

**ADMINISTRATIVE SUMMARY OF INVESTIGATION  
BY THE VA OFFICE OF INSPECTOR GENERAL  
IN RESPONSE TO ALLEGATIONS  
REGARDING PATIENT WAIT TIMES**



**VA Medical Center Lake City, Florida  
February 26, 2016**

**1. Summary of Why the Investigation Was Initiated**

This investigation was initiated pursuant to information received from the deputy director, North Florida/South Georgia Veterans Health System (NF/SG VHS) regarding a paper scheduling list that had been discovered at the VA Medical Center (VAMC), Lake City, FL.

**2. Description of the Conduct of the Investigation**

- **Interviews Conducted:** The deputy director of the NF/SG VHS, a supervisory program specialist, and a health care provider.
- **Records Reviewed:** The patient consults log book.

**3. Summary of the Evidence Obtained From the Investigation**

**Interviews Conducted**

- During a meeting with the NF/SG VHS Deputy Director, to discuss recently identified inappropriate scheduling practices within the VA nationwide, the deputy director advised the Department of Veterans Affairs (VA) Office of Inspector General (OIG) of a paper waiting list she had identified/recovered during an inspection of VAMC Lake City on May 15, 2014. She explained that the log book (in binder format) was being used within the Mental Health Clinic, VAMC Lake City, to schedule appointments. The VA OIG investigator took possession of the log book.
- The supervisory program specialist for the Mental Health Clinic, VAMC Lake City, was interviewed and explained that the list was a duplicate for all consults coming into the Mental Health Clinic, VAMC Lake City, and that all the information had been properly entered within the Veterans Health Information Systems and Technology Architecture (VistA). When questioned about the need for such a duplicate list if the information was properly entered within VistA, she stated that a health care provider requested the establishment of the list because he preferred a paper record of his schedule. She reiterated that the list was a duplicate and all appointments were correctly maintained within VistA.
- The health care provider acknowledged that he had requested a patient consults log book be maintained within the Mental Health Clinic at VAMC Lake City, and that the log book contain the date, patient name, last four digits of the Social Security number, location, and reason for appointment. The health care provider stated that the list was to be

maintained in addition to the list of patients already scheduled within VistA, and that the purpose of the list was for both his convenience and out of habit. Prior to concluding the interview, the health care provider explained that all scheduling is now being done in accordance with VA directives and policy.

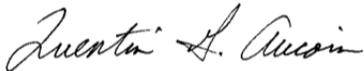
#### **Records Reviewed**

A review of the log book in question showed that there were 3,679 entries in the binder that ranged in date from January 31, 2012, to May 14, 2014.

#### **4. Conclusion**

Our investigation revealed that a health care provider had requested that the paper list be used in addition to (not in lieu of) VistA for scheduling patients. We found no evidence to indicate that the use of this list had any effect on patient care or that this was a “secret” wait list.

The OIG referred the Report of Investigation to VA’s Office of Accountability Review on September 8, 2014.



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