



DEPARTMENT OF
VETERANS AFFAIRS

Fact Sheet

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Patient Access Progress Update Data Release 130 – November 21, 2019

Summary

In keeping with the commitment to improve transparency in Department of Veterans Affairs' (VA) processes and in accordance with Section 206 of the Veterans Access, Choice, and Accountability Act of 2014 (VACAA), VA released the [latest update of facility-level patient access data](#), which highlights notable access improvements. In this release, VA is providing two reports:

1. **Completed Appointments (As of October 2019) ***
2. **Pending Appointments (Snapshot of data on November 15, 2019) ***

Notable Improvements for the G.V. (Sonny) Montgomery VA Medical Center

- Completed 31,662 appointments in October 2019
- Completed 95.75% of appointments in October within 30 days of the clinically indicated or Veterans' preferred date

In the last 6 months we have also done the following to improve access:

- Hired one new physician and nurse practitioner
- Redesigned space and relocated 2 nurse practitioners and to provide care to more Primary Care Veterans
- Selected 2 more nurse practitioners that will be joining us by end of December 2019
- Became a Spoke sight for Tele Hub provider. This means that a physician at the Little Rock VA sees patients remotely with use of advanced technology
- Attempting to recruit 2 more interested physicians
- Working with a locum tenens company and have identified two additional providers who are in the process of being vetted and brought onboard (a locum is a person who temporarily fulfills the duties of another)