

Facility (Data On 8/01/14)	Total Appts Scheduled	Appts scheduled 30 Days or under	Percent Appts scheduled 30 Days or under	Appts scheduled over 30 Days	Percent Appts scheduled over 30 Days	New Enroll App Request	EWL Count	Pending Appointment Wait Time Averages												Completed Appointment Wait Time Average								
								Appts Between 0 - 14 Days	EWL 0 - 14 Days	Appts Between 15 - 30 Days	EWL 15-30 Days	Appts Between 31 - 60 Days	EWL 31-60 Days	Appts Between 61 - 90 Days	EWL 61-90 Days	Appts Between 91 - 120 Days	EWL 91-120 Days	Appts Beyond 120 Days	EWL greater than 120 Days	New Patient PC Avg Wait Time	Established Patient PC Avg Wait Time	New Patient SC Avg Wait Time	Established Patient SC Avg Wait Time	New Patient MH Avg Wait Time	Established Patient MH Avg Wait Time	New Patient Completed PC Avg Wait Time	New Patient Completed SC Avg Wait Time	New Patient Completed MH Avg Wait Time
(V02) (644) Portland, OR	23,414	20,060	85.68%	3,354	14.32%	6	1,174	16,513	206	1,547	107	1,671	131	766	50	201	632	11,320	52,405	30,778	1,330	60,520	25,700	15,112				
(V02) (653) Roseburg, OR	68,720	60,374	87.86%	8,346	12.14%	3	124	56,249	9	5,125	9	5,498	25	2,272	43	447	10	169	29	46,62	6,95	49,39	7,40	28,32	1,77	44,98	25,78	7,45
(V02) (640) Spokane, WA	22,984	19,998	86.97%	2,986	13.03%	11	102	18,781	21	1,263	28	1,478	7	838	22	470	14	209	12	31,20	4,07	62,42	4,84	75,04	5,51	21,68	34,22	13,73
(V02) (687) Walla Walla, WA	7,804	6,954	89.11%	850	10.89%	36	11	6,341	39	613	24	374	24	374	7	20	8	20,50	4,33	53,45	11,85	29,53	1,35	23,17	29,17	11,31	31,46	20,94
(V02) (692) White City, OR	13,568	11,886	87.65%	1,682	12.40%	4	425	11,344	141	542	176	804	67	579	7	209	22	91	12	45,45	7,52	54,41	10,49	64,92	2,31	16,61	34,66	20,94
(V21) (558) Hamlet, IN	1,146	965	84.27%	178	15.53%	6	8	943	2	126	2	46	0	0	0	0	0	0	0	33,86	7,38	41,44	6,61	40,46	5,65	0,00	0,00	22,72
(V21) (459) Honolulu, HI	15,501	13,954	90.02%	1,547	9.98%	51	166	12,828	36	1,128	9	769	36	593	5	128	4	56	60	56,14	3,98	45,27	1,27	28,25	1,42	91,84	20,81	11,42
(V21) (570) Fresno, CA	18,039	15,138	83.92%	2,901	16.09%	3	329	13,945	48	1,190	42	1,798	106	784	37	284	42	95	54	21,34	0,62	46,03	12,83	22,09	1,87	10,75	29,73	10,63
(V21) (612) Ft. California, CA	63,780	55,260	86.65%	8,520	13.36%	38	207	50,386	26	4,874	13	5,774	60	1,922	59	680	44	144	5	37,60	3,08	40,48	8,16	31,64	1,98	28,46	25,59	11,16
(V21) (640) Palo Alto, CA	52,695	47,536	90.21%	5,159	9.79%	13	377	43,373	39	4,163	20	3,462	103	1,261	6	645	1	126	0	37,67	11,32	43,54	13,02	30,24	4,00	13,70	22,91	17,83
(V21) (654) Reno, NV	27,729	23,372	84.29%	4,357	15.71%	4	20	20,928	15	2,444	0	2,325	2	1,261	2	386	6	103	3	46,32	5,16	42,50	4,46	33,55	2,37	15,75	24,21	10,30
(V21) (662) San Francisco, CA	55,909	49,564	88.66%	6,345	11.35%	23	579	45,820	322	3,744	189	4,448	15	1,362	41	410	6	105	6	46,32	5,04	40,68	4,54	44,31	2,80	30,27	25,52	15,45
(V21) (600) Long Beach, CA	50,915	47,749	93.78%	3,166	6.22%	4	126	44,072	55	3,677	15	2,557	20	306	6	135	7	168	23	30,42	8,94	35,84	2,84	32,03	2,88	18,50	18,46	11,80
(V21) (609) Loma Linda, CA	62,450	54,658	86.85%	7,792	12.49%	15	145	49,361	59	5,295	25	4,388	46	2,028	20	1,000	3	861	13	38,83	5,83	47,04	11,48	28,08	4,25	17,08	25,59	11,78
(V21) (644) San Diego, CA	64,957	57,550	88.61%	7,397	11.39%	24	459	52,733	184	4,827	102	3,819	77	1,677	25	910	23	910	47	25,15	3,52	35,26	7,20	30,64	4,27	19,25	20,40	14,28
(V21) (691) Greater Los Angeles HCS	84,813	73,670	86.86%	11,143	13.14%	24	67	67,400	23	6,270	22	6,671	32	2,957	2	1,178	5	337	3	29,42	5,73	50,26	9,60	37,80	5,98	21,43	24,43	21,37
(V23) (437) Fargo, ND	18,888	16,813	89.05%	2,255	12.48%	6	6	15,458	2	1,150	0	1,149	3	705	0	362	0	89	0	29,88	3,04	46,07	3,91	26,37	1,63	16,08	24,58	12,20
(V23) (638) Sioux Falls, SD	20,893	18,870	90.36%	2,014	9.64%	0	87	17,460	3	1,410	0	1,295	0	507	29	104	22	147	9	35,50	4,62	38,88	4,77	45,83	3,67	24,46	19,30	23,53
(V23) (568) Black Hills HCS, SD	13,695	12,430	90.76%	1,265	9.24%	0	24	11,617	18	813	6	854	0	328	0	41	0	42	0	46,00	2,60	45,88	6,60	44,29	2,00	16,99	23,47	40,29
(V23) (437) Fargo, ND	77,799	71,489	91.89%	6,310	8.11%	1	82	68,290	37	3,199	8	3,530	4	2,189	0	338	0	305	3	26,33	3,51	48,46	3,84	30,91	0,89	12,48	25,20	13,38
(V23) (636) Central Iowa, IA	20,340	19,220	94.54%	1,121	5.51%	2	138	17,863	113	1,365	1	1,121	1	424	1	65	0	65	0	35,87	5,24	42,72	4,61	38,92	2,85	21,47	16,60	13,99
(V23) (636) Iowa City, IA	34,914	31,365	89.84%	3,549	10.16%	5	5	28,175	3	2,190	2	1,959	0	712	0	586	0	292	0	33,84	6,14	48,31	5,00	33,16	1,93	26,40	22,40	36,74
(V23) (636) Nebraska IV Iowa, NE	36,393	34,341	94.37%	2,252	6.19%	10	23	32,502	13	1,839	1	1,820	7	379	1	86	1	38	0	23,46	2,11	37,81	2,25	22,81	0,94	13,02	22,56	8,86
(V23) (656) St. Cloud, MN	36,379	34,136	93.83%	2,243	6.17%	0	19	32,545	3	1,991	2	1,330	1	741	2	81	0	61	0	36,08	3,74	38,92	5,71	33,03	2,76	17,66	20,96	22,90
Grand Total: 8/01/2014	6,033,083	5,408,214	89.61%	626,869	10.39%	1,709	20,470	5,020,569	8,565	385,640	5,165	369,875	6,410	173,134	3,333	48,543	1,774	35,317	4,141	43,29	5,48	46,18	5,89	35,40	3,60	26	24	15
Grand Total: 7/15/2014	6,017,292	5,380,919	89.42%	636,373	10.58%	2,105	20,473	5,003,477	9,489	377,442	6,934	372,207	6,529	177,210	4,329	50,504	1,828	36,452	5,466	44,83	5,13	48,11	5,70	35,13	3,40	26	24	15
Grand Total: 7/1/2014	6,016,910	5,375,660	89.34%	641,250	10.66%	2,107	40,317	5,068,360	12,764	383,300	6,888	370,146	7,719	178,885	4,177	53,567	2,499	38,663	6,573	46,84	4,82	49,30	5,48	35,20	3,72	26	24	15
Grand Total: 6/15/2014	6,187,973	5,551,637	89.71%	636,336	10.29%	1,819	46,238	5,106,624	13,351	357,817	7,860	359,803	8,044	193,563	4,919	54,413	3,276	42,547	6,126	47,87	4,30	48,91	5,10	33,70	3,53	26	24	15
Grand Total: 6/1/2014	6,186,720	5,548,730	89.87%	637,990	10.31%	1,820	46,239	5,117,303	17,813	347,432	8,920	341,207	10,069	177,560	5,805	59,704	3,975	43,115	5,565	46,47	4,30	49,75	5,03	34,75	3,72	26	24	15
Grand Total: 5/15/2014	5,990,458	5,399,320	90.13%	591,138	9.87%	63,865	57,438	5,068,553	20,904	330,770	8,039	351,685	9,206	167,345	5,913	59,420	3,366	42,670	5,988	51,23	3,56	51,81	4,62	36,14	2,57	26	23	15

- Total Appointments Scheduled: Every scheduled appointment at that facility except surgery and procedures.
- Appointments scheduled 30 Days or under: Number of appointments scheduled between 0-30 days of the reference date (i.e., create date for new patients and desired date for established patients).
- Percent of Appointments Scheduled 30 Days or under: The percent of total appointments scheduled within 30 days, not including EWL count [Appointments between 0-14 Days + Appointments between 15-30 Days / Total Appointments].
- Appointments scheduled over 30 Days: Number of appointments scheduled greater than 30 days of the reference date (i.e., create date for new patients and desired date for established patients).
- Percent of Appointments Scheduled over 30 Days: The percent of total appointments scheduled beyond 30 days, not including EWL count. [Appointments between 31-60 Days + Appointments between 61-90 Days + Appointments between 91-120 Days / Total Appointments].
- New Enroll Appointment Request (NEAR) List: Total number of newly enrolled Veterans that have requested an appointment during the enrollment process during the past 10 years for whom an appointment has not yet been scheduled. This data is current as of 8/01/2014.
- Electronic Wait List (EWL) Count: Total number of new patients (those who have not been seen before in the specific clinic in the previous 24 months) for whom appointments cannot be scheduled in 90 days or less. [EWL<14 Days + EWL 15-30 Days + EWL 31-60 Days + EWL 61-90 Days + EWL>120 Days].
- Appointments between 0-14 Days: Number of appointments scheduled between 0-14 days of the reference date (i.e., create date for new patients and desired date for established patients).
- EWL Less Than or Equal to 14 Days: Number of new patients (those who have not been seen before in the specific clinic in the previous 24 months) who have been waiting on the EWL less than 14 days to be scheduled from the date of their appointment request.
- Appointments between 15-30 Days: Number of appointments scheduled between 15-30 days of the reference date (i.e., create date for new patients and desired date for established patients).
- EWL 15-30 Days: Number of new patients (those who have not been seen before in the specific clinic in the previous 24 months) who have been waiting on the EWL between 15 and 30 days to be scheduled from the date of their appointment request.
- Appointments between 31-60 Days: Number of appointments scheduled between 31-60 days of the reference date (i.e., create date for new patients and desired date for established patients).
- EWL 31-60 Days: Number of new patients (those who have not been seen before in the specific clinic in the previous 24 months) who have been waiting on the EWL between 31 and 60 days to be scheduled from the date of their appointment request.
- Appointments between 61-90 Days: Number of appointments scheduled between 61-90 days of the reference date (i.e., create date for new patients and desired date for established patients).
- EWL 61-90 Days: Number of new patients (those who have not been seen before in the specific clinic in the previous 24 months) who have been waiting on the EWL between 61 and 90 days to be scheduled from the date of their appointment request.
- Appointments between 91-120 Days: Number of appointments scheduled between 91-120 days of the reference date (i.e., create date for new patients and desired date for established patients).
- EWL 91-120 Days: Number of new patients (those who have not been seen before in the specific clinic in the previous 24 months) who have been waiting on the EWL between 91 and 120 days to be scheduled from the date of their appointment request.
- Appointments greater than 120 Days: Number of appointments scheduled greater than 120 days of the reference date (i.e., create date for new patients and desired date for established patients).
- EWL greater than 120 Days: Number of new patients (those who have not been seen before in the specific clinic in the previous 24 months) who have been waiting on the EWL greater than 120 days to be scheduled from the date of their appointment request.
- Pending: New Patient PC Avg Wait Time: Average [Avg] waiting time for a new patient who have not been seen before in the specific clinic in the previous 24 months for a future Primary Care (PC) appointment.
- Pending: Established Patient PC Avg Wait Time: Average waiting time for an established patient for a future Primary Care (PC) appointment.
- Pending: New Patient SC Avg Wait Time: Average [Avg] waiting time for a new patient (those who have not been seen before in the specific clinic in the previous 24 months) for a future Specialty Care (SC) appointment.
- Pending: Established Patient SC Avg Wait Time: Average waiting time for an established patient for a future Specialty Care (SC) appointment.
- Pending: New Patient MH Avg Wait Time: Average [Avg] waiting time for a new patient (those who have not been seen before in the specific clinic in the previous 24 months) for a future Mental Health (MH) appointment.
- Pending: Established Patient MH Avg Wait Time: Average waiting time for an established patient for a future Mental Health (MH) appointment.
- Completed: New Patient Completed PC Avg Wait Time: Average waiting time for Primary Care appointments that were completed for the month of June 2014.
- Completed: New Patient Completed SC Avg Wait Time: Average waiting time for Specialty Care appointments that were completed for the month of June 2014.
- Completed: New Patient Completed MH Avg Wait Time: Average waiting time for Mental Health appointments that were completed for the month of June 2014.