) (608GA) Portsmouth	384	380	98.96%	4	1.04%	289	52	39	4	0	0	0	4.95	7.08	5.20
(V01) (608GC) Somersworth	584	568	97.26%	16	2.74%	417	81	70	14	2	0	0	6.60	9.85	5.96
(V01) (608GD) Conway	168	168	100.00%	0	0.00%	127	31	10	0	0	0	0	3.96	3.80	5.65
(V01) (608HA) Tilton	443	438	98.87%	5	1.13%	338	53	47	5	0	0	0	5.67	5.07	2.75

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(V23) (568GB) Pierre	150	149	99.33%	1	0.67%	125	18	6	1	0	0	0	3.10	0.00	3.42
(V23) (568HA) Newcastle	12	11	91.67%	1	8.33%	8	2	1	0	1	0	0	13.63		0.00
(V23) (568HB) Gordon CBOC	19	18	94.74%	1	5.26%	12	0	6	1	0	0	0	22.25		0.00
(V23) (568HF) Pine Ridge	30	29	96.67%	1	3.33%	28	1	0	1	0	0	0	6.57		0.43
(V23) (568HH) Scottsbluff	369	369	100.00%	0	0.00%	357	11	1	0	0	0	0	1.66	0.00	0.45
(V23) (568HJ) Mission	15	15	100.00%	0	0.00%	15	0	0	0	0	0	0	0.00		
(V23) (568HK) McLaughlin	3	3	100.00%	0	0.00%	3	0	0	0	0	0	0			0.00
(V23) (568HP) Winner	106	106	100.00%	0	0.00%	106	0	0	0	0	0	0	0.39	0.00	0.00
(V23) (568MA) IDES Ellsworth AFB	5	5	100.00%	0	0.00%	3	1	1	0	0	0	0		1.67	13.50
(V23) (618) Minneapolis, MN	56,650	55,008	97.10%	1,642	2.90%	49,365	2,760	2,883	1,164	350	96	32	3.63	6.01	1.07
(V23) (618) Minneapolis VAMC	41,361	40,031	96.78%	1,330	3.22%	36,051	1,949	2,031	972	262	64	32	3.69	5.95	0.45
(V23) (618BY) Twin Ports	3,300	3,143	95.24%	157	4.76%	2,744	178	221	61	64	32	0	4.62	9.36	3.38
(V23) (618GA) St. James	1,047	1,046	99.90%	1	0.10%	1,041	3	2	1	0	0	0	0.27	0.00	0.17
(V23) (618GB) Hibbing	891	891	100.00%	0	0.00%	824	36	31	0	0	0	0	2.01	1.27	2.99
(V23) (618GD) Maplewood	1,883	1,847	98.09%	36	1.91%	1,646	104	97	32	4	0	0	4.44	3.18	0.91
(V23) (618GE) Chippewa Valley	1,449	1,442	99.52%	7	0.48%	1,291	68	83	5	2	0	0	3.22	0.00	1.85
(V23) (618GG) Rochester	1,366	1,324	96.93%	42	3.07%	1,139	71	114	41	1	0	0	5.93	0.00	2.51
(V23) (618GH) Hayward	1,080	1,076	99.63%	4	0.37%	898	91	87	4	0	0	0	4.80	0.00	1.44
(V23) (618GI) Northwest Metro	2,722	2,667	97.98%	55	2.02%	2,359	160	148	38	17	0	0	3.10	5.05	1.68
(V23) (618GJ) Shakopee	714	705	98.74%	9	1.26%	642	44	19	9	0	0	0	2.14	7.52	0.64
(V23) (618GK) Albert Lea	574	574	100.00%	0	0.00%	549	22	3	0	0	0	0	1.01	2.95	1.05
(V23) (618QA) Fort Snelling	263	262	99.62%	1	0.38%	181	34	47	1	0	0	0	6.55	8.32	1.70
(V23) (636) Central Iowa, IA	21,047	20,369	96.78%	678	3.22%	18,236	1,053	1,080	529	98	32	19	3.01	5.49	2.74
(V23) (636A6) Des Moines VAMC	15,516	14,915	96.13%	601	3.87%	13,327	723	865	476	87	23	15	2.62	5.45	4.02
(V23) (636BU) VADOM Des Moines IA	410	410	100.00%	0	0.00%	410	0	0	0	0	0	0		0.00	
(V23) (636GC) Mason City	1,544	1,533	99.29%	11	0.71%	1,360	94	79	11	0	0	0	2.69	5.78	0.86
(V23) (636GD) Marshalltown	630	624	99.05%	6	0.95%	580	27	17	3	1	0	2	2.16	5.06	0.33
(V23) (636GK) Fort Dodge	1,288	1,258	97.67%	30	2.33%	1,037	136	85	26	3	0	1	5.75	2.45	0.53
(V23) (636GM) Carroll	539	529	98.14%	10	1.86%	467	42	20	8	0	1	1	2.17	8.03	2.46
(V23) (636GR) Knoxville	1,120	1,100	98.21%	20	1.79%	1,055	31	14	5	7	8	0	0.83	6.90	0.34
(V23) (636) Iowa City, IA	22,393	21,449	95.78%	944	4.22%	18,756	1,311	1,382	724	154	36	30	3.80	7.70	2.16
(V23) (636A8) Iowa City VAMC	13,252	12,409	93.64%	843	6.36%	10,842	624	943	630	147	36	30	3.28	8.62	0.82
(V23) (636GF) Quad Cities	2,396	2,370	98.91%	26	1.09%	2,155	116	99	25	1	0	0	4.10	2.38	2.76
(V23) (636GG) Quincy	728	726	99.73%	2	0.27%	611	83	32	1	1	0	0	3.64	5.51	2.06
(V23) (636GH) Waterloo	1,103	1,088	98.64%	15	1.36%	923	113	52	15	0	0	0	4.32	3.66	2.61
(V23) (636GI) Lane A Evans CBOC	1,238	1,222	98.71%	16	1.29%	1,048	98	76	14	2	0	0	4.28	2.63	3.34
(V23) (636GJ) Dubuque	820	792	96.59%	28	3.41%	646	61	85	25	3	0	0	7.64	0.48	3.41
(V23) (636GN) Cedar Rapids	1,180	1,170	99.15%	10	0.85%	1,047	74	49	10	0	0	0	3.65	2.86	3.27
(V23) (636GS) Ottumwa	439	439	100.00%	0	0.00%	367	57	15	0	0	0	0	3.16	5.04	1.81
(V23) (636GT) Sterling	820	816	99.51%	4	0.49%	743	52	21	4	0	0	0	0.48	3.35	2.69
(V23) (636GU) Decorah	336	336	100.00%	0	0.00%	303	24	9	0	0	0	0	1.53	0.35	4.96
(V23) (636QG) Iowa City VA Mobile Clinic	81	81	100.00%	0	0.00%	71	9	1	0	0	0	0		2.23	
(V23) (636) Nebraska-W Iowa, NE	39,445	38,867	98.53%	578	1.47%	35,836	1,545	1,486	444	92	21	21	2.62	4.34	1.11

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(V23) (636) Omaha VAMC	20,263	19,847	97.95%	416	2.05%	17,980	868	999	297	80	19	20	2.67	5.53	2.12
(V23) (636A4) Grand Island VAMC	7,192	7,189	99.96%	3	0.04%	6,933	199	57	1	0	1	1	1.28	1.07	0.05
(V23) (636A5) Lincoln	8,267	8,186	99.02%	81	0.98%	7,496	337	353	77	4	0	0	2.39	4.34	0.59
(V23) (636BX) Omaha Domiciliary	437	437	100.00%	0	0.00%	437	0	0	0	0	0	0			
(V23) (636GA) Norfolk	652	578	88.65%	74	11.35%	540	13	25	66	7	1	0	11.47	0.04	0.48
(V23) (636GB) North Platte	872	872	100.00%	0	0.00%	807	48	17	0	0	0	0	2.68	0.14	0.01
(V23) (636GL) Bellevue	872	869	99.66%	3	0.34%	805	46	18	3	0	0	0	0.86	2.94	0.00
(V23) (636GP) Shenandoah	481	481	100.00%	0	0.00%	447	21	13	0	0	0	0	2.32	1.50	0.00
(V23) (636GQ) Holdrege	409	408	99.76%	1	0.24%	391	13	4	0	1	0	0	1.22	1.70	0.00
(V23) (656) St. Cloud, MN	33,301	32,544	97.73%	757	2.27%	29,678	1,313	1,553	568	153	25	11	3.05	6.40	3.54
(V23) (656) St Cloud VAMC	29,196	28,528	97.71%	668	2.29%	26,007	1,137	1,384	498	138	24	8	2.85	6.26	3.77
(V23) (656GA) Brainerd	2,217	2,185	98.56%	32	1.44%	1,994	97	94	25	4	0	3	3.09	5.88	3.69
(V23) (656GB) Montevideo	726	701	96.56%	25	3.44%	659	27	15	21	3	1	0	5.47	2.21	0.29
(V23) (656GC) Max J. Beilke VA OPC	1,024	1,019	99.51%	5	0.49%	953	37	29	4	1	0	0	2.58	0.83	2.51
(V23) (656QA) St. Cloud VA Mobile Clinic	138	111	80.43%	27	19.57%	65	15	31	20	7	0	0		17.30	

Retrospective/Completed Appointment Wait Times National Summary.	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
National: 12/2016	4,430,678	4,273,719	96.46%	156,959	3.54%	3,791,184	236,096	246,439	112,762	30,776	8,531	4,890	4.37	6.53	2.67
National: 11/2016	4,600,860	4,440,178	96.51%	160,682	3.49%	3,928,442	251,034	260,702	117,792	29,777	8,512	4,601	4.41	6.45	2.67
National: 10/2016	4,695,677	4,536,753	96.62%	158,924	3.38%	4,020,117	250,143	266,493	116,256	29,936	8,305	4,427	4.17	6.49	2.62
National: 9/2016	4,880,317	4,708,924	96.49%	171,393	3.51%	4,157,090	273,423	278,411	125,321	31,908	9,301	4,863	4.44	6.52	2.67
National: 8/2016	5,219,984	5,027,900	96.32%	192,084	3.68%	4,431,252	289,612	307,036	137,388	39,015	10,731	4,950	4.71	6.68	2.75
National: 7/2016	4,438,995	4,277,326	96.36%	161,669	3.64%	3,775,216	244,855	257,255	117,121	32,674	7,973	3,901	4.72	6.60	2.77
National: 6/2016	4,989,814	4,810,457	96.41%	179,357	3.59%	4,249,171	274,867	286,419	132,472	33,940	8,667	4,278	4.66	6.45	2.76
National: 5/2016	4,877,166	4,716,541	96.71%	160,625	3.29%	4,176,545	265,421	274,575	116,939	31,182	8,061	4,443	4.57	6.16	2.51
National: 4/2016	4,931,526	4,764,941	96.62%	166,585	3.38%	4,235,062	260,000	269,879	123,402	31,352	6,895	4,936	4.68	6.19	2.43
National: 3/2016	5,353,597	5,177,734	96.72%	175,863	3.28%	4,592,329	286,950	298,455	128,719	32,444	8,996	5,704	4.66	6.13	2.64
National: 2/2016	4,744,626	4,576,434	96.46%	168,192	3.54%	4,058,457	248,628	269,349	115,206	38,428	9,410	5,148	4.92	6.44	3.03
National: 1/2016	4,497,268	4,309,895	95.83%	187,373	4.17%	3,833,679	234,543	241,673	130,990	41,268	10,030	5,085	5.20	6.90	3.29
National: 12/2015	4,672,667	4,493,236	96.16%	179,431	3.84%	3,996,052	243,148	254,036	128,757	37,495	9,077	4,102	4.87	6.44	3.03
National: 11/2015	4,388,187	4,228,217	96.35%	159,970	3.65%	3,767,085	223,891	237,241	117,739	31,389	7,526	3,316	4.57	6.28	3.03
National: 10/2015	4,966,790	4,804,228	96.73%	162,562	3.27%	4,300,175	242,986	261,067	119,186	32,079	7,643	3,654	4.01	6.03	3.02
National: 9/2015	4,883,045	4,721,707	96.70%	161,338	3.30%	4,221,358	247,570	252,779	119,391	30,631	7,996	3,320	4.37	5.81	3.07
National: 8/2015	4,719,582	4,568,688	96.80%	150,894	3.20%	4,091,006	233,283	244,399	111,150	29,922	6,849	2,973	4.50	5.67	3.01
National: 7/2015	4,828,643	4,683,157	96.99%	145,486	3.01%	4,201,368	237,391	244,398	107,431	28,846	6,504	2,705	4.38	5.40	2.94
National: 6/2015	4,985,100	4,840,357	97.10%	144,743	2.90%	4,370,890	233,718	235,749	109,220	26,807	6,266	2,450	4.19	5.14	2.85
National: 5/2015	4,546,635	4,426,685	97.36%	119,950	2.64%	4,009,888	209,459	207,338	90,638	22,481	4,744	2,087	4.09	4.84	2.68
National: 4/2015	5,063,122	4,923,164	97.24%	139,958	2.76%	4,456,684	229,968	236,512	107,548	24,886	4,823	2,701	4.15	4.87	2.82
National: 3/2015	5,046,853	4,905,459	97.20%	141,394	2.80%	4,421,214	239,184	245,061	106,768	24,758	6,450	3,418	4.24	5.02	3.18
National: 2/2015	4,265,529	4,146,447	97.21%	119,082	2.79%	3,752,551	197,251	196,645	83,656	25,964	6,573	2,889	4.28	4.96	3.15

