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VA Makes Wait Times for Patients Transparent for Veterans

New online tool first of its kind

 WASHINGTON — The Department of Veterans Affairs (VA) is taking unprecedented steps to increase transparency. Today, VA launched a new Access and Quality Tool that provides Veterans with an easy-to-use, easy-to-understand way of accessing patient wait time and quality of care data. This tool not only provides Veterans with more information about VA services, it increases accountability and ensures VA is held to a higher standard.

"Veterans must have access to information that is clear and understandable to make informed decisions about their health care," said Secretary of Veterans Affairs Dr. David J. Shulkin. "No other health-care system in the country releases this type of information on wait times. This allows Veterans to see how VA is performing."

The tool allows Veterans to access the average times patients are waiting to be seen in their local area; how Veterans describe their experiences scheduling primary- and specialty-care appointments at specific VA facilities; timeliness of appointments for care needed right away; and the quality of health care delivered at VA medical centers compared with local private-sector hospitals. The Access and Quality Tool is the most transparent and easy to understand wait time and quality data website in the health-care industry.

"This tool is another example of VA leading the way," said Acting Under Secretary for Health Dr. Poonam Alaigh. "No one in the private sector publishes data this way. This tool will instill a spirit of competition and encourage our medical facilities to proactively address access and quality issues while empowering Veterans to make choices according to what works best for them and their families."

VA will continue to make improvements to this tool based on the feedback it receives from Veterans. The Access and Quality Tool can be found at www.accesstocare.va.gov. Watch this video to learn how the tool can be used.

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