



# **The Annual Report of the Secretary Of Veterans Affairs—FY 1997**

# Annual Report, FY 1997

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## Letter of Transmittal

To the President of the Senate and the Speaker of the House of Representatives, I submit this report on the activities of the Department of Veterans Affairs for the fiscal year ending September 30, 1997, as required by 38 U.S.C. § 529.

This record, documenting the accomplishments and achievements of a dedicated work force, is also a resounding reaffirmation of our nation's commitment to the men and women who served in our armed forces.

In September 1997, we published our Strategic Plan for FY 1998 through 2003. This plan describes what we do, who our customers are, where we are going, and how we plan to get there. Our vision is to function as a unified and customer-focused organization efficiently delivering coordinated, high-quality service to veterans and their families.

In addition to presenting our vision, the Plan describes performance goals which will help us evaluate our progress toward making the Plan a reality.

This *Annual Report* documents many achievements that contribute to the attainment of the goals and objectives set in our Strategic Plan. During the past fiscal year, the transformation of the VA healthcare system continued with expansions in access to care through new community-based clinics and changes in eligibility criteria. VA implemented a new healthcare resource allocation system designed to direct resources to meet the diverse needs of veterans in geographic areas throughout the nation. The Department also laid the groundwork to test an enrollment process that will bring the Department a step closer to becoming one of the world's largest, full-service, managed healthcare systems.

VA extended the eligibility period for compensation of Gulf War veterans with undiagnosed illnesses, provided benefits to Vietnam veterans' children with spina bifida, and awarded compensation to Vietnam veterans for additional diseases presumed to be linked to Agent Orange exposure.

VA also made significant progress in reducing the disability compensation claims backlog and launched a nationwide campaign of sharing "best practice" innovations to improve benefit service delivery.

In September 1997, the Tahoma National Cemetery was opened in the State of Washington. There are now 115 VA cemeteries that provide dignified burials and memorials in ways befitting the contributions and sacrifices of veterans to our country.

This year's *Annual Report* is presented in a format similar to that of the Strategic Plan; which is somewhat different from past annual reports. We consider this *FY 1997 Annual Report* to be a transitional document that represents a step toward improved reporting of the relationship between resources used



and outcomes achieved. In keeping with the Government Performance and Results Act of 1993, our goal is to move away from a description of *what* VA is doing toward an assessment of *how* VA is doing.

I appreciate the opportunity to provide this documentation of VA's achievements during Fiscal Year 1997. I look forward to working with our stakeholders to meet multiple reporting requirements (*Annual Report, Annual Accountability Report, and GPRR-required performance measurement reports*) in an efficient manner that provides meaningful and useful information.

A handwritten signature in black ink, appearing to read "Togo D. West, Jr.", with a large, sweeping flourish extending from the end of the signature.

Togo D. West, Jr.  
Secretary of Veterans Affairs

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# Introduction

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## *VA Organization*

The Department includes 3 administrations that provide for the delivery of services and benefits; 5 Assistant Secretaries; 13 Deputy Assistant Secretaries; and 7 Department staff offices that provide specific assistance to the Secretary.

## *Mission of the Department of Veterans Affairs*

The Department's mission is to serve America's veterans and their families with dignity and compassion and to be their principal advocate in ensuring that they receive the care, support, and recognition earned in service to this nation.

## *Secretary's Vision*

We are a more customer-focused organization, functioning as "One-VA" and delivering seamless service to our customers. We benchmark the quality and delivery of our service with the best in business and use innovative means and high technology to deliver "World-Class Customer Service." We endeavor to improve the delivery of benefits and healthcare, focusing on quality, timeliness, compassion, and effectiveness. We foster partnerships with our customers and stakeholders making them part of the decision-making process. We cultivate a dedicated VA work force of highly skilled employees who understand, believe in, and take pride in our vitally important mission.

# Strategic Management

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## *Strategic Plan*

After more than two years of work in developing a process for strategically managing the Department, VA published a Strategic Plan in September 1997, covering FY 1998-2003, that addresses its major programs, special emphasis programs, and management strategies. VA will issue a revised Strategic Plan at least every three years in accordance with the requirements of the *Government Performance and Results Act (GPRA)* of 1993. Periodic revisions will ensure that the Strategic Plan continues to accurately reflect critical internal and external environmental factors, significant programmatic and management improvements, and the future strategic direction of the Department.

Using a balanced scorecard-type approach, the Strategic Plan is divided into two parts. Part I — Honor, Care and Compensate Veterans in Recognition of Their Sacrifice for America, contains the strategic goals for VA programs through which benefits and services are provided. Part II — Management Strategies, contains process-oriented strategies that will help VA operate as “One-VA” — a unified organization delivering seamless service to veterans with a focus on providing world-class customer service, ensuring a high-performing work force to serve veterans, and providing the taxpayer maximum return on investment. VA will provide this seamless service to veterans by integrating disparate Department activities and functions and fostering greater integration and partnerships with other government and private organizations whose functions complement our own.

The Strategic Plan serves as the foundation by which VA will strive to provide 5-star service to veterans and their families...providing the right benefit at the right time and place. For example, VA employees at any location will be able to tell veterans when their next appointment is scheduled and give them the status of their claim or appeal just as people today can find out the status of an airline flight from anywhere in the world and use their bank card to get cash at money machines 24 hours a day. This process improvement will also support VA’s goal to increase the number of unique

users of the veterans healthcare system by 20 percent because VA will have made access easier.

## *Strategic Management Process*

Discussions among VA top managers on the need for VA to strategically manage issues culminated in the adoption of a Department-wide strategic management process. This process includes establishing a Strategic Management Group (SMG) and Strategic Management Steering Committee (SMSC). The SMG, which the Deputy Secretary chairs and upon which VA’s top political appointees serve as decision-making members, provides a unified approach to addressing strategic issues critical to VA’s future. The SMSC, the principal working group reporting to the SMG, oversees a number of strategic management initiatives, including development of the Strategic Plan, strategic program scans, customer service goals toward the best in the business, and organizational assessment surveys. Together the SMG and SMSC began integrating VA’s Strategic Plan with the budget, linking resources to priorities and performance. VA is also in the process of integrating the legislative program into the strategic management process.

The recently issued VA Strategic Plan is only the first step in the evolving process of implementing GPRA.

- VA will continually assess implementation of the goals and objectives and report on progress in an annual performance report.
- VA will revise the Strategic Plan in FY 1998 to reflect coordination with the FY 1999 Performance Plan/Budget, stressing global rather than detailed performance information, strengthening the implementation strategies, and making specific program goals more outcome oriented.
- VA will conduct formal program evaluations to address whether programs are meeting the intent for which they were created and are improving the quality of life for veterans and their families.

In preparation for formal program evaluations, VA conducted a series of program scans to provide preliminary data regarding program effectiveness to help determine future needs. Program scans were intended to provide a general review of current programs in an effort to identify the purpose and intent of benefit programs, define program outcomes, and assess existing performance measures and data needed to formally evaluate program outcomes and impact. The results of these program scans will enable VA to make some preliminary determinations and more adequately frame the issues for discussion with stakeholders. Program scans will be completed for all programs in 1998 and VA will work with stakeholders to develop a formal schedule and priorities for future program evaluations.

VA is also undertaking a systematic benchmarking effort as a component of the formal program evaluation process. A disciplined benchmarking process is intended to produce information VA can use to compare itself to other agencies and to the best in business and measure progress toward or achievement of intended objectives.

Plans are also underway to establish linkages of key employee survey data with other organizational performance measures. VA's Organizational Assessment Survey, often referred to as the One-VA Employee Survey, was administered to all full- and part-time employees in 1997. Of 220,000 employees, 57 percent responded, making the participation rate the highest in recent history for large Federal agencies. Each major organizational unit and facility within the Department received a customized set of data, including comparative data. The development of priority action plans are underway at all levels in VA with involvement of both national and local partnerships. Plans to re-administer the survey in FY 1999-2000 are included in the Department's Strategic Plan. (See Chart 1.)

VA's Strategic Plan is available on the Internet on the VA homepage as is a summary of Department-wide findings of the One-VA Employee Survey.

### ***National Performance Review***

In January 1997, the President and Vice President presented the *Blair House Papers* to Cabinet Secretaries as their continuing reinvention guidelines. These papers include challenges to all

departments and agencies to deliver great service, foster partnership and community solutions, and get the job done with less, with some organizations receiving specific challenges. To illustrate, the challenge to VA is to improve beneficiary satisfaction through greater integration of the VA health system with the Department of Defense (DoD). The *Blair House Papers* also include principles and ideas of how to go about reinvention, many of which were successfully implemented. For example, key principles identified in the *Blair House Papers* for becoming a customer-driven organization are: (1) identify your customers, (2) continuously ask your customers what they want, (3) set standards so people know what to expect, and (4) measure and publicize results. VA is already acting in accord with these principles, beginning in 1994 with the publication of customer service standards and recently with the implementation of the GPRA.

During FY 1997, the Vice President also identified 31 Reinvention Impact Centers across the Federal government to improve services that directly affect the American public and engender improved trust in government. Each center provided a one-page summary of bold goals they intend to achieve by the end of FY 2000 in comparison with FY 1996. The Veterans Health Administration and Veterans Benefits Administration are 2 of the 31 chosen agencies.

Bold goals and creativity, however, are not new to VA. Employees are empowered to strive for better ways to accomplish their jobs.

As a result, the Vice President presented VA with 104 Hammer Awards since the program's inception in 1994 and the VA Deputy Secretary approved over 200 Scissors Awards during its two years of operation. Both of these programs strive to cut red tape while improving service.

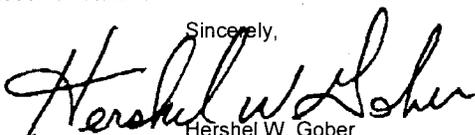
### ***Structure of the Annual Report***

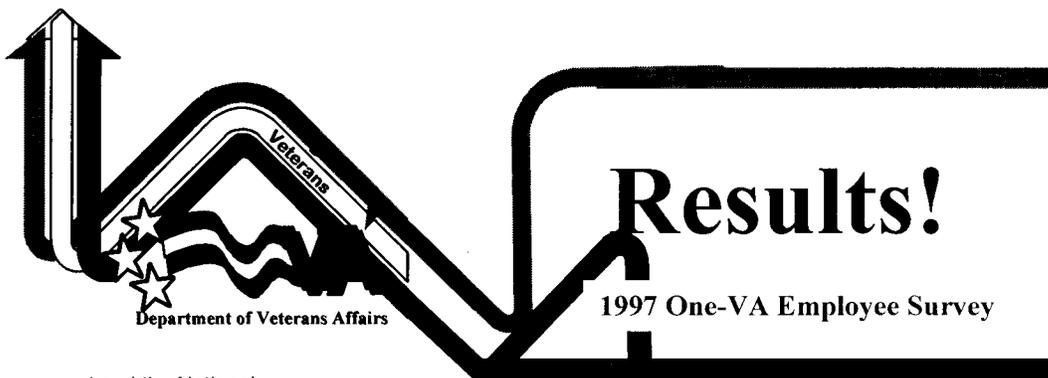
This Annual Report adheres to a format similar to the Strategic Plan itself. Report sections describing the activities and accomplishments of the Administrations and Staff Offices are divided, where applicable, as follows: Honor, Care and Compensate Veterans in Recognition of Their Sacrifice for America; Management Strategies, and certain sections, again where applicable, may include

Chart 1. Results of the VA's Organizational Assessment Survey (One-VA Employee Survey)

I want to thank the 126,000 of you who have taken the time to respond to the One-VA Employee Survey. This fact sheet provides you with some of the general results.

We did exceptionally well in two key areas - "customer orientation" and "diversity"; however, there are a number of areas where we need to improve. I have asked our senior management and the National Partnership Council to analyze the results of the survey, and provide me with recommendations. These should be made available in the near future. In the meantime, I encourage each of you to work with your management team and local partnership council in addressing those issues that are priorities to your facility. With your continued involvement in making VA a better place to work, we will be able to serve the best customers in the world - our nation's veterans.

Sincerely,  
  
 Hershel W. Gober  
 Secretary-Designate

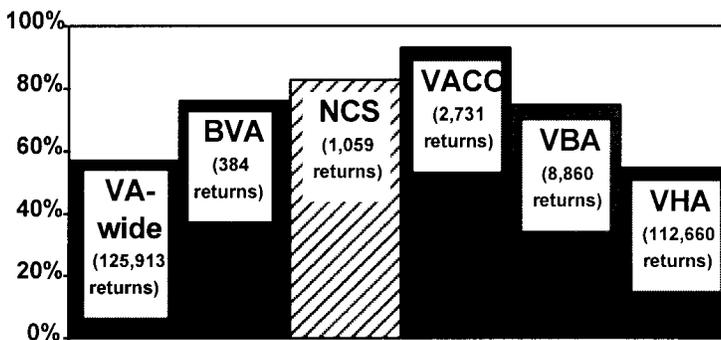


# Results!

1997 One-VA Employee Survey

## Survey Participation by Organization

Over 57% of all employees surveyed returned their questionnaires. The following chart shows the participation by major organization.



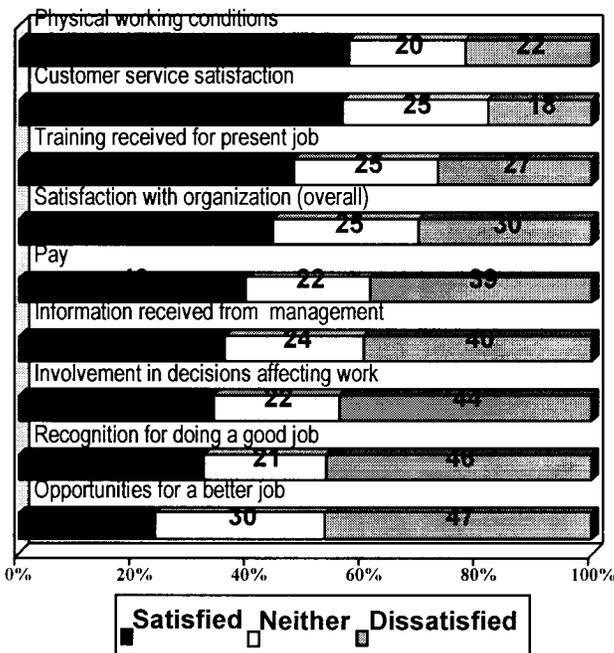
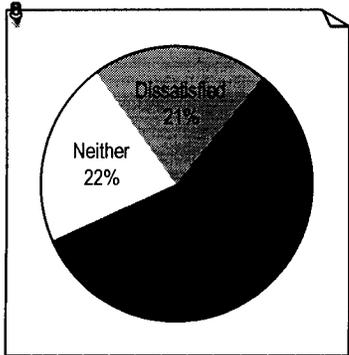
## Job Satisfaction

How does the level of job satisfaction vary by function?

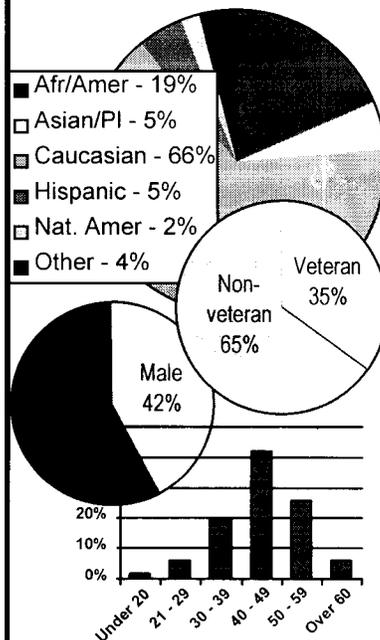
Employee Job Satisfaction is one key indicator of how well we are meeting our goal of being an employer of choice.

We asked, "Considering everything, how satisfied are you with your job?" (Q131)

You said ...



## Survey Participation Demographics



**On a Personal Note ...** You said that you liked the type of work you do but are not satisfied with your pay when compared to others with similar jobs. You also said:

- ↑ Q117. I'm satisfied with my group's overall work quality.
- ↑ Q118. I'm satisfied with overall quality of service to veterans.
- ↑ Q101. The people I work with cooperate to get the job done.
- ↑ Q103. I have enough information to do my job well.
- ↓ Q109. Sufficient effort isn't made to get the opinions of workers.
- ↓ Q105. Job conditions don't allow me to be as productive as possible.
- ↓ Q102. I'm not given a real opportunity to improve my skills.
- ↓ Q104. I don't feel encouraged to develop better ways of doing things.

## HIGH FIVES

### One-VA Survey Most Favorable Five

Here are the top five survey items - highest percentage of VA-wide agreement.

Employees have a good understanding of who their customers are. (Customer Orientation -Q23)

**79% agreed.**

Reasonable accommodations are made for persons with disabilities; e.g., availability of sign language interpreters, ramps, braille. (Diversity -Q91)

**75% agreed.**

There are service goals aimed at meeting customer expectations. (Customer Orientation -Q22)

**67% agreed.**

Employees have an understanding of the organization's mission, vision, and values. (Leadership and Quality -Q35)

**65% agreed.**

Customers are informed of the process for seeking assistance, commenting, and/or complaining about products and services. (Customer Orientation -Q26)

**63% agreed.**

### One-VA Survey Least Favorable Five

Here are the bottom five items - highest percentage of VA-wide disagreement.

Pay raises depend on how well employees perform their jobs. (Rewards/Recognition -Q6)

**65% disagreed.**

Risk-taking is encouraged without fear of punishment for mistakes. (Innovation -Q15)

**60% disagreed.**

"Red tape" and unnecessary rules and regulations do not interfere with the completion of my work in a timely manner. (Use of Resources -Q57)

**57% disagreed.**

Employees are given the opportunity to work at home or on flexible work schedules, when the job permits (e.g., Flexitime, Part-time, Flexiplace). (Work & Personal Life -Q66)

**55% disagreed.**

Supervisors/team leaders take steps to minimize work-related stress. (Work Environment -Q63)

**55% disagreed.**

## THE 18 DIMENSIONS

### Customer Orientation



### Diversity



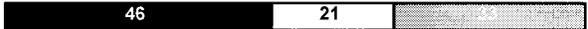
### Barriers to Service



### Communication



### Supervision



### Work and Family/Personal Life



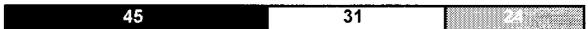
### Work Environment/Quality of Worklife



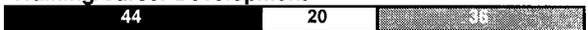
### Leadership and Quality



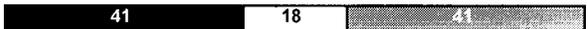
### Performance Measures



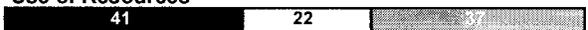
### Training/Career Development



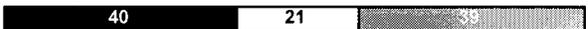
### Teamwork



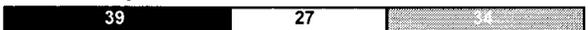
### Use of Resources



### Employee Involvement



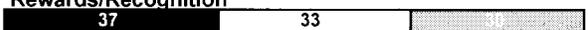
### Job Security/Commitment to Workforce



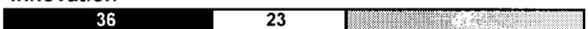
### Strategic Planning



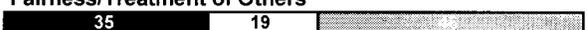
### Rewards/Recognition



### Innovation



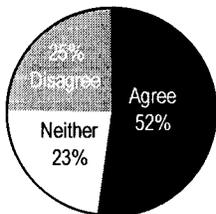
### Fairness/Treatment of Others



0% 20% 40% 60% 80% 100%

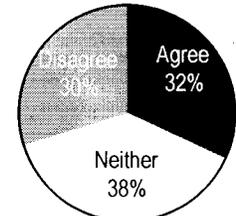
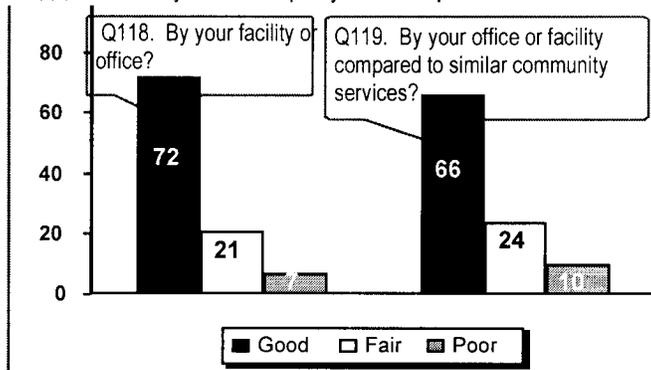
■ Favorable □ Neither ■ Unfavorable

## ADDITIONAL VA-INITIATED QUESTIONS



Q111. This organization practices zero tolerance for discrimination (gender, race, national origin, religion, age, cultural background, sexual orientation, or disability.)

Overall, how would you rate the quality of service provided to veterans...



Q112. There is a positive relationship between management and union officials at my facility.



Want more information, including how VA compares to other federal agencies? Check the Intranet: <http://vaww.va.gov/corpinfo> (Access available through VA networks)



Department of Veterans Affairs  
Office of Policy and Planning

September 1997

# The Veteran

## Summary

Beginning with our nation's struggle for freedom two centuries ago, approximately 42 million men and women have served their country during wartime periods. Most (about 89 percent) served in one or more of the four major conflicts of the 20th century, with World War II veterans alone representing nearly 40 percent of all American war participants. As of July 1, 1997, an estimated 25.6 million veterans were living in the United States and the Commonwealth of Puerto Rico; 19.6 million of these veterans served during at least one wartime period. (See Table 1.)

## Number of Veterans and Periods of Service

The veteran population continued to decline in numbers in the last year because of the large number of veteran deaths (540,000 between July 1, 1996, and July 1, 1997). World War II veterans, the second largest segment of the veteran population at 6.7 million, dominated the deaths of veterans (372,000). The Vietnam era with 8.2 million living veterans is the largest period of service representing 32 percent of all veterans.

Two other major conflicts and the Gulf War contributed to the total count of United States wartime veterans. Living Korean conflict participants totaled 4.3 million, Gulf War veterans numbered 1.9 million, and World War I veterans numbered 6,800 as of July 1, 1997.

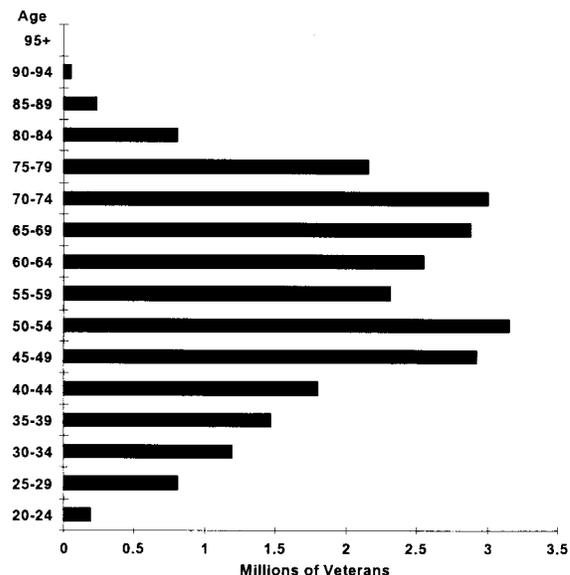
Approximately 6.0 million veterans served only during peacetime. Almost equal numbers of these peacetime veterans served only between the Korean conflict and the Vietnam era (2.8 million) or only between May 7, 1975, and August 1, 1990, during the post-Vietnam peacetime era (3.0 million).

## Age of Veterans

As of July 1, 1997, the median age of all living veterans was 57.7 years. Veterans under 45 years of age constituted 21 percent of the total, while those

aged 45 to 64 represented 43 percent. Veterans 65 years old and older accounted for 36 percent of the overall veteran count. The 90 to 94-year old age group showed the greatest relative increase (22 percent) in number, followed closely by the 80 to 84 and 85 to 89-year old age groups (15 and 14 percent respectively) over the last year, reflecting the aging of World War II veterans. (See Chart 1.)

Chart 1. Estimated Veteran Population by Age as of July 1, 1997



Approximately 26 percent of all civilian males 20 years old and older were veterans on July 1, 1997. This percentage varied by age, reflecting the degree of our nation's involvement in each of the major armed conflicts of this century. For example, of those civilian males aged 70 to 74 years, 76 percent were veterans, clear evidence of the extent of our participation in World War II; among civilian males aged 50 to 54 years, 41 percent were veterans, reflecting America's participation in the Vietnam era. (See Chart 2.)

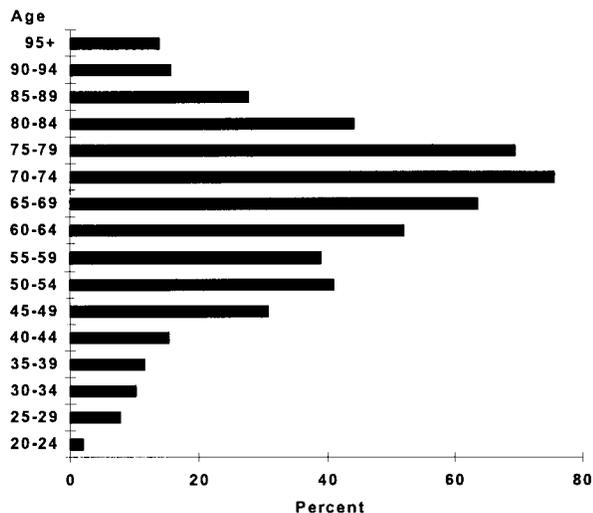
## Female Veterans

The female veteran population of 1.2 million constituted 4.6 percent of all veterans living in the

United States and Puerto Rico on July 1, 1997. Female veterans as a percent of all veterans is expected to increase since the number of former military servicewomen continues to increase, although at a slow pace, in contrast to the decline of the male veteran population. In general, the demographic profile of the female veteran population stands in contrast to that of the male veteran population. Differences in age and period of service are notable examples.

The median age of female veterans (45.3) is nearly 13 years younger than the median age for male veterans (58.1). The growing involvement of women in the military in recent years is reflected in period-of-service-differences between male and female veterans. Approximately 48 percent of all female veterans, for example, served only during the peacetime period following the Vietnam era (May 7, 1975, through August 1, 1990) or during the Gulf War, in contrast to less than 18 percent of male veterans.

**Chart 2. Male Veterans as a Percentage of the Male Civilian Population by Age as of July 1, 1997**



### ***Characteristics of Veterans and Nonveterans***

Data on various characteristics of veterans and nonveterans are obtained from the Current Population Survey (CPS) through a contract agreement with the U.S. Bureau of Census and with the approval of the Department of Labor, sponsor of the survey. CPS data include information on labor force, employment, income, and education of veterans and nonveterans. However, CPS population estimates may differ from official VA

estimates because the two sources of estimates are subject to different kinds of statistical error. Also, the veteran population base may differ from one section to another due to different reference periods (i.e., fiscal year or calendar year) for the data described.

### ***Education***

Education plays a critical role in the social and economic achievements of individuals. In 1997, as was the case in 1996, significant differences exist between male veterans and nonveterans in their highest level of education attained. Fourteen percent of veterans aged 20 or older had not graduated from high school, compared with 19 percent of nonveterans. A higher proportion of veterans than nonveterans had either completed high school and not attended college (36 percent vs. 31 percent) or completed one to three years of college (28 percent vs. 25 percent). Nonveterans, however, were more likely than veterans to have completed 4 or more years of college (25 percent vs. 22 percent). About the same percentage of veterans as nonveterans had at least some college education (50 percent).

The pattern described above is also generally observed for Vietnam era veterans and nonveterans aged 40 to 54, and post-Vietnam era veterans and nonveterans aged 20 to 39. However, since income and education tend to be correlated, it is worth noting that a higher proportion of Vietnam era veterans than nonveterans had at least some college (60 percent vs. 54 percent). Also, among post-Vietnam era veterans aged 20 to 39 and their nonveteran counterparts, 51 percent of veterans compared to 52 percent of nonveterans had at least some college. (See Statistical Appendix, Table 2.)

### ***Labor Force***

Slightly more than 14 million veterans aged 20 or over, representing 59 percent of the non-institutionalized veteran population, were in the labor force in FY 1997. The veterans' labor force participation rate of 59 percent, however, was about 11 percentage points lower than the corresponding labor force participation rate of nonveterans (70 percent). While comparing data on labor force and employment for veterans and nonveterans, one should keep in mind that there are significant differences in their sex and age compositions. In particular, more than 90 percent of veterans are male and the proportion of males beyond retirement age is higher for veterans than for nonveterans.

Among male veterans aged 20 years or older, about 14 million, or 59 percent of the male veteran population, were in the labor force in FY 1997. This is in sharp contrast to the 83 percent labor force participation rate of their male nonveteran counterparts. The difference in the overall participation rate between male veterans and nonveterans reflects the higher proportion of veterans in their retirement years, 65 or older, who are no longer in the labor force. For male post-Vietnam era veterans and nonveterans aged 20 to 39, and male Vietnam era veterans and nonveterans aged 40 to 54, the labor force participation rates ranged from 90 to 94 percent.

The female veteran labor force of 721,000 is only about one percent of the size of the civilian nonveteran female labor force aged 20 or older. The labor force participation rate of female veterans (57 percent) was slightly lower than the participation rate of female nonveterans (60 percent). In the 20 to 39 and the 40 to 54-age groups, however, the percentage of female veterans in the labor force was higher than that of their female nonveteran counterparts. (See Statistical Appendix, Table 3.)

### Unemployment

The unemployment rate of 3.6 percent among veterans aged 20 or older, both sexes, was lower than the 4.5 percent rate for their nonveteran counterparts. The unemployment rate of 3.5 percent for male veterans aged 20 or older was almost one percentage point lower than the rate for their male nonveteran counterparts. Among the younger males 20 to 39 years of age, the unemployment rate was lower for post-Vietnam veterans (4.8 percent) than nonveterans (5.2 percent). Older male veterans in the labor force also had lower unemployment rates than their nonveteran counterparts. The unemployment rates of male Vietnam era veterans aged 40 to 54 (3.3 percent) and all male veterans 55 to 64 years of age (3.1 percent) were lower than the unemployment rate among male nonveterans aged 40 to 54 (3.4 percent) and male nonveterans 55 to 64 years of age (3.2 percent).

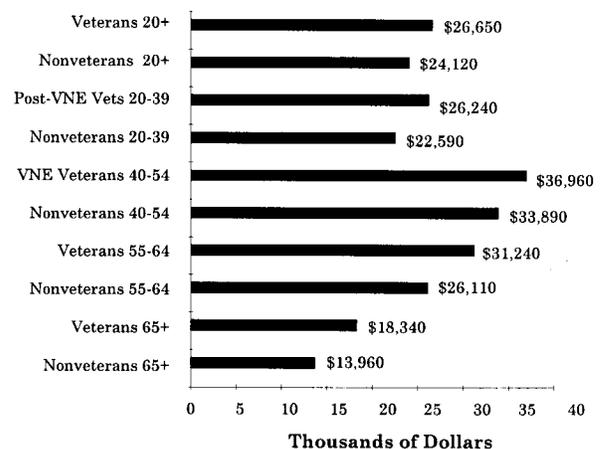
Female veterans 20 or older experienced a higher rate of unemployment than their nonveteran counterparts, 5.1 percent compared to 4.5 percent.

Among females aged 20 to 39 and 40 to 54, veterans had higher unemployment rates than nonveterans. (See Statistical Appendix, Table 3.)

### Income

In general, personal income was higher for male veterans than male nonveterans due to differences in their age, and, in part, to differences in education, job skills and training. The median income of \$26,650 for veterans aged 20 or older was 10 percent higher than the median income of \$24,120 for nonveterans 20 or older. For all the groups shown in Chart 3, the median income of \$36,960 for Vietnam era veterans aged 40 to 54 years was the highest, 9 percent more than their nonveteran age counterparts (\$33,890). Similarly, the youngest veterans 20 to 39 years of age, i.e., post-Vietnam era veterans, had a median income 16 percent higher than the median income of nonveterans of similar ages: \$26,240 for post-Vietnam era veterans compared to \$22,590 for nonveterans. The median income of veterans aged 55 to 64 was 20 percent higher than the median income of nonveterans of that age group, \$31,240 for veterans compared to \$26,110 for nonveterans. Similarly, the median income of \$18,340 of veterans aged 65 or older was 34 percent greater than the median income of \$13,960 for nonveterans. (See Chart 3.)

Chart 3. Median Personal Income (1996) of Male Veterans and Nonveterans by Age Groups, March 1997



Source: March 1997 Current Population Survey

# Health Care

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## *VHA Mission*

The Veterans Health Administration (VHA) ensures that the healthcare needs of America's veterans are served by providing primary care, specialized care, and related medical and social support services. VA's healthcare education and training programs help to assure an adequate supply of clinical care providers for veterans and the nation. The research program contributes to the nation's knowledge about disease and disability. The integration of the healthcare system enables VA to maximize the health of our veteran patients, to strive for healthcare value and for excellence in customer service, education and accountability to veterans, veterans advocates, and the American taxpayer.

**Honor, Care, and Compensate  
Veterans in Recognition of  
Their Sacrifices for America**

## *Healthcare and Support Service*

### *Eligibility Reform*

Legislation enacted in October 1996 to reform eligibility reinforces sweeping and fundamental changes in how the Department of Veterans Affairs provides healthcare. Under Public Law 104-262, veterans who once were eligible for either inpatient or outpatient care are now eligible for both. Because VA no longer has to needlessly admit patients based on eligibility rules, veterans will be treated sooner and closer to where they live.

The new law requires VA to manage the provision of healthcare services through an annual enrollment system according to seven priority categories established in the law with the highest priority given to those with service-connected conditions. The new law provides a basis for reporting to Congress the extent to which resources will be made available for the care of veterans classified by enrollment group. After October 1, 1998, most veterans will have to be

enrolled in the VA healthcare system in order to receive treatment.

VA began accepting enrollment applications from veterans starting October 1, 1997, and is now in the process of fine-tuning the enrollment procedure. Customer service is expected to improve through the Data Collection Pilot program that will simplify the application process for veterans whose eligibility for VA medical care (medical care, prescription copayment exemption, and travel reimbursement) is based on income. The program enables these veterans to complete a single application in a calendar year instead of one for each encounter at a VA medical facility.

### *New Sharing Agreement Authority*

Public Law 104-262 greatly expanded VA's healthcare resources sharing authority. Any service needed to operate the VA healthcare system, as well as use of space or use of equipment, is now included under the sharing program definition of a healthcare resource. Potential partners to these agreements have been expanded to include health insurers or plans, local and state governments, or any entity or individual. This represents a significant expansion over earlier sharing agreement authority that was limited to contracting for specialized services with non-VA healthcare facilities and medical schools.

The new authority permits VHA facilities to procure healthcare resources non-competitively from medical school affiliates, affiliated practice groups, or other entities associated with the affiliates. This new procurement authority has been used by VHA to establish the new Community Based Outpatient Clinics, of which about half are solely contractor operated with the remainder all having contracts in place for space and support services.

The expanded healthcare resources sharing authority also allows VA facilities to sell services or the use of space or equipment in order to maximize the effective use of available resources. Examples of such agreements approved this year include the VA providing "meal-on-wheels," space to a county government for courthouse offices, rooftop space for

cellular antennae, DNA mapping, chaplain services to a hospice, and nursing assistant training to a local public housing authority. VA headquarters program staff has reviewed and approved almost 130 concepts proposed by medical centers for the sale of healthcare resources.

### ***VADoD Sharing***

Another provision of Public Law 104-262 extended the authority of VA healthcare facilities to provide care to Department of Defense (DoD) CHAMPUS beneficiaries through that Department's TRICARE managed care program. Some 55 VA facilities now participate in TRICARE provider networks established by DoD's managed care support contractors. Revenue generated from TRICARE sharing is retained at the facility providing the service and is used to improve healthcare to veterans.

VA and military healthcare facilities now have over 750 sharing agreements for some 6,200 shared services. VA and the military services operate four joint venture hospitals. These sites are in Albuquerque, NM, El Paso, TX, Las Vegas, NV, and Lawton, OK. Four other sites (Anchorage, AK, Honolulu, HI, Fairfield, CA, and Key West, FL) are at various stages of construction.

### ***Medicare Reimbursement***

VA continues to actively pursue becoming a Medicare provider. In September 1996, VA and the Department of Health and Human Services signed a Medicare Memorandum of Agreement which set out the principles and framework for a VA Medicare demonstration project. Legislation was passed by the Senate, which would have established this demonstration project. The legislation was considered but not included as part of the Balanced Budget Act. VA is working with the appropriate Congressional committees on this important initiative and hopes to receive authorization to become a Medicare provider in the near future.

## **Medical Care Services**

### ***Workload and Cost***

- Acute bed days of care per 1,000 unique users dropped 29 percent. The FY 1997 ratio of 1,782 per 1,000 is almost half the FY 1994 ratio of 3,430 per 1,000.
- Total operating beds declined 21 percent (13,840 fewer beds) to 52,706 while occupancy rates rose

to 78 percent, a rate which compares favorably with the average occupancy rate of private sector hospitals. Since FY 1994, VA has closed over 40 percent of its acute care hospitals beds.

- Sixty-nine percent of surgeries and procedures are now performed in an ambulatory setting. This reflects a 33 percent improvement from FY 1996, and almost a doubling compared to FY 1995.

### ***Access***

- Over 80,000 new Category A (i.e., service-connected or low income) veterans used VA medical care services in FY 1997. There has been a 10 percent increase of users since FY 1994.
- The total number of Category A users was 2,555,512. The total number of all users in FY 1997 was 3.1 million, an increase over the FY 1996 count of 2.9 million users.
- VA matched the Picker Institute performance standard for timeliness by cutting access problems reported by VA patients in half. Seventy-five percent of patients now report clinic-waiting times of less than 30 minutes.

### ***Technical Quality***

- Immunizations for pneumococcal disease and influenza more than doubled to 61 percent in FY 1997, now exceeding the U.S. goal of 60 percent for the year 2000.
- Breast, cervical, and colorectal cancer screening rates (87, 90, and 62 percent, respectively) exceed 1997 Health Maintenance Organization (HMO) national average performance (70, 70, and 55 percent, respectively) as well as the U.S. goals for the year 2000.
- Documentation of patient involvement in decision-making about prostate cancer screening (an American College of Physicians recommended practice) rose from only 1 percent in FY 1996 to 37 percent in FY 1997. No comparable data is available for the private sector.
- Counseling for tobacco consumption rose to 79 percent in FY 1997, far exceeding the HMO national average performance of 61 percent.
- Screening for alcohol abuse using a standardized instrument rose from 2 percent in FY 1996 to

40 percent in FY 1997. Sixty percent of substance abuse patients seen in September 1997, underwent a standardized clinical assessment using the Addiction Severity Index. The private sector benchmark is 50 percent, although actual private sector data is not readily available.

- VA rates of aspirin administration (92 percent) and beta-blocker administration (83 percent) for ischemic heart disease continue to exceed 1997 private sector performance of 76 percent and 62 percent, respectively.
- VA's 69 percent rate of retinal eye exams for diabetics exceeds the 1997 HMO national average of 38 percent. Eighty five percent of diabetics have an annual Hemoglobin A1c. Sensory examinations of feet doubled to 69 percent.
- Sixty-seven percent of patients with incurable, end-stage illness now have a comprehensive plan to manage palliative care detailed in their medical record. No comparable data is available from the private sector.
- Seventy-seven percent of patients report that one provider or team is in charge of their care. The HMO comparison figure is 64 percent.

### ***Quality Reviews by the Office of the Medical Inspector***

- During FY 1997, the Office of Medical Inspector (OMI) continued to identify opportunities to improve the quality of care provided to veterans. A number of isolated, unexpected, serious events (Sentinel Events) were investigated. From these investigations, recommendations emerged that were reported on a facility-specific basis and for the entire VA healthcare system.
- The OMI contributed to the development of a Sentinel Event Registry in the Office of the Chief Network Officer at VHA Headquarters to enable staff to access and track these such events. The OMI also participated in the development of a new Risk Management Handbook and Directive issued by the Office of Performance and Quality.

### ***Primary Care***

- One of VHA's strategic goals is implementing primary care throughout its healthcare system. In FY 1997, a VHA primary care national survey

showed that using a count of uniquely identified patients, total primary care patient enrollment was nearly 80 percent.

### ***Sickle Cell Anemia***

- VA continues to support Sickle Cell Anemia care, including counseling and teaching. Testing is available in all VHA facilities, either locally or at special hematology reference laboratories. The last survey indicated that last fiscal year more than 20,601 patients were tested. In addition, 3,058 educational sessions were held for 29,480 patients, their family members and other visitors. A total of 1,505 patients and visitors were counseled.

### ***Pharmacy***

- The Consolidated Mail Outpatient Pharmacy (CMOP) located in Hines, IL, became operational in FY 1997 and joined five existing sites located in Bedford, MA, Dallas, TX, Leavenworth, KS, West Los Angeles, CA, and Murfreesboro, TN. While not operating at full capacity, the CMOP sites support 114 medical centers and fill over 500,000 prescriptions weekly. The automated service dramatically cut turnaround time for prescriptions, reduces overall operating expense, and thus improves customer service.
- In FY 1997, VHA established a National Formulary. The Formulary enhances equal access to pharmaceuticals for veterans regardless of where they might live in the United States. As a result of the National Formulary, national contracting was made possible, which resulted in an estimated annual cost avoidance of \$128 million.
- In addition, eight drug treatment guidelines have been developed and issued to VA medical centers to support the effort to achieve the appropriate use of pharmaceuticals in the veteran patient population.

### ***Health Administration Center, Denver, CO***

- In addition to administering the Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMPVA), the role of the Health Administration Center has been expanded. It now oversees several other VA healthcare programs, including the Foreign Medical Program, the Gulf Examination

Program for Dependents Program, and the Spina Bifida Healthcare Benefits Program.

- The Health Administration Center is also responsible for the Non-VA Healthcare Pilot (e.g., processing and payment of all Fee Basis healthcare for Veterans Integrated Service Network (VISN) 19) as well as for the administration of VHA's Mail Management Office. This pilot project was approved and funded in January 1997 with directions to establish benchmarks that will be used to evaluate program utilization, management, authorization, claims processing timeliness, and customer satisfaction.
- Under the CHAMPVA In-house Treatment Initiative (CITI), \$6.2 million dollars were reprogrammed to VA healthcare facilities, which provided medical care to CHAMPVA beneficiaries in FY 1997. Now in its fifth year, the CITI program has generated over \$16.2 million in revenue for participating VA healthcare facilities.

### ***MCCR Re-Engineering***

- Seven VA medical centers continue to work on the Medical Care Cost Recovery (MCCR) re-engineering initiative to improve the core processes of the cost recovery activities. This business process redesign initiative has proved to be beneficial for VA overall, and is being shared with VA medical centers and networks for streamlining business processes, eliminating inefficiencies and increasing revenues.
- In the last two years, MCCR re-engineering pilot sites implemented a pre-registration process. Pre-registration involves contacting patients prior to a scheduled hospital admission and correcting demographic data defined to include insurance coverage information. Pre-registration over 18 months prior to FY 1997 resulted in 102,155 demographic changes made in the MCCR data base which, in turn, resulted in an increase in FY 1997 third party billings of \$41,679,501 and an increase in collections of \$11,523,154.

### ***Medical Preparedness***

- During the Minnesota/North Dakota floods of 1997, the Emergency Management Strategic Healthcare Group (EMSHG) coordinated the provision of clinical staff, a mobile health clinic, and emergency management personnel to

provide medical care, pharmacy services, and operational support to the state and local communities as part of the Federal response.

- VA provided significant support to Federal preparations for response to terrorist use of weapons of mass destruction. EMSHG coordinated the procurement and placement of specialty pharmaceuticals at four strategic locations to support four Federal strike teams based at those locations. EMSHG also played a key role in a multi-agency effort to provide special Federal emergency support for the Economic Summit (G8) meetings in Denver, CO.

## **Medical Care Research**

### ***VA Cooperative Studies Program — Major Findings***

- An implantable insulin pump offers patients with adult onset diabetes the prospect of eliminating daily injections. The pump offers more of a constant rate of insulin delivery, lower incidence of clinical insulin reactions, elimination of the weight gain common among diabetics, and greater patient satisfaction and quality of life.
- Smokers are five times more likely than non-smokers to develop abdominal aortic aneurysms.

### ***Medical Research Service — Major Findings***

- The use of laser surgery to remove excess tissue from enlarged prostate glands is safe and effective. Laser techniques produced faster healing than conventional surgery for patients suffering from the condition that causes problems with urination.
- An experimental vaccine consisting of a synthetic peptide boosts the body's ability to produce white blood cells that control and regulate disease-causing cells.
- The Kaposi's sarcoma-associated herpes virus that causes cancer in AIDS patients may also cause multiple myeloma, the second most common blood cancer.
- An anticancer drug protects patients with sickle cell anemia from the severe crises that

characterize the illness. The medication hydroxyurea raises levels of fetal hemoglobin that inhibits red blood cells from sickling that leads to chronic anemia, blood clots, and damage to multiple organs.

- A major part of the risk for schizophrenia appears to be linked to a gene that helps filter information and can be stimulated by nicotine.
- Identical changes in three specific chromosomes are related to inherited forms of Alzheimer's disease. This and other studies of genetic and environmental factors may lead to earlier diagnosis and treatment of patients with Alzheimer's.
- Two newly discovered brain peptides act as powerful pain relievers in the area of the brain where analgesics and narcotics act. As natural brain products, these substances serve as a bridge for painkillers and pharmacological therapies for drug abuse while presenting a smaller likelihood of adverse side effects.
- Researchers perfected a breath test for identifying the organism responsible for 90 percent of peptic stomach ulcers. The new test is more accurate than blood tests and is expected to reduce the need for expensive endoscopies.

### ***Health Services Research and Development — Major Findings and Activities***

Three Epidemiologic Research and Information Centers (ERIC) were established to promote greater interchange between clinical practice and the application of health risk assessments, disease surveillance and control techniques, and population-based epidemiological surveys targeted to selected health behaviors.

- Clot-dissolving drugs are as effective as balloon angioplasty in opening blocked arteries. Drug therapy spares patients the risk associated with the invasive procedure and costs about \$3,000 less per patient than surgery.
- The use of physician assistants to improve preventive care reduced hospitalizations among the urban elderly. It was found that the enhanced care for older patients using neighborhood health clinics was especially effective at reducing re-admissions and emergency room use.

### ***Rehabilitation Research and Development — Major Findings and Activities***

- Six Rehabilitation Research Centers of Excellence were established to focus on areas of great importance to veterans with disabilities. The centers will conduct studies on aging with disabilities, hearing rehabilitation, electrical stimulation of nerves to restore function in paralyzed veterans, geriatric rehabilitation, prosthetics and consequences of amputation, and rehabilitation engineering and spinal cord injury.
- The SMART wheel, a movement-sensing device developed by VA investigators, is now in use in assessments of wheelchair propulsion mechanics. These studies may lead to new ways to reduce the arm pain that often results from the repetitive motion of manual wheelchair operations.
- Investigators have applied computer axial tomography (CAT scans) to monitor bone loss in patients with spinal cord injury and patients treated for ankle fractures. This work will help evaluate outcomes for therapies aimed at preventing and reversing bone loss in the extremities. The procedure can be readily applied to patients at risk for, or diagnosed with, osteoporosis.

### ***Medical Education***

#### ***Residency Realignment***

- In 1996, the Residency Realignment Review Committee, an advisory committee to the Under Secretary for Health, called for a reduction of 1,000 specialty residencies and their replacement with 750 generalist residencies. In the past year, the first 25 percent of these changes have been implemented. VA and its academic affiliates have expanded positions in general internal medicine as well as other primary care fields that have not traditionally trained in large numbers in VA. These include family practice, geriatrics, preventive medicine, occupational medicine, and obstetrics and gynecology.
- The future healthcare environment will be characterized by many changes, one being the provision to chronically ill patients of easy

primary care access supported by high levels of clinical expertise. To accommodate this need, in October 1997, VA initiated two new programs, Access and Continuity in Education of Specialists (ACCESS) and Psychiatry Primary Care Education (PsyPCE). ACCESS provides a targeted experience within medical subspecialty residencies that focus on the development of primary care management skills. These residency-training experiences take advantage of patient care settings where physicians trained in medical subspecialties serve as the primary care physicians for patients with major health problems. PsyPCE is an example of primary care that employs psychiatrists as the primary care physicians for patients with major mental health problems.

4. Innovative academic partnerships should be established to create associated health education programs that best meet veterans' needs.
5. Program evaluation and analysis of healthcare outcomes should be integral parts of all educational activities.

## Management Strategies

### Providing "One-VA" World Class Customer Service

- Patients are reporting 3 percent fewer service problems (from 25 down to 22 percent) with a concurrent rise in the overall quality rating of ambulatory services from 61 to 63 percent.
- Seventy-five percent of employees identify the delivery of excellent customer service as a critical component of VA's mission.

### Enhancing Our High-Performing Work Force

- The Employee Education System (EES) was reorganized this year. The new structure is designed to support employee learning, reducing fragmentation and duplication in the delivery of education services, improving responsiveness to VISN and medical center needs, and increasing collaboration with other VA agencies and community partners. The EES strives to expand its role from serving primarily as a provider of education to providing leadership in partnering with its customers to meet the educational needs of all employees through collaborative efforts.
- In an effort to enhance shared decision making, the EES has continued to work collaboratively with Bayer Institute of Healthcare Communications to provide clinician/patient communications training. To date, 46 VHA clinicians have been trained to serve as certified faculty for various workshops.
- A national initiative on the Addiction Severity Index (ASI) was developed and implemented by

### *The Associated Health Professions Review Committee's Report*

The Associated Health Professions Review Committee, a broadly representative 20-member advisory group has submitted its report to the Under Secretary for Health. The Committee surveyed 52 professional and accrediting organizations that represent associated health professions for information and advice regarding trends in a wide range of issues. The committee reviewed VA's impact on associated health education, and innovation in education and utilization of associated health professionals and made five recommendations:

1. Associated health education programs should be patient focused. Emphasis should be placed on programs that address areas of high priority to VA and the nation (e.g., primary care, geriatrics, mental health, and rehabilitation).
2. The proposed trainee allocation methodology should have several over-arching principles: The education should reflect clinical practice realities, be patient-focused, demonstrate interdisciplinary strategies and collaboration, and have a quality improvement cycle incorporated in training program evaluation.
3. Decisions regarding implementation of education programs should be made at the facility and network level. Headquarters' Office of Academic Affairs should allocate funding to programs as appropriate and evaluate program outcomes.

the EES and the Mental Health Strategic Healthcare Group to provide clinicians with the knowledge and skills needed to administer the ASI.

- The EES and the Spinal Cord Injury and Disorder Strategic Healthcare Group collaborated in education efforts to provide clinical and administrative personnel from SCI centers and support clinics with knowledge and skills needed to care for veterans with this special need.
- Former Prisoners of War (POW) were the topic of a workshop designed for physicians, nurses, and case workers from each VISN. Training focused on presumptive diseases, post traumatic stress disorder protocol examinations, veterans' benefits, and the physician perspective relating to former POWs.

## Providing Maximum Return on Taxpayer Investment

### *Cost-Accounting — The Decision Support System*

- The Decision Support System is an executive information system designed to support both resource management and patient care by providing data on patterns of care, patient outcomes, resource consumption, and the costs associated with healthcare processes. By the end of the fiscal year, all medical centers had installed the system and 62 sites had completed implementation. The focus now is on training users and senior management to effectively use the system. The intent of the senior management training is to emphasize an interdisciplinary team approach, integrating clinical and administrative cost accounting systems with facility and VISN senior leadership.

### *Cost Reduction Incentives — Veterans Equitable Resource Allocation*

- On April 1, 1997, VHA implemented the Veterans Equitable Resource Allocation (VERA) system to allot its \$17 billion medical care budget to its 22 healthcare networks.

- Cost and workload data that underlie VERA budget allocations to VISNs are obtained from inpatient, outpatient, and cost accounting administrative data files aggregated to uniquely (SSNs) defined persons. Such data provide the basis for cross-tabulation with person-based data describing enrollment priorities. Enrollment priorities are defined in the *Veterans' Health Care Eligibility Reform Act of 1996* (P.L. 104-262). Such a cross tabulation is presented for the entire VA healthcare system in Chart 1 on page 11. Note that FY 1996 data is shown, since FY 1997 VERA data files, with cost assigned to workload are not yet available. (See Chart 1.)

### *Capital Policy — Improvement in Infrastructure and Construction*

- In FY 1997, 22 contracts, totaling \$187.3 million were awarded including:
  - \* Research Addition at Portland, OR
  - \* Ambulatory Care and Renovation Projects at Honolulu, HI, Wilkes-Barre, PA, and Boston, MA
  - \* Seismic Corrections at Sepulveda, CA, and Palo Alto, CA
  - \* Parking Structures at Cleveland, OH, and San Juan, PR
  - \* Laundry/Warehouse at Mountain Home, TN
  - \* Replace Clinical Beds at Palo Alto, CA
  - \* Energy Plant at Tampa, FL
- There were 18 projects completed, totaling \$414.8 million including:
  - \* Replacement Clinical/Bed Towers at Palo Alto, CA
  - \* 180 bed Psychiatric Building at Lyons, NJ
  - \* 3 Gravesite Development Projects at Houston National Cemetery, Houston, TX, Seattle, WA, and Willamette, OR
  - \* Environmental Improvements at North Chicago, IL
  - \* Parking Structure and Center for the Aging at Honolulu, HI
  - \* Replace Clinical/Bed Towers at Palo Alto, CA
  - \* Seismic Corrections at Sepulveda, CA
  - \* 240-bed Geropsychiatric Facility at Marion, IN
  - \* Outpatient Addition and Alteration at New York, NY
  - \* Relocate Regional Office to VA-Owned Grounds at Jackson, MS

**Chart 1. Unique Persons (Enrollees) and Associated Annual Cost, FY 1996**  
**Classified by Enrollment Priority and Basic vs. Special VERA Patient Type 1, 2, 3, 4**

ENROLLMENT PRIORITY		BASIC		SPECIAL		TOTAL	
Number	Definition	Persons	Costs(\$)	Persons	Costs(\$)	Persons	Costs(\$)
1	SC 50%+	315,404 <i>90.0%</i> <i>11.3%</i>	1,614,877,575 <i>56.6%</i> <i>17.6%</i>	35,060 <i>10.0%</i> <i>25.2%</i>	1,237,454,015 <i>43.4%</i> <i>25.7%</i>	350,464 <i>11.9%</i>	2,852,331,590 <i>20.4%</i>
2	SC 30-49%	207,066 <i>96.4%</i> <i>7.4%</i>	671,067,581 <i>71.5%</i> <i>7.3%</i>	7,808 <i>3.6%</i> <i>5.6%</i>	266,856,603 <i>28.5%</i> <i>5.5%</i>	214,874 <i>7.3%</i>	937,924,184 <i>6.7%</i>
3	SC 10-29%, POW	358,464 <i>96.8%</i> <i>12.8%</i>	1,003,658,546 <i>70.2%</i> <i>10.9%</i>	11,683 <i>3.2%</i> <i>8.4%</i>	425,165,758 <i>29.8%</i> <i>8.8%</i>	370,147 <i>12.6%</i>	1,428,824,304 <i>10.2%</i>
4	Catastrophically disabled, Pension w/ A&A	25,859 <i>26.2%</i> <i>0.9%</i>	184,349,149 <i>6.9%</i> <i>2.0%</i>	72,978 <i>73.8%</i> <i>52.4%</i>	2,499,545,273 <i>93.1%</i> <i>51.9%</i>	98,837 <i>3.4%</i>	2,683,894,422 <i>19.2%</i>
5	Pension w/o A&A, NSC, low income, SC 0%, uncompensated, low income	1,375,267 <i>99.4%</i> <i>49.2%</i>	5,390,512,343 <i>95.3%</i> <i>58.8%</i>	7,695 <i>0.6%</i> <i>5.5%</i>	264,167,488 <i>4.7%</i> <i>5.5%</i>	1,382,962 <i>47.1%</i>	5,654,679,831 <i>40.4%</i>
6	SC 0%, compensated, WWI, Environmental exposure disability	12,424 <i>97.3%</i> <i>0.4%</i>	23,363,338 <i>62.9%</i> <i>0.3%</i>	345 <i>2.7%</i> <i>0.2%</i>	13,792,785 <i>37.1%</i> <i>0.3%</i>	12,769 <i>0.4%</i>	37,156,123 <i>0.3%</i>
7	SC 0%, uncompensated, high income, SC, percent ranking unknown, NSC, high income (old Cat C)	98,006 <i>97.9%</i> <i>3.5%</i>	150,089,599 <i>65.7%</i> <i>1.6%</i>	2,114 <i>2.1%</i> <i>1.5%</i>	78,270,150 <i>34.3%</i> <i>1.6%</i>	100,120 <i>3.4%</i>	228,359,749 <i>1.6%</i>
8	Non-veterans	330,136 <i>99.6%</i> <i>11.8%</i>	104,088,901 <i>88.2%</i> <i>1.1%</i>	1,187 <i>0.4%</i> <i>0.9%</i>	13,939,237 <i>11.8%</i> <i>0.3%</i>	331,323 <i>11.3%</i>	118,028,138 <i>0.8%</i>
9	Missing data cases	74,553 <i>99.6%</i> <i>2.7%</i>	29,506,049 <i>69.7%</i> <i>0.3%</i>	299 <i>0.4%</i> <i>0.2%</i>	12,804,838 <i>30.3%</i> <i>0.3%</i>	74,852 <i>2.5%</i>	42,310,887 <i>0.3%</i>
<b>TOTAL</b>		2,797,179 <i>95.3%</i>	9,171,513,081 <i>65.6%</i>	139,169 <i>4.7%</i>	4,811,996,147 <i>34.4%</i>	2,936,348 <i>100%</i>	13,983,509,228 <i>100%</i>

Notes:

1) Cell legend is as follows. Top number (regular font) is the person count or cost value. Middle number (in italics) is row percent. Bottom number (in italics) is column percent. Total values in far right column are shown with column percents. Total values in bottom row are shown with row percents.

2) Enrollment priority is assigned on the basis of eligibility variables (MEANS, ELIG, CP, SCPER) found in inpatient (PTF) and outpatient (OPC) administrative data. Enrollment priority is assigned by a hierarchical coding algorithm that scans three years of PTF and OPC administrative data. Thus, eligibility information from FY 1994-96 PTF and OPC is used to assign enrollment priority values for FY 1996. As such, the data shown in this table represent a simulation of how the enrollment priorities identified in the *Veterans' Health Care Eligibility Reform Act of 1996* (P.L. 104-262, signed into law 10/9/96, the beginning of FY 1997) would have applied to FY 1996 given then existent eligibility information. VHA is now testing a new administrative procedure that would directly classify veterans by enrollment priority.

3) SPECIAL patients in VERA data files are usually chronic/extended care patients with extensive bed care (i.e., nursing home, chronic mentally ill, spinal cord injury, end-stage renal disease (ESRD), traumatic brain, ventilator, advanced AIDS, stroke, transplant). All other patients are classified as BASIC.

4) Certain appropriated dollars for VA health care are spent outside the VERA model (e.g., expenditure on capital, certain systemwide overhead expenses).

## ***Land and Lease Acquisition***

- During FY 1997, major leases were awarded for expansion and relocation of major outpatient clinics (OPC) for greater access at Allentown, PA, Beaumont, TX, and Port Richey, FL.
- Veteran access to medication and treatment was improved through acceptance of new or expanded space at the Charleston, SC, Consolidated Mail-Out Pharmacy; Las Vegas, NV, Ambulatory Care Center; Mayaguez, PR, OPC; Redding, CA, OPC; Rochester, NY, OPC; and Sayre, PA, OPC.
- VA accepted a transfer from the Department of the Interior of 11.5 acres of Indian School Land in Phoenix, AZ, and a transfer of the Orlando Naval Hospital which included 40 acres of land.
- VA acquired a Compensated Work Therapy residence in Boston, MA; 14 acres at Camp Butler (Springfield), IL; and approximately 900 acres at Joliet, IL.

## ***Enhanced-Use Lease***

- VA awarded enhanced-use leases at Atlanta, GA, for the collocation of the VA Regional Office Building on Atlanta VA Medical Center grounds; at St. Cloud, MN, for a golf course; and at Bay Pines, FL, for a child development center.
- The East Tennessee State Medical School and VA signed a Memorandum of Understanding which will form the basis for a 31-acre enhanced-use lease to the State of Tennessee for a new medical school.
- VA opened its first child development center with integrated elder care at West Haven, CT.

## ***State Veterans Homes***

- VHA awarded construction grants, totaling \$20.6 million and obligated another \$67.9 million for grants to be awarded in the first half of FY 1998.
- The award of these construction grants and 8 additional grants in FY 1998 will result in 374 new domiciliary care beds and 2,416 new nursing home beds. Of these, 783 are replacement beds in older, existing State Home facilities.

- In FY 1997, two new State Homes for veterans were recognized, bringing the total number of State Homes to 91 located in 42 states.

## ***Laundry Modernization and Integrations***

- Fourteen laundry modernization projects were managed during the year. These projects represented an investment of \$62 million in equipment, installation, and administrative costs. Eleven laundry integrations were initiated in 1996, and 7 integrations were completed during 1997. These integrations will achieve cost savings exceeding \$40 million by 1998.
- A national laundry chemicals agreement (a NPR initiative) was made that should achieve a minimum cost savings of \$2 million annually.
- As a result of these initiatives, the VA's Environmental Management Programs Office received the NPR Hammer Award.

## ***Improvement and Innovation in Information Technology***

- VHA is enhancing the telecommunications infrastructure for the VISN offices, healthcare facilities, and headquarters to improve patient care. The telecommunications infrastructure supports sending and receiving voice, data, video, and images at acceptable speeds over local and wide area networks. It lays the foundation to support many new business and information needs of the organization such as telemedicine. Microsoft Exchange has been installed at the medical centers and VISN offices to provide e-mail, file sharing, and file transfer capabilities among them and headquarters.
- VISTA University, created in FY 1997, brings interactive learning to the employee desktop. Employees with Intranet access can visit the VISTA University web site and receive on-line training for various computer applications right at their workstations. The training uses a "performance centered learning" approach, which immediately immerses learners in simulated job scenarios.
- The VHA Year 2000 Project Office has developed an administration-wide compliance plan to provide guidance to the VISNs for developing

their approach to assuring that all computer hardware, software, and equipment that contains embedded technology can handle the change to the year 2000 date.

## ***Procurement Policy***

- A significant change was made in the way that VHA managed procurement and payments during FY 1997. The International Merchant Purchase Authorization Card program was fully implemented and is now used in more than 90 percent of VHA's micro-purchases. During September 1997 alone, VHA made more than 152,000 micro-purchases using these purchase cards.
- VHA continues to pursue a policy of standardization of medical products. In this way, through single award contracts and its concentrated buying power, VA is able to secure high quality products at the best possible prices. Approximately 36 contracts have been awarded that cover over 500 medical and surgical products. The value of these contracts is nearly \$21 million. The projected annual cost avoidance through these contracts is approximately \$5.3 million.
- Overall, we are realizing approximately 20 percent savings as a result of the ongoing standardization efforts. User groups continue to identify additional items for standardization.

## ***Financial Information***

The Income Verification Match program matches financial information provided by veterans with information obtained from the Internal Revenue Service and the Social Security Administration. During FY 1997, 62 percent of the identified discrepancy cases resulted in changes in the veteran's eligibility category. The program identifies previously unknown third party health insurance information as well. The identification of \$7.0 million in billable costs is attributed to the identification of third party health insurance coverage.

## **Special Emphasis Programs**

### ***Recreation Therapy***

- For the benefit of United States veterans being served by VA medical facilities, VA supports six

national events including the Disabled Veterans Winter Sports Clinic, the Very Special Arts program, the National Veterans Creative Arts Festival, and the Training-Exposure-Experience Golf Tournament for Blinded Veterans. The emphasis of these programs is to enhance the physical, social, mental, and emotional well-being of the veteran competitors. These events provide greater awareness of the rehabilitative value of recreation and creative arts therapies. They also improve the visibility of VA and sponsors including the Disabled American Veterans, Paralyzed Veterans of America, the Veterans of Foreign Wars, Blinded Veterans Association, and Very Special Arts.

### ***Women Veterans***

- All VA healthcare facilities have a Women Veterans Coordinator to assist women veterans in accessing VA healthcare. Each VA healthcare facility developed a plan of care for women veterans to assure they are receiving primary care.
- Eight Comprehensive Health Centers dedicated to women veterans health issues continue to refer or provide comprehensive special health needs to women.
- The nationwide toll free mammography information line (888-492-7844) enhances VA healthcare services to women veterans. Helpline staff can answer questions about VHA mammography and refer callers for help in arranging a mammogram at their nearest certified facility or through the Women Veterans Coordinator at their nearest VA healthcare facility.
- A 1997 Women Patient Privacy Survey was conducted which demonstrated that two thirds of healthcare facilities do not have any deficiencies relating to women veteran privacy issues in the outpatient setting.
- Two satellite training videos and one audio broadcast enhanced provider knowledge for treating women veterans who have experienced military sexual trauma.
- A national survey of the Women Veterans Health Program was conducted and *A Profile of Women Treated* at VAMCs during 1995 was published. The *Women Veterans Health Program Newsletter* continues to be published

quarterly for healthcare providers who treat women veterans.

### ***Acquired Immunodeficiency Syndrome***

- VA is the nation's largest single provider of healthcare services for patients with Human Immunodeficiency Virus (HIV) infection and/or Acquired Immunodeficiency Syndrome (AIDS). Since the beginning of the epidemic, the cumulative number of HIV/AIDS patients treated by VA exceeds 27,700.
- During FY 1997, clinical care efforts were directed toward the development of clinical guidelines and recommendations for the promising new anti-retroviral drug treatment and viral load measurements. Educational efforts have been focused on anti-retroviral treatment and viral load testing as well as opportunistic infections associated with HIV.
- Attention also has been directed toward post-exposure, preventive treatment of healthcare workers occupationally exposed to HIV.

### ***Readjustment Counseling***

- Initially restricted to Vietnam veterans, current law has extended eligibility for Vet Center services to any veteran who has served in the military in combat operations during any period of war or armed hostility. On an annual basis, the Vet Centers provide over 700,000 outpatient visits to veterans and family members, and thousands of veteran referrals to VA medical centers and outpatient clinics.
- The Vet Center program, in conjunction with local VA medical centers, will be implementing a number of primary care-based initiatives in FY 1998. Tele-medicine technology will be installed at 20 Vet Centers and leases will be augmented to increase space at 10 Vet Centers, all strategically located in urban and rural areas.

### ***Seriously Mentally Ill***

- Public Law 104-262, Section 335, authorized the establishment of a Committee on Care of Severely Chronically Mentally Ill Veterans (SMI Committee). The committee's charge was to assess the needs of SMI patients, evaluate their care within VHA, identify systemwide and facility-specific problems, and report their findings and recommendations to the Under Secretary for Health.

- On April 1, 1997, the required report, along with comments from the Under Secretary, was submitted by the Secretary to the Committees on Veterans' Affairs of the Senate and House of Representatives. Major recommendations concerned assessing the demand for mental health services provided by new Community Based Outpatient Clinics, assessing obstacles to the use of the new anti-psychotic medications, establishing additional community-based case management teams, evaluating the provision of care to women veterans with a serious mental illness, and increasing both educational and research efforts in order to better understand the determinants of the high prevalence and cost of treating seriously mentally ill veterans.

### ***Substance Abuse***

- Over 25 percent of veterans treated by VA medical facilities have a primary or secondary diagnosis of substance abuse. VA has developed a continuum of services to address the complex needs of these veterans. Increasing emphasis is being placed on early diagnosis in the primary care setting. Innovations in care include treatments with opioid substitutes (such as methadone maintenance) in over 30 VA facilities. To enhance quality of services, the Program Evaluation and Resource Center conducts ongoing monitoring of the care provided.

### ***Psychosocial Rehabilitation***

- In FY 1997, the number of veterans served by Mental Health Strategic Healthcare Group (MHSHG) programs was 32,000. Currently, there are 104 Compensated Work Therapy Programs (CWT), 86 Incentive Therapy Programs (IT), 28 Therapeutic Printing Plants (TPP), and 49 residences among nearly two dozen CTW/Transitional Residence Programs. The value of contracts grew to over \$37 million in FY 1997, which represents a 23 percent increase since FY 1996, and a 900 percent surge since 1990.
- Outreach to veterans and to the business community was enhanced by the development of a CTW Internet web site.
- The Veterans Construction Team (CWT/VCT) performed work projects worth \$3 million with VA, Department of Defense, and other Federal agencies. This represents a 60 percent growth in the last year.

- Commission on Accreditation of Rehabilitation Facilities (CARF) accreditation of Employment and Community Services and Behavioral Health commenced in FY 1997. One hundred and twenty-seven sites were provided CARF training. Twenty-six sites plan to apply for accreditation in FY 1998.
- A joint venture project was developed and funded with the Environmental Protection Agency (EPA) to place and train veterans in environmental technology occupations at "Brownfields" sites across the country.

### ***Homeless***

- The Homeless Providers Grant and Per Diem Program, administered by Mental Health Strategic Healthcare Group, awarded grants to 17 non-profit organizations, including state and local government agencies, to develop new programs to assist homeless veterans. These awards will create supportive housing or service centers in 17 cities in 14 states.
- During FY 1997, 20 programs with a total of 600 supportive housing beds were approved for per diem payments. By the end of the fiscal year, more than 750 veterans had either completed per diem supportive housing programs or were currently enrolled.
- Since the first round of Homeless Providers Grant and Per Diem funding in 1994, a total of 101 grants have been awarded to 84 public or private nonprofit groups in 36 states and the District of Columbia. When all projects are completed, approximately 1,700 new community-based beds will be available for homeless veterans. Additionally, 14 homeless services centers will be established, 20 vans will be made available for outreach, and 4 mobile service center units will provide medical care or counseling services for homeless veterans.

### ***Therapeutic and Rehabilitative Activities***

- Performance measures have been developed which will allow VHA to track its ability to provide reasonable access to quality care and services for the amputee and traumatic brain injury populations. The pursuit of accreditation for all VHA rehabilitation programs will ensure programs meet national, state-of-the-art standards for rehabilitation.

- A Functional Status and Outcomes Database for Rehabilitation (FSOD) has been designed. The FSOD is available for use by all VHA medical centers to track the functional status of various patient populations. Rehabilitation programs may track functional status across the continuum of care and compare program outcomes with national and VHA benchmarks.

### ***Spinal Cord Injury and Disorders***

- The Spinal Cord Injury and Disorders (SCI&D) Strategic Healthcare Group recruited the first National Spinal Cord Disorders Registry Coordinator in June 1997.
- Collation of local data into national reports is in progress. Training of SCI Administrative Officers and SCI Coordinators in use of the Registry was completed in FY 1997.

### ***Gulf War Strategic Planning***

- During FY 1997, the Department's Environmental Agents Service (EAS) responded to the final report of the Presidential Advisory Committee on Gulf War Veterans' Illnesses.
- The Gulf Veterans Coordinating Board, chaired by the Secretaries of Veterans Affairs, Defense, and Health and Human Services, revised its comprehensive research strategy to ensure that Federal research efforts are designed to answer the varied concerns about GW veterans' illnesses. The Coordinating Board also developed an outreach and education plan for GW veterans and a Force Health Protection Plan for future deployments.
- VA published a new regulation extending through the year 2001 the period during which undiagnosed illnesses in Gulf War veterans may appear and be eligible for disability compensation.

### ***Accounting and Caring for Gulf War Veterans***

- A key Gulf War veterans policy concern is our ability to accurately account for Gulf War veterans and VA services provided to them. Recent estimates based on merging VA and Department of Defense administrative data indicate that there are 537,771 Gulf War conflict (GW/C) veterans. These are persons who are

currently veterans and separated from the military on or after August 2, 1990, and who served in the Gulf War Theatre (GW/T) of operations between August 2, 1990, and July 31, 1991.

As depicted in Chart 2, GW/C veterans can be distinguished from a slightly larger population of GW/T veterans. These are persons who are currently veterans, separated on or after August 2, 1990, and served in the Gulf War theatre of operations any time on or after August 2, 1990.

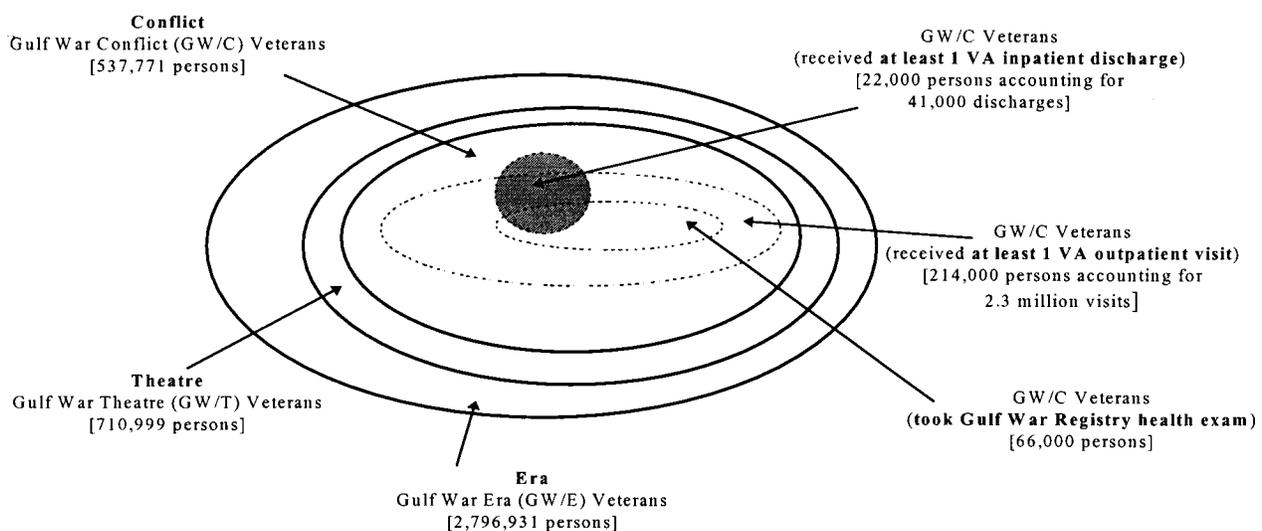
- A third and still larger and more generally defined population are the Gulf War era (GW/E) veterans. This group is comprised of all current veterans who separated from the service on or after August 2, 1990, and may or may not have served in the Gulf War theatre of operations.
- Chart 2 also shows that VA medical facilities have provided physical examinations and medical treatment to many of the 537,771 GW/C veterans. Some 66,000 GW/C veterans have participated in the Gulf War Registry health examination program administered by VHA (and, thus, at a minimum, received one VA outpatient visit).

- GW/C veterans who received at least one outpatient visit numbered almost 214,000 persons and generated 2.3 million visits. In addition, GW/C veterans who have received VA inpatient care numbered 22,000 persons and generated 41,000 discharges.

### Prosthetics and Sensory Aids

- Decentralized procurement of artificial limbs has been accomplished through a collaborative partnership of the Prosthetic and Sensory Aids Service, the Office of Acquisition and Materiel Management, and the General Counsel.
- Guidelines were developed to use for soliciting local artificial limb contracts. Contracts can be tailored to meet local requirements, providing a degree of flexibility that was not available in previous years. Negotiations of awarded contracts with vendors resulted in 10 percent savings in FY 1997.
- The National Prosthetic Patient Database (NPPD) was developed to replace the current and antiquated reporting system. NPPD is a national data base that contains all data on the Prosthetic Patient's Record (VAF 10-2319) at

Chart 2. Groups of Gulf War Veterans and VA Health Care



Note: Objects in this schematic are not drawn to scale.

each VA facility. NPPD is based on the Health Care Financing Administration's Common Procedures Coding System that provides a standard national nomenclature to ensure consistent reporting for comparative evaluation purposes. Using NPPD, medical center management, networks, and VA headquarters staff will be able to review prescription practices, and compare costs systemwide and with the private sector.

- In an effort to determine best prescribing practices, best pricing, and effective distribution of prosthetic devices, the Prosthetic Benefits Management plan was implemented. Medical advisory panels will conduct analyses of various prosthetic devices, their prescriptions, and current clinical practices, all in an effort to reduce VA costs for prosthetic devices and services while maintaining quality of care.

# Veterans Benefits

## *VBA Mission*

The mission of the Veterans Benefits Administration (VBA), in partnership with the Veterans Health Administration and the National Cemetery Service, is to provide benefits and services to veterans and their families in a responsive, timely, and compassionate manner in recognition of their service to the nation.

**Honor, Care, and Compensate  
Veterans in Recognition of  
Their Sacrifices for America**

## **Benefit Programs**

The Department of Veterans Affairs' benefits system serves the needs of America's veterans and their families by providing income support (Compensation, Pension, and Insurance programs), education support (Veterans and Dependents Education programs), vocational rehabilitation (Education and Employment of Disabled veterans), and housing credit assistance (Loan Guaranty program).

VBA programs are assessed and improved on a continuing basis, but perhaps the biggest change to VBA operations during FY 1998 and beyond will result from internal management initiatives. A new Under Secretary for Benefits and a new team of managers are reviewing all aspects of VBA's operations. Innovations begun in prior years will be continued and new initiatives will be implemented. All changes will occur with a common purpose – to continue to accomplish the mission of serving this nation's veterans in a responsive, timely, accurate, and efficient manner.

## *Business Process Reengineering*

VBA released the Business Process Reengineering (BPR) task group report on reengineering claims

processing. Three elements are central to this new vision: (1) the establishment of a full partnership between VBA, veterans, and the national veterans service organizations in developing and processing claims; (2) fundamental changes in the way claims are processed; and (3) changes in the supporting infrastructure.

## **Income Support**

### *Compensation and Pension*

- In FY 1997, compensation benefits were paid to more than 2.2 million veterans while dependency and indemnity compensation or death compensation was paid to more than 305,000 survivors. These beneficiaries received over \$16 billion in benefits during FY 1997. In addition, pension benefit obligations totaled almost \$3.1 billion and were made to more than 860,000 pension beneficiaries.

### *Insurance*

- VBA administers 7 life insurance programs which provided \$24 billion of coverage to 2.6 million veterans at the end of FY 1997.
- Additionally, VBA supervises the Servicemen's Group Life Insurance (SGLI) and the Veterans Group Life Insurance (VGLI) programs which together provided coverage to approximately 2.9 million veterans and uniformed service members at the end of FY 1997. The SGLI and VGLI programs provided \$504 billion in insurance protection at the end of FY 1997, but only VGLI is open to new issues. For both of these supervised programs, VA purchased a group life insurance policy from a commercial insurance company that administers the program under a contractual agreement with VA.

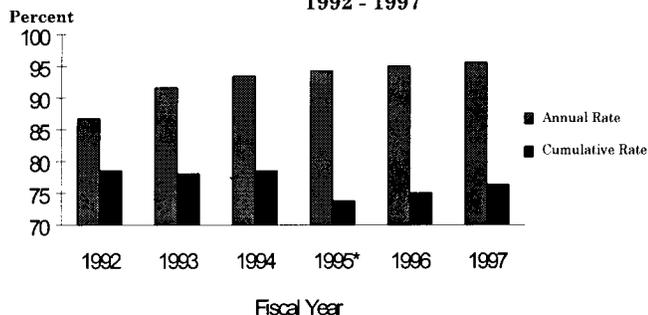
## **Education Support**

### *Montgomery GI Bill Enrollment Rates*

- The Montgomery GI Bill (MGIB) provides a program of education benefits to individuals who

enter active duty for the first time after June 30, 1985, or who perform certain Selected Reserve or National Guard duty. In the first year of the MGIB program, the enrollment rate was 50 percent, which means that half of those eligible declined to invest in their educational future. By 1995, the enrollment rate increased to 94 percent, nearing total participation. DoD officials identified the MGIB as the best recruitment tool available for encouraging young adults to enter the Armed Forces. A high current enrollment rate increases the number of potential beneficiaries in future years. Military officials believe a nearly 95 percent enrollment rate, that was achieved during the past two years, is sustainable over the next several years. (See Chart 1.)

**Chart 1. Montgomery GI Bill  
Annual and Cumulative Enrollment Rates  
1992 - 1997**

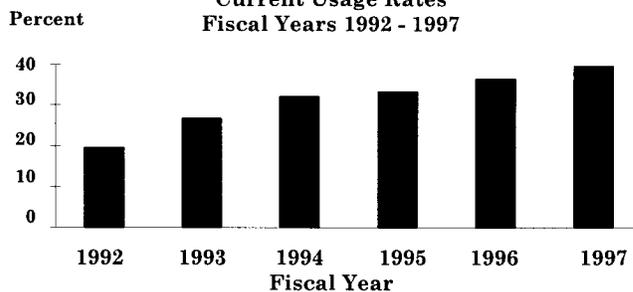


\*Rate adjusted in 1995 to include Army officers in the calculation for the first time.

### Montgomery GI Bill Usage Rate

- One measure of program success is the extent to which eligible beneficiaries use their earned benefit such as the MGIB. Greater use results in a more highly educated and productive workforce, thus enhancing the nation's competitiveness and supporting one of the purposes of this program.
- The usage rate for the World War II GI Bill was approximately 50 percent. The Vietnam era GI Bill resulted in a 61 percent usage rate. These programs required no financial investment from the service member. Usage for MGIB is currently at the 40 percent rate, meaning that 2 of every 5 eligible MGIB veterans have actually used the education benefit. The MGIB program was embraced by the military services as an excellent recruitment tool, and MGIB usage is expected to continue its upward trend over time. (See Chart 2.)

**Chart 2. Montgomery GI Bill  
Current Usage Rates  
Fiscal Years 1992 - 1997**



## Vocational Rehabilitation

### Education and Employment of Disabled Veterans

- During FY 1997, Vocational Rehabilitation and Counseling (VR&C) Service counseling psychologists completed 56,696 evaluations for Chapter 31. In particular, 50,029 veterans received vocational rehabilitation services, including both training and employment services. The number of rehabilitated veterans increased 18 percent from 7,395 in FY 1996 to 8,693 in FY 1997. This follows a 19 percent increase in rehabilitations between FY 1995 and FY 1996.
- In addition to the above, VR&C divisions completed 841 educational and vocational counseling sessions under other benefit authorities, while contract counselors completed another 14,594 such sessions.
- Average annual pre-rehabilitation (at time of application) and post-rehabilitation incomes of disabled veterans were \$4,359 per year and \$22,682 per year, respectively. Thus, veterans who successfully completed a program of rehabilitation services increased their annual incomes by 420 percent.

## Housing Credit Assistance

### Loan Guaranty Program

- In FY 1997, VA assisted 260,632 veterans in home ownership. This figure includes 258,775 guaranteed home and manufactured home loans in the amount of \$27.0 billion, 459 grants for specially adapted housing, totaling \$15.0 million

and approval of 1,398 substitutions of entitlement. (See Chart 3.)

**Chart 3. Housing Credit Assistance Selected Data<sup>1</sup>**  
Fiscal Years 1996 and 1997

Description	FY 1997	FY 1996	Percent Change
Amount of Loans Guaranteed	\$27,042,261,522	\$32,609,037,197	-17.1
Number of Loans Guaranteed	258,775	320,776	-19.3
Number of Purchase Loans	214,600	234,334	-8.4
Number of Refinance Loans	44,165	86,439	-48.9
Average Home Loan Amount	104,504	101,660	2.8
Average Interest Rate	8.10%	7.71%	5.1
G/I Loans Outstanding	3,302,150	3,355,391	-1.6
G/I Loans in Default	132,245	113,799	16.2
As a percent of Loans Outstanding	4.00%	3.39%	18.0
Substitutions of Entitlement	1,398	1,913	-26.9
Properties on Hand	9,484	8,624	10.0

<sup>1</sup>As of the end of FY 1997.

- Over 90 percent of all veterans purchasing a home with VA benefits were able to obtain no-down payment loans. Close to 58 percent of veterans purchasing a loan were first time home buyers, while 7.2 percent were made to female veterans, and 18.3 percent to service personnel. Gulf War veterans were 21.3 percent of the volume. Minority participation accounted for 21.5 percent of the loans guaranteed. African American obtained 14.4 percent of the loans, Hispanics 5.3 percent, Asian Americans 1.2 percent, and Native American 0.6 percent.

### ***Loan Guaranty Field Restructuring***

- Loan processing and loan service for claims functions supporting the VA Home Loan Program are being consolidated from 45 regional offices (ROs) in the continental U.S. to 8 Regional Loan Centers (RLCs). Twenty-six workload consolidations occurred in FY 1997, saving 42 FTE and \$913,000. After restructuring is completed in 1999, VA will save 179 FTE and over \$8 million per year.

### ***Specially Adapted Housing Assistance***

- Severely disabled veterans declared eligible for grants for specially adapted housing (38 U.S.C., Ch. 21) have distinctive housing needs such as wide doorways to accommodate wheelchairs, ramps instead of steps, and oversized and specially equipped bathrooms.
- During FY 1997, 392 severely disabled veterans, most wheelchair bound, received grants totaling \$14.6 million to buy, build, or modify homes specially adapted for their use.
- The Veterans' Disability Compensation and Housing Benefits Amendments of 1980 (Public Law 96-385) authorized separate specially adapted housing grants for disabled veterans who are either blind in both eyes or who have lost, or lost the use of, both hands. These veterans can receive up to \$6,500 to make minor adaptations to their houses. During FY 1997, VA provided 67 grants of this type, totaling \$413,345.

### ***Acquired Property Sales***

- Properties acquired by VA are significant government assets and VA is proud of its efficient stewardship of these assets. During FY 1997, VA regional offices sold 19,981 properties, generating nearly \$1.4 billion in proceeds. Many of these sales were financed by VA using "vendee" loans. Nearly 14,000 vendee loans were sold at a net premium of more than \$40 million through VA's highly successful loan asset securitization program known as "Vinnie Mac."

### ***Monitoring Unit***

- During FY 1997, the Loan Guaranty Service Monitoring Unit (MU) completed 55 on-site reviews of lenders and servicers. Fifty-four of these were loan origination audits and one was a servicing audit specifically conducted to determine the level of program participant compliance with policies governing the servicing and disposition of VA vendee loans under the American Housing Trust and Vendee Trust programs. As a result of these audits, VA recovered losses (cash) in the amount of \$3,789,389 and accepted indemnification

agreements in the amount of \$4,154,067, resulting in a total liability avoidance in FY 1997 of \$7,943,456. Additionally, 37 cases were referred to the Office of the Inspector General for fraud investigation. Cumulatively, and as a result of its Monitoring Unit activity, Loan Guaranty Service recovered or avoided losses, totaling \$18,433,330.

### ***Home Loan Foreclosures***

- During FY 1997, there were 25,013 foreclosures, 89 percent involving the original veteran-borrowers and 11 percent involving transferee-owners. Overall reasons for foreclosure are categorized as follows: (1) extensive obligations (78.4 percent); (2) curtailment of income (13.5 percent); (3) marital difficulties (6.4 percent); (4) illness or death of borrower (1.6 percent); and (5) dissatisfaction with the property (0.1 percent).

### ***Helping Veterans Avoid Foreclosure***

- Customer service is the driving theme behind VA personal supplemental loan servicing. VA outreach sets the stage for providing counseling and guidance to delinquent homeowners to help them retain their homes. During FY 1997, VA processed 118,000 cases of serious loan default and had 237,000 personal contacts with delinquent borrowers. More than three quarters reinstated their loans. Nearly 6,500 were only given a chance to do so because VA intervened with the loan holder on their behalf. Nearly 2,500 other veterans, who had recovered from the temporary problems that caused their defaults but were not able to repay their delinquencies, were given a fresh start when VA purchased ("refunded") their loans.

### ***Automated Underwriting***

- In partnership with Freddie Mac, VA recently concluded a pilot test in which selected lenders were able to test the use of Freddie Mac's automated underwriting system, Loan Prospector, in connection with VA loans. This underwriting system is used to evaluate and classify the level of risk associated with a veteran's loan application. The veteran whose application is classified as low risk can enjoy the benefit of much faster loan approval, and veterans with higher risk classification may have an improved opportunity for approval due to the specific guidance afforded by the system underwriter.

Based upon the results of the pilot test, on October 1, 1997, VA announced that lenders may use *Loan Prospector* in underwriting VA loans. As a result, veterans can have loans processed much faster than can be done in traditional underwriting cases — the pilot lenders noted a reduction in average processing time from several weeks down to nine days.

## **Management Strategies**

### **Providing "One-VA" World Class Customer Service**

#### ***Decision Review Officer Test***

- The reengineered compensation and pension claims process includes a new post-decision review process (PDR). The new PDR process focuses on resolution at the earliest possible point. PDR streamlines the appeal process and ensures personal contact among claimants, their representatives, and VBA.
- During FY 1997, VBA tested difference of opinion authority at the regional offices seeking faster, more personal resolution of disputed claims. Test results support expansion of the test to include other aspects of the post decision review process. For the veteran, this means less need to pursue the appeal process.

#### ***Information Center***

- The VBA Central Area conducted a pilot test of strategies to deal with the large volume of phone calls blocked at regional offices as a result of lines being busy. Central Area configured an overflow system, whereby claimants may automatically be transferred to a special unit at the St. Paul, MN, Regional Office. This process reduced the blocked call rate in the Central Area to less than 2 percent.

#### ***Insurance Telephone Service Improvements***

- Toll-free telephone service provides the most important communications link to Insurance customers. During FY 1997, the Insurance program answered almost one million telephone calls. By continuing to expand the number of

telephone agent positions at VA Philadelphia Office, we are better able to improve telephone service to VA customers during high telephone traffic periods.

- Recently, the Insurance program added a new feature called Smart Answer to the toll-free telephone service. When customers are on hold, Smart Answer tells them how long their wait may be. If the wait is three minutes or longer, and they have touch-tone service, they can elect to be called back automatically, when an agent becomes available, and without losing their place in line.

### ***Internet Access***

- Veterans who have access to the Internet can now visit the Insurance portion of the VA Homepage ([www.va.gov](http://www.va.gov)). Customers can now also send e-mail to [VAinsurance@vba.va.gov](mailto:VAinsurance@vba.va.gov).

### ***Education's Toll-Free Telephone Service in St. Louis, MO***

- Every week since January 1997, about 2,000 education customers in Missouri and Illinois have been calling a toll-free number to receive information from a new interactive Automated Response System (ARS). In this pilot program, the ARS answers many frequently asked questions automatically or guides customers to an Education Case Manager in the Education Customer Service Section (ECSS) for more personal service.
- The ARS pilot program has three goals: eliminate blocked calls, reduce VA inquiry (VAI) referrals through first call resolution, and increase customer satisfaction. The program is meeting these goals: 95 percent of education VAI referrals were resolved in two days, and almost 92 percent of all telephone inquiries to the ECSS were answered on the first call. The lost call rate averaged about 8 percent, and there were no blocked calls. Finally, customer surveys were very positive. Future plans call for setting up limited toll-free service in Atlanta, GA, Buffalo, NY, and Muskogee, AL, as well as expanding service in St. Louis, MO, with continued gradual expansion of the program as resources permit.

### ***Education Service's Web Site***

- During FY 1997, there were 23,161 inquiries to Education Service's web site (<http://www.va.gov/>

education). The web site is an integral part of our commitment to remain on the "cutting edge" in terms of using technology to provide information and assistance efficiently and effectively. Not only can the public read and download copies of education pamphlets, beneficiaries can also transmit benefit inquiries directly to the Regional Processing Office responsible for handling their claims. This feature is especially useful for service members, veterans and dependents overseas, and officials of foreign institutions who are disadvantaged by time zone differences.

### ***Veterans' Advisory Committee on Rehabilitation***

- The Veterans' Advisory Committee on Rehabilitation continues to examine the level of cooperation between VBA and the Veterans Health Administration (VHA) in terms of providing quality service delivery to disabled veterans. In addition, the Committee also supports efforts for identifying traumatic brain injury (TBI) cases and wants to further ensure that TBI veterans are getting proper and timely services. The Committee released its latest report in December 1997.

### ***Improving Electronic Access***

- In FY 1997, VBA launched several important initiatives designed to improve electronic access and information exchange. The VBA Information Exchange Program is organized to increase the sharing of business and technical information with entities both inside and outside of VBA. The Office of Information Management (OIM) oversees the development and deployment of applications and systems that improve the electronic transmission of information between VBA and other VA or non-VA organizations. OIM also supports this goal by developing applications that facilitate the exchange of information with non-governmental entities such as veterans service organizations, with veterans via the Internet, and with VBA employees via the Intranet.

### ***Information Access Between VBA and the Board of Veterans Appeals Improved***

- In FY 1996, VBA and the Board of Veterans' Appeals (BVA) signed a joint agreement to

establish a shared appeals tracking system using the Veteran Appeals Control and Locator System (VACOLS). VACOLS was first deployed to the ROs in late 1996 to allow the ROs to review, update, and track the status of appealed cases submitted to BVA. In FY 1997, great strides were made in these and other areas, and the application has been progressively enhanced since. The latest release contains a new procedure to electronically capture and transmit data on veterans' substantive appeals, precluding the need to do so by fax. As a consequence, there is now a single VA-wide source of accurate and timely appeals related information, management of appeals is greatly improved, paperwork between VBA and BVA was reduced, and costs were lowered.

### ***Information Access Between VBA and the Veterans Health Administration Improved***

- Cooperative efforts between VBA and VHA to reduce the amount of time needed to determine veteran eligibility and process benefits claims have improved. In particular, the second phase of the Automated Medical Information Exchange project, AMIE II, was implemented in the Florida-Puerto Rico Network (VISN 8) during FY 1997. AMIE II builds on an already successful collaboration between the VISN 8 Office, VA medical centers, and the VARO St. Petersburg, FL, to use data bases more effectively. Improvements in AMIE II integrate Benefits Delivery Network (BDN) and VHA VISTA system activities. As a consequence, there are now fewer requests to conduct C&P Disability Evaluation Examinations, dramatic reductions in the time it takes to rate cases based on medical evidence, reduced paperwork between VBA and VHA, and costs were lowered.

### ***Improvements Between VBA and the National Personnel Records Center***

The VA, National Personnel Records Center (NPRC), and Army Reserve Personnel Center undertook a joint effort to improve information sharing between military service personnel and medical records. DoD's related "benchmark" study on the redesign of the current information request form (Form 3101) resulted in the elimination of an antiquated batch/tape process

and accelerated responses from the NPRC on service verification requests.

The Personnel Information Exchange System (PIES) project was launched as a combined VBA and NPRC effort. The aim of PIES is to improve the resolution of veterans claims that require supporting evidence from service personnel and medical records. The intent of PIES is to improve service to the veteran by: (1) significantly reducing VARO delays in adjudicating veteran claims; (2) reducing Form 3101 processing costs to VBA so that scarce resources can be used to improve service to veterans; and (3) providing an audit trail for Form 3101s so that veterans and VAROs can determine the status of requests. PIES will also provide information on: (1) the types of evidence requested; (2) the types of responses to requests; (3) response times for different types of requests; (4) response times from different addressees; and (5) the quantity, quality, and types of requests generated by VAROs.

### ***Improvements in Providing Greater Public Access to Benefits Information***

- In FY 1997, VBA increased the amount of general information on veterans benefits via the Internet and World Wide Web server ([www.va.gov](http://www.va.gov)). In addition, many VA sites posted VA-owned properties for sale on the Internet.

### ***Compensation & Pension Customer Survey***

- The completion of the latest phase of the survey of C&P beneficiaries culminated in the recently released report, Survey of Veterans' Satisfaction with the VA Compensation and Pension Claims Process: National Results with Area and Regional Office Comparisons.
- Of particular interest are the responses to two survey questions. To the question, "Regardless of the outcome, how satisfied are you with the way VA has handled your claim?," 59.3 percent said they were very satisfied or somewhat satisfied. In response to the question, "Overall, did the claims process reflect the courtesy, compassion, and respect due to a veteran of the United States or their spouse or child?," 71.5 percent reported affirmatively that it did.

## ***Insurance Customer Service Survey***

- Insurance Service has formulated nine different customer surveys for all the primary insurance services being provided such as death claims, policy loans, disability claims, etc. In addition to allowing customers to evaluate different aspects of service delivery, each survey instrument also pointedly asks, "What could we do better?" Adjustments are made to work processes and training based on customers' responses.

## ***Education Customer Survey***

- Using lessons learned and best practices discovered during development of the C&P survey, a customer satisfaction survey was designed for the education benefits program and, in particular, for persons receiving benefits under the provisions of Title 38, U.S.C., Chapters 30, 35, and 1606. During September and October 1997, the customer survey was pre-tested and included only beneficiaries served by the Muskogee, OK, Regional Processing Office. The survey will be mailed to those served by the remaining three Regional Processing Offices early in calendar year 1998. Survey results will furnish data for the Customer Service Index, a major performance indicator. The Index, updated regularly from results of the recurring survey, will allow Education Service to be more responsive to customer needs.

## ***Loan Guaranty Customer Surveys***

- VA loan guaranty program continues to administer two customer surveys: (1) a survey of veterans who recently obtained a VA-guaranteed home loan, and (2) a survey of lenders who participate in the VA home loan program. The results of the most recent surveys were compiled in June 1997. In general, survey results were positive. For example, both veterans and lenders indicated considerable satisfaction with the professionalism of VA Loan Guaranty employees. However, there were a number of negative comments regarding the inaccessibility of VA personnel, difficulty in getting questions answered, or getting through on the telephone. In addition, lenders indicated that VA Pamphlet 26-7, VA Lender's Handbook, is awkward to use. To further our customer service goals, focus groups were conducted with VA's participating lenders to review VA Pamphlet 26-7, VA Lender's Handbook, for ideas to make the handbook more user-friendly. As a result, a

more user-friendly edition of the handbook will be issued in the near future.

## ***Systematic Technical Accuracy Review***

- Compensation and Pension Service began developing a new quality measurement program, Systematic Technical Accuracy Review (STAR). STAR, to be implemented in FY 1998, will focus on original and reopened claims and appellate issues at the national level. Training initiatives in the area are being undertaken, and STAR is expected to result in better service to veterans and their survivors.

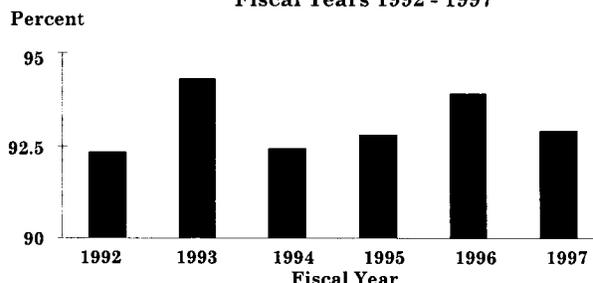
## ***Pre-Discharge Examinations***

- VBA is striving to make it a routine business practice to develop claims, perform examinations, and prepare ratings prior to separation from active duty at DoD separation sites. Pilot test sites are working in cooperation with the Army to develop claims, evaluate disabilities, and prepare ratings shortly before service separation.

## ***Payment Accuracy***

- Education claims processing accuracy has varied only slightly over the past several years. As of FY 1997, the payment accuracy rate was 93 percent. Nevertheless, the long term goal is to achieve a 99 percent payment accuracy rate. (See Chart 4.)

**Chart 4. Education Claims Processing Accuracy  
Fiscal Years 1992 - 1997**



## ***Timeliness Goals***

- VBA reached its established timeliness goals for original pension claims, original death pension claims, and original DIC claims. The average processing time for original compensation claims was improved by 11 days and the average processing time for reopened compensation claims improved by 6 days.

- Education claims completion times rebounded in FY 1997, following a year in which timeliness suffered due to furloughs. In fact, since consolidation began in FY 1993, timeliness in claims processing has shown continual improvement. In FY 1997, 85 percent of original claims and 92 percent of supplemental claims were processed in under 30 days. The average number of days to complete original or supplemental claims was 19 days and 11 days, respectively, while the overall average number of days to complete a claim was 12 days. (See Chart 5.)

**Chart 5. Education Claims Completion Measures  
Fiscal Years 1992-1997**

Claims Completion Times	1992	1993	1994	1995*	1996	1997
Percent Original Claims less than 30 Days	79.5%	79.1%	82.8%	84.7%	66.1%	85.2%
Percent Supplemental Claims less than 30 Days	90.1%	89.7%	91.0%	90.1%	79.9%	91.6%
Average Days for Original Claims				20.3	28.5	19.1
Average Days for Supplemental Claims				13.2	18.9	11.3
Overall Average Days to Complete				15.3	20.1	12.3

\*Transition from "percent completed in 30 days" to "average days to complete" a claim began in 1995.

### ***Vocational Rehabilitation Timeliness Rates***

- VR&C identified three performance objectives and corresponding indicators to measure various levels of customer service. The *Evaluation Completion Rate* will measure the extent to which VR&C succeeds in assisting veterans through the rehabilitation services evaluation process. The *Evaluation Timeliness Rate* will assess the timeliness of vocational rehabilitation benefit claims decisions. In addition, the *Increase the Customer Service Index* will provide a measure of how our customers assess the services provided them.

### ***The Challenge for Information Technology***

- The complete transformation of VBA's current automated processing, data access, and telecommunications environments is in progress,

and the integration of veterans and their service officers into VBA's information and processing environments represents a special challenge. Yet a more interactive relationship between the veteran, the VSOs, and their VBA counterparts raises security considerations. A major future challenge for Information Technology will be to ensure not only the integrity of VBA's data systems but the protection of a veteran's privacy.

- During FY 1997, VBA's Chief Information Officer authorized a pilot project to determine the technical feasibility of establishing LAN to LAN connections between VBA and non-VBA systems. The success of this pilot provided the technical solutions required for expanding access to service organizations throughout VBA.
- Veterans service organizations were granted direct access to VBA local area networks (LAN) and service officers permitted to access Microsoft Exchange – VBA's electronic mail system. Service officers and their VBA counterparts will now be better able to resolve claims related issues.

### ***Veterans Service Network — Replacement of the Compensation and Pension Payment System***

- As part of VBA's Business Process Reengineering (BPR) and other management sponsored efforts, the Veterans Service Network (VETSNET) project is a phased implementation of a user-friendly and state-of-the-art automated environment. Initially, VETSNET will focus on replacement of the Compensation and Pension (C&P) payment system. Subsequent phases of VETSNET will automate other VBA programs and activities. As envisioned, VETSNET will enhance VBA's responsiveness to veterans' needs through improvements in access to claimant information, timeliness in claims processing, and the quality of benefits and services.

### ***Overseas Military Services Program***

- The Overseas Military Services Program continues to place VA representatives at transition sites overseas. This activity represents one facet of VBA's participation in the Transition Assistance Program, commonly referred to as TAP/DTAP. This effort is aimed at providing VA benefit information to those service members who separate while overseas. The program has been extremely successful and is

expected to continue well beyond the projected completion date of "military downsizing."

### ***Veterans Outreach Services Program***

- During FY 1997, VBA offices made over 11 million public contacts for benefits and/or claims assistance under the Veterans Outreach Services Program.

### **Enhancing Our High-Performing Work Force**

#### ***Specialized Training***

- During FY 1997, VBA undertook the development of comprehensive training for its rating specialists using the industry recognized model of instructional systems design (ISD). VBA plans to roll out various training modules for rating specialists over the next one to five years. The first module provides instruction on the certification of an appeal to the Board of Veterans' Appeals. ISD training includes computer-based training and small group exercises.
- FY 1997 saw VBA focusing training resources on major compensation program areas such as Gulf War claims, tobacco related claims, appeals, and examinations for disability claims. All four included the use of satellite training, and the first two included centralized classroom training for program representatives from all regional offices.

#### ***Computer-Based Training***

- A new performance-based training process for the Insurance Service is being developed for customer service technicians. A typical six-month course will include training in several modules, and the redesign of a first such module has already proven successful. Through redesign and automation, this initiative will result in improved training quality and options, reduced training time, and standardization of customer service procedures. The new system will accommodate both new-hires and more experienced employees, improving the knowledge base of the entire workforce while targeting the specific training needs of individuals.

### ***Competency Score Performance Indicators***

- VR&C's success in providing counseling and rehabilitation services effectively and efficiently is dependent upon a well trained and empowered work force and informed partners and stakeholders. To fully accomplish that mission, a comprehensive education and training program is necessary. A competency score performance indicator will measure the extent to which VR&C staff has comprehensive knowledge of the programs and associated operating procedures.
- Loan Guaranty Service has moved aggressively in using the most modern, cost-effective technology to meet the training needs of VA employees and private sector partners. During FY 1997, a comprehensive training course for property management specialists and a pilot lender training program were broadcast to all regional office Loan Guaranty Divisions. Estimated savings (over traditional centralized training) were approximately \$250,000.
- In addition to the interactive televised training, five computer-based training programs for VA employees and two for lenders' employees were created. The most recent lender training software is available for mortgage companies to download from Loan Guaranty's Internet web page, virtually eliminating distribution costs.

#### ***Lender Training***

- In order to assist lenders in providing prompt and efficient service to veterans who come to them for VA home loans, Loan Guaranty Service in FY 1997, tested an interactive televised training program. The pilot training session was broadcast to lenders in eight states to determine the acceptability of this medium of training. The response was very enthusiastic, prompting the decision to expand the televised training in 1998 to a series of at least eight four-hour broadcasts.

#### ***VBA Employees Gain Access to Internet and New Electronic Mail Capabilities***

- VBA deployed Internet access capabilities to every desktop at every site. Web browser software has become a part of the standard desktop configuration and Internet access can be activated for those with a bona-fide business

need. VBA also successfully completed a migration from the Wang electronic mail system to Microsoft Exchange electronic mail. This has provided improved exchange of mail with other parts of VA, other government agencies, trading partners, and the public. VBA also implemented an "SMTP" gateway to give VBA employees everywhere the ability to communicate over the Internet.

### ***Intranet/Internet Training***

- This course introduces VBA employees to VBA's Intranet that includes access and search procedures and allows downloading and printing from a variety of information sources. Capabilities extend to areas such as Year 2000 status, VBA applications status, regional office information, personnel information, and information from various government agencies.

### ***Microsoft Exchange Training***

- VBA successfully implemented the MS Exchange electronic mail system nationwide in March 1997. Upon completing installation, VA regional offices conducted Exchange e-mail training for end users on site. Now VBA employees can communicate via a single e-mail system.

### ***Windows 95 Training***

- VBA successfully implemented the Windows 95 operating system nationwide in June 1997. System Administrators completed training in May 1997 and returned to conduct on-site Windows 95 training for local end users.
- VBA's IT training staff developed a course curriculum and associated documentation to train VBA personnel on MS Word for Windows 95 (Enhancements from Word 6.0) and MS Excel for Windows 95 (Enhancements from Excel 5.0). Training information and materials were e-mailed to VBA sites upon request.

## **Providing Maximum Return on Taxpayer Investment**

### ***Consolidation of the St. Paul, MN, Insurance Center***

- The consolidation of St. Paul, MN, Insurance activities into the Philadelphia, PA, Insurance

Office continues. Substantial savings are being achieved in the claims and policy maintenance areas through reductions in employee overhead and office space rental costs. A phased approach, begun in 1997 with target completion in 1999, is expected to minimize total costs and the effects upon employees. Recurring annual savings are expected to peak at \$1.5 million per year beginning 2001. Cumulative savings from 1997 through 2003 are estimated at \$6.8 million.

### ***Activity Based Costing Study***

- The current accounting system cannot accurately reflect the cost of VBA's business or meet the requirements of the Chief Financial Officers Act, Government Performance and Results Act, and National Performance Review. The VBA-wide costing system will be based on the Activity Based Costing (ABC) methodology and will incorporate Activity Based Cost Management (ABCM) requirements. This system is intended to be a significant management tool for deploying resources and assigning costs. The system will be deployed nationwide as well as in Central Office.
- Six ABC pilots were completed – St. Louis, MO, Regional Office (Education Program); Philadelphia, PA, VAROIC (Insurance Program); St. Paul, MN, Regional Office (Debt Management Center); Central Office; Hines, IL, Finance Center; Hines Benefits Delivery Center (BDC); and Hines Systems Development Center (SDC). Management at all sites wants to continue with implementing ABC.

### ***Purchase Cards***

- VR&C staff and vocational rehabilitation participants now use purchase cards to procure training supplies, equipment, tools, etc., directly from vendors. VR&C piloted this strategy in selected offices and subsequently expanded the program nationwide. The purchase card program helps reduce waste and abuse in the procurement process.

### ***Information Technology System***

- Waco/Indianapolis/Newark/Roanoke/Seattle (WINRS) is an information technology system designed to provide VR&C field staff with a tool for managing its local operations as well as caseloads. WINRS makes use of the latest information technology to enhance case

management and claims processing. The initial phase of WINRS was implemented in the fall of 1997. In its initial phase, WINRS capabilities include, but are not limited to: creation of electronic folders on clients; elimination of redundant computer input; improved telecommunications with outbased locations; and the development of case history, financial, and identifying information on veterans. WINRS already has proven to increase the time VR&C staff may spend with individual veterans. In the second phase of WINRS, to be implemented in early FY 1998, the focus will be on the development of critical management information.

### ***Home Loan Loss Mitigation***

- Loan Guaranty stressed the reduction of program costs in order to provide taxpayers with the best possible return on their investment in America's veterans. When homeowners are unable to reinstate their loans, VA works with them to find alternatives to foreclosure. Success reduces the cost of claims under Loan Guaranty and avoids the bad credit record associated with a foreclosure. VA tracks assistance to veterans that results in loan reinstatements and loss mitigation using a weighted index called Foreclosure Avoidance Through Servicing (FATS). The FY 1997 FATS ratio of 41.15 represents the prevention of 14,000 foreclosures through the partnership of VA, veterans, and loan holders. VA personal supplemental servicing reduced our claim payment obligations by an estimated \$9.26 million each month.

### ***Portfolio Loan Subservicing***

- Reduction in administrative costs is another key component in VA's effort to maximize return on taxpayers' investment. For years, VA directly serviced a portfolio that consists primarily of direct and refunded home loans to veterans and "vendee" loans made to finance the sale of acquired properties. In FY 1997, VA contracted with a private sector company to assume this function. The contract resulted in an estimated reduction of 170 FTE.

## **Special Emphasis Programs**

### ***Herbicide Exposure***

- VA now provides presumptive service connection for prostate cancer and acute and subacute

peripheral neuropathy, based on herbicide exposure. The final rule establishing presumptive service connection for prostate cancer and subacute peripheral neuropathy was published in the Federal Register on November 7, 1996.

### ***Ex-Prisoners of War***

- Regional offices routinely conduct special meetings with local chapters of service organizations such as American Ex-POWs, and American Defenders of Bataan and Corregidor, or host special events. Claims by former POWs are given special handling, and a tracking system is in place that ensures timely and accurate processing of claims. Many field stations have compiled data bases of all former POWs residing within their respective jurisdictions, facilitating outreach by VARO staff, VAMC POW Advisory Council members, and VA service representatives.

### ***Advisory Committee on Former Prisoners of War***

- During FY 1997, the Advisory Committee on Former Prisoners of War held two formal meetings and recommended that action be taken to clear all necessary copyright materials from both foreign medical journals and the American Journal of Medicine so that they can be included in an information package on POW-related medical problems. In addition, the Committee is closely following POW-related mortality and morbidity studies being conducted by the National Institute of Medicine/National Follow-Up Agency, with the view that former POWs should be fairly compensated for illnesses, injuries, and disabilities incurred as a result of their POW experience.

### ***Gulf War***

- Gulf War environmental hazard/undiagnosed illness claims were redistributed from four Area Processing Offices (APOs) to most regional offices (ROs) during FY 1997, based on the expectation of faster processing times for these and other pending claims. Training on the processing of such claims was provided, and a Rapid Response Team was created in VA Central Office to provide ready guidance to field stations. In addition, nationwide conference calls on Gulf War issues are conducted weekly.

- In addition, several Customer Service Day events were held, in conjunction with Gulf War Forums, to solicit input from veterans, dependents, service organizations, medical experts, and military personnel on the issue of expanding or setting an appropriate length of time for establishing a presumptive period for undiagnosed illnesses due to service in the Gulf.

### ***Spina Bifida***

- For the first time, VA was authorized to compensate a child of a veteran for disabilities (in this case a specific birth defect, spina bifida) determined to have resulted from a veteran's military service. Regional offices are currently processing claims for this unique benefit.

### ***Women Veterans***

- In FY 1997, VBA strengthened the Women Veterans Coordinator program in each regional office by appointing a coordinator in each Area Office and a full-time coordinator in St. Petersburg, FL. VBA Women Veteran Coordinators attended a VHA-sponsored conference, and Central Area reinforced the training with a follow-up class for Coordinators. The other three Areas plan to conduct a similar class early CY 1998.
- VBA Women Veterans Coordinators participated in numerous local stand-downs, health fairs, state fairs, and other events. Thirty-one traveled, many at their own expense, to work at the Women In Military Service for America Memorial Dedication. Over 30,000 women veterans and their families attended the event. For many of the World War II veterans this was their first contact with VA.

- Some 350,000 women veterans received letters from the Secretary instructing them how to obtain counseling for personal trauma. This issue was the focus of a satellite broadcast and will be the topic for a follow-up broadcast early next year. This year, ratings and notifications dealing with the issue have improved as veterans service representatives deal with more of these claims.

### ***Housing Homeless Veterans***

- VA's corporate goal of caring for veterans is exemplified in assistance to homeless veterans. Public Law 102-590 (extended by PL 104-110) provides authority to provide shelter to homeless veterans and their families through the sale, and/or lease with the option to purchase, of VA-owned properties. The program is characterized by partnerships between local government agencies and nonprofit organizations, including veterans service organizations, and VA.
- Working on behalf of homeless persons, partners can purchase VA-acquired properties at discounts ranging from 20 to 50 percent. Through FY 1997, 67 properties were sold to homeless providers under the program, including two that were sold to a VA medical center for the compensated work therapy program. Purchasers include the American Legion, the American GI Forum, the Jewish War Veterans, and other veterans' groups.
- Another 57 properties were leased to homeless providers. Under the leasing program, properties may be leased to nonprofit organizations working on behalf of homeless veterans for one year at a rent of \$1. The leases may be renewed for two additional terms of one year each and providers may exercise the option to purchase the property at any time during the lease period.

# Board of Veterans' Appeals

## BVA Mission

The mission of the Board of Veterans' Appeals (BVA) is to conduct hearings and enter the final Departmental decision on behalf of the Secretary, in a timely and consistent manner, in each of the many thousands of claims for entitlement to veterans' benefits that are presented annually for appellate review.

## Management Strategies

## Providing "One-VA" World Class Customer Service

### Productivity

During FY 1997, the Board of Veterans' Appeal issued 43,347 decisions, an increase of nearly 28 percent over FY 1996 and the most decisions issued in any year since FY 1991. As shown in Chart 1, BVA decisional productivity has risen for three consecutive years with the FY 1997 total nearly doubling that of FY 1994, the Board's decision output nadir. (See Chart 1.)

Chart 1. Annual Appellate Decisions

Fiscal Year	Appellate Decisions	Change Relative to Prior Year
1990	46,556	—
1991	45,308	-1,248
1992	33,483	-11,825
1993	26,400	-7,083
1994	22,045	-4,355
1995	28,195	+6,150
1996	33,944	+5,749
1997	43,347	+9,403

Chart 2 shows the disposition of the Board's FY 1997 decisions by category of appeal.

Chart 2. Disposition of Appellate Decisions by Category of Appeal

Appellate Category	Total	Allowed	Remanded	Denied	Other
Disability compensation	36,761	6,511	17,250	12,496	504
Disability pension	1,175	116	533	503	23
Medical	484	40	155	264	25
Insurance	74	0	16	52	6
Death	2,592	195	826	1,532	39
Training	340	21	104	208	7
Waivers	849	152	356	324	17
Loan guaranty	326	56	159	108	3
Reconsiderations	64	29	20	15	0
Character of discharge	92	6	41	45	0
Miscellaneous	590	100	132	325	33
Totals	43,347	7,226	19,592	15,872	657

- There were 4,564 hearings held at VA Regional Offices in FY 1997 while 1,297 were held in Washington, DC. The Board expanded its program of using video-conferencing to conduct personal hearings, and 233 video-conferenced hearings were held between Board members in Washington, DC, and appellants located at 13 different VA Regional Offices. Video-conferenced hearings afford appellants the opportunity for BVA hearings without the expense of traveling to Washington, DC, and without waiting for a Board member to travel to VAROs (which might occur only once or twice a year). It is anticipated, however, that some hearings held at regional offices will continue to require travel because appellants have the right to demand such hearings.

### Representation

- In cases in which a formal hearing is not practical, written arguments may be submitted to the Board by appellants or their

representatives. For decisions entered in FY 1997, 86.2 percent (84.6 percent in FY 1996) had representation by one of the accredited veterans service organizations (VSOs), 3.3 percent (3.5 percent in FY 1996) had representation by an attorney or agent, and 10.5 percent (11.9 percent in FY 1996) had no representation.

- Before rendering a decision in cases involving complex or unusual medical circumstances, the Board seeks advisory medical opinions from VA sources, including the Under Secretary for Health, the Armed Forces Institute of Pathology, and independent medical experts who usually serve on the faculties of leading medical schools. In FY 1997, the Board requested 113 opinions from independent medical experts under 38 U.S.C. § 7109. In FY 1996, the Board requested 91 such opinions. Chart 3 shows the medical specialties covered by these opinions.

**Chart 3. Medical Advisory Opinions Requested, External to VA**

Medical Speciality	Opinions Requested	
	FY 1996	FY 1997
All Specialties:		
Requested for Appellate Consideration	91	113
Reconsideration	1	3
Internal Medicine:		
General	3	2
Cardiovascular	18	29
Gastroenterology	5	2
Pulmonary diseases	8	7
Surgery:		
General	1	1
Orthopedic	8	12
Thoracic	0	0
Otolaryngology & Ophthalmology	6	15
Psychiatry	14	19
Neurology (medical and/or surgical)	8	7
Pathology (medical and/or surgical)	0	2
Other	20	17

### Timeliness for Processing Appeals

- BVA's most commonly used timeliness measure for processing appeals is "response time," the expected time it will take to issue a decision for a new appeal entering the system. At the end of FY 1997, response time was 334 days, a reduction of nearly 44 percent from FY 1996. Response time was reduced by more than 57 percent from the 781-day response time reported at the end of FY 1994. Chart 4 shows BVA's

response times at the end of each fiscal year since FY 1991.

**Chart 4. Average BVA Response Time**

Fiscal Year	Response Time (Days)
1991	139
1992	240
1993	466
1994	781
1995	763
1996	595
1997	334

### Unified Tracking System

- An intradepartmental effort to accommodate the business needs of both the Board and Veterans Benefits Administration (VBA) in a single Department-wide appeals tracking system produced tangible results in FY 1997. Based on the Board's existing appeals tracking system, the Veterans' Appeals Control and Locator System (VACOLS), this unified approach is designed to eliminate the independent systems previously maintained by BVA and VBA. VBA personnel are now able to add VACOLS records, update information contained in existing records, and generate various management reports directly from the appeals tracking system.

### Acting Board Members

- The Secretary is required by 38 U.S.C. § 7101(c)(2) to report, in terms of full-time employee equivalents (FTE), the number of acting Board members designated under 38 U.S.C. § 7102(c)(1)(A) during the preceding year. Fifty attorneys served as acting Board members from time to time during FY 1997 for a total of 7.35 FTE. Two physicians served as acting Board members for a total of .03 FTE. Thus, the total FTE of all acting Board members in FY 1997 was 7.38 FTE. Chart 5 is a summary of operating statistics for the Board.

**Chart 5. Summary of VBA Operating Statistics**

	FY 1993	FY 1994	FY 1995	FY 1996	FY 1997
Decisions	26,400	22,045	28,195	33,944	43,347
Appeals Received	38,147	35,465	39,900	35,121	22,884
Appeals Pending	33,728	47,148	58,943	60,120	39,657
Response Time (days)	466	781	763	595	334
FTE	441	442	433	468	492
Decisions per FTE	60	50	65	73	88
Hearings (VACO)	1,172	689	154	431	1,297
Hearings (Field)	3,533	1,996	553	2,445	4,564
Hearings (Video)	—	—	41	48	233

# Cemeteries and Memorials

## *NCS Mission*

The mission of the National Cemetery System (NCS) is to honor the military service of our nation's veterans. NCS provides a dignified burial and lasting memorial for veterans and their eligible family members and maintains veterans' cemeteries as national shrines.

**Honor, Care, and Compensate  
Veterans in Recognition of Their  
Sacrifices for America**

## **Commemorative Support**

### *Interments and Memorialization*

- For the 15th consecutive year, NCS realized an increase in interment workload. NCS provided the benefit of burial to 73,007 veterans and family members at the 115 national cemeteries in the system. In addition to burial operations, NCS maintained the grounds, structures, and roads of these national shrines (plus 34 soldiers' lots, monument sites and Confederate cemeteries). At the end of FY 1997, the inventory contained 5,843 developed acres and 2.2 million gravesites. In FY 1997, maintenance workload increased, on average, at the rate of approximately 152 new gravesites daily.
- Maintaining the national cemeteries as national shrines while meeting the highest standards of public expectation is an indicator of the honor, recognition, and commemoration afforded those who have served in the military and are now interred in VA national cemeteries. The headstones and markers NCS provides through the Memorial Programs Service (MPS) also recognize veterans' service and clearly demonstrate the broader scope of this objective.

In FY 1997, MPS processed 259,779 applications for headstones and markers for placement in national, state and private cemeteries around the world.

- NCS also provides Presidential Memorial Certificates to surviving family and friends of deceased veterans. The certificates are intended to recognize the invaluable contribution to the nation made by the deceased veteran's military service. MPS provided 316,809 Presidential Memorial Certificates in FY 1997.

### *Burial Options for All Eligible Veterans*

- At the end of FY 1997, 57 national cemeteries contained available, unassigned gravesites for the burial of both casketed and cremated remains. Such cemeteries can accommodate all requests for interment of eligible veterans and family members, as well as host visitation and patriotic and commemorative events. Thirty-six national cemeteries had exhausted the supply of unassigned gravesites for the interment of casketed remains but were still able to accommodate requests for burial of family members in the same gravesite as a previously deceased family member, and could also accommodate cremated remains. The remainder, 22 cemeteries, were able to accommodate only subsequent family members in previously occupied gravesites. Such cemeteries also remain important locations for visitation, including patriotic and commemorative events.
- NCS records show that, over the past 20 years, almost 80 percent of interments conducted in national cemeteries were from families residing within 75 miles of the facility. As annual interments and the number of total gravesites used continue to increase, cemeteries deplete their inventory of space and are no longer able to provide full service, reducing the burial options available to veterans. At the end of FY 1997,

only 57 national cemeteries provided full-casket gravesites for first family member interment. Moreover, VA expects the number of annual veteran deaths to increase from 537,000 in 1997 to 572,000 in 2000, and then peak at 620,000 in 2008. As veteran deaths increase, NCS projects increases in the number of annual interments in VA national cemeteries from 73,007 in 1997 to 84,800 in 2000 and 106,200 in 2008.

- To meet the challenges posed by the trends, NCS developed plans to: (1) develop, as feasible, new national cemeteries in heavily populated metropolitan areas that currently lack a national or state veterans cemetery; (2) continue phased development of burial areas in open cemeteries with undeveloped land; (3) acquire land that can be developed for cemeterial purposes adjacent to cemeteries that will soon exhaust the supply of available gravesites; and (4) encourages use of the State Cemetery Grants Program.
- In September 1997, NCS opened the Tahoma National Cemetery near Seattle, WA. This is the 115<sup>th</sup> national cemetery operated by VA, and the first in the State of Washington. The first phase of construction, covering 43 acres of the 160-acre site, will allow for more than 10,000 gravesites and 4,000 niches for cremated remains. With more than 600,000 veterans living in Washington State, including 400,000 in the Puget Sound area, it is anticipated that Tahoma will quickly become one of VA's busiest national cemeteries.
- NCS continued to make progress in developing four new cemeteries in areas that are not currently served. The four areas, Dallas, TX, Albany, NY, Cleveland, OH, and Chicago, IL, are all large metropolitan areas. Provision of the benefit of burial to the veterans living within 75 miles of these sites will significantly enhance NCS's ability to provide burial options for eligible veterans.
- Willamette National Cemetery in Oregon is the sixth most active cemetery, interring about 3,200 per year. In FY 1997, a \$10.6 million, 68-acre expansion project provided an additional 25,000 grave spaces; two new columbaria with a total of 5,000 cremation niches; a large, fully enclosed committal shelter; additional roadways and bridgework over a Johnson Creek tributary; and a fully automated irrigation system. The project also included major renovation to the cemetery's existing irrigation system, perimeter fencing, and two of its three entrances. The cemetery serves over 250,000 veterans.
- A \$1.6 million, 7-acre project at Fayetteville National Cemetery in Arkansas, completed in FY 1997, provided more than 1,400 new gravesites. Other improvements included an administration and maintenance building, roadways, improved landscaping, enhanced irrigation and drainage system, and a committal shelter. Also in Arkansas, 3,600 additional gravesites were developed on 5.9 acres at Fort Smith National Cemetery, totaling \$1.3 million. These two cemeteries provide service to over 200,000 veterans.
- Houston National Cemetery, serving over 350,000 veterans, dedicated an \$11.3 million expansion project that developed 130 acres and restored natural wetland. The project also included 20,000 gravesites; 5,000 columbaria niches; 3 committal shelters; and a redesigned entrance area.
- In FY 1997, the State Cemetery Grants Program awarded 11 grants, totaling \$4,824,662 to assist in establishing several new state veterans cemeteries, and to expand and improve other existing state-owned cemeteries for veterans. These 11 grants contributed to the provision of thousands of new gravesites. The Federal assistance program complements the mission of the National Cemetery System and since 1980 has awarded more than \$50 million to 20 states, Guam, and the Commonwealth of the Northern Mariana Islands.
- With the assistance of a grant of \$1.6 million awarded by the State Cemetery Grants Program (SCGP), Virginia established its first state veterans cemetery in Amelia County. The Virginia Veterans Cemetery was dedicated May 28, 1997. This 129-acre cemetery will serve approximately 435,000 veterans residing within a 75-mile radius of the site.
- On June 27, North Carolina's third state veterans cemetery, Sandhills State Veterans Cemetery, serving over 222,000 veterans, was dedicated. The State received more than \$790,000 in Federal funds through the SCGP. The State's two other veterans cemeteries, Black Mountain and Jacksonville, were also constructed through the SCGP.

## Management Strategies

### Providing “One-VA” World Class Customer Service

#### *Second Inscription Program*

- In FY 1997, NCS expanded a program to add a second inscription *in situ* (i.e., at the gravesite) to a currently existing headstone following the death and interment of a subsequent family member. Thirty-eight national cemeteries now have this capability. The Second Inscription Program not only improved service to veterans and their families, but also yielded significant cost savings in acquisition and transportation costs associated with replacing the original headstone. A major milestone was achieved in August 1997 when the cost savings realized by the Second Inscription Program passed the \$1 million mark.

#### *Kiosk*

- In FY 1997, the first user-operated kiosk to be placed at a national cemetery was installed at the Santa Fe National Cemetery in New Mexico. Use of the kiosk will allow visitors to find gravesite locations of decedents in the cemetery, and provide quick information access to burial eligibility requirements, historical cemetery data, upcoming events, and hours of operation. An automated kiosk is also in place at the Tahoma National Cemetery.

### Quality Awards

- In FY 1997, Robert F. Carey Quality Awards, VA's most prestigious quality awards, were presented to Fort Logan National Cemetery in Colorado and the National Memorial Cemetery of the Pacific (NMCP). Fort Logan, winner of the National Cemeteries category, was recognized as a team-centered organization for using the Strategic Plan to create and manage changes at the cemetery and for such innovations as the sod harvesting and installation program. NMCP, recognized as an Achievement Winner, was noted for its use of teams, commitment to maintaining the vision and mission of the NCS, and providing quality service to veterans while successfully managing the challenges of one of Hawaii's major tourist sites. Fort Logan National Cemetery also received a Scissors Award for its sod harvesting and installation program.

### Providing Maximum Return on Taxpayer Investment

#### *Decentralized Marker Ordering*

- A pilot project was initiated at the Nashville National Cemetery, TN, to test process re-engineering for ordering headstones and markers for private cemeteries from field stations. The experience of the pilot demonstrated that the ordering function could be economically accomplished outside of the high cost headquarters area. As a result, NCS began decentralizing the marker ordering function. In FY 1997, satellite offices were opened in Nashville and Fort Leavenworth National Cemetery in Kansas. A third satellite office will be opened at Indiantown Gap National Cemetery, PA, in December 1997.

# Administration and Management — Staff Offices

## Management Strategies

*Note: The following narrative summarizes activities of the Secretarial staff offices (e.g., Office of Congressional Affairs, Office of Management) where nearly all activities of these offices concern management support services for the three administrations which directly serve veterans (i.e., VHA, VBA, NCS). Only activities of the staff offices related to the Strategic Plan are described below, and they are organized according to Part 2 of the Strategic Plan, "Management Strategies."*

## Providing "One-VA" World Class Customer Service

### Center for Minority Veterans

- In FY 1997, the Center worked to improve communications with minority veterans, minority community-based organizations, and minority veterans program coordinators (MVPC). The Center instituted a telephone conference call program, using a toll-free telephone number to discuss with over 50 minority veterans community-based organizations and leaders new initiatives and programs and services available through VA. The calls also provided a forum for minority veterans to present specific issues and concerns to VA officials. Conference calls were also used to keep some 320 MVPCs informed of priorities and initiatives underway in the Center, and at VA facilities around the country.

Other accomplishments in FY 1997 include the following:

- The development of a joint DOD-VA initiative to create a data base to identify veterans based on race, ethnicity, and gender. The data base will be used to analyze minority veterans' use of various VA programs and services.

- The training of an additional 65 MVPCs to work with minority veterans around the country.
- The coordination and planning, with the VA Readjustment Counseling Services (RCS), for the establishment of readjustment counseling centers on Indian reservations. The Center assisted RCS in the opening of Vet Counseling Centers on the Navajo and Sioux reservations.
- Conducted a minority veterans business seminar in Los Angeles, CA, to inform minority veteran business owners of business opportunities in VA.
- Developed and coordinated a medical sharing agreement between VA and the Oneida Community Health Clinic in Wisconsin. The sharing agreement will provide more accessible medical treatment to Oneida Indian veterans who reside on or near the reservation.
- Conducted town hall meetings and site visits to VA facilities at Biloxi, MS, Montgomery, AL, Birmingham, AL, Black Lakes, MI, Los Angeles, CA, San Diego, CA, Seattle, WA, Portland, OR, Youngstown, OH, New Orleans, LA, Pine Ridge and Rosebud Indian Reservations, SD, and Honolulu, Maui, Hilo, and Kauai, HI.
- The Advisory Committee on Minority Veterans completed a successful year. The Committee met the required number of times, once in Washington, DC, and the other in Seattle, WA. The Committee also met via three telephone conferences. The Committee completed two field inquiries, one by the Subcommittee on Healthcare, which examined access problems of Pacific Island veterans seeking medical care. The other field investigation was conducted by the Outreach and Rehabilitation Subcommittee, which visited the Pine Ridge and Rosebud Sioux reservations in South Dakota to examine concerns of Native American veterans. Recommendations resulting from these site visits are contained in the third annual report of the *Advisory Committee on Minority Veterans*.

- Assisted some 300 veterans in the processing of claims for compensation and pension. Identified trends and issues affecting minority veterans' access to VA programs and services.
- Collaborated with Veterans Health Administration to identify medical research priorities relative to minority veterans, and successfully obtained funding for five research projects focused on disparities in the delivery of VA medical care to minority veterans.
- Assisted in the development of a coordinated agency response to the findings of the Matsunaga Study on post-traumatic stress disorder (PTSD) in minority veterans; and initiated plans for two national mini-conferences on PTSD.
- Significant in FY 1997, was the Center's expanded role in the integration of other Federal agencies and in the planning and execution of programs to address issues facing minority veterans. One such initiative, the demonstration project with the National Cancer Institute to provide clinical trials and treatment to minority veterans suffering from cancer. The Center was an active participant in the planning and development of this \$1 million program.
- analysis of the identification and authentication technologies was conducted. A draft report was prepared that identified alternatives for incorporating authentication technology into VA's IT architecture and also included risks, initial and downstream costs, industry trends, and current best practices.
- VA actively supported the Federal Blue Pages Project. The VA team, working with Federal workers and telephone companies across the country, is changing the complex government blue page telephone listings to a more customer-oriented functional approach.
- An Internet Website was created for the Credit Card System in FY 1997. This site provides user-friendly queries for statement information, viewing payment summary information, year-to-date summary information, and modifying accounting data.
- The Office of Financial Management developed the Vendor Recertification System that automates the input and tracking of unavailable check cancellations. This automated process, which can be accessed via the VA Intranet or the Internet, is used daily to transmit and receive the Department of the Treasury check cancellation data. The system will eliminate about 1,200 forms now being sent to Treasury annually. The potential volume is anticipated to be much greater since other organizations have expressed interest in this system.

## Center for Women Veterans

- In FY 1997, the Center focused on: (1) providing training in sexual trauma counseling for VA professionals; (2) evaluating VA benefits, health care, and other services to women veterans; (3) working with Veterans Benefits Administration on concerns and problems related to the processing of claims for post-traumatic stress disorder as a result of sexual trauma in the military; and (4) publishing and disseminating the proceedings of *The 1996 Summit on Women Veterans Issues*.

## Office of the Assistant Secretary for Management

### *Ease of Access*

- In FY 1997, a cross-organizational Information Technology (IT) Architecture Team began the development of an IT architecture framework that is responsive to the "One-VA" effort. In order to enhance customer service through expanded self-service and to ensure customer privacy and security of records, an expert

### *Prompt Delivery of Services and Benefits*

- VA began the implementation phase of the Master Veteran Record (MVR). MVR is a cross-organizational initiative aimed at electronically sharing key facts about a veteran's status among program activities. MVR began exchanging notice of a veteran's death among VBA, VHA, NCS, and the Board of Veterans' Appeals.

- The Credit Card System (CCS) processed over 1.6 million electronic transactions for a total amount of over \$783 million. This earned VA a rebate in excess of \$5.1 million that equates to over 80 percent of the total rebates issued to Federal agencies. Added to the rebate of over \$642,000 earned in FY 1996, the total rebate since the inception of the CCS was \$5.8 million.
- The capability to utilize the National Automated Clearing House Association EFT payment format for vendor payments from VA's Financial Management System was developed. The use of that format allows VA to transmit an electronic remittance advice along with the payment amount to a vendor's bank. The bank can then electronically transmit the remittance advice to the vendor allowing for automated accounts receivable posting.
- An EDI (electronic data interchange) process was implemented to provide for EFT payments to the Veterans Canteen Service (VCS) commercial vendors and employee travelers who previously received payment by paper check. Using VA's capability to process EDI transactions, all types of payments from the VCS were combined into a single process with a single EFT schedule. This allows the VCS to utilize all of the electronic payment formats with their payees.
- An innovative system that converted the payment process for Pharmacy Prime Vendors from paper to an all-electronic, automated system was initiated. When fully implemented, VA will pay an estimated \$270.4 million through this program annually, eliminating approximately 125,000 paper invoices.
- An electronic transmission of the billing detail of the GSA telephone bill to all field stations was implemented. The electronic process eliminates manually sorting and mailing hard copies of the billing detail that involved approximately 1,200 paper documents and an estimated \$3,000 in mailing costs annually.

## **Office of the Assistant Secretary for Public and Intergovernmental Affairs**

### ***Ease of Access***

- In FY 1997, Intergovernmental Affairs (IGA) continued to make available VA Online, the

Department's electronic forum and e-mail service to state directors of veterans affairs, state veterans home administrators and county veteran service officers. In addition to IGA weekly mailout (a compilation of VA news releases, pertinent executive orders, Federal Register notices, proposed legislation, etc.), special mailings were provided on topics such as spina bifida, Gulf War and various other veteran issues. IGA also made these issues available through direct internet e-mail to state offices with this capability.

### ***Customer Satisfaction***

- In FY 1997, News Service staff responded to nearly 2,800 news media inquiries in addition to generating news releases, features, and fact sheets. These and other informative documents were made available on VA's Internet Home Page.
- The Consumer Affairs Service (CAS) has changed its focus to providing quick and substantive responses to customer concerns, inquiries or complaints by the office or person who can most appropriately and quickly resolve the problem or question. By using the internet and an expanding in-house network of on-line problem-solvers, CAS is helping create a new standard of timeliness and responsiveness.
- IGA provided written and verbal information to customers through mailings to governors, state directors of veterans affairs, state veterans home administrators and organizations, including the National Governors' Association, the National Conference of State Legislatures, and State Rural Councils.

### ***Effective Outreach***

- Outreach to a specific group of Vietnam veterans, those with children afflicted with spina bifida, brought OPA regional offices together with VAROs in FY 1997 to promote new VA benefits to this important target audience. Field Operations Service participated in an OPA-wide effort to reach out to women veterans who might have been victims of sexual trauma while in the military. Interviews with VACO subject matter experts were arranged with media around the country, and an opinion piece written by the Secretary was distributed to some 1,200 newspapers.

- The National Story Program, located in OPA's New York Regional Office, placed some 250 items in national media, primarily on VA medical research advances. Publicity support packages also were provided to VAMCs, VAROs and national cemeteries on events throughout the year, including Memorial Day, the National Salute to Hospitalized Veterans, POW/MIA Day and Veterans Day.
- Educational efforts to the nation's schools continued to grow with distribution of Veterans Day "school kits" to more than 105,000 public schools in FY 1997. The Internal Communications and Special Projects Service also provided planning and public affairs support for four national athletic and artistic competitions directly involving some 2,000 disabled veteran participants and thousands more at local and regional competitions.
- Special initiatives during FY 1997 included coordination of national distributions of print, video and radio materials targeted to Gulf War and women veterans on VA programs responding to their healthcare concerns. Monitoring reports indicate that print material reached more than 200 million readers. Satellite television interviews with VA experts and television and radio public service announcements also were distributed to support this intensive outreach effort, reaching a viewing audience of 17 million. Public service announcements outlining VA services for women veterans suffering the aftereffects of sexual trauma incurred during military service were aired nationwide, reaching an audience of 2.3 million and airing in 26 of the top 50 markets within one week. ABC's "Good Morning America" aired the public service video, reaching some 4.4 million viewers.
- During FY 1997, IGA participated in several national meetings, including the National Governors Association, the National Rural Development Council and the National Conference of State Legislatures where an IGA initiated fact sheet on Federal/State/Private Partnerships, highlighting state veterans homes, state veterans cemeteries, homeless grants, resource sharing, and medical research, was made available to the participants. IGA also represented VA at the planning sessions for and attended the Presidents' Summit on America's Future. Liaison activities and participation in biannual meetings continued with the National Association of State Directors of Veterans Affairs

and the National Association of State Veterans Homes. IGA also coordinated VA participation at the San Diego Tribal Healthcare 2000 Conference and a town meeting in northern New Mexico for eight Pueblo tribes.

- The pamphlet *Federal Benefits for Veterans and Dependents*, prepared by OPA, continued to be a best seller with the Government Printing Office. The 1997 edition also was printed in Spanish. Both versions were placed on VA's Internet Home Page, along with other OPA-produced outreach products.
- IGA continued to broaden its liaison and outreach activities with federal, state, local, and tribal governments in FY 1997. IGA routinely worked with representatives from the White House, Departments of Housing and Urban Development, Health and Human Services, Education, Labor, and Agriculture, and the Office of Management and Budget on issues such as housing, healthcare, work force developments, welfare-to-work, HIV/AIDS, regulations and information technology.

### *Homeless*

- The Homeless Grant and Per Diem Program awarded \$3.3 million to 17 entities in 14 states. During the past 4 years, this program has awarded \$21.3 million to 101 grantees in 36 states and Washington, DC, to provide transitional housing, mobile medical vehicles, and vans for transportation.
- Community meetings were held across the nation again this year to assess the needs of homeless veterans, identify the resources within each community and develop local action plans to address the unmet needs. VA also co-sponsored a national conference to learn more about effective strategies to assist homeless veterans. The conference had strong attendance from homeless service providers, veterans groups and representation from nearly all VA medical centers. The conference focused on collaborative strategies among VA and local service providers to meet the unmet needs of homeless veterans. In addition, the Secretary's Working Group on Homeless held monthly meetings to discuss ongoing issues regarding VA homeless assistance programs and initiatives.
- VA participated in all Interagency Council on the Homeless meetings. VA awaits information from a survey conducted by the U.S. Census

Bureau of homeless service providers and clients. Survey data is expected early in 1998.

## **Veterans Service Organizations Liaison**

- During FY 1997, the VSO Liaison played an active role in carrying out the Secretary's commitments to increase customer satisfaction and to improve VA services. Leaders of the respective veterans service organizations were consulted regularly on VA initiatives to reduce claims and appeals backlogs, to meet the needs of homeless veterans, to implement certain efficiencies in VA healthcare delivery, and to address the unique concerns of such populations as women veterans and Gulf War veterans.
- In FY 1997, The VSO Directory became available on VA's website with links to the electronic services of each VSO.

## **Enhancing Our High-Performing Work Force**

### **Office of Human Resources and Administration**

Office of Human Resources Management (OHRM) is implementing an integrated program to support VA's effort to create and maintain a high-performing workforce. OHRM's vision is to create an environment that promotes risk-taking, innovation, employee involvement, and finding better ways to serve veterans and other customers. In the future, VA's HR professionals will be less involved with processing personnel actions and enforcing regulations. They will provide expert strategic advice and assist managers and employees with organizational change and performance improvement. Actions taken during FY 1997 to achieve these ends include:

- A Human Resources Development (HRD) Team was established to support the development of human resource (HR) professionals throughout VA. The team helped supervisors and managers improve their HR competencies and coordinated priority training and development programs within the Department.
- OHRM staff participated in establishment of VA Learning University, a "virtual" organization which uses shared resources and employees from across VA. Major initiatives within VA Learning

University include "One-VA" training, education, and strategic career development.

- OHRM staff hosted a VA-wide HRM Strategic Planning Conference in Topeka, KS, the site of VA's new Shared Service Center (SSC). VA executives, managers, and approximately 300 HR personnel attended the conference. A "Real Time Strategic Change" process was used to clarify new human resources roles. The process has had positive results in the private sector, and VA became one of the first government agencies to test its applications within the public domain. A unified agenda was developed to design and plan VA-wide HR initiatives to meet the strategic goals of the Department.
- OHRM staff participated in the design of a *One-VA Orientation Program*. The program will promote an awareness among new and current employees of VA's mission, vision, values, and strategic direction.

### ***A Well-Prepared Future Work Force***

- OHRM is working with VA management officials to assign a task force to develop several HR models, including a Department-wide leadership succession model. The planning models will enable VA to recruit and maintain a workforce that has the appropriate mix of skills and competencies to meet the future needs of the Department.

### ***Employee Accountability***

- A new VA performance appraisal program was developed in FY 1997. Designed by employees, managers, and union partners, the program requires performance plans to support organizational goals, address customer service, and focus on critical elements. A vigorous VA-wide training and communication effort, including brochures, a satellite broadcast, and other targeted efforts explained the new procedures.

### ***Work Force Diversity***

- VA and the Hispanic Association of Colleges and Universities (HACU) have signed a Memorandum of Understanding (MOU) to work cooperatively to provide employment and educational opportunities for Hispanic students and faculty at VA facilities. A joint Executive

Steering Committee, composed of senior VA officials and representatives from HACU, was established to implement provisions of the MOU.

- The Secretary's EEO Awards Program continued. The Program recognizes employees who have supported and made significant contributions to the Department's efforts to prevent discrimination and to increase the employment of women, minorities, and people with disabilities. In addition, a number of VA facilities have established EEO Awards Programs.
- The Under Secretary for Health has established an annual Diversity Awards Program to recognize and support healthcare facilities that develop innovative local programs to further diversity and excellence within their workplaces.
- During FY 1997, VA's permanent full-time and part-time work force decreased by 10,209, from 213,189 to 202,980. Despite this overall decrease, the representation of minorities increased from 34.9 percent to 35.3 percent. The representation of minorities in VA's work force continues to far exceed the minority representation of 22.1 percent in the civilian labor force. The representation of Hispanics in the VA workforce increased from 5.6 percent to 5.8 percent. Asian/Pacific Islander representation increased from 4.6 percent to 4.8 percent. The representation of women in grades GS-13 to GS-15 increased from 24.5 percent to 25.3 percent.

### ***Work Environment***

- During FY 1997, VA took several concrete actions to completely reengineer its EEO complaints process and to reaffirm its commitment to its policy of "Zero Tolerance" for sexual harassment and discrimination. VA established its "Zero Tolerance" policy in 1993; however, concerns continued to surface regarding the structure of VA's existing EEO complaint process and its effectiveness in furthering the goal of "Zero Tolerance."
- In response to those concerns, the Department established an EEO Complaints Task Force in May 1997. The Task Force conducted a comprehensive review of VA's EEO system and made recommendations for reform. The recommendations included establishing an independent Office of Resolution Management

(ORM), appointing full-time EEO counselors and investigators reporting to ORM, and discontinuing designations of facility directors as EEO officers. In August 1997, a Resolution Management Implementation Team was established with a mandate to develop an organizational structure for the ORM and to design strategies that support a reformed EEO process. In September 1997, the Team delivered its "Plan for Transformation." The Plan provided a detailed schedule for creating ORM. Work began immediately to implement the plan.

- Creating a work environment that is conducive to productivity and achievement has many facets, including employee safety. HR&A, through its Office of Security and Law Enforcement (OSLE), oversees the maintenance of law and order and the protection of persons and property on VA facilities nationwide. During FY 1997, VA's pilot program to arm VA police officers was extended to two additional sites, bringing to seven the total number of sites participating in the pilot. Extensive training is provided well in advance of the implementation of the program at any pilot facility.
- The OSLE also continued its routine training programs, training 247 newly-appointed officers and 22 newly-appointed police chiefs and supervisors. A special hostage negotiations course was provided to 27 officers.

### ***Innovative Employment Practices***

- Policy and guidance were provided to VA managers and employees concerning initiatives to create a "family-friendly" work environment. VA authorized the use of "gliding flexi-tour" and "credit hours," in addition to existing flexi-tour and modified flexi-tour options, when arranging employee work schedules. The VA policy on alternative workplace arrangements, flexi-place or telecommuting, gives employees and managers the opportunity to perform their work at home or community-based telecenters. These new arrangements have the potential to improve productivity, provide more efficient services to veterans, and help make VA a family-friendly workplace.
- The VA is striving to identify innovative employee compensation alternatives. A "Pay for Applied Skills Demonstration Project," was developed by Veterans Benefits Administration's

New York Regional Office staff. This five-year project seeks to fundamentally change HR management and the process by which employees are hired, advanced, paid, and rewarded.

### ***Human Resources and Payroll Services***

- The Assistant Secretary for HR&A shares responsibility with the Assistant Secretary for Management for funding and overseeing the PAY VA/HR LINK\$ project. The project is a
- Department-wide initiative to reengineer HR/Payroll processes and to automate the delivery of HR/Payroll services. Currently, preparations are underway for final testing of the system and its capabilities to incorporate employee self-service functions (for example, change of name and certain health and life insurance actions).
- During FY 1997, Topeka, KS, was chosen as the site for the new HR Link\$ Shared Service Center and staffing of the Center began.

### **Office of the Assistant Secretary for Management**

#### ***High-Performing Work Force***

- The VA Adaptive Training Program is an in-house training program that uses commercial off-the-shelf hardware and software products and trains handicapped persons to become computer literate. About 75 individuals are trained each year. Approximately two-thirds of that number are veterans. Customized training is offered for state-of-the-art adaptive systems and is provided at customer sites as well as VA Central Office.

### **Provide the Taxpayer Maximum Return on Investment**

#### **Board of Contract Appeals**

- In FY 1997, the Board received 353 new appeals and disposed of 284. At the close of the fiscal year, there were 231 cases pending. Additionally, there were 43 appeals disposed of by Alternative Dispute Resolution (ADR). The Board was active in providing ADR expertise to aid the Department in resolving contract

disputes at an earlier stage prior to appeal, thus enabling it to preserve business relationships and avoid protracted, costly litigation.

- As the Department's Dispute Resolution Specialist, a variety of services in non-contractual matters were provided to promote ADR and mediation among all VA organizations and medical centers. In these areas, the Board acts as the Department's expert in ADR and mediation information and resources. Board personnel conducted numerous briefings and training sessions throughout the country. This instruction was diverse and ranged from short briefing sessions on ADR and mediation, to multiple day sessions on mediation program design and mediation skills training. As time permitted, Board personnel also acted as mediators and mentors for less experienced VA mediators in a variety of disputes including EEO, grievances, and other interpersonal matters. Board personnel participated in and provided expertise on several VA working groups interested in introducing more communication skills and conflict resolution training to their programs.

### **Office of Small and Disadvantaged Business Utilization**

- For the 10th consecutive year, prime contract awards to small and small disadvantaged business exceeded \$1 billion, representing 35 percent of all procurements. Awards to small disadvantaged businesses exceeded 10 percent, and awards to women-owned small businesses exceeded 6 percent of \$4.3 billion in total procurement.
- In FY 1997, the OSDBU provided 498 telephone counseling sessions to business persons, conducted 434 meetings with businesses, and mailed over 2,400 business assistance packages. OSDBU staff also held 3,524 phone conferences, distributed 2,204 mailings and conducted 170 meetings with VA employees.
- OSDBU has four principal outreach programs: small business, women-owned business, disadvantaged business (with a special program addressing businesses owned by Native American tribes or individuals), and veteran-owned business (with special attention directed to disabled veterans and veterans of the Vietnam era).

- During FY 1997, OSDBU staff served as featured speakers, presenters or exhibitors at 36 events: (1) fifteen events targeted at small businesses; (2) ten events focused on the needs of disadvantaged businesses, including four which addressed the needs of Native American businesses; (3) seven events targeted veterans, including five sponsored by VA OSDBU; (4) three events focused on the needs of women-owned firms and (5) in one event, OSDBU staff partnered with other VA officials for a Youth Leadership Program for Washington, DC, area high school students.

## Office of the Assistant Secretary for Policy and Planning

### *Corporate Information Repository*

- The Office of Policy and Planning is addressing a Departmental need to make key corporate information more widely and easily accessible throughout the VA and to our key stakeholders including other Federal agencies, Congress, and veterans service organizations. Initial developmental stages of a Department of Veterans Affairs Corporate Information Repository (CIR) are nearly complete. Currently, the CIR is a relational data base system accessible only through the Department's internal computer network. Future plans call for a gateway permitting controlled access by any Internet user.
- The CIR will permit users to quickly and easily customize information requests and the resulting reports. It will permit linkage to traditional VA administrative data systems as well as new and specialized data created in policy-making processes. The intent behind creating the CIR is to ensure that official information about VA and veterans is usefully defined, carefully documented, timely, and accurate in order to encourage consistent usage.

### *Benchmarking*

- The Office of Policy and Planning supported three major benchmarking initiatives during the past year:
  - (1) The first involved development of objectives to provide "One-VA" World Class Customer Service as a key management strategy of the *Department of Veterans Affairs Strategic Plan*,

*Fiscal Years 1998-2003*. The Strategic Management Steering Committee agreed to six major objectives indicated by the following Strategic Plan headings: ease of access, customer satisfaction, courtesy, do it right the first time, prompt delivery of services and benefits, and outreach. In 1998, the Office of Planning will coordinate Departmental benchmarking studies to identify best practices within VA, best-in-class practices from competitors, and best-in-business practices. The results from the benchmarking studies will show VA ways to increase productivity and quality as well as reduce cycle times and costs.

(2) The Office of Policy and Planning also dedicated resources to establish an infrastructure for a "One-VA" benchmarking program. In August 1997, VA awarded a contract to SRA International, Inc., to assist in the establishment of a benchmarking program. A Departmental working group called the Benchmarking and Best Practices Core Team was established as an ongoing effort to develop and institutionalize a benchmarking program. The first two benchmarking studies are to begin in January 1998, one on strategic management and one on access.

(3) The Office of Policy and Planning also supported work of the Interagency Benchmarking and Best Practices Council, a benchmark planning group that includes representatives from a number of Federal agencies. Staff from the Office of Policy and Planning have been instrumental in maintaining the Council's Internet Home Page which may be accessed using the following address: <http://www.va.gov/fedsbest/index.htm>.

## Office of Inspector General

- To assist VA managers in improving VA programs and operations, the OIG focused its efforts on VA's major program areas: medical care, benefits, procurement, financial management, and information resources management. The 185 reviews and 245 investigations completed during FY 1997 identified actual and potential monetary benefits, totaling over \$256 million and resulted in 110 convictions and 235 administrative actions. Particularly noteworthy was the recovery of \$32 million resulting from OIG identification of contractor overcharges on VA contracts for drugs and medical equipment.

- In FY 1997, the OIG reviews also resulted in systemic changes to improve resource utilization and the delivery of benefits and services to veterans. For example, VA managers initiated actions to increase the use of lithotripters, mobile laboratory carts, and mammography services; improve the timeliness of compensation and pension medical examinations; and the supervision of fiduciaries appointed to protect the estates of incompetent beneficiaries.

## Office of the Assistant Secretary for Public and Intergovernmental Affairs

### *Interagency Service Delivery*

- VA was privileged to have a Truman Scholar participating in a year-long fellowship program. Assigned to Intergovernmental Affairs (IGA), the scholar compiled a data base on rural veteran issues and compiled an assessment of VA involvement with state rural development councils. The appointment was made possible via an interagency agreement among the Truman Scholarship Foundation, VA and U.S. Department of Agriculture that administers the National Rural Development Partnership (NRDP). In FY 1997, VA contributed \$500,000 to the NRDP.

## Office of the Assistant Secretary for Management

### *Departmental Cost-Accounting System*

- During FY 1997, the first *VA Cost Accounting Directive and Handbook* was completed and issued. VA is the first Federal department to issue cost accounting policy and guidance. In addition, an exposure draft of the *Managerial Cost Accounting Implementation Guide* was published and is pending approval by the Chief Financial Officers Council.

### *Capital Investment Policy*

- VA established a Capital Investment Board (VACIB) and initiated a policy for implementing capital planning and budgeting. The VACIB formulates capital policies for planning, budgeting, procurement, and performance monitoring of all capital assets. The VACIB is fostering a "One-VA" approach to the use of capital funds, as well as ensuring that all capital investment proposals are based upon sound

business principles and are fully linked to strategic goals. The VACIB comprises the Under Secretaries for VHA and VBA, the Director of NCS, the Assistant Secretary for Policy and Planning, the Assistant Secretary for Management, and the Deputy Secretary (Chair).

- In response to strategic legislation and in support of corporate strategic planning, VA developed an Information Technology (IT) Investment Strategy comprised of the following elements:
  - (1) **VA IRM Framework:** Defines VA's IT investment management process and requires VA officials to establish an IT investment strategy and process. The policy was signed in September 1997.
  - (2) **VA IT Strategic Planning:** VA's IT investment process is defined in the VA IT Strategic Planning document dated March 1997.
  - (3) **VA IT Strategic Plan:** The VA IT Strategic Plan, completed in July 1997, provides the strategy and priorities to guide the operational, tactical, budgetary and capital planning for IT by the Department's administrations and staff offices. The Plan also provides the foundation for applying IT to support the Department's business operations.
  - (4) **VA IT Portfolio:** A portfolio of IT capital investments was developed in July 1997. It was submitted on behalf of the CIO Council as input to the FY 1999 VA Capital Plan. With the full integration of the aforementioned elements of the VA IT Investment Strategy in FY 2000, VA will achieve the goal of maximizing return at an acceptable level of risk.

### *Departmental Information Technology (IT) Infrastructure*

- The Department established a project to focus on "One-VA" customer service and to work towards becoming a "world-class, five-star organization" through the use of information technology. In FY 1997, a veteran-focused IT architecture project was initiated as a means for achieving that goal. In May 1997, contractor assistance was obtained to develop an IT "vision" for the Department, provide advice on how VA's

business plans, processes and objectives fit into the IT vision, and make recommendations on how to make the IT vision translate into business plans.

- The Department continued the acceleration of efforts to implement Frame Relay technology on VA's wide area network. Frame Relay permits the rapid exchange of large volume files between data centers and other Federal agencies such as the Department of the Treasury. It also permits personnel at VA medical centers to transmit radiological images such as MRIs and CAT scans between hospitals in a matter of seconds to expedite the diagnosis and treatment of veterans and their dependents. The service enables the rapid transmission of records between medical centers and provides better service without regard to the patient's location. A major project to provide Frame Relay to all VHA sites was completed in FY 1997. VBA began a major effort to migrate to Frame Relay technology during FY 1997. The VBA effort will facilitate the transfer of large beneficiary files between regional offices and help speed the processing of beneficiary applications. The VBA effort is projected to result in significant cost savings in FY 1998 and FY 1999 by eliminating VBA's current dependence on packet network technology.
- A Year 2000 Readiness Review of the major VA organizations assessed our readiness, plans, testing methodologies, contingencies, inventories, and cost estimates. A copy of this report was provided to OMB on January 31, 1997. A follow-up to the Year 2000 Readiness Review will begin during the first quarter of FY 1998.

### ***Departmental Procurement System***

- A \$4 million electronic commerce equipment purchase was funded for VHA field and network acquisition offices. The installation of this equipment will enable staff to take advantage of the latest technological advancements in procurement application software and telecommunications software and hardware to use the Internet in conducting day-to-day procurement business operations, thereby realizing the multitude of efficiency improvements it offers to the acquisition process. The two areas targeted for the equipment are: migration to the Internet for the posting of solicitations (from the use of Bulletin Board

systems), and development and use of On-line/Internet catalogs.

- The Office of Acquisition and Materiel Management, in partnership with the Office of the Inspector General and Office of General Counsel, formed a Procurement Working Group to improve the management of Federal contracts and reduce acquisition fraud in the healthcare arena. Through the Group's efforts, VA realized financial recoveries of approximately \$52 million of which \$23 million was recovered in FY 1997.
- In January 1997, VA competitively awarded two contracts, totaling \$1.5 billion to Digital Equipment Corporation and Sysorex, Inc. These contracts will be the Department's preferred source of supply for personal computers and related products over a five-year contract life. These contracts ensure VA will receive Year 2000-compliant equipment.
- Recognizing inefficiencies and service problems associated with the movement of household goods of VA employees being transferred, the Office of Acquisition and Materiel Management implemented a centralized household goods program for the Department. The program reduced the number of household goods carriers to the best ones in terms of service and geographic coverage. By offering each carrier a large number of moves, VA was able to obtain lower rates and added features such as increased property valuation (insurance) at no cost. The result was a savings of approximately 25 percent per move or \$1.5 million in the first year. Claims were reduced to less than 5 percent of the moves, far below the industry average of 20 percent. This program became a model for other Federal agencies.
- The Office of Acquisition and Materiel Management began offering VA field facilities transportation management assistance in arranging shipments to and from their activities. The objective is to utilize transportation management expertise to help with difficult shipments and to reduce costs. This year, over 1,000 shipments were arranged, effecting a savings in excess of \$500,000.

### **Office of the Assistant Secretary for Congressional Affairs**

- In FY 1997, the Office of Congressional Affairs monitored or participated in Congressional hearings. Its House and Senate Liaison offices,

located on Capitol Hill, handled 6,221 written and 11,274 telephonic constituent case inquiries from Members of Congress.

## Office of the General Counsel

### *Retention of Medical Care Cost Collections*

- During FY 1997, the Office of the General Counsel (OGC) worked closely with VA program officials, Office of Management and Budget officials, and congressional staff in reviewing, analyzing, and drafting new legislation to expand the potential revenue sources available to the Department for veterans' healthcare. The new law permits VA to retain all patient deductibles, per diem charges, and co-payments, as well as all amounts recovered or collected from third party insurers after June 30, 1997, in connection with VA care and services provided for nonservice-connected conditions. The law also provides for third party recovery based on "reasonable charges," enabling VA to move from a cost-based system to one that reflects competitive pricing for healthcare services.

### *Veterans Benefits Legislative Initiatives*

- One of FY 1997's most contentious veterans-legislation issues was whether the government should bear any liability for diseases and deaths resulting from veterans' tobacco use. The Office of General Counsel interpreted current law as authorizing service-connected disability and death benefits based on post-service illnesses which can be linked to tobacco use in service, or to tobacco use following service if it is due to nicotine dependence originating in service. The Department notified Congress that, in its view, provision of benefits based upon tobacco-related disabilities and deaths would exceed the government's responsibility, and could not only result in costs in the billions of dollars but also add enormously to the backlog of pending benefit claims. OGC played a major role in developing and advocating VA's proposed legislation to preclude service-connection where it can be established only on the basis of tobacco use in service.
- In addition, the Office was responsible for winning for the Department important amendments to the *Personal Responsibility and Work Opportunity Reconciliation Act of 1996*

(popularly known as the *Welfare-Reform Act of 1996*). That act, as passed, jeopardized long-standing policy exempting VA benefits from garnishment and called into question VA's authority to provide benefits to nonresident aliens residing abroad. The amendments, which reaffirm VA's policy and authority, were passed as part of the *Balanced Budget Act of 1997*.

### *Court of Veterans Appeals*

- The General Counsel continued to directly represent the Secretary in all cases litigated in the United States Court of Veterans Appeals (CVA). The Court docketed approximately 2,630 new cases in FY 1997, an increase of about 45 percent over FY 1996, including appeals from decisions of the Board of Veterans' Appeals (BVA), petitions for extraordinary relief, and applications for payment of attorney fees and expenses under the *Equal Access to Justice Act*.
- Among the significant holdings of the CVA were: (1) in service-connection claims for PTSD, where there is a current, clear diagnosis of record from a mental-health professional, adjudicators, under certain conditions, may request clarification from the examiner or another examination; (2) under Agent Orange law, plausible medical evidence of the existence of a current presumptively service-connected disease with an open-ended presumption period is sufficient to present a well-grounded service-connection claim as to that disease; (3) a VA circular for use in asbestos-related claims did not liberalize the requirements for entitlement to benefits and, thus, did not satisfy the requirement that new and material evidence be presented to reopen a previously denied service-connection claim for a lung disorder; (4) newly-submitted evidence indicating a veteran did not actually receive a copy of a BVA decision until shortly before he filed a notice of appeal did not constitute an extraordinary circumstance such as to warrant recall of the Court's prior mandate dismissing his appeal for failure to file a timely notice of appeal; (5) BVA's failure to adjudicate a claim that was properly filed before it constituted a final adverse decision on that claim, thus supporting an attorney's claim to fees from past-due benefits awarded to the veteran; (6) where a regional office committed a procedural error by failing to adequately notify a veteran that it was denying service-connection for one of the diagnosed disorders, its decision was not final, and has not been reviewed by

BVA; thus, the Court lacks jurisdiction to review a claim of clear and unmistakable error as to that decision; (7) the BVA lacks jurisdiction to issue a decision in an appeal for disability compensation brought by a veteran who has since died; and (8) the statute requiring a disability-compensation claim to be filed within one year of service separation for retroactive benefits is constitutional.

- Under authority delegated by the Secretary, OGC continued to settle appropriate CVA cases. In particular, OGC concluded litigation through direct settlement in approximately 380 cases during FY 1997, an increase of about 45 percent from FY 1996.
- In cooperation with the Veterans Consortium Pro Bono Program, placement of unrepresented appellants with qualified attorneys continued. Appellants in 252 cases were offered attorney representation by the Consortium in FY 1997. That represents a 45 percent increase over FY 1996.

### ***Other Veterans Benefits Litigation***

- Working through the Department of Justice, the Office of General Counsel won an important ruling concerning the rate at which benefit claims are processed by one VA regional office. The ruling is an important precedent for the principle that the U.S. Court of Veterans Appeals, and not the various U.S. district courts, has exclusive jurisdiction to review matters affecting the provision of benefits to VA claimants.
- Office attorneys continued to provide major support to the Justice Department in representing the Secretary in appeals taken from decisions of the Court of Veterans Appeals to the U.S. Court of Appeals for the Federal Circuit. Among the many successes, they convinced the Federal Circuit that the Court of Veterans Appeals had been too restrictive in denying certain veterans access to judicial review. The Office also won an important Federal Circuit affirmance that a "well-grounded" claim is necessary to trigger VA's duty to assist claimants in developing pertinent evidence.

### ***Ethics Issues***

- The Designated Agency Ethics Official, currently an Assistant General Counsel, and his staff took important steps toward more efficient network-based operations. They began integrating administration of financial disclosure and ethics training with PAY-VA. When fully on-line, integrating ethics administration into the larger system will generate substantial cost reductions.
- To enhance communications with their "customers," an ethics website was developed on the VA intranet. The site will put employees more easily in touch with local ethics advisers nationwide. It will allow employees to download forms pertaining to certain ethics-related programs.

### ***Alternative Dispute Resolution***

- OGC worked closely with the Chairman of the Board of Contract Appeals, who also serves as the Department's Dispute Resolution Specialist, in promoting alternative means of resolving disputes. A directive was issued by the General Counsel requiring attorneys to consider utilizing ADR in all cases where it may be appropriate. A network of ADR attorneys was established across the country to assist VA facilities in establishing mediation programs that can be used by employees to resolve disputes arising in the workplace. A number of these attorneys also participated in a variety of training initiatives designed to inform employees about the benefits of mediation and to provide basic mediator skills to employees interested in serving as mediators.

### ***Information Law Issues***

- OGC is charged with the responsibility of operating the Department's administrative appeals program for both the *Freedom of Information Act* (FOIA) and the *Privacy Act* (PA). The former requires an annual (calendar year) report to Congress describing the agency's efforts to administer the *Act*, including the total number of appeals processed during that year, and their disposition. The latter requires a biennial report, including a statement as to the appellate handling of *Privacy Act* access requests and amendment requests. During calendar year

1996, OGC received 92 FOIA appeals for VA records; 24 were granted in full, 48 were denied and 20 were granted in part. In FY 1995, the most recent year for which figures are available, OGC received 34 PA access appeals; of those, 26 were granted, 2 were denied, and no records were found regarding 6 appeals. For that period, 30 amendment of record appeals were filed. Of those, 7 were granted, 3 were granted in part, and 20 were denied.

- In an effort to respond to the steady demand for legal advice and training in Information Law throughout VA during FY 1997, the Office provided a series of tailored training, including training for contracts personnel, security officers, healthcare employees involved with paper or electronic records, VA Central Office VBA personnel, out-stationed General Counsel attorneys and personnel working on workers' compensation claims.

### ***Government Contracting Issues***

- In FY 1997, OGC handled 96 protests filed with the General Accounting Office and 23 protests filed directly with VA. Additionally, OGC represented VA before the VA Board of Contract Appeals in approximately 224 contract appeals. Appeals ranged from several thousands of dollars to complex multi-million dollar construction claims. OGC has provided legal

assistance to contracting officers on construction claims, totaling approximately \$52 million.

- VA has broad legal authority to enter into agreements for the mutual use or exchange of use of healthcare resources. In particular, VA may "share," i.e. acquire or sell, healthcare resources with any healthcare providers, other entities or individuals. In FY 1997, 105 VA medical centers reported a total of 312 active sharing contracts. The total sharing of healthcare resources was \$81,713,437 with purchases totaling \$68,055,713 and sales, totaling \$13,657,724.

### ***VA Procurement Fraud Program***

- Through the enforcement of procurement laws, regulations and contract provisions, and as required, with the assistance of the Department of Justice, the VA Procurement Working Group (including OGC, OIG, and Acquisition and Materiel Management) has realized significant recoveries from contractors, totaling in excess of \$52 million for FY 1994 through January 30, 1997, with the VA retaining \$47 million. As a result of these very significant accomplishments, the Procurement Working Group was awarded the Vice President's Hammer Award.

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**Table 1 -- Selected Data on the Veteran Population of the U.S. and Puerto Rico**

(In thousands)

Period of Service	Veteran Population <sup>(1)</sup> as of July 1, 1996	Net Separations from the Armed Forces	Deaths in Civilian Life	Veteran Population <sup>(1)</sup> as of July 1, 1997	Percent Change in Veteran Population	Female Veterans	
						Population as of July 1, 1997	Percent of Total Veteran Population
All veterans.....	25,881	210	537	25,551	-1.3	1,225	4.8
Wartime veterans (2) .....	19,897	210	490	19,614	-1.4	776	4.0
Gulf War service.....	1,658	210	4	1,864	12.4	223	11.9
With no Vietnam era service.....	1,388	191	3	1,575	13.5	208	13.2
With Vietnam era service.....	270	19	1	288	6.7	15	5.2
Vietnam era .....	8,248	19	55	8,212	-0.4	235	2.9
With no Korean conflict or Gulf War service.....	7,472	--	39	7,433	-0.5	213	2.9
With Korean conflict and no Gulf War service.....	298	--	6	292	-1.9	4	1.3
With Gulf War and no Korean conflict service.....	270	--	1	288	6.1	15	5.2
Korean conflict .....	4,396	*	106	4,290	-2.4	92	2.1
With no World War II or Vietnam era service.....	3,394	--	69	3,325	-2.0	75	2.3
With World War II service only.....	496	--	22	473	-4.5	10	2.0
With Vietnam era service and no World War II service.....	298	*	6	292	-1.9	4	1.3
World War II.....	7,066	--	370	6,694	-5.3	261	3.9
With no Korean conflict service.....	6,362	--	339	6,021	-5.3	248	4.1
With Korean conflict service.....	704	--	31	673	-4.5	13	1.9
World War I.....	10	--	3	7	-29.0	*	7.3
Peacetime veterans.....	5,984	--	47	5,937	-0.8	449	7.6
Service between Korean conflict and Vietnam era only.....	2,799	--	32	2,767	-1.2	72	2.6
Peacetime post-Vietnam era service.....	3,034	--	8	3,027	-0.3	366	12.1
Other peacetime service (3) .....	151	--	7	144	-4.7	11	7.9

(1) Includes an indeterminate number of Mexican Border period veterans, 17 of whom were receiving benefits as of September 30, 1997.

(2) Comprised of: Gulf War with no Vietnam era service; Gulf War with Vietnam era service; Vietnam era with no Korean conflict or Gulf War service; Korean conflict with Vietnam era service and no World War II service; Korean conflict with no Vietnam era service or World War II service; World War II, and World War I service.

(3) Includes veterans who served only between World War I and World War II and those who served only between World War II and the Korean conflict, and those who served before World War I only.

\* Less than 500

Note: Detail may not add to totals due to rounding. Excluded are veterans whose only active duty military service occurred since September 8, 1980, and who failed to satisfy the minimum service requirement.

**Table 2 -- Percentage Distribution of Male Veterans and Male Nonveterans by Educational Attainment and Selected Age Groups, 1997**

Description	Number of Veterans (thousands)	Percent of Total					
		High School			College		
		No High School	1 to 3 Years	4 years *	1 to 3 Years	4 years or more **	At least some college
Veterans age 20 and older.....	23,886	5.3	8.8	35.8	27.6	22.5	50.1
Nonveterans age 20 and older.....	65,713	8.4	10.9	30.8	24.7	25.2	49.9
Vietnam era veterans age 40 to 54.....	6,038	0.9	4.7	34.7	35.0	24.7	59.7
Nonveterans age 40 to 54.....	19,050	6.8	9.1	29.7	22.2	32.2	54.4
Post-Vietnam era veterans age 20 to 39.....	3,285	0.1	3.3	45.4	38.5	12.7	51.2
Nonveterans age 20 to 39.....	36,137	4.5	11.1	32.2	29.2	23.0	52.2

\* Only includes high school graduates; nongraduates are represented in the 1 to 3 years category.

\*\* Only includes college graduates with at least a Bachelor Degree; nongraduates are represented in the 1 to 3 years category.

Source: March 1997 Current Population Survey, U.S. Bureau of Census.

**Table 3 -- Labor Force Status and Unemployment of Selected Groups of Veterans and Nonveterans  
Fiscal Year 1997**

	<i>Number in Labor Force (000s)</i>	<i>Percent Labor Force</i>	<i>Number Unemployed (000s)</i>	<i>Unemployment Rate</i>
Both Sexes--20 or older				
Veterans.....	14,347	58.9	512	3.6
Nonveterans.....	113,553	69.7	5,104	4.5
Males--20 or older				
Veterans.....	13,626	58.9	476	3.5
Nonveterans.....	55,284	83.2	2,455	4.4
Males--20 to 39				
Post Vietnam era veterans.....	2,261	93.6	109	4.8
Nonveterans.....	33,368	90.6	1,718	5.2
Males--40 to 54				
Vietnam era veterans.....	5,745	90.4	189	3.3
Nonveterans.....	17,364	90.7	585	3.4
Males--55 to 64				
Veterans.....	3,017	65.3	94	3.1
Nonveterans.....	3,845	69.0	122	3.2
Females--20 or older				
Veterans.....	721	57.4	37	5.1
Nonveterans.....	58,269	60.4	2,649	4.5
Females--20-39				
Veterans.....	402	79.5	25	6.3
Nonveterans.....	30,011	75.4	1,731	5.8
Females--40-54				
Veterans.....	234	78.2	9	3.8
Nonveterans.....	21,129	77.1	700	3.3

Note: Numbers shown are based upon an average of quarterly figures for fiscal year 1997.

Source: Current Population Survey, October 1996 through September 1997, U.S. Bureau of Census.

### Footnotes to Tables 4 and 5

Note: Excluded are veterans whose only active-duty military service occurred since September 8, 1980, and who failed to satisfy the minimum service requirement. Also excluded are a small indeterminate number of National Guard personnel or reservists who incurred service-connected disabilities while on an initial tour of active duty for training only. Detail may not add to total shown due to rounding.

- (1) Veterans who served in more than one wartime period are counted only once. Total wartime equals the sum of Gulf War (no prior wartime service), Vietnam era (no prior wartime service), Korean conflict (no prior wartime Service), World War II, and World War I. Also includes an indeterminate number of Mexican Border period veterans of whom 17 were receiving VA benefits and 6,800 veterans (500 female veterans) of World War I, all of whom were over 90 years old.
  - (2) Includes 288,100 (14,900 female) who served in both the Gulf War and the Vietnam era.
  - (3) Includes 160 who served in the Gulf War, the Vietnam era, and the Korean conflict.
  - (4) Includes 291,900 (3,800 female) who served in both the Korean conflict and the Vietnam era.
  - (5) Includes 199,000 (3,300 female) who served in the Vietnam era, Korean conflict, and World War II.
  - (6) Includes 673,000 (12,900 female) who served in both the Korean conflict and World War II.
  - (7) Service only between May 7, 1975 and August 2, 1990.
  - (8) Includes those who served only between World War II and the Korean conflict, those who served only between World War I and World War II, and those who served prior to World War I only.
  - (9) Computed from data by single year of age.
- \* Less than 500.

Table 4 -- Estimated Number of Veterans Living in the U.S. and Puerto Rico by Age and Period of Service as of July 1, 1997  
(In thousands)

Age Group (in years)	Total Veterans	Wartime Veterans								Peacetime Veterans			
		Total (1)	Gulf War		Vietnam Era		Korean Conflict		World War II (5,6)	Total	Post- Vietnam Era (7)	Service Between Korean Conflict and Vietnam Era Only	Other Peace- time (8)
			Total (2,3)	No Prior Wartime Service	Total (2,3,4,5)	No Prior Wartime Service	Total (3,4,5,6)	No Prior Wartime Service					
<b>All Veterans</b>													
All Ages.....	25,551	19,614	1,864	1,575	8,212	7,722	4,290	3,617	6,695	5,937	3,027	2,767	144
Under 20 yrs.....	1	1	1	1	--	--	--	--	--	--	--	--	--
20 - 24 yrs.....	192	192	192	192	--	--	--	--	--	--	--	--	--
25 - 29 yrs.....	808	650	650	650	--	--	--	--	158	158	--	--	--
30 - 34 yrs.....	1,192	404	404	404	--	--	--	--	755	788	--	--	--
35 - 39 yrs.....	1,470	247	191	189	58	58	--	--	1,223	1,223	--	--	--
40 - 44 yrs.....	1,799	1,149	189	88	1,060	1,060	--	--	650	650	--	--	--
45 - 49 yrs.....	2,922	2,781	153	26	2,755	2,755	--	--	141	132	9	--	--
50 - 54 yrs.....	3,152	2,793	61	15	2,778	2,778	--	--	358	41	317	1	--
55 - 59 yrs.....	2,312	942	18	7	878	870	65	65	1,370	21	1,346	3	--
60 - 64 yrs.....	2,555	1,543	5	4	297	160	1,380	1,380	--	1,012	11	980	21
65 - 69 yrs.....	2,886	2,721	1	1	215	29	2,163	2,008	683	165	2	98	65
70 - 74 yrs.....	3,000	2,975	--	--	99	8	431	140	2,827	25	--	10	15
75 - 79 yrs.....	2,163	2,149	--	--	55	3	180	15	2,131	14	--	4	10
80 - 84 yrs.....	807	792	--	--	14	--	55	5	786	16	--	2	14
85 yrs. & over.....	293	277	--	--	3	--	16	3	267	16	--	2	15
Median Age (9).....	57.7	62.9	30.8	29.6	50.3	50.0	66.3	65.7	74.7	50.4	37.4	59.1	68.5
<b>Female Veterans</b>													
All Ages.....	1,225	776	223	208	235	228	92	79	261	449	366	72	11
Under 20 yrs.....	--	--	--	--	--	--	--	--	--	--	--	--	--
20 - 24 yrs.....	21	21	21	21	--	--	--	--	--	--	--	--	--
25 - 29 yrs.....	97	77	77	77	--	--	--	--	20	20	--	--	--
30 - 34 yrs.....	146	58	58	58	--	--	--	--	88	88	--	--	--
35 - 39 yrs.....	178	33	30	30	3	3	--	--	145	145	--	--	--
40 - 44 yrs.....	163	82	22	15	68	68	--	--	81	81	--	--	--
45 - 49 yrs.....	108	86	10	5	82	82	--	--	22	21	1	--	--
50 - 54 yrs.....	71	53	3	2	51	51	--	--	18	6	12	--	--
55 - 59 yrs.....	56	18	1	1	16	16	2	2	38	3	35	--	--
60 - 64 yrs.....	56	36	--	--	6	5	31	31	21	2	18	1	--
65 - 69 yrs.....	53	47	--	--	4	2	35	34	11	6	--	4	2
70 - 74 yrs.....	99	95	--	--	3	1	13	9	85	3	--	1	2
75 - 79 yrs.....	113	111	--	--	2	1	7	2	108	3	--	1	2
80 - 84 yrs.....	42	39	--	--	1	--	3	1	38	2	--	1	2
85 yrs. & over.....	23	20	--	--	--	--	2	1	19	2	--	1	2
Median Age (9).....	45.3	52.3	31.0	30.4	47.8	47.6	66.5	65.8	76.2	39.0	37.6	58.4	74.3

See footnotes for this table on the preceding page.

Table 5 -- Estimated Number of Veterans Living in the U.S. and Puerto Rico by State and Period of Service as of July 1, 1997  
(In thousands)

State	Total Veterans	Wartime Veterans									Peacetime Veterans			
		Total (1)	Gulf War		Vietnam Era		Korean Conflict		World War II (5,6)	World War I	Total	Post-Vietnam Era (7)	Service Between Korean Conflict and Vietnam Era Only	Other Peacetime (8)
			Total (2,3)	No Prior Wartime Service	Total (2,3,4,5)	No Prior Wartime Service	Total (3,4,5,6)	No Prior Wartime Service						
Grand Total.....	25,553	19,616	1,864	1,575	8,212	7,720	4,290	3,617	6,695	1	5,936	3,026	2,766	142
U.S. Total *.....	25,423	19,520	1,854	1,566	8,177	7,687	4,257	3,585	6,674	1	5,903	3,010	2,750	141
Alabama.....	418	325	42	35	135	122	76	62	107	--	92	49	41	2
Alaska.....	64	45	3	3	30	28	7	6	7	--	19	12	7	--
Arizona.....	452	346	27	24	146	131	81	64	127	--	106	58	45	3
Arkansas.....	252	198	24	20	79	72	44	35	70	--	54	26	26	2
California.....	2,747	2,060	156	132	936	870	470	374	684	1	687	374	297	15
Colorado.....	374	286	26	23	144	131	63	51	81	--	88	48	38	2
Connecticut.....	327	250	18	15	98	95	54	47	93	--	78	36	39	2
Delaware.....	77	58	6	5	24	23	12	11	20	--	19	11	8	--
Dist. of Columbia.....	48	38	5	4	14	13	10	8	14	--	10	5	5	--
Florida.....	1,686	1,315	105	85	488	432	311	239	560	1	371	202	158	11
Georgia.....	673	497	57	49	246	227	104	85	136	--	176	104	68	4
Hawaii.....	114	84	8	6	42	38	19	16	25	--	30	18	12	1
Idaho.....	109	84	10	8	36	34	17	15	28	--	25	12	12	1
Illinois.....	1,039	811	75	66	316	309	170	153	282	--	228	102	120	6
Indiana.....	580	443	46	41	180	175	93	83	144	--	137	67	67	3
Iowa.....	283	227	24	20	86	84	50	45	77	--	56	24	31	1
Kansas.....	255	200	17	14	85	80	43	37	68	--	55	28	26	1
Kentucky.....	360	282	31	26	117	110	59	52	93	--	78	38	38	2
Louisiana.....	362	287	37	31	116	108	60	50	97	--	76	33	40	3
Maine.....	152	115	13	10	51	48	24	20	36	--	37	20	16	1
Maryland.....	519	380	36	31	172	162	82	68	120	--	139	80	56	3
Massachusetts.....	573	441	30	26	164	159	98	85	171	--	132	64	66	3
Michigan.....	927	713	76	68	290	284	140	128	232	--	214	105	104	5
Minnesota.....	451	345	30	26	149	146	73	66	107	--	106	48	55	2
Mississippi.....	227	178	26	22	67	60	41	34	62	--	49	24	23	2
Missouri.....	572	445	44	37	182	173	99	85	150	--	128	63	62	3
Montana.....	92	73	8	7	30	29	16	13	24	--	19	8	11	1
Nebraska.....	163	128	13	11	51	48	30	27	42	--	35	16	18	1
Nevada.....	186	138	8	7	65	58	36	29	44	--	48	25	22	1
New Hampshire.....	133	99	9	7	46	43	21	18	30	--	34	19	14	1
New Jersey.....	714	554	39	33	199	193	125	112	216	--	160	69	86	4
New Mexico.....	168	129	13	12	60	54	28	22	41	--	40	23	16	1
New York.....	1,485	1,146	112	96	411	405	244	222	423	--	339	158	172	9
North Carolina.....	698	528	56	46	231	214	115	98	169	--	170	95	71	4
North Dakota.....	57	45	5	4	18	18	10	9	14	--	12	5	7	--
Ohio.....	1,161	901	95	82	353	344	183	164	310	--	260	128	126	7
Oklahoma.....	336	267	23	19	116	107	61	49	92	--	70	32	36	2
Oregon.....	364	283	26	22	124	119	57	46	96	--	82	40	40	2
Pennsylvania.....	1,329	1,041	95	81	376	366	219	193	401	--	287	125	154	8
Rhode Island.....	106	83	7	5	31	29	18	15	33	--	23	12	11	1
South Carolina.....	373	282	35	28	129	116	61	50	88	--	91	52	37	2
South Dakota.....	72	57	7	6	21	20	14	12	18	--	15	7	8	--
Tennessee.....	507	390	42	35	170	160	84	72	124	--	117	59	56	3
Texas.....	1,599	1,224	124	100	576	527	265	213	383	--	375	201	165	9
Utah.....	134	106	10	9	44	41	23	20	37	--	27	12	14	1
Vermont.....	61	46	5	4	20	19	10	8	14	--	16	8	7	--
Virginia.....	692	511	51	42	258	229	116	89	151	--	180	110	66	4
Washington.....	620	466	41	35	231	213	100	78	140	--	154	85	66	3
West Virginia.....	194	157	17	14	59	56	35	30	57	--	38	15	22	1
Wisconsin.....	496	380	38	34	151	148	79	71	127	--	116	50	64	3
Wyoming.....	45	36	4	3	16	15	8	7	11	--	9	4	5	--
Puerto Rico.....	130	96	10	9	34	34	33	32	21	--	33	16	16	1

\* U.S. Total includes all 50 states and the District of Columbia.

Note: Refer to the footnotes for Table 4 "Estimated Number of Veterans Living in the U.S., by Age and Period of Service" located below table 3.

Table 6 -- Comparative Highlights

<i>Description</i>	<i>Fiscal Year 1997</i>	<i>Fiscal Year 1996</i>	<i>Percent Change</i>
<b>Facilities at end of year</b>			
Medical centers (hospital care and outpatient care)	172	173	-0.6%
Nursing home care units <sup>(1)</sup>	131	133	-1.5%
Domiciliary care units <sup>(1)</sup>	40	40	0.0%
Other Outpatient Clinics <sup>(2)</sup>	438	398	10.1%
Independent domiciliary and clinic	1	1	0.0%
<b>Employment</b>			
Full-time equivalent	189,661	199,038	-4.7%
<b>Obligations (millions)</b>	\$17,546	\$16,791	4.5%
Medical care	\$17,149	\$16,373	4.7%
Research in health care	\$299	\$307	-2.6%
Medical administration and miscellaneous operating expenses	\$61	\$63	-3.2%
Health professional scholarship program	\$0	\$0	0.0%
Other medical programs	\$37	\$48	-22.9%
<b>Inpatients treated</b>	826,846	960,524	-13.9%
Acute hospital care	497,547	621,495	-19.9%
Rehabilitative care	18,224	18,625	-2.2%
Psychiatric care	147,117	177,287	-17.0%
Nursing home care	88,657	82,390	7.6%
Subacute care	36,651	32,691	12.1%
Residential care	38,650	28,036	37.9%
<b>Average daily inpatient census</b>	67,353	74,764	-9.9%
Acute hospital care	10,461	13,948	-25.0%
Rehabilitative care	1,423	1,642	-13.3%
Psychiatric care	7,919	11,037	-28.3%
Nursing home care	33,805	33,733	0.2%
Subacute care	3,844	5,085	-24.4%
Residential care	9,901	9,319	6.2%
<b>Outpatient medical visits</b>	31,919,000	29,850,000	6.9%
VA staff	30,436,000	28,360,000	7.3%
Fee basis (Regular)	852,000	935,000	-8.9%
Fee basis (Home Health)	631,000	555,000	13.7%

(1) Located within VA medical centers.

(2) Includes Independent, Satellite, Community-Based, Rural Outreach, and Mobile Clinics.

NOTE: Totals may not add due to rounding.

TABLE 7

## PROGRAM SUMMARY

**Table 7 -- Program Summary  
Inpatient and Outpatient Medical Care -- Fiscal Year 1997**

Location of VA Facility	Inpatient Care--Patients Treated <sup>(1)</sup>								Outpatient Medical Care	
	Hospitals			Nursing Homes			Domiciliaries		Visits to VA Staff	Fee Basis Care <sup>(5)</sup>
	VAMC Hospital Care Component	Non-VA <sup>(2,3)</sup>	State Home <sup>(2,4)</sup>	VAMC Nursing Home Care Component	Community <sup>(2,3)</sup>	State Home <sup>(2,4)</sup>	VAMC Dom. Care Component	State Home <sup>(2,4)</sup>		
<b>Departmentwide: Totals</b> .....	670,562	15,789	2,096	41,609	23,198	20,394	21,778	6,260	30,436,295	1,482,706
<b>Transfers</b> .....	21,643	--	--	802	586	--	34	--	--	--
<b>All facilities: Totals</b> .....	692,205	15,789	2,096	42,411	23,784	20,394	21,812	6,260	30,436,295	1,482,706
<b>Veterans Integrated Service Network #1</b>	36,527	523	1,075	1,487	1,215	2,344	381	1,298	1,895,783	81,041
Connecticut: West Haven.....	5,316	58	--	326	296	--	--	--	255,637	5,444
Newington.....	--	--	--	--	--	--	--	725	101,139	--
New London (ORC).....	--	--	--	--	--	--	--	--	1,649	--
Norwich (ORC).....	--	--	--	--	--	--	--	--	38	--
Willamatic (ORC).....	--	--	--	--	--	--	--	--	2	--
Rocky Hill.....	--	--	573	--	--	--	--	--	--	--
Maine: Togus.....	3,072	95	--	262	40	802	--	40	135,327	27,868
Bangor (ORC).....	--	--	--	--	--	--	--	--	8,470	--
Caribou (CBC).....	--	--	--	--	--	--	--	--	6,599	--
Portland (ORC).....	--	--	--	--	--	--	--	--	1,779	--
Togus (ORC).....	--	--	--	--	--	--	--	--	4,670	--
Massachusetts: Bedford.....	2,441	36	--	299	121	--	165	--	178,094	449
Boston.....	8,372	--	--	--	185	--	--	--	172,638	24,844
Boston (SOC).....	--	119	--	--	--	303	--	372	163,847	--
Lowell (SOC).....	--	--	--	--	--	--	--	--	31,129	--
Brockton (PDV).....	7,143	--	--	157	102	--	216	--	154,631	--
West Roxbury (SDV).....	--	--	--	--	--	--	--	--	109,224	--
Worcester (SOC).....	--	--	--	--	--	--	--	--	28,470	--
Chelsea.....	--	--	415	--	--	--	--	--	--	--
Holyoke.....	--	--	87	--	--	--	--	--	--	--
Northampton.....	2,381	41	--	--	138	420	--	39	76,815	--
Greenfield (ORC).....	--	--	--	--	--	--	--	--	38	--
Northampton (CBC).....	--	--	--	82	--	--	--	--	10,224	--
Pittsfield (CBC).....	--	--	--	--	--	--	--	--	2,368	--
Pittsfield (ORC).....	--	--	--	--	--	--	--	--	5,639	--
Springfield (CBC).....	--	--	--	--	--	--	--	--	8,902	--
Springfield (SOC).....	--	--	--	--	--	--	--	--	27,831	--
New Hampshire: Manchester.....	1,814	54	--	361	77	186	--	--	101,173	6,131
Portsmouth (CBC).....	--	--	--	--	--	--	--	--	855	--
Tilton (ORC).....	--	--	--	--	--	--	--	--	556	--
Rhode Island: Providence.....	3,181	47	--	--	220	300	--	76	189,183	13,654
New Bedford, MA (CBC).....	--	--	--	--	--	--	--	--	11,721	--
Vermont: White River Junction.....	2,807	73	--	--	36	333	--	46	96,906	2,651
Burlington (ORC).....	--	--	--	--	--	--	--	--	8,033	--
Keene, NH (ORC).....	--	--	--	--	--	--	--	--	401	--
Montpelier (ORC).....	--	--	--	--	--	--	--	--	170	--
Newport (ORC).....	--	--	--	--	--	--	--	--	422	--
St Johnsbury (ORC).....	--	--	--	--	--	--	--	--	774	--
Wilder (ORC).....	--	--	--	--	--	--	--	--	429	--

See footnotes at end of table.

**Table 7 (continued) -- Program Summary  
Inpatient and Outpatient Medical Care -- Fiscal Year 1997**

Location of VA Facility	Inpatient Care--Patients Treated <sup>(1)</sup>								Outpatient Medical Care	
	Hospitals			Nursing Homes			Domiciliaries		Visits to VA Staff	Fee Basis Care <sup>(5)</sup>
	VAMC Hospital Care Component	Non-VA <sup>(2,3)</sup>	State Home <sup>(2,4)</sup>	VAMC Nursing Home Care Component	Community <sup>(2,3)</sup>	State Home <sup>(2,4)</sup>	VAMC Dom. Care Component	State Home <sup>(2,4)</sup>		
<b>Veterans Integrated Service Network #2</b>	17,460	204	--	1,422	579	214	940	--	948,329	63,363
New York: Albany.....	4,481	40	--	219	194	--	--	--	232,051	7,647
Elizabethtown (ORC).....	--	--	--	--	--	--	--	--	4,386	--
Plattsburgh (ORC).....	--	--	--	--	--	--	--	--	13	--
Sidney (ORC).....	--	--	--	--	--	--	--	--	1,862	--
Bath.....	1,457	7	--	286	73	--	702	--	85,795	122
Buffalo.....	5,891	44	--	216	152	--	--	--	252,005	37,795
Batavia.....	--	4	--	215	--	--	--	--	29,281	--
Buffalo (CBC).....	--	--	--	--	--	--	--	--	5,972	--
Rochester (SOC).....	--	--	--	--	--	--	--	--	47,973	--
Canandaigua.....	2,044	5	--	339	68	--	238	--	91,065	980
Geneva (ORC).....	--	--	--	--	--	--	--	--	1,249	--
Lyons (ORC).....	--	--	--	--	--	--	--	--	911	--
Syracuse.....	3,587	104	--	147	92	214	--	--	168,893	16,819
Binghampton (CBC).....	--	--	--	--	--	--	--	--	3,127	--
Fort Drum (CBC).....	--	--	--	--	--	--	--	--	4,293	--
Massena (CBC).....	--	--	--	--	--	--	--	--	2,749	--
Rome (CBC).....	--	--	--	--	--	--	--	--	56	--
Utica (CBC).....	--	--	--	--	--	--	--	--	16,648	--
<b>Veterans Integrated Service Network #3</b>	36,318	117	--	2,448	937	1,459	977	13	1,792,686	30,994
New Jersey: East Orange.....	7,947	--	--	87	171	619	--	13	233,738	7,721
Lyons.....	--	--	--	338	98	--	392	--	99,316	--
Bergen (ORC).....	--	--	--	--	--	--	--	--	6,671	--
Brick (SOC).....	--	--	--	--	--	--	--	--	34,688	--
Newark (SOC).....	--	--	--	--	--	--	--	--	3	--
Trenton (CBC).....	--	--	--	--	--	--	--	--	4,178	--
New York: Bronx.....	5,108	1	--	437	18	--	--	--	264,004	3,082
Brooklyn (PDV).....	7,197	43	--	458	298	267	192	--	313,924	3,514
St. Albans (SDV).....	--	--	--	--	--	--	--	--	49,282	--
Brooklyn (SOC).....	--	--	--	--	--	--	--	--	27,530	--
Staten Island (CBC).....	--	--	--	--	--	--	--	--	1,238	--
Montrose.....	4,537	22	--	414	96	--	393	--	109,352	2,386
Castle Point.....	--	3	--	375	55	--	--	--	67,464	4,405
New York.....	6,316	48	--	--	70	--	--	--	282,138	3,080
Bronx Prosthetics.....	--	--	--	--	--	--	--	--	519	--
Brooklyn Prosthetics.....	--	--	--	--	--	--	--	--	699	--
Comp. & Pen. Unit.....	--	--	--	--	--	--	--	--	1	--
New York (SOC).....	--	--	--	--	--	--	--	--	34,671	--
Northport.....	5,213	--	--	339	131	573	--	--	252,175	6,806
Hicksville (ORC).....	--	--	--	--	--	--	--	--	2,680	--
Islip (ORC).....	--	--	--	--	--	--	--	--	909	--
Lindenhurst (ORC).....	--	--	--	--	--	--	--	--	1,349	--
Lynbrook (ORC).....	--	--	--	--	--	--	--	--	2,067	--
Mt. Sinai (ORC).....	--	--	--	--	--	--	--	--	769	--
Patchogue (ORC).....	--	--	--	--	--	--	--	--	1,944	--
Riverhead (ORC).....	--	--	--	--	--	--	--	--	761	--
Sayville (ORC).....	--	--	--	--	--	--	--	--	616	--

See footnotes at end of table.

**Table 7 (continued) -- Program Summary**  
**Inpatient and Outpatient Medical Care -- Fiscal Year 1997**

Location of VA Facility	Inpatient Care--Patients Treated <sup>(1)</sup>								Outpatient Medical Care	
	Hospitals			Nursing Homes			Domiciliaries		Visits to VA Staff	Fee Basis Care <sup>(5)</sup>
	VAMC Hospital Care Component	Non-VA <sup>(2,3)</sup>	State Home <sup>(2,4)</sup>	VAMC Nursing Home Care Component	Community <sup>(2,3)</sup>	State Home <sup>(2,4)</sup>	VAMC Dom. Care Component	State Home <sup>(2,4)</sup>		
<b>Veterans Integrated Service Network #4</b>	31,922	461	--	3,150	1,460	1,324	1,038	475	1,590,699	51,902
Delaware: Wilmington.....	1,916	14	--	116	55	520	--	--	112,528	788
Linwood, NJ (ORC).....	--	--	--	--	--	--	--	--	1,481	--
Vineland.....	--	--	--	--	--	--	--	--	144	--
Pennsylvania: Altoona.....	1,610	33	--	119	26	272	--	154	65,710	6,399
Butler.....	900	13	--	509	62	--	319	--	76,579	2,611
Coatesville.....	3,164	19	--	365	127	192	437	176	98,856	5,007
Philadelphia (CBC).....	--	--	--	--	--	--	--	--	1,936	--
Springfield (CBC).....	--	--	--	--	--	--	--	--	4,128	--
Erie.....	1,457	13	--	16	142	93	--	122	85,678	5,002
Lebanon.....	3,122	71	--	450	180	--	--	--	108,344	6,932
Harrisburg (CBC).....	--	--	--	--	--	--	--	--	27,415	--
Philadelphia.....	5,788	65	--	393	187	--	--	--	355,376	7,993
Pittsburgh (Univ. Dr.) (MC2).....	9,040	70	--	596	401	--	--	--	203,984	9,178
Pittsburgh (Aspinwall).....	--	--	--	--	--	--	--	--	8,655	--
Pittsburgh (Highland Dr. ).....	--	--	--	170	--	--	282	--	123,519	--
St. Clairsville (CBC).....	--	--	--	--	--	--	--	--	4,898	--
Wilkes-Barre.....	3,729	163	--	416	94	247	--	23	156,024	7,752
Allentown (SOC).....	--	--	--	--	--	--	--	--	32,795	--
Sayre (CBC).....	--	--	--	--	--	--	--	--	19,854	--
Williamsport (CBC).....	--	--	--	--	--	--	--	--	170	--
West Virginia: Clarksburg.....	1,196	--	--	--	186	--	--	--	94,035	240
Parkersburg (CBC).....	--	--	--	--	--	--	--	--	5,986	--
Parsons (CBC).....	--	--	--	--	--	--	--	--	2,604	--
<b>Veterans Integrated Service Network #5</b>	20,139	108	--	938	503	119	988	31	944,752	11,365
Dist. of Columbia: Washington.....	6,892	32	--	288	229	119	--	31	331,193	1,148
Walter Reed, Wash.DC (Army).....	--	39	--	--	--	--	--	--	--	--
Maryland: Baltimore.....	9,768	37	--	206	111	--	117	--	295,019	9,442
Ft. Howard.....	--	--	--	159	--	--	--	--	36,359	--
Perry Point.....	--	--	--	--	--	--	--	--	93,278	--
Cambridge (CBC).....	--	--	--	--	--	--	--	--	16,656	--
West Virginia: Martinsburg.....	3,479	--	--	285	163	--	871	--	162,827	775
Cumberland, MD (CBC).....	--	--	--	--	--	--	--	--	9,420	--
<b>Veterans Integrated Service Network #6</b>	40,355	377	--	1,947	1,086	443	1,124	103	1,279,228	66,280
North Carolina: Asheville.....	4,231	--	--	363	154	--	--	--	101,433	--
Durham.....	6,649	22	--	401	146	--	--	--	164,900	--
Fayetteville.....	3,862	10	--	88	84	--	--	--	138,210	--
Fayetteville (ORC).....	--	--	--	--	--	--	--	--	1,913	--
Salisbury.....	3,777	83	--	224	166	--	--	--	104,902	41,591
Winston Salem (SOC).....	--	--	--	--	--	--	--	--	24,186	--

See footnotes at end of table.

Table 7 (continued) -- Program Summary  
 Inpatient and Outpatient Medical Care -- Fiscal Year 1997

Location of VA Facility	Inpatient Care--Patients Treated <sup>(1)</sup>								Outpatient Medical Care	
	Hospitals			Nursing Homes			Domiciliaries		Visits to VA Staff	Fee Basis Care <sup>(5)</sup>
	VAMC Hospital Care Component	Non-VA <sup>(2,3)</sup>	State Home <sup>(2,4)</sup>	VAMC Nursing Home Care Component	Community <sup>(2,3)</sup>	State Home <sup>(2,4)</sup>	VAMC Dom. Care Component	State Home <sup>(2,4)</sup>		
<b>Veterans Integrated Service Network #6 (cont)</b>										
Virginia: Hampton.....	4,117	40	--	268	125	--	1,124	--	213,560	3,862
Richmond.....	10,555	51	--	140	230	--	--	--	250,130	10,183
Salem.....	5,495	167	--	369	104	443	--	103	212,844	10,644
Covington (ORC).....	--	--	--	--	--	--	--	--	114	--
Danville (ORC).....	--	--	--	--	--	--	--	--	240	--
Hillsville (ORC).....	--	--	--	--	--	--	--	--	203	--
Lynchburg (ORC).....	--	--	--	--	--	--	--	--	493	--
Marion (ORC).....	--	--	--	--	--	--	--	--	129	--
Martinsville (ORC).....	--	--	--	--	--	--	--	--	255	--
Pulaski (ORC).....	--	--	--	--	--	--	--	--	141	--
Stuarts Draft (ORC).....	--	--	--	--	--	--	--	--	168	--
West Virginia: Beckley.....	1,669	4	--	94	77	--	--	--	65,407	--
<b>Veterans Integrated Service Network #7</b>	37,633	623	--	1,365	951	1,772	713	133	1,506,961	81,394
Alabama: Birmingham.....	4,902	11	--	--	95	491	--	--	193,120	4,412
Huntsville (CBC).....	--	--	--	--	--	--	--	--	18,270	--
Montgomery.....	5,770	106	--	352	24	--	--	--	66,217	15,824
Tuskegee.....	--	5	--	--	--	--	581	--	86,781	468
Columbus, GA (CBC).....	--	--	--	--	--	--	--	--	8,359	--
Tuscaloosa.....	2,609	3	--	264	19	--	--	--	88,424	--
Anniston (ORC).....	--	--	--	--	--	--	--	--	3,532	--
Decatur (ORC).....	--	--	--	--	--	--	--	--	2,621	--
Florence (ORC).....	--	--	--	--	--	--	--	--	3,265	--
Gadsden (ORC).....	--	--	--	--	--	--	--	--	2,225	--
Huntsville (ORC).....	--	--	--	--	--	--	--	--	3,115	--
Georgia: Atlanta.....	6,069	208	--	268	255	--	--	--	289,510	15,217
Augusta (PDV).....	7,648	28	--	96	208	395	--	--	137,237	7,300
Uptown (SDV).....	--	--	--	--	--	--	--	--	78,540	--
Dublin.....	2,246	69	--	171	87	422	132	133	103,610	9,458
South Carolina: Charleston.....	4,276	33	--	--	92	--	--	--	168,495	2,638
Savannah, GA (SOC).....	--	--	--	--	--	--	--	--	29,944	--
Columbia.....	4,113	160	--	214	171	464	--	--	176,985	26,077
Greenville (SOC).....	--	--	--	--	--	--	--	--	46,711	--
<b>Veterans Integrated Service Network #8</b>	47,491	1,780	--	2,801	1,397	170	416	277	2,361,398	121,765
Florida: Bay Pines.....	8,826	1,128	--	458	429	--	416	--	269,934	62,261
Ft. Myers (SOC).....	--	--	--	--	--	--	--	--	44,753	--
Sarasota (CBC).....	--	--	--	--	--	--	--	--	1,491	--
Gainesville.....	5,502	88	--	76	233	170	--	--	208,236	6,961
Daytona Beach (SOC).....	--	--	--	--	--	--	--	--	38,883	--
Jacksonville (SOC).....	--	--	--	--	--	--	--	--	46,499	--
Lake City.....	3,440	7	--	425	77	--	--	277	94,430	3,807
Tallahassee (SOC).....	--	--	--	--	--	--	--	--	33,436	--

See footnotes at end of table.

**Table 7 (continued) -- Program Summary**  
**Inpatient and Outpatient Medical Care -- Fiscal Year 1997**

Location of VA Facility	Inpatient Care--Patients Treated <sup>(1)</sup>								Outpatient Medical Care	
	Hospitals			Nursing Homes			Domiciliaries		Visits to VA Staff	Fee Basis Care <sup>(5)</sup>
	VAMC Hospital Care Component	Non-VA <sup>(2,3)</sup>	State Home <sup>(2,4)</sup>	VAMC Nursing Home Care Component	Community <sup>(2,3)</sup>	State Home <sup>(2,4)</sup>	VAMC Dom. Care Component	State Home <sup>(2,4)</sup>		
<b>Veterans Integrated Service Network #8 (cont)</b>										
Florida: Miami.....	7,766	143	--	423	114	--	--	--	297,559	7,220
Key West (CBC).....	--	--	--	--	--	--	--	--	8,227	--
Miami (CBC).....	--	--	--	--	--	--	--	--	17,961	--
Oakland Park (SOC).....	--	--	--	--	--	--	--	--	87,738	--
Tampa .....	8,673	18	--	792	336	--	--	--	316,096	183
Bartow (CBOC).....	--	--	--	--	--	--	--	--	50	--
Orlando (SOC).....	--	--	--	--	--	--	--	--	178,829	--
Palm Bay CBC.....	--	--	--	--	--	--	--	--	586	--
Port Richey (SOC).....	--	--	--	--	--	--	--	--	39,141	--
West Palm Beach.....	4,004	41	--	287	167	--	--	--	269,560	12,301
Puerto Rico: San Juan.....	9,280	355	--	340	41	--	--	--	303,939	29,032
Mayaguez (SOC).....	--	--	--	--	--	--	--	--	48,053	--
Ponce (SOC).....	--	--	--	--	--	--	--	--	48,518	--
St. Croix, VI (CBC).....	--	--	--	--	--	--	--	--	4,559	--
St. Thomas, VI (CBC).....	--	--	--	--	--	--	--	--	2,920	--
<b>Veterans Integrated Service Network #9</b>	40,103	311	--	1,026	1,345	690	1,126	130	1,322,896	59,392
Kentucky: Lexington (PDV).....	6,367	12	--	355	129	378	--	--	73,896	300
Lexington (Cooper Dr.).....	--	--	--	--	--	--	--	--	99,311	--
Lexington (ORC) (multi-site).....	--	--	--	--	--	--	--	--	1,920	--
Louisville.....	5,986	118	--	--	199	--	--	--	199,576	22,791
Tennessee: Memphis.....	8,832	--	--	105	318	--	--	--	252,838	1,591
Mountain Home.....	4,957	72	--	298	277	--	1,126	--	213,240	6,024
Murfreesboro.....	3,963	27	--	268	155	312	--	--	112,122	4,425
Chattanooga (SOC).....	--	--	--	--	--	--	--	--	33,234	--
Cookeville (ORC).....	--	--	--	--	--	--	--	--	771	--
Tullahoma (CBC).....	--	--	--	--	--	--	--	--	6,506	--
Nashville.....	6,147	58	--	--	140	--	--	--	166,350	13,391
Knoxville (SOC).....	--	--	--	--	--	--	--	--	22,571	--
West Virginia: Huntington.....	3,851	24	--	--	127	--	--	130	129,842	10,870
Prestonsburg, KY (CBC).....	--	--	--	--	--	--	--	--	10,719	--
<b>Veterans Integrated Service Network #10</b>	24,473	668	--	1,489	982	492	1,892	273	1,058,774	64,861
Ohio: Chillicothe.....	4,663	47	--	532	298	--	--	--	106,893	157
Columbus (ORC).....	--	--	--	--	--	--	--	--	514	--
Portsmouth (CBOC).....	--	--	--	--	--	--	--	--	628	--
Cincinnati.....	5,837	151	--	137	197	--	199	--	189,203	27,455
Cleveland (PDV).....	8,257	147	--	356	156	492	1,142	273	233,626	7,668
Brecksville (SDV).....	--	--	--	--	--	--	--	--	121,805	--
Canton (SOC).....	--	--	--	--	--	--	--	--	35,612	--
Youngstown (SOC).....	--	--	--	--	--	--	--	--	32,286	--
Columbus (IOC).....	--	312	--	--	--	--	--	--	129,304	27,129
Dayton.....	5,716	11	--	464	331	--	551	--	208,903	2,452

See footnotes at end of table.

**Table 7 (continued) -- Program Summary**  
**Inpatient and Outpatient Medical Care -- Fiscal Year 1997**

Location of VA Facility	Inpatient Care--Patients Treated <sup>(1)</sup>								Outpatient Medical Care	
	Hospitals			Nursing Homes			Domiciliaries		Visits to VA Staff	Fee Basis Care <sup>(5)</sup>
	VAMC Hospital Care Component	Non-VA <sup>(2,3)</sup>	State Home <sup>(2,4)</sup>	VAMC Nursing Home Care Component	Com-munity <sup>(2,3)</sup>	State Home <sup>(2,4)</sup>	VAMC Dom. Care Component	State Home <sup>(2,4)</sup>		
<b>Veterans Integrated Service Network #11</b>	30,401	439	--	2,036	797	532	--	161	1,213,694	36,421
Illinois: Danville.....	4,339	81	--	446	97	--	--	--	127,791	802
Decatur (CBC).....	--	--	--	--	--	--	--	--	7,862	--
Peoria (SOC).....	--	--	--	--	--	--	--	--	29,617	--
Indiana: Indianapolis (MC2).....	6,090	116	--	166	242	365	--	56	270,444	22,638
Cold Spring Road (SDV).....	--	--	--	--	--	--	--	--	15,266	--
Marion/Ft. Wayne.....	3,361	--	--	98	69	--	--	--	115,583	--
Fort Wayne.....	--	--	--	186	98	--	--	--	--	--
Michigan: Ann Arbor.....	5,441	--	--	297	169	--	--	--	144,556	--
Toledo, OH (SOC).....	--	--	--	--	--	--	--	--	38,280	--
Battle Creek.....	3,846	7	--	301	54	--	--	--	108,600	2
Grand Rapids (SOC).....	--	--	--	--	--	--	--	--	43,044	--
Detroit.....	5,658	217	--	188	26	167	--	105	242,987	12,979
Saginaw.....	1,666	18	--	354	42	--	--	--	64,644	--
Gaylord (CBC).....	--	--	--	--	--	--	--	--	5,020	--
<b>Veterans Integrated Service Network #12</b>	40,320	468	--	2,031	1,605	1,433	1,440	153	1,603,999	53,289
Illinois: Chicago (West Side).....	13,912	159	--	--	180	--	--	--	299,100	24,103
Chicago (Lakeside).....	--	21	--	--	233	--	--	--	147,732	--
Cook County (ORC).....	--	--	--	--	--	--	--	--	1,589	--
Crown Point, IN (SOC).....	--	--	--	--	--	--	--	--	46,900	--
Hines.....	10,321	30	--	554	501	516	--	17	344,232	12,774
Joliet (CBC).....	--	--	--	--	--	--	--	--	5,497	--
North Chicago.....	3,107	26	--	484	371	--	585	--	160,573	1,247
Rockford (ORC).....	--	--	--	--	--	--	--	--	2,828	--
Michigan: Iron Mountain.....	1,104	35	--	209	38	211	--	45	61,571	1,127
Marquette (ORC).....	--	--	--	--	--	--	--	--	1,602	--
Wisconsin: Madison.....	3,844	24	--	--	8	706	--	91	113,921	--
Rockford (ORC).....	--	--	--	--	--	--	--	--	6,538	--
Milwaukee.....	6,434	173	--	462	150	--	855	--	301,334	14,038
Appleton (SOC).....	--	--	--	--	--	--	--	--	28,599	--
Tomah.....	1,598	--	--	322	124	--	--	--	81,173	--
Eau Claire.....	--	--	--	--	--	--	--	--	71	--
Loyal (ORC).....	--	--	--	--	--	--	--	--	739	--
<b>Veterans Integrated Service Network #13</b>	19,418	677	--	2,706	699	401	1,653	565	824,338	70,511
Minnesota: Minneapolis.....	10,122	369	--	1,095	474	186	--	309	369,328	37,802
Superior, WI (SOC).....	--	--	--	--	--	--	--	--	14,544	--
St. Cloud.....	1,564	58	--	477	62	--	962	--	125,184	8,010
North Dakota: Fargo.....	2,357	67	--	341	36	47	--	129	68,137	15,177
Minot (Air Force).....	--	77	--	--	--	--	--	--	--	--
South Dakota: Fort Meade.....	3,154	28	--	279	51	70	--	--	78,810	1,070
Hot Springs.....	--	--	--	--	--	--	691	127	86,090	--
Alliance (ORC).....	--	--	--	--	--	--	--	--	193	--
Kyle (ORC).....	--	--	--	--	--	--	--	--	173	--
Newcastle (ORC).....	--	--	--	--	--	--	--	--	91	--
Rushville (ORC).....	--	--	--	--	--	--	--	--	168	--
Sioux Falls.....	2,221	78	--	514	76	98	--	--	81,620	8,452

See footnotes at end of table.

**Table 7 (continued) -- Program Summary**  
**Inpatient and Outpatient Medical Care -- Fiscal Year 1997**

Location of VA Facility	Inpatient Care--Patients Treated <sup>(1)</sup>								Outpatient Medical Care	
	Hospitals			Nursing Homes			Domiciliaries		Visits to VA Staff	Fee Basis Care <sup>(5)</sup>
	VAMC Hospital Care Component	Non-VA <sup>(2,3)</sup>	State Home <sup>(2,4)</sup>	VAMC Nursing Home Care Component	Com-munity <sup>(2,3)</sup>	State Home <sup>(2,4)</sup>	VAMC Dom. Care Component	State Home <sup>(2,4)</sup>		
<b>Veterans Integrated Service Network #14</b>	14,470	320	225	735	467	2,004	694	269	565,075	24,903
Iowa: Des Moines.....	4,385	19	--	--	85	825	78	158	104,377	12,839
Knoxville.....	--	--	--	332	34	--	616	--	59,598	--
Mason City (ORC).....	--	--	--	--	--	--	--	--	8	--
Marshalltown (ORC).....	--	--	225	--	--	--	--	--	515	--
Otumwa (ORC).....	--	--	--	--	--	--	--	--	86	--
Iowa City.....	4,085	34	--	--	68	577	--	60	118,655	--
Bettendorf (SOC).....	--	--	--	--	--	--	--	--	12,683	--
Quincy (CBC).....	--	--	--	--	--	--	--	--	4,905	--
Nebraska: Grand Island.....	--	167	--	403	16	448	--	47	71,122	--
North Platte (CBC).....	--	--	--	--	--	--	--	--	43,382	--
Lincoln.....	2,286	45	--	--	64	--	--	--	6,496	10,145
Omaha.....	3,714	55	--	--	200	154	--	4	143,248	1,919
<b>Veterans Integrated Service Network #15</b>	28,002	396	--	2,313	1,334	1,063	918	123	1,248,952	69,060
Illinois: Marion.....	1,900	16	--	245	192	65	--	14	120,453	4,090
Evansville, IN (SOC).....	--	--	--	--	--	--	--	--	29,860	--
Kansas: Leavenworth.....	1,919	27	--	149	132	--	701	--	114,170	8,829
Topeka.....	3,395	20	--	325	62	--	--	--	174,903	4,762
Wichita.....	2,166	73	--	1	165	98	--	109	97,079	13,540
Missouri: Columbia.....	4,293	4	--	337	94	--	--	--	119,602	1,598
Kansas City.....	5,303	125	--	--	380	--	--	--	179,918	20,086
Poplar Bluff.....	1,063	1	--	263	48	52	--	--	68,881	980
St. Louis (PDV).....	7,963	130	--	993	261	848	217	--	272,684	15,175
Jefferson Barracks (SDV).....	--	--	--	--	--	--	--	--	71,402	--
<b>Veterans Integrated Service Network #16</b>	61,719	1,011	--	2,045	2,067	2,848	1,219	213	2,294,342	106,312
Arkansas: Fayetteville.....	2,946	--	--	--	29	--	--	--	84,383	--
Mt. Vernon, MO (SOC).....	--	--	--	--	--	--	--	--	20,900	--
Little Rock (PDV).....	10,350	160	--	452	309	92	256	43	247,302	18,669
North Little Rock (SDV).....	--	--	--	--	--	--	--	--	105,106	--
Louisiana: Alexandria.....	2,281	34	--	262	221	--	--	--	103,298	2,267
Jennings (CBC).....	--	--	--	--	--	--	--	--	9,978	--
New Orleans.....	6,028	79	--	307	134	216	--	117	254,478	8,627
Baton Rouge (SOC).....	--	--	--	--	--	--	--	--	23,388	--
Shreveport.....	5,422	40	--	--	259	113	--	22	163,672	10,522
Monroe (CBC).....	--	--	--	--	--	--	--	--	7,955	--
Texarkana (CBC).....	--	--	--	--	--	--	--	--	6,903	--
Mississippi: Biloxi (PDV).....	5,020	382	--	346	180	--	963	--	135,776	20,257
Gulfport (SDV).....	--	--	--	--	--	--	--	--	49,792	--
Mobile, AL (CBC).....	--	--	--	--	--	--	--	--	20,667	--
Pensacola, FL (SOC).....	--	--	--	--	--	--	--	--	45,865	--
Jackson.....	6,172	80	--	216	167	486	--	4	170,299	16,712

See footnotes at end of table.

Table 7 (continued) -- Program Summary  
 Inpatient and Outpatient Medical Care -- Fiscal Year 1997

Location of VA Facility	Inpatient Care--Patients Treated <sup>(1)</sup>								Outpatient Medical Care	
	Hospitals			Nursing Homes			Domiciliaries		Visits to VA Staff	Fee Basis Care <sup>(5)</sup>
	VAMC Hospital Care Component	Non-VA <sup>(2,3)</sup>	State Home <sup>(2,4)</sup>	VAMC Nursing Home Care Component	Com-munity <sup>(2,3)</sup>	State Home <sup>(2,4)</sup>	VAMC Dom. Care Component	State Home <sup>(2,4)</sup>		
<b>Veterans Integrated Service Network #16 (cont)</b>										
Oklahoma (cont): Muskogee.....	2,891	150	--	--	187	773	--	--	89,310	18,744
Tulsa (SOC).....	--	--	--	--	--	--	--	--	41,691	--
Oklahoma City.....	7,076	56	--	127	242	1,168	--	27	248,502	1,668
Ardmore (ORC).....	--	--	--	--	--	--	--	--	1,165	--
Clinton (ORC).....	--	--	--	--	--	--	--	--	453	--
Lawton (CBC).....	--	--	--	--	--	--	--	--	18,022	--
Wichita Falls (CBC).....	--	--	--	--	--	--	--	--	7,921	--
Texas: Houston.....	13,533	30	--	335	339	--	--	--	384,831	8,846
Beaumont (SOC).....	--	--	--	--	--	--	--	--	28,913	--
Lufkin (SOC).....	--	--	--	--	--	--	--	--	23,772	--
<b>Veterans Integrated Service Network #17</b>	32,335	702	--	1,763	974	--	1,866	--	1,260,639	60,065
Texas: Dallas.....	10,820	246	--	480	269	--	201	--	304,491	12,673
Bonham.....	--	--	--	158	--	--	689	--	71,488	35
Ft. Worth (SOC).....	--	--	--	--	--	--	--	--	50,516	--
San Antonio.....	13,101	151	--	478	359	--	--	--	247,117	35,695
Brooke (Army).....	--	20	--	--	--	--	--	--	--	--
Wilford Hall (AF).....	--	18	--	--	--	--	--	--	--	--
Kerrville.....	--	--	--	240	--	--	--	--	45,677	--
Bexar County (South) (CBC).....	--	--	--	--	--	--	--	--	1,975	--
Brownsville (CBC).....	--	--	--	--	--	--	--	--	65	--
Corpus Christi (SOC).....	--	--	--	--	--	--	--	--	27,066	--
Del Rio (CBC).....	--	--	--	--	--	--	--	--	27	--
Eagle Pass (CBC).....	--	--	--	--	--	--	--	--	16	--
Laredo (CBC).....	--	--	--	--	--	--	--	--	12,932	--
McAllen (SOC).....	--	--	--	--	--	--	--	--	31,204	--
San Antonio (SOC).....	--	--	--	--	--	--	--	--	22,287	--
Victoria (CBC).....	--	--	--	--	--	--	--	--	9,911	--
Temple.....	8,414	267	--	407	346	--	--	--	246,349	11,662
Marlin.....	--	--	--	--	--	--	--	--	25,527	--
Waco.....	--	--	--	--	--	--	976	--	95,434	--
Austin (SOC).....	--	--	--	--	--	--	--	--	65,980	--
Hamilton (ORC).....	--	--	--	--	--	--	--	--	2,577	--
<b>Veterans Integrated Service Network #18</b>	29,024	1,221	--	2,562	972	711	540	12	1,306,336	53,732
Arizona: Phoenix.....	9,202	97	--	651	212	467	--	--	288,618	19,087
Mesa (ORC).....	--	--	--	--	--	--	--	--	14,106	--
Sun City (ORC).....	--	--	--	--	--	--	--	--	12,346	--
Prescott.....	1,743	16	--	379	84	--	540	--	76,617	3,537
Tucson.....	5,911	90	--	826	268	--	--	--	236,142	4,233
Sierra Vista (CBC).....	--	--	--	--	--	--	--	--	1,737	--
Yuma (CBC).....	--	--	--	--	--	--	--	--	230	--

See footnotes at end of table.

**Table 7 (continued) -- Program Summary  
Inpatient and Outpatient Medical Care -- Fiscal Year 1997**

Location of VA Facility	Inpatient Care--Patients Treated <sup>(1)</sup>								Outpatient Medical Care	
	Hospitals			Nursing Homes			Domiciliaries		Visits to VA Staff	Fee Basis Care <sup>(5)</sup>
	VAMC Hospital Care Component	Non-VA <sup>(2,3)</sup>	State Home <sup>(2,4)</sup>	VAMC Nursing Home Care Component	Com-munity <sup>(2,3)</sup>	State Home <sup>(2,4)</sup>	VAMC Dom. Care Component	State Home <sup>(2,4)</sup>		
<b>Veterans Integrated Service Network #18 (cont)</b>										
New Mexico: Albuquerque.....	6,919	112	--	407	99	244	--	12	268,897	3,848
Albuquerque (AF).....	--	--	--	--	--	--	--	--	2,065	--
Artesia (CBC).....	--	--	--	--	--	--	--	--	11,613	--
Farmington (CBC).....	--	--	--	--	--	--	--	--	8,357	--
Gallup (CBC).....	--	--	--	--	--	--	--	--	6,631	--
Raton (ORC).....	--	--	--	--	--	--	--	--	4,403	--
Silver City (CBC).....	--	--	--	--	--	--	--	--	7,983	--
Texas: Amarillo.....	3,348	--	--	193	166	--	--	--	124,907	6,406
Clayton (ORC).....	--	--	--	--	--	--	--	--	128	--
Clovis (ORC).....	--	--	--	--	--	--	--	--	7,527	--
Dalhart (CBC).....	--	--	--	--	--	--	--	--	1,710	--
Lubbock (SOC).....	--	--	--	--	--	--	--	--	43,812	--
Memphis (CBC).....	--	--	--	--	--	--	--	--	2,278	--
Stratford (ORC).....	--	--	--	--	--	--	--	--	1,523	--
Big Spring.....	1,901	37	--	106	95	--	--	--	50,724	2,440
Abilene (ORC).....	--	--	--	--	--	--	--	--	7,003	--
Pecos Cnty. Mem. Hosp. (ORC)....	--	--	--	--	--	--	--	--	275	--
San Angelo (ORC).....	--	--	--	--	--	--	--	--	853	--
El Paso (IOC).....	--	148	--	--	48	--	--	--	119,305	14,181
Las Cruces (CBC).....	--	--	--	--	--	--	--	--	6,546	--
WM Beaumont ( Army).....	--	721	--	--	--	--	--	--	--	--
<b>Veterans Integrated Service Network #19</b>	19,572	501	--	1,065	705	437	--	254	726,652	56,280
Colorado: Denver.....	6,496	37	--	353	90	103	--	4	245,310	11,328
Colorado Springs (CBC).....	--	--	--	--	--	--	--	--	7,957	--
Ft Collins (ORC).....	--	--	--	--	--	--	--	--	407	--
Ft Morgan (ORC).....	--	--	--	--	--	--	--	--	323	--
Pueblo (ORC).....	--	--	--	--	--	--	--	--	427	--
Fort Lyon.....	350	52	--	338	16	--	--	--	25,321	246
La Junta (ORC).....	--	--	--	--	--	--	--	--	11,245	--
Pueblo (CBC).....	--	--	--	--	--	--	--	--	3,653	--
Grand Junction.....	1,485	--	--	95	56	--	--	--	54,587	2,829
Montana: Fort Harrison.....	2,184	2	--	--	152	126	--	36	55,768	15,100
Miles City.....	241	256	--	101	24	19	--	--	26,237	2,417
Billings (CBC).....	--	--	--	--	--	--	--	--	12,809	--
Utah: Salt Lake City.....	5,997	59	--	--	285	93	--	--	190,612	18,673
Pocatello, ID (CBC).....	--	--	--	--	--	--	--	--	3,369	--
Wyoming: Cheyenne.....	885	66	--	98	52	96	--	94	54,447	3,627
Casper (CBC).....	--	--	--	--	--	--	--	--	44	--
Sheridan.....	1,934	29	--	80	30	--	--	120	34,136	2,060

See footnotes at end of table.

Table 7 (continued) -- Program Summary  
 Inpatient and Outpatient Medical Care -- Fiscal Year 1997

Location of VA Facility	Inpatient Care--Patients Treated <sup>(1)</sup>								Outpatient Medical Care	
	Hospitals			Nursing Homes			Domiciliaries		Visits to VA Staff	Fee Basis Care <sup>(5)</sup>
	VAMC Hospital Care Component	Non-VA <sup>(2,3)</sup>	State Home <sup>(2,4)</sup>	VAMC Nursing Home Care Component	Com-munity <sup>(2,3)</sup>	State Home <sup>(2,4)</sup>	VAMC Dom. Care Component	State Home <sup>(2,4)</sup>		
<b>Veterans Integrated Service Network #20</b>	30,766	2,069	--	2,041	1,592	768	2,349	304	1,221,200	138,086
Alaska: Anchorage (ROC).....	73	1,295	--	--	67	--	115	--	87,616	38,434
Anchorage (Air Force).....	--	90	--	--	--	--	--	--	--	--
Idaho: Boise.....	2,723	17	--	306	70	255	--	132	99,015	2,165
Oregon: Portland (PDV).....	10,854	122	--	319	572	--	185	--	206,417	33,444
Vancouver, WA (SDV).....	--	--	--	58	137	--	33	--	35,723	--
Portland (SOC).....	--	--	--	--	--	--	--	--	47,659	--
Roseburg.....	3,164	22	--	351	104	--	--	--	81,920	11,308
Bandon (CBC).....	--	--	--	--	--	--	--	--	9,849	--
Eugene (SOC).....	--	--	--	--	--	--	--	--	26,841	--
White City (DOM).....	--	33	--	--	27	--	1,842	--	28,391	1,507
Washington: Seattle.....	11,040	361	--	311	416	422	--	172	292,672	35,163
American Lake.....	--	30	--	165	30	--	174	--	153,349	--
Spokane.....	1,561	69	--	315	108	91	--	--	106,340	6,477
Walla Walla.....	1,351	30	--	216	61	--	--	--	44,179	9,588
Walla Walla (ORC).....	--	--	--	--	--	--	--	--	1,229	--
<b>Veterans Integrated Service Network #21</b>	22,910	2,213	796	3,065	1,224	1,071	469	1,307	1,442,527	94,998
California: Fresno.....	3,463	38	--	503	43	--	--	--	148,228	8,558
Nrthrn. Calif. Health Care System.....	1,804	527	--	434	112	--	--	--	57,782	19,273
Berkeley (CBC).....	--	--	--	--	--	--	--	--	47,011	--
Martinez (CBC).....	--	--	--	--	--	--	--	--	100,353	--
Martinez (SOC).....	--	--	--	--	--	--	--	--	4,081	--
Oakland (SOC).....	--	--	--	--	--	--	--	--	57,821	--
Redding (CBC).....	--	--	--	--	--	--	--	--	28,464	--
Sacramento (SOC).....	--	--	--	--	--	--	--	--	77,792	--
Travis AFB.....	--	--	--	--	--	--	--	--	1,532	--
Palo Alto.....	8,608	131	--	1,557	420	--	469	--	157,975	12,175
Menlo Park.....	--	--	--	--	--	--	--	--	89,266	--
Livermore.....	--	--	--	--	--	--	--	--	50,366	--
Modesto (ORC).....	--	--	--	--	--	--	--	--	37	--
Monterey (ORC).....	--	--	--	--	--	--	--	--	29,103	--
San Jose (SOC).....	--	--	--	--	--	--	--	--	49,923	--
Stockton (ORC).....	--	--	--	--	--	--	--	--	884	--
San Francisco.....	5,302	147	--	368	495	1,071	--	1,307	287,740	25,038
San Fran (Cmprhnsv Hmlss Cntr)..	--	--	--	--	--	--	--	--	1,346	--
Santa Rosa (CBC).....	--	--	--	--	--	--	--	--	3,212	--
Yountville (ORC).....	--	--	796	--	--	--	--	--	1,398	--

See footnotes at end of table.

**Table 7 (continued) -- Program Summary  
Inpatient and Outpatient Medical Care -- Fiscal Year 1997**

Location of VA Facility	Inpatient Care--Patients Treated <sup>(1)</sup>								Outpatient Medical Care	
	Hospitals			Nursing Homes			Domiciliaries		Visits to VA Staff	Fee Basis Care <sup>(5)</sup>
	VAMC Hospital Care Component	Non-VA <sup>(2,3)</sup>	State Home <sup>(2,4)</sup>	VAMC Nursing Home Care Component	Com-munity <sup>(2,3)</sup>	State Home <sup>(2,4)</sup>	VAMC Dom. Care Component	State Home <sup>(2,4)</sup>		
<b>Veterans Integrated Service Network #21 (cont)</b>										
Hawaii: Honolulu (ROC).....	532	215	--	--	28	--	--	--	81,947	18,569
Honolulu (Navy).....	--	21	--	--	--	--	--	--	--	--
Tripler (Army).....	--	866	--	--	--	--	--	--	--	--
Guam, GU (CBC).....	--	--	--	--	--	--	--	--	3,956	--
Hilo (CBC).....	--	--	--	--	--	--	--	--	8,399	--
Kailua-Kona (CBC).....	--	--	--	--	--	--	--	--	7,752	--
Lihue (CBC).....	--	--	--	--	--	--	--	--	3,967	--
Wailuku (CBC).....	--	--	--	--	--	--	--	--	6,228	--
Nevada: Reno.....	3,201	36	--	203	126	--	--	--	127,030	10,297
Philippines: Manila (ROC).....	--	232	--	--	--	--	--	--	8,934	1,088
<b>Veterans Integrated Service Network #22</b>	30,847	600	--	1,976	893	99	1,069	166	2,027,035	86,692
California: Loma Linda.....	5,293	119	--	366	258	99	--	166	253,262	17,791
Victorville (CBC).....	--	--	--	--	--	--	--	--	512	--
Long Beach.....	7,620	48	--	468	186	--	--	--	412,342	23,830
San Diego.....	6,020	212	--	432	215	--	--	--	262,588	28,905
El Centro (CBC).....	--	--	--	--	--	--	--	--	463	--
San Diego (SOC).....	--	--	--	--	--	--	--	--	37,338	--
Sepulveda.....	--	95	--	204	39	--	--	--	242,406	9,285
Bakersfield (SOC).....	--	--	--	--	--	--	--	--	39,481	--
Los Angeles (SOC).....	--	--	--	--	--	--	--	--	148,645	--
Los Angeles (CBC).....	--	--	--	--	--	--	--	--	15,133	--
Santa Barbara (SOC).....	--	--	--	--	--	--	--	--	5,806	--
Los Angeles (IOC).....	--	--	--	--	--	--	--	--	--	128
W. Los Angeles (PDV).....	10,281	3	--	506	155	--	1,069	--	284,509	4,297
Brentwood (SDV).....	--	--	--	--	--	--	--	--	138,328	--
Los Angeles (CBC).....	--	--	--	--	--	--	--	--	11,275	--
Santa Barbara (SOC).....	--	--	--	--	--	--	--	--	20,068	--
Nevada: Las Vegas .....	1,633	123	--	--	40	--	--	--	154,879	2,456

(1) Number of discharges and deaths during FY 1997, plus the number on the rolls (bed occupants and patients on authorized leave of absence) on September 30, 1997. Transfers to another facility are included in the count of discharges for each facility.  
 (2) As reported by VA authorizing facility.  
 (3) Authorized and paid for by VA.  
 (4) Supported by VA.  
 (5) Medical visits to private physicians authorized by VA on a fee-for-service basis. FY 1997 data includes fee-basis health care visits.  
 (6) Includes data for two divisions of the VA Medical Center.

**Table 8 -- Program Summary  
Inpatient and Outpatient Dental Care -- Fiscal Year 1997**

Location of VA Facility	Inpatient Care			Outpatient Care		
	Visits	Treatment Cases Completed	Inter-disciplinary Consultations	Staff		Fee
				Visits	Cases Completed	Cases Completed
<b>Departmentwide Totals</b> .....	247,477	31,202	41,296	817,413	152,955	15,820
<b>Veterans Integrated Service Network #1</b>	9,457	937	2,048	49,088	7,917	1,340
Connecticut: West Haven.....	352	23	172	3,557	209	--
Newington.....	5	2	--	4,952	817	108
Maine: Togus.....	438	124	95	4,144	952	746
Massachusetts: Bedford.....	3,639	189	569	4,827	83	--
Boston.....	622	10	265	4,006	1,127	--
Boston (OPC).....	4	--	--	8,174	825	170
Brockton (PDV).....	1,732	42	162	4,359	200	--
West Roxbury.....	252	4	89	3,639	171	--
Northampton.....	1,149	451	244	2,038	502	--
New Hampshire: Manchester.....	1,120	44	404	4,677	1,086	--
Rhode Island: Providence.....	54	27	15	4,047	1,828	51
Vermont: White River Junction.....	90	21	33	668	117	265
<b>Veterans Integrated Service Network #2</b>	10,765	1,895	1,645	24,428	3,933	384
New York: Albany.....	1,503	91	234	7,426	458	72
Bath.....	2,051	162	29	1,834	114	--
Buffalo.....	1,874	136	340	7,702	1,763	18
Batavia.....	924	466	69	1,577	939	--
Rochester (SOC).....	3	1	2	95	47	--
Canandaigua.....	3,847	1,031	852	2,962	436	--
Syracuse.....	563	8	119	2,832	176	294
<b>Veterans Integrated Service Network #3</b>	20,675	2,289	3,404	56,035	7,122	1
New Jersey: East Orange.....	1,273	55	227	7,975	651	--
Lyons.....	5,684	530	837	4,063	444	--
Ocean City (OPC).....	7	--	1	1,324	133	--
New York: Bronx.....	2,792	334	420	7,582	698	--
Brooklyn (PDV).....	290	68	193	7,692	1,043	--
Brooklyn (St. Albans SDV).....	1,701	197	754	1,754	908	--
Montrose.....	3,410	144	319	2,964	230	1
Castle Point.....	165	17	34	777	164	--
New York.....	1,553	530	15	15,171	2,106	--
Northport.....	3,800	414	604	6,733	745	--
<b>Veterans Integrated Service Network #4</b>	12,530	2,082	2,577	45,105	8,507	190
Delaware: Wilmington.....	378	40	73	3,931	746	--
Pennsylvania: Altoona.....	664	270	28	1,175	492	8
Butler.....	1,265	2	212	1,423	273	8
Coatesville.....	1,670	936	510	1,597	435	--
Erie.....	253	11	13	1,998	475	--
Lebanon.....	1,111	61	224	3,396	324	169
Philadelphia.....	1,102	274	286	10,470	2,804	--
Pittsburgh (University Dr.) (MC2).....	348	37	114	5,320	1,233	--
Pittsburgh (Highland Dr. ).....	2,331	161	530	6,282	760	--
Aspinwall (SDV).....	2,216	275	291	1,036	102	--
Wilkes-Barre.....	974	15	178	4,505	585	5
Allentown (SOC).....	--	--	--	1,658	28	--
West Virginia: Clarksburg.....	218	--	118	2,314	250	--

**Table 8 (continued) -- Program Summary  
Inpatient and Outpatient Dental Care -- Fiscal Year 1997**

Location of VA Facility	Inpatient Care			Outpatient Care		
	Visits	Treatment Cases Completed	Inter-disciplinary Consultations	Staff		Fee
				Visits	Cases Completed	Cases Completed
<b>Veterans Integrated Service Network #5</b>	5,891	397	646	23,236	3,603	77
District of Columbia: Washington.....	581	85	127	10,938	1,818	64
Maryland: Baltimore.....	68	20	29	5,466	1,484	13
Fort Howard.....	2,163	144	135	635	75	--
Perry Point.....	1,764	140	194	1,647	147	--
West Virginia: Martinsburg.....	1,315	8	161	4,550	79	--
<b>Veterans Integrated Service Network #6</b>	7,755	1,047	3,062	41,888	7,581	274
North Carolina: Asheville.....	779	201	365	4,113	1,313	--
Durham.....	1,377	19	755	6,006	437	--
Fayetteville.....	357	27	121	6,822	1,414	53
Salisbury.....	1,511	444	552	4,182	1,212	47
Virginia: Hampton.....	1,651	123	644	8,005	943	--
Richmond.....	1,442	152	327	5,381	918	101
Salem.....	423	74	184	5,018	1,022	73
West Virginia: Beckley.....	215	7	114	2,361	322	--
<b>Veterans Integrated Service Network #7</b>	11,636	1,615	2,101	49,823	7,954	875
Alabama: Birmingham.....	1,401	210	239	10,036	1,209	--
Montgomery.....	1,054	1	54	4,435	425	23
Tuskegee.....	2,003	457	561	2,129	626	--
Tuscaloosa.....	2,639	259	227	1,925	535	--
Georgia: Atlanta.....	799	102	101	10,456	2,018	719
Augusta (PDV).....	166	49	59	345	95	--
Uptown (SDV).....	1,241	298	211	4,667	490	--
Dublin.....	1,051	232	340	1,088	213	133
South Carolina: Charleston.....	104	3	3	3,798	563	--
Columbia.....	1,167	3	304	8,497	1,232	--
Greenville (SOC).....	11	1	2	2,447	548	--
<b>Veterans Integrated Service Network #8</b>	27,943	1,402	2,196	73,800	14,577	2,366
Florida: Bay Pines.....	2,440	395	599	8,524	2,225	2,019
Ft Myers (SOC).....	1	1	--	2,683	788	--
Gainesville.....	523	36	116	6,888	905	3
Daytona (SOC).....	2	--	--	2,561	550	--
Jacksonville (SOC).....	--	--	--	2,943	368	--
Lake City.....	18,591	322	233	2,713	1,172	24
Miami.....	2,811	17	232	9,153	588	--
Oakland Park (SOC).....	1	--	--	3,786	1,295	--
Tampa.....	787	118	307	8,630	2,000	--
Orlando (SOC).....	3	--	1	3,446	909	--
West Palm.....	1,104	16	285	10,037	730	--
Puerto Rico: San Juan.....	1,674	497	423	9,634	2,692	284
Mayaguez (SOC).....	6	--	--	2,802	355	36
<b>Veterans Integrated Service Network #9</b>	14,251	2,708	1,638	41,430	11,793	244
Kentucky: Lexington.....	1,580	505	151	2,688	1,274	--
Cooper Dr.....	2,342	409	43	4,286	1,637	--
Louisville.....	321	94	165	6,082	1,767	76
Tennessee: Memphis.....	955	159	381	6,758	1,232	--
Mountain Home.....	2,741	775	369	3,354	1,220	--
Murfreesboro.....	1,609	692	364	3,398	904	1
Chattanooga (SOC).....	--	--	--	2,355	41	--

**Table 8 (continued) -- Program Summary  
Inpatient and Outpatient Dental Care -- Fiscal Year 1997**

Location of VA Facility	Inpatient Care			Outpatient Care		
	Visits	Treatment Cases Completed	Inter-disciplinary Consultations	Staff		Fee
				Visits	Cases Completed	Cases Completed
<b>Veterans Integrated Service Network #9 (cont.)</b>						
Tennessee (cont): Nashville.....	4,663	72	152	6,711	2,288	153
Knoxville (SOC).....	5	--	--	1,872	876	--
West Virginia: Huntington.....	35	2	13	3,926	554	14
<b>Veterans Integrated Service Network #10</b>						
Ohio: Chillicothe.....	15,282	1,500	1,833	27,653	5,576	13
Cincinnati.....	3,011	527	514	2,083	796	--
Cleveland.....	1,317	221	222	2,637	493	--
Brecksville.....	430	91	64	5,620	872	--
Canton (SOC).....	2,835	584	777	2,576	335	--
Columbus (IOC).....	--	--	--	2,536	648	--
Dayton.....	--	--	--	5,855	1,724	13
Dayton.....	7,689	77	256	6,346	708	--
<b>Veterans Integrated Service Network #11</b>						
Illinois: Danville.....	10,270	1,708	2,098	27,512	6,261	111
Peoria (SOC).....	2,848	280	327	2,614	612	--
Indiana: Indianapolis (MC2).....	--	--	--	1,177	238	--
Marion.....	331	14	65	5,213	1,438	111
Fort Wayne.....	2,531	1,026	433	1,749	547	--
Michigan: Ann Arbor.....	285	15	19	1,420	574	--
Toledo, OH (SOC).....	1,289	147	554	4,933	789	--
Battle Creek.....	7	1	2	2,488	862	--
Grand Rapids (SOC).....	2,287	205	619	2,457	219	--
Detroit.....	4	--	--	1,349	253	--
Saginaw.....	409	18	25	2,986	206	--
Saginaw.....	279	2	54	1,126	523	--
<b>Veterans Integrated Service Network #12</b>						
Illinois: Chicago (West Side).....	19,032	2,130	2,388	39,194	6,160	1,188
Chicago (Lakeside).....	4,054	85	115	9,834	2,208	177
Hines.....	178	114	66	960	902	--
North Chicago.....	4,218	172	785	11,070	565	--
Michigan: Iron Mountain.....	4,240	1,198	730	2,495	297	--
Wisconsin: Madison.....	151	5	22	1,417	246	156
Milwaukee.....	312	17	118	2,757	335	--
Tomah.....	4,074	249	498	8,712	1,115	855
Tomah.....	1,805	290	54	1,949	492	--
<b>Veterans Integrated Service Network #13</b>						
Minnesota: Minneapolis.....	8,627	741	1,704	16,521	2,557	881
St. Cloud.....	672	10	290	6,870	640	332
North Dakota: Fargo.....	4,031	14	262	2,997	76	--
South Dakota: Fort Meade.....	1,018	114	640	2,577	679	226
Hot Springs.....	642	260	191	1,135	493	--
Sioux Falls.....	1,645	199	1	410	57	--
Sioux Falls.....	619	144	320	2,532	612	323
<b>Veterans Integrated Service Network #14</b>						
Iowa: Des Moines.....	6,211	1,063	481	15,359	3,243	267
Knoxville.....	314	53	82	2,628	711	155
Iowa City.....	4,015	816	263	920	143	--
Nebraska: Lincoln.....	171	24	49	4,412	895	--
Grand Island.....	127	9	30	2,512	454	--
Omaha.....	724	156	24	1,365	190	--
Omaha.....	860	5	33	3,522	850	112

**Table 8 (continued) -- Program Summary  
Inpatient and Outpatient Dental Care -- Fiscal Year 1997**

Location of VA Facility	Inpatient Care			Outpatient Care		
	Visits	Treatment Cases Completed	Inter-disciplinary Consultations	Staff		Fee
				Visits	Cases Completed	Cases Completed
<b>Veterans Integrated Service Network #15</b>	5,742	491	1,669	26,831	5,610	68
Illinois: Marion.....	772	94	92	3,407	739	--
Kansas: Leavenworth.....	1,656	111	317	2,329	208	--
Topeka.....	844	8	519	2,460	561	1
Wichita.....	78	26	40	2,583	647	60
Missouri: Columbia.....	430	69	134	3,596	649	--
Kansas City.....	508	57	166	5,202	1,110	7
Poplar Bluff.....	182	35	18	2,247	773	--
St. Louis.....	539	86	165	4,816	913	--
Jefferson Barracks.....	733	5	218	191	10	--
<b>Veterans Integrated Service Network #16</b>	16,981	1,755	2,664	58,028	13,116	499
Arkansas: Fayetteville.....	81	26	56	3,746	614	6
Little Rock.....	3,036	218	701	8,272	1,187	13
Louisiana: Alexandria.....	674	13	196	2,321	257	2
New Orleans.....	995	39	443	5,724	1,521	16
Baton Rouge (SOC).....	--	--	--	1,627	264	--
Shreveport.....	123	16	59	3,590	875	38
Mississippi: Biloxi.....	4,068	324	184	3,330	947	30
Gulfport.....	2,890	602	43	1,117	289	--
Pensacola (SOC).....	--	--	--	2,911	1,790	--
Jackson.....	3,671	364	453	5,057	1,775	60
Oklahoma: Muskogee.....	42	6	27	3,345	1,030	91
Tulsa (SOC).....	--	--	--	1,628	600	--
Oklahoma City.....	93	--	35	4,908	184	--
Texas: Houston.....	1,308	147	467	10,452	1,783	243
<b>Veterans Integrated Service Network #17</b>	12,800	1,908	1,720	40,763	5,876	1,049
Texas: Dallas.....	1,780	309	167	10,042	1,565	284
Bonham.....	629	120	149	1,395	171	--
Ft. Worth (SOC).....	4	2	--	1,161	80	--
San Antonio.....	1,663	154	388	11,177	716	752
Kerrville.....	1,182	291	198	1,422	376	--
Temple.....	2,106	478	272	7,829	1,187	--
Marlin.....	352	49	47	589	505	--
Waco.....	5,083	504	499	3,226	922	13
Austin (SOC).....	1	1	--	3,922	354	--
<b>Veterans Integrated Service Network #18</b>	4,790	884	1,222	29,695	5,811	1,445
Arizona: Phoenix.....	399	151	178	6,029	2,213	506
Prescott.....	1,148	260	285	1,696	278	27
Tucson.....	650	92	204	6,558	1,395	--
New Mexico: Albuquerque.....	794	130	135	5,604	850	46
Texas: Amarillo.....	1,178	166	315	1,800	197	--
Lubbock (SOC).....	1	1	--	1,657	273	1
Big Spring.....	620	84	105	2,084	199	303
El Paso (IOC).....	--	--	--	4,267	406	562

**Table 8 (continued) -- Program Summary  
Inpatient and Outpatient Dental Care -- Fiscal Year 1997**

Location of VA Facility	Inpatient Care			Outpatient Care		
	Visits	Treatment Cases Completed	Inter-disciplinary Consultations	Staff		Fee
				Visits	Cases Completed	Cases Completed
<b>Veterans Integrated Service Network #19</b>	4,587	1,068	930	20,981	3,664	381
Colorado: Denver.....	557	23	132	8,784	972	8
Colorado Springs (CBC).....	--	--	--	947	328	--
Fort Lyon.....	1,477	506	152	1,082	431	--
Grand Junction.....	443	135	1	1,312	416	4
Montana: Fort Harrison.....	99	14	50	1,591	286	230
Miles City.....	200	42	2	142	23	--
Utah: Salt Lake City.....	618	146	104	4,796	876	104
Wyoming: Cheyenne.....	75	2	11	1,764	140	19
Sheridan.....	1,118	200	478	563	192	16
<b>Veterans Integrated Service Network #20</b>	8,897	1,701	1,343	29,990	5,156	2,511
Alaska: Anchorage (ROC).....	318	18	--	2,863	355	47
Idaho: Boise.....	804	193	180	3,441	1,135	202
Oregon: Portland .....	381	19	106	6,817	663	202
Vancouver .....	557	1	43	126	17	--
Roseburg .....	737	129	234	1,609	361	98
White City (DOM).....	4,112	682	109	831	176	--
Washington: Seattle.....	967	245	268	6,081	789	1,075
American Lake .....	592	255	289	4,082	663	722
Spokane.....	224	81	6	2,829	540	10
Walla Walla.....	205	78	108	1,311	457	155
<b>Veterans Integrated Service Network #21</b>	4,543	686	1,421	31,124	4,074	1,274
California: Fresno.....	348	11	26	4,131	546	--
Martinez (SOC).....	57	1	24	3,267	314	804
Sacramento (SOC).....	--	--	--	4,120	443	--
Palo Alto.....	704	134	225	5,434	1,000	104
Livermore .....	700	35	204	1,660	203	--
Menlo Park .....	1,808	339	391	1,021	193	--
San Francisco.....	743	148	512	7,027	297	182
Hawaii: Honolulu (ROC).....	25	3	1	2,783	536	181
Nevada: Reno.....	158	15	38	1,681	542	3
<b>Veterans Integrated Service Network #22</b>	8,812	1,195	2,506	48,929	12,864	382
California: Loma Linda.....	530	105	54	7,750	1,837	--
Long Beach.....	1,503	359	469	8,053	2,553	--
San Diego.....	481	107	59	8,972	2,283	90
Sepulveda .....	1,039	86	47	5,129	2,511	34
Bakersfield (SOC).....	--	--	--	2,180	257	--
Los Angeles (SOC).....	--	--	--	1,355	798	--
W. Los Angeles.....	5,259	538	1,877	12,033	2,269	32
Nevada: Las Vegas .....	--	--	--	3,457	356	226

**Table 9 -- Applications for Medical Care -- Fiscal Year 1997**

Item	Total Applications Received <sup>(1)</sup>	Disposition					
		VA Medical Care					All Other <sup>(2)</sup>
		Total	Hospital	Nursing Home Care	Domiciliary	Outpatient Care	
<b>Applications--total.....</b>	1,028,170	--	--	--	--	--	--
Veterans--total.....	1,001,292	999,332	157,065	4,786	5,305	731,429	100,747
Mandatory category--total.....	926,645	924,812	152,454	4,456	5,230	679,013	83,659
Service-connected.....	356,773	356,801	59,657	2,090	1,336	265,193	28,525
Low income.....	478,801	476,919	73,001	1,920	3,283	351,540	47,175
Other mandatory category (3).....	91,071	91,092	19,796	446	611	62,280	7,959
Discretionary category.....	74,647	74,520	4,611	330	75	52,416	17,088
Not agreeing to deductible.....	150	--	--	--	--	--	--
Nonveterans.....	26,878	--	--	--	--	--	--

- (1) Applications received do not equal total dispositions due to the pending applications at the beginning and end of the fiscal year.
- (2) Medically examined, no further care required, cancelled, ineligible, modality not available, referred to other facility, or pending evaluation.
- (3) Includes former POWs, veterans exposed to agent orange/ionizing radiation, World War I and Spanish American War veterans, VA pensioners, and Medicaid recipients.

**Table 10 -- Hospital and Extended Care by Type of Facility -- Fiscal Year 1997**

Facility	Average Operating Beds <sup>(1,2)</sup>	Average Daily Census <sup>(3)</sup>	Occupancy Rate <sup>(4)</sup>	Admissions <sup>(5)</sup>	Discharges and Deaths <sup>(5)</sup>	Patients Treated <sup>(6)</sup>	Patients Remaining on September 30, 1996
<b>Departmentwide totals (7).....</b>	57,351	66,446	N/A	755,137	759,987	824,016	64,029
Total hospital care.....	35,717	24,518	68.6	681,655	687,673	710,090	22,417
VA total.....	35,717	24,048	67.3	664,271	670,129	692,205	22,076
Medical.....	18,255	12,441	68.2	388,049	390,681	401,470	10,789
Medical service.....	10,777	6,842	63.5	347,287	326,242	332,120	5,878
Intermediate care.....	4,689	3,842	81.9	13,617	33,485	36,651	3,166
Neurology.....	638	333	52.2	14,909	14,161	14,475	314
Rehabilitation medicine.....	775	458	59.1	3,828	8,031	8,467	436
Spinal cord injury.....	1,141	776	68.0	6,759	7,133	7,918	785
Blind rehabilitation.....	235	190	80.9	1,649	1,629	1,839	210
Surgical.....	5,070	2,833	55.9	131,574	130,581	133,193	2,612
Psychiatric.....	12,392	8,774	70.8	144,648	148,867	157,542	8,675
Non-VA.....	N/A	178	N/A	15,662	15,688	15,789	101
State home.....	N/A	292	N/A	1,722	1,856	2,096	240
Total domiciliary care.....	6,536	8,963	N/A	19,489	19,108	28,038	8,930
VA.....	6,536	5,462	83.6	16,411	16,187	21,778	5,591
State home.....	N/A	3,501	N/A	3,078	2,921	6,260	3,339
Total nursing home care.....	15,098	32,965	N/A	53,993	53,206	85,888	32,682
VA.....	15,098	13,289	88.0	28,430	27,637	41,609	13,972
Community.....	N/A	6,472	N/A	16,524	17,256	23,198	5,942
State home.....	N/A	13,204	N/A	9,039	8,313	21,081	12,768

- (1) Based on the number of operating beds at the end of each month (September 1996 -- September 1997). Beds are classified according to their intended use; patients are classified according to the classification of the beds they occupy, rather than on a diagnostic basis.
- (2) Operating beds not reported for non-VA hospitals, state home care facilities, and community nursing homes.
- (3) Number of patient days during the fiscal year divided by the number of days in the fiscal year.
- (4) Average daily census as a percent of average number of operating beds. Not applicable nationally due to community and non-VA hospital beds.
- (5) Excludes intra-VA hospital admissions (transfers).
- (6) Discharges and deaths during the fiscal year plus the number of patients on the rolls at the end of the fiscal year.
- (7) Average Operating Beds, Average Daily Census, and Occupancy Rate totals are for VA facilities only.

Note: Non-VA hospitals excluded state home hospitals, and includes hospital care authorized and paid by VA.

**Table 11 -- VA and Non-VA Facilities: Average Obligations**  
(In thousands)

Type of Facility	Average Obligations per Patient Treated		Average Obligations per Patient Day	
	FY 1997	FY 1996	FY 1997	FY 1996
Acute hospital care.....	\$11,019	\$8,985	\$1,435.80	\$1,093.92
Rehabilitative care.....	\$22,326	\$21,482	\$783.36	\$665.74
Psychiatric care.....	\$10,178	\$9,029	\$518.02	\$396.27
Nursing home care.....	\$19,746	\$19,981	\$141.88	\$133.34
Subacute care.....	\$14,063	\$17,356	\$367.36	\$304.87
Residential care.....	\$7,557	\$9,260	\$80.82	\$76.12

**Table 12 -- Total Health Care: Obligations by Program and Appropriation**

Item	Obligations (In thousands)	
	FY 1997	FY 1996
Total.....	\$17,546,382	\$16,790,973
Medical Care.....	\$17,149,463	\$16,372,856
Acute hospital care.....	\$5,482,246	\$5,584,433
Rehabilitative care.....	\$406,871	\$400,093
Psychiatric care.....	\$1,497,290	\$1,600,741
Nursing home care.....	\$1,750,615	\$1,646,252
Subacute care.....	\$515,428	\$567,389
Residential care.....	\$292,060	\$259,616
Outpatient care.....	\$6,360,744	\$5,504,543
Miscellaneous benefits and services.....	\$747,497	\$91,456
CHAMPVA.....	\$96,712	\$718,333
Medical administration and miscellaneous operating expenses.....	\$61,014	\$63,391
Health professional scholarship.....	\$0	\$0
Medical and prosthetic research.....	\$298,733	\$307,361
Other medical programs.....	\$37,172	\$47,365
Grants for construction.....	\$37,164	\$47,060
Grants to the Republic of the Philippines....	\$8	\$305

**Table 13 -- VA Medical Centers (Hospital Care Component), Non-VA and State Home Hospitals:  
Admissions, Discharges and Deaths, and Remaining by Bed Section -- Fiscal Year 1997**

Item	Total	Type of Bed Section <sup>(1)</sup>		
		Medical	Surgical	Psychiatric
<b>Admissions <sup>(2)</sup></b>				
All hospitals (1) .....	683,377	400,101	133,403	146,429
VA medical centers -- Total .....	664,271	388,300	131,423	144,548
Non-VA hospitals -- Total .....	17,384	11,801	1,980	1,881
Federal government hospitals -- Total .....	1,826	920	544	362
Army .....	1,614	721	533	360
Air Force .....	191	185	5	1
Navy .....	21	14	6	1
State and local government hospitals .....	4,055	2,944	385	726
Non-public hospitals .....	9,781	7,937	1,051	793
State home hospitals .....	1,722	--	--	--
<b>Discharges and Deaths</b>				
All hospitals (1) .....	689,529	402,719	132,439	150,659
VA medical centers -- Total .....	670,129	390,936	130,426	148,767
Non-VA hospitals -- Total .....	17,544	11,783	2,013	1,892
Federal government hospitals -- Total .....	1,845	923	548	374
Army .....	1,633	724	537	372
Air Force .....	191	185	5	1
Navy .....	21	14	6	1
State and local government hospitals .....	4,042	2,941	378	723
Non-public hospitals .....	9,801	7,919	1,087	795
State home hospitals .....	1,856	--	--	--
<b>Bed Occupants Remaining</b>				
All hospitals (1) .....	22,636	11,243	2,675	8,233
VA medical centers -- Total .....	22,076	11,194	2,664	8,218
Non-VA hospitals -- Total .....	320	49	11	15
Federal government hospitals -- Total .....	13	7	3	3
Army .....	13	7	3	3
Air Force .....	--	--	--	--
Navy .....	--	--	--	--
State and local government hospitals .....	19	9	5	5
Non-public hospitals .....	48	33	8	7
State home hospitals .....	240	--	--	--
<b>Absent Bed Occupants Remaining</b>				
Total absent bed occupants (i.e., patients on leave of absence)				
remaining on September 30, 1997.....	46	18	1	27
VA medical centers -- Total .....	39	11	1	27
All other hospitals .....	7	7	--	--

(1) Bed section totals exclude data by bed section for state home hospitals, which are not available.

(2) Excludes intra-hospital transfers for VA medical centers, but includes transfer for all other hospitals.

Note: Non-VA hospitals excludes state home hospitals, but includes hospital care authorized and paid by VA.

**Table 14 -- VA Medical Centers--Hospital Care Component and Non-VA (Contract) Hospitals:  
Patient Movement by Type of Bed Section -- Fiscal Year 1997**

Item	VA Medical Centers				Non-VA (Contract) Hospitals						
	Total	Type of Bed Section <sup>(1)</sup>			Total	Type of Bed Section			Type of Hospital		
		Medical <sup>(2)</sup>	Surgical	Psychiatric		Medical	Surgical	Psychiatric	Federal <sup>(3)</sup>	State and Local	Non-Public <sup>(4)</sup>
Gains--total.....	768,323	455,534	156,958	155,831	15,753	11,852	2,013	1,888	1,871	4,073	9,809
Admissions.....	646,437	377,025	127,885	141,527	15,662	11,801	1,980	1,881	1,826	4,055	9,781
Transfers in (5).....	17,834	11,024	3,689	3,121	(6)	(6)	(6)	(6)	(6)	(6)	(6)
Changes in bed sections.....	104,052	67,485	25,384	11,183	91	51	33	7	45	18	28
Losses--total.....	774,462	460,253	157,111	157,098	15,844	11,905	2,047	1,892	1,890	4,085	9,869
Discharges--total.....	623,159	353,727	123,787	145,645	15,258	11,431	1,940	1,887	1,810	3,916	9,532
To ambulatory care.....	394,032	239,818	90,477	63,737	(7)	(7)	(7)	(7)	(7)	(7)	(7)
Other.....	229,127	113,909	33,310	81,908	15,258	11,431	1,940	1,887	1,810	3,916	9,532
Deaths.....	25,327	22,265	2,932	130	430	352	73	5	35	126	269
Transfers out (5).....	21,643	14,689	3,862	3,092	(7)	(7)	(7)	(7)	(7)	(7)	(7)
Changes in bed sections.....	104,333	69,572	26,530	8,231	156	122	34	--	45	43	68
Remaining -- end of fiscal year.....	22,026	11,144	2,664	8,218	101	70	16	15	13	25	63
Bed occupants.....	21,987	11,133	2,663	8,191	101	70	16	15	13	25	63
On leave of absence.....	39	11	1	27	--	--	--	--	--	--	--
Patients treated											
System-wide (net total) (8).....	670,512	387,136	129,383	153,993	15,768	11,832	2,029	1,907	1,858	4,061	9,849
Sum of hospitals (9).....	690,890	400,815	133,090	156,985	--	--	--	--	--	--	--
Sum of bed sections (10).....	911,310	470,387	159,620	165,216	--	--	--	--	--	--	--
Average daily census (11).....	24,047	12,455	2,833	8,759	176	124	25	27	16	49	111
Total--excluding days on authorized leave of 96 hours or less.....	23,795	12,337	2,817	8,641	--	--	--	--	--	--	--

- (1) Beds are classified according to their intended use; patients are classified according to the classification of the beds they occupy, rather than on a diagnostic basis.
- (2) Medical bed sections include medicine, neurology, intermediate care, spinal cord injury, rehabilitation medicine, and blind rehabilitation.
- (3) Includes Department of Defense and Public Health Service hospitals.
- (4) Includes Veterans Memorial Medical Center, Manila, Republic of the Philippines.
- (5) Includes only patients transferred as VA beneficiaries.
- (6) Included with admissions.
- (7) Included with "Discharges--Other."
- (8) The number of discharges and deaths during the fiscal year plus the number of patients remaining on the rolls at the end of the fiscal year.
- (9) The number of discharges and deaths during the fiscal year plus the number of patients remaining on the rolls at the end of the fiscal year plus the number of patients transferred to other hospitals.
- (10) The number of discharges and deaths during the fiscal year plus the number of patients remaining on the rolls at the end of the fiscal year plus the number of changes in bed sections (patients transferred from one bed section to another within the same hospital).
- (11) Number of patient days during the fiscal year divided by the number of days in the fiscal year.

Note: Detail may not add to totals shown due to rounding. Non-VA hospitals include contract hospital care authorized and paid by VA. It does not include state home hospitals.

Table 15 -- VA Medical Centers--Hospital Care Component: Selected Data -- Fiscal Year 1997

Location of VA Facility	Average Operating Beds <sup>(1)</sup>				Patients Treated <sup>(2)</sup>				Average Daily Census <sup>(3)</sup>
	Total	Bed Section <sup>(5)</sup>			Total	Bed Section <sup>(4)</sup>			
		Psychiatric	Surgical	Medical <sup>(5)</sup>		Psychiatric	Surgical	Medical <sup>(5)</sup>	
<b>Departmentwide: Totals.....</b>	35,717	12,392	5,070	18,255	670,562	154,447	129,330	386,785	24,047
<b>Transfers.....</b>	--	--	--	--	21,643	3,095	3,863	14,685	--
<b>All facilities: Totals.....</b>	35,717	12,392	5,070	18,255	692,205	157,542	133,193	401,470	24,047
<b>Veterans Integrated Service Network #1</b>	1,958	852	236	870	36,527	11,014	6,491	19,022	1,511
Connecticut: West Haven.....	185	54	29	102	5,316	1,305	1,216	2,795	158
Newington.....	20	--	--	20	--	--	--	--	2
Maine: Togus.....	136	37	24	75	3,072	668	443	1,961	90
Massachusetts: Bedford.....	383	273	--	110	2,441	2,029	--	412	345
Boston.....	325	85	103	137	8,372	1,998	2,208	4,166	239
Brockton (PDV).....	427	210	35	182	7,143	2,417	1,248	3,478	345
Northampton.....	248	163	--	85	2,381	1,612	--	769	167
New Hampshire: Manchester.....	57	1	5	51	1,814	--	133	1,681	34
Rhode Island: Providence.....	90	19	20	51	3,181	639	643	1,899	67
Vermont: White River Junction.....	87	10	20	57	2,807	346	600	1,861	64
<b>Veterans Integrated Service Network #2</b>	1,106	383	143	580	17,460	4,045	3,287	10,128	823
New York: Albany.....	200	52	29	119	4,481	858	766	2,857	147
Bath.....	83	16	--	67	1,457	354	--	1,103	65
Buffalo.....	301	50	69	182	5,891	1,201	1,519	3,171	199
Batavia.....	43	16	--	27	--	--	--	--	31
Canandaigua.....	322	233	--	89	2,044	1,334	--	710	272
Syracuse.....	157	16	45	96	3,587	298	1,002	2,287	109
<b>Veterans Integrated Service Network #3</b>	2,582	1,133	218	1,231	36,318	10,546	5,354	20,418	2,000
New Jersey: East Orange.....	293	44	49	200	7,947	2,509	914	4,524	207
Lyons.....	613	342	--	271	--	--	--	--	461
New York: Bronx.....	257	54	40	163	5,108	871	1,079	3,158	213
Brooklyn (PDV).....	311	79	29	203	7,197	1,334	719	5,144	242
Castle Point.....	87	--	10	77	--	--	--	--	63
Montrose.....	354	310	--	44	4,537	2,641	256	1,640	304
New York.....	297	83	62	152	6,316	1,586	1,526	3,204	217
Northport.....	370	221	28	121	5,213	1,605	860	2,748	293
<b>Veterans Integrated Service Network #4</b>	2,013	768	253	992	31,922	9,731	5,244	16,947	1,377
Delaware: Wilmington.....	99	--	28	71	1,916	--	399	1,517	67
Pennsylvania: Altoona.....	64	--	10	54	1,610	--	270	1,340	39
Butler.....	38	--	--	38	900	--	--	900	15
Coatesville.....	391	247	--	144	3,164	2,451	--	713	320
Erie.....	75	--	18	57	1,457	--	274	1,183	31
Lebanon.....	251	146	10	95	3,122	1,691	165	1,266	170
Philadelphia.....	203	54	53	96	5,788	1,553	1,223	3,012	142
Pittsburgh (Univ. Dr.)(MC2)....	379	--	108	271	9,040	2,566	2,276	4,198	258
Pittsburgh (Highland Dr. ....)	297	242	--	55	--	--	--	--	205
Wilkes-Barre.....	154	51	17	86	3,729	1,157	460	2,112	102
West Virginia: Clarksburg.....	62	28	9	25	1,196	313	177	706	28

See footnotes at end of table.

Table 15 (continued) -- VA Medical Centers--Hospital Care Component: Selected Data -- Fiscal Year 1997

Location of VA Facility	Average Operating Beds <sup>(1)</sup>				Patients Treated <sup>(2)</sup>				Average Daily Census <sup>(3)</sup>
	Total	Bed Section <sup>(5)</sup>			Total	Bed Section <sup>(4)</sup>			
		Psychiatric	Surgical	Medical <sup>(5)</sup>		Psychiatric	Surgical	Medical <sup>(5)</sup>	
<b>Veterans Integrated Service Network #5</b>	1,130	407	115	608	20,139	4,895	2,893	12,351	717
District of Columbia: Washington.....	256	50	54	152	6,892	1,040	1,286	4,566	158
Maryland: Baltimore.....	176	32	51	93	9,768	2,826	1,365	5,577	110
Fort Howard.....	151	32	--	119	--	--	--	--	87
Perry Point.....	401	263	--	138	--	--	--	--	261
West Virginia: Martinsburg.....	146	30	10	106	3,479	1,029	242	2,208	101
<b>Veterans Integrated Service Network #6</b>	2,206	647	327	1,232	40,355	9,484	7,985	22,886	1,589
North Carolina: Asheville.....	246	43	51	152	4,231	688	1,087	2,456	144
Durham.....	246	53	66	127	6,649	795	1,907	3,947	151
Fayetteville.....	154	25	32	97	3,862	677	561	2,624	105
Salisbury.....	493	211	10	272	3,777	1,731	131	1,915	416
Virginia: Hampton.....	256	86	37	133	4,117	2,151	492	1,474	190
Richmond.....	488	69	93	326	10,555	1,265	2,810	6,480	332
Salem.....	264	160	28	76	5,495	2,177	820	2,498	214
West Virginia: Beckley.....	59	--	10	49	1,669	--	177	1,492	37
<b>Veterans Integrated Service Network #7</b>	2,405	733	276	1,396	37,633	8,346	7,092	22,195	1,600
Alabama: Birmingham.....	163	--	51	112	4,902	--	1,728	3,174	118
Montgomery.....	144	--	29	115	5,770	2,364	334	3,072	45
Tuskegee.....	469	237	5	227	--	--	--	--	308
Tuscaloosa.....	278	200	--	78	2,609	1,483	--	1,126	210
Georgia: Atlanta.....	296	45	47	204	6,069	1,049	1,062	3,958	182
Augusta (PDV).....	529	164	58	307	7,648	2,001	1,971	3,676	373
Dublin.....	127	20	4	103	2,246	297	123	1,826	100
South Carolina: Charleston.....	124	18	36	70	4,276	629	1,249	2,398	82
Columbia.....	275	49	46	180	4,113	523	625	2,965	182
<b>Veterans Integrated Service Network #8</b>	2,242	498	408	1,336	47,491	7,717	9,292	30,482	1,358
Florida: Bay Pines.....	398	112	75	211	8,826	1,869	1,335	5,622	242
Gainesville.....	257	55	87	115	5,502	804	1,425	3,273	108
Lake City.....	149	22	10	117	3,440	430	358	2,652	98
Miami.....	443	127	47	269	7,766	1,395	1,620	4,751	282
Tampa.....	382	60	84	238	8,673	1,148	2,012	5,513	228
W. Palm Beach.....	127	28	10	89	4,004	947	359	2,698	84
Puerto Rico: San Juan.....	486	94	95	297	9,280	1,124	2,183	5,973	316
<b>Veterans Integrated Service Network #9</b>	2,088	501	305	1,282	40,103	7,014	8,129	24,960	1,324
Kentucky: Lexington (PDV).....	438	70	39	329	6,367	639	1,149	4,579	309
Louisville.....	212	48	44	120	5,986	1,111	1,573	3,302	117
Tennessee: Memphis.....	461	71	81	309	8,832	1,865	2,225	4,742	276
Mountain Home.....	237	41	51	145	4,957	997	809	3,151	145
Murfreesboro.....	404	239	16	149	3,963	1,927	251	1,785	268
Nashville.....	196	24	47	125	6,147	442	1,654	4,051	141
West Virginia: Huntington.....	140	8	27	105	3,851	33	468	3,350	68

See footnotes at end of table.

Table 15 (continued) -- VA Medical Centers--Hospital Care Component: Selected Data -- Fiscal Year 1997

Location of VA Facility	Average Operating Beds <sup>(1)</sup>				Patients Treated <sup>(2)</sup>				Average Daily Census <sup>(3)</sup>
	Total	Bed Section <sup>(5)</sup>			Total	Bed Section <sup>(4)</sup>			
		Psychiatric	Surgical	Medical <sup>(5)</sup>		Psychiatric	Surgical	Medical <sup>(5)</sup>	
<b>Veterans Integrated Service Network #10</b>	1,205	468	128	609	24,473	6,984	3,522	13,967	912
Ohio: Chillicothe.....	298	144	--	154	4,663	1,551	--	3,112	232
Cincinnati.....	173	61	32	80	5,837	1,322	1,475	3,040	128
Cleveland (PDV).....	457	211	56	190	8,257	2,984	1,209	4,064	352
Dayton.....	277	52	40	185	5,716	1,127	838	3,751	200
<b>Veterans Integrated Service Network #11</b>	1,670	857	136	677	30,401	8,003	4,715	17,683	1,324
Illinois: Danville.....	344	86	7	251	4,339	774	226	3,339	279
Indiana: Indianapolis (PDV).....	162	17	42	103	6,090	406	1,404	4,280	120
Marion.....	393	360	--	33	3,361	1,420	--	1,941	334
Fort Wayne.....	28	--	--	28	--	--	--	--	21
Michigan: Ann Arbor.....	155	37	50	68	5,441	791	1,841	2,809	110
Battle Creek.....	346	299	--	47	3,846	2,914	--	932	289
Detroit.....	186	58	37	91	5,658	1,698	1,244	2,716	147
Saginaw.....	56	--	--	56	1,666	--	--	1,666	24
<b>Veterans Integrated Service Network #12</b>	2,059	795	255	1,009	40,320	9,198	7,030	24,092	1,336
Illinois: Chicago (West Side).....	303	82	42	179	13,912	2,352	2,604	8,956	200
Chicago (Lakeside).....	232	35	51	146	--	--	--	--	145
Hines.....	518	115	58	345	10,321	2,552	1,503	6,266	340
North Chicago.....	373	329	--	44	3,107	1,725	--	1,382	259
Michigan: Iron Mountain.....	37	5	5	27	1,104	53	89	962	13
Wisconsin: Madison.....	126	15	40	71	3,844	353	1,109	2,382	83
Milwaukee.....	249	38	59	152	6,434	1,292	1,725	3,417	152
Tomah.....	221	176	--	45	1,598	871	--	727	144
<b>Veterans Integrated Service Network #13</b>	793	240	184	369	19,418	2,915	5,449	11,054	437
Minnesota: Minneapolis.....	317	50	127	140	10,122	844	3,697	5,581	197
St. Cloud.....	145	102	--	43	1,564	876	--	688	72
North Dakota: Fargo.....	82	13	19	50	2,357	250	716	1,391	48
South Dakota: Fort Meade.....	97	62	13	22	3,154	662	541	1,951	50
Hot Springs.....	79	3	9	67	--	--	--	--	31
Sioux Falls.....	73	10	16	47	2,221	283	495	1,443	39
<b>Veterans Integrated Service Network #14</b>	641	251	106	284	14,470	2,868	2,964	8,638	398
Iowa: Des Moines.....	82	18	19	45	4,385	1,338	629	2,418	55
Iowa City.....	124	15	41	68	4,085	361	1,111	2,613	84
Knoxville.....	180	115	--	65	--	--	--	--	129
Nebraska: Grand Island.....	39	18	--	21	--	--	--	--	18
Lincoln.....	73	31	13	29	2,286	512	532	1,242	30
Omaha.....	143	54	33	56	3,714	657	692	2,365	82

See footnotes at end of table.

Table 15 (continued) -- VA Medical Centers--Hospital Care Component: Selected Data -- Fiscal Year 1997

Location of VA Facility	Average Operating Beds <sup>(1)</sup>				Patients Treated <sup>(2)</sup>				Average Daily Census <sup>(3)</sup>
	Total	Bed Section <sup>(5)</sup>			Total	Bed Section <sup>(4)</sup>			
		Psychiatric	Surgical	Medical <sup>(5)</sup>		Psychiatric	Surgical	Medical <sup>(5)</sup>	
<b>Veterans Integrated Service Network #15</b>	1,263	447	205	611	28,002	7,199	4,234	16,569	774
Illinois: Marion.....	72	--	14	58	1,900	--	272	1,628	32
Kansas: Leavenworth.....	88	19	5	64	1,919	500	216	1,203	52
Topeka.....	286	175	12	99	3,395	1,438	195	1,762	205
Wichita.....	112	22	32	58	2,166	159	426	1,581	41
Missouri: Columbia.....	117	10	31	76	4,293	370	919	3,004	79
Kansas City.....	248	106	46	96	5,303	1,560	941	2,802	151
Poplar Bluff.....	39	4	--	35	1,063	38	--	1,025	13
St. Louis (PDV).....	301	111	65	125	7,963	3,134	1,265	3,564	201
<b>Veterans Integrated Service Network #16</b>	2,734	868	478	1,388	61,719	11,560	13,436	36,723	1,769
Arkansas: Fayetteville.....	85	17	11	57	2,946	558	261	2,127	51
Little Rock (MC2).....	531	197	101	233	10,350	1,812	2,442	6,096	321
Louisiana: Alexandria.....	169	72	21	76	2,281	314	438	1,529	110
New Orleans.....	219	65	44	110	6,028	1,355	1,487	3,186	146
Shreveport.....	172	20	50	102	5,422	576	1,378	3,468	106
Mississippi: Biloxi (PDV).....	349	192	26	131	5,020	1,871	638	2,511	248
Jackson.....	257	75	56	126	6,172	1,408	1,382	3,382	169
Oklahoma: Muskogee.....	86	--	24	62	2,891	--	574	2,317	52
Oklahoma City.....	240	94	38	108	7,076	1,383	1,703	3,990	157
Texas: Houston.....	626	136	107	383	13,533	2,283	3,133	8,117	409
<b>Veterans Integrated Service Network #17</b>	1,898	550	261	1,087	32,335	6,923	7,027	18,385	1,292
Texas: Dallas.....	386	118	92	176	10,820	2,072	2,546	6,202	278
Bonham.....	49	--	--	49	--	--	--	--	5
San Antonio.....	457	121	104	232	13,101	3,208	2,567	7,326	281
Kerrville.....	103	17	--	86	--	--	--	--	77
Temple.....	903	294	65	544	8,414	1,643	1,914	4,857	651
<b>Veterans Integrated Service Network #18</b>	1,008	287	208	513	29,024	4,983	6,921	17,120	621
Arizona: Phoenix.....	271	63	70	138	9,202	1,673	2,655	4,874	154
Prescott.....	59	29	--	30	1,743	400	--	1,343	48
Tucson.....	187	44	44	99	5,911	1,162	1,227	3,522	134
New Mexico: Albuquerque.....	280	79	57	144	6,919	919	1,922	4,078	159
Texas: Amarillo.....	103	26	19	58	3,348	250	667	2,431	67
Big Spring.....	108	46	18	44	1,901	579	450	872	59
<b>Veterans Integrated Service Network #19</b>	951	410	157	384	19,572	4,589	4,087	10,896	578
Colorado: Denver.....	248	95	52	101	6,496	1,421	1,590	3,485	165
Fort Lyon.....	72	72	--	--	350	350	--	--	63
Grand Junction.....	77	31	18	28	1,485	488	266	731	41
Montana: Fort Harrison.....	88	17	15	56	2,184	328	332	1,524	44
Miles City.....	20	--	2	18	241	--	26	215	3
Utah: Salt Lake City.....	215	58	55	102	5,997	863	1,747	3,387	139
Wyoming: Cheyenne.....	60	--	15	45	885	--	126	759	17
Sheridan.....	171	137	--	34	1,934	1,139	--	795	106

See footnotes at end of table.

Table 15 (continued) -- VA Medical Centers--Hospital Care Component: Selected Data -- Fiscal Year 1997

Location of VA Facility	Average Operating Beds <sup>(1)</sup>				Patients Treated <sup>(2)</sup>				Average Daily Census <sup>(3)</sup>
	Total	Bed Section <sup>(5)</sup>			Total	Bed Section <sup>(4)</sup>			
		Psychiatric	Surgical	Medical <sup>(5)</sup>		Psychiatric	Surgical	Medical <sup>(5)</sup>	
<b>Veterans Integrated Service Network #20</b>	1,123	401	211	511	30,766	6,261	6,243	18,262	687
Alaska: Anchorage.....	24	24	--	--	73	73	--	--	23
Idaho: Boise.....	84	25	12	47	2,723	528	345	1,850	51
Oregon: Portland (PDV).....	299	64	99	136	10,854	1,365	2,814	6,675	164
Roseburg.....	116	63	12	41	3,164	1,326	285	1,553	76
Washington: Seattle.....	320	78	81	161	11,040	2,407	2,526	6,107	204
American Lake.....	177	107	--	70	--	--	--	--	109
Spokane.....	42	6	5	31	1,561	50	243	1,268	24
Walla Walla.....	61	34	2	25	1,351	512	30	809	36
<b>Veterans Integrated Service Network #21</b>	1,043	387	176	480	22,910	6,129	5,215	11,566	699
California: Fresno.....	128	49	19	60	3,463	947	599	1,917	78
Northern CA.HC System.....	49	15	10	24	1,804	383	234	1,187	29
Palo Alto (PDV).....	551	229	67	255	8,608	2,907	1,688	4,013	382
San Francisco.....	184	35	60	89	5,302	767	1,939	2,596	126
Hawaii: Honolulu.....	29	29	--	--	532	532	--	--	12
Hilo Center.....	16	16	--	--	--	--	--	--	10
Nevada: Reno.....	86	14	20	52	3,201	593	755	1,853	62
<b>Veterans Integrated Service Network #22</b>	1,599	509	284	806	30,847	7,138	6,583	17,126	921
California: Loma Linda.....	181	30	46	105	5,293	763	1,141	3,389	105
Long Beach.....	468	81	68	319	7,620	1,648	1,541	4,431	262
San Diego.....	251	92	57	102	6,020	1,341	1,597	3,082	162
W. Los Angeles (PDV).....	647	292	101	254	10,281	2,949	2,211	5,121	363
Nevada: Las Vegas.....	52	14	12	26	1,633	437	93	1,103	29

(1) Based on the number of operating beds at the end of each month for 13 consecutive months (September 1996 -- September 1997).

(2) The number of discharges and deaths during the fiscal year plus the patients remaining on September 30, 1997, plus the number of interhospital transfers. Excludes count of transfers between bed sections.

(3) Number of patient days during the fiscal year divided by the number of days in the fiscal year.

(4) Beds are classified according to their intended use; patients are classified according to the classification of the beds they occupy, rather than on a diagnostic basis.

(5) Medical bed section includes medicine, neurology, intermediate care, spinal cord injury, rehabilitation medicine, and blind rehabilitation.

**Table 16 -- VA Medical Centers -- Hospital Care Component: Patients Remaining,  
Percent by Attained Stay, and Diagnostic Group -- September 30, 1997**

Diagnostic Composition of Patients <sup>(1)</sup>	Total	Percent in Each Diagnostic Category for Specified Length of Stay						
		99 Days or Less	100 Days or More	More Than (Years)				
				1	2	5	10	20
<b>All patients</b> .....	21,943	82.8	17.2	18.5	9.0	4.0	1.5	0.3
<b>Psychotic</b> .....	5,524	56.9	43.1	57.4	28.6	13.4	5.2	1.1
Alcohol psychoses (291).....	262	55.7	44.3	33.2	16.4	8.0	3.1	0.4
Drug psychoses (292).....	77	98.7	1.3	--	--	--	--	--
Other psychoses (290, 293-299).....	5,185	56.4	43.6	29.0	15.4	8.4	4.1	1.2
<b>Other psychiatric</b> .....	3,351	93.6	6.4	3.6	1.6	0.7	0.4	0.1
Alcohol dependence and abuse (303, 305.0).....	1,379	96.4	3.6	0.4	--	0.0	--	--
Drug dependence and abuse (304, 305.1-305.9).....	588	91.2	8.8	0.9	0.2	--	--	--
Other nonpsychotic mental disorders (300-302, 306-319).....	1,384	91.9	8.1	4.0	2.1	0.9	0.7	0.3
<b>Medical and surgical</b> .....	13,068	90.9	9.1	5.9	2.7	0.8	0.2	0.0
All infectious and parasitic diseases (001-139).....	221	95.9	4.1	0.5	0.5	0.5	0.5	--
Malignant neoplasms (140-208, 230-234).....	1,335	95.5	4.5	0.4	0.1	--	--	--
Benign and unspecified neoplasms (210-229, 235-239).....	90	96.7	3.3	--	--	--	--	--
Diabetes mellitus (250).....	311	90.4	9.6	1.3	0.6	--	--	--
Other endocrine, nutritional, and metabolic diseases (240-246, 251-278).....	265	95.1	4.9	--	--	--	--	--
Disorders involving the immune mechanisms (279).....	1	--	100.0	--	--	--	--	--
Diseases of the blood and blood forming organs (280-289).....	94	95.7	4.3	1.1	1.1	--	--	--
Quadriplegia (344.0).....	166	42.8	57.2	41.6	35.5	13.9	6.0	1.2
Paraplegia (344.1).....	72	50.0	50.0	27.8	19.4	8.3	1.4	--
Other diseases of the nervous system (320-343, 344.2-359).....	730	53.7	46.3	26.7	13.8	3.4	0.1	--
Diseases of the sense organs (360-389).....	43	100.0	--	--	--	--	--	--
Heart diseases (391-392.0, 393-398, 402, 404, 410-414, 420-429).....	1,787	97.9	2.1	0.2	--	0.0	--	--
Cerebrovascular diseases (430-438).....	549	94.4	5.6	0.9	0.4	0.2	--	--
Other diseases of the circulatory system (390, 392.9, 401, 403, 405, 415-417, 440-459).....	583	91.9	8.1	0.9	--	--	--	--
Acute respiratory diseases (460-466, 480-487).....	496	95.6	4.4	0.8	0.4	0.2	--	--
Chronic bronchitis and emphysema (491-492).....	166	92.2	7.8	1.2	0.6	--	--	--
Other respiratory diseases (470-478, 490, 493-519).....	650	86.0	14.0	6.0	3.2	1.2	0.6	--
Diseases of the oral cavity, salivary glands, and jaws (520-529).....	14	100.0	--	--	--	--	--	--
Hernia of the abdominal cavity (550-553).....	60	96.7	3.3	--	--	--	--	--
Alcohol related liver diseases (571.0-571.3).....	86	100.0	--	--	--	--	--	--
Other diseases of the digestive system (530-543, 555-570, 571.4-579).....	956	96.7	3.3	0.6	0.1	0.1	--	--
Diseases of the male genital organs (600-608).....	66	100.0	--	--	--	--	--	--
Other diseases of the genitourinary system (580-599).....	538	93.3	6.7	2.2	0.9	0.2	0.2	--
Diseases of the breast, gynecological disorders, and complications of pregnancy (610-676).....	13	100.0	--	--	--	--	--	--
Diseases of the skin and subcutaneous tissue (680-709).....	664	83.1	16.9	3.9	2.3	1.1	0.2	--
Diseases of the musculoskeletal system and connective tissue (710-739).....	602	95.0	5.0	1.2	1.0	0.3	0.2	0.2
Congenital anomalies (740-759).....	8	100.0	--	--	--	--	--	--
Symptoms, signs, and ill-defined conditions (780-799).....	844	96.6	3.4	1.2	0.8	0.4	--	--
Injuries and poisonings (800-904, 910-999).....	758	93.9	6.1	1.1	0.3	0.1	--	--
Late effects of injuries, poisonings, toxic effects, and other external causes (905-909).....	--	--	--	--	--	--	--	--
Factors influencing health status and contact with health service (V01-V82).....	900	92.6	7.4	0.4	0.2	0.1	--	--
Supplementary classification of external causes of injury and poisoning (E800-E999).....	--	--	--	--	--	--	--	--

<sup>(1)</sup> The diagnostic categories and selected diagnosis included in this table are based on the "International Classification of Diseases, 9th Revision, Clinical Modification (ICD-9-CM)" DHHS Pub. No. 80-1260. The numbers following the diagnoses are the identifying code numbers of this diagnostic classification.

Note: The data in this table as well as tables 17 and 22 are based on the Annual Patient Census and may vary from AMIS counts.

**Table 17 -- VA Medical Centers -- Hospital Care Component:  
Patients Remaining, Age, and Diagnostic Group -- September 30, 1997**

Diagnostic Composition of Patients <sup>(1)</sup>	Age Group							
	Total	Under 35	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85 & Over
<b>All patients</b> .....	21,943	551	2,769	5,035	3,502	5,721	3,872	493
<b>Psychotic</b> .....	5,524	170	1,036	1,426	820	1,264	731	77
Alcohol psychoses (291).....	262	3	31	57	53	70	46	2
Drug psychoses (292).....	77	6	35	29	4	2	1	--
Other psychoses (290, 293-299).....	5,185	161	970	1,340	763	1,192	684	75
<b>Other psychiatric</b> .....	3,351	209	1,011	1,590	298	162	72	9
Alcohol dependence and abuse (303, 305.0).....	1,379	78	504	562	146	71	17	1
Drug dependence and abuse (304, 305.1-305.9).....	588	64	304	193	20	5	2	--
Other nonpsychotic mental disorders (300-302, 306-319).....	1,384	67	203	835	132	86	53	8
<b>Medical and surgical</b> .....	13,068	172	722	2,019	2,384	4,295	3,069	407
All infectious and parasitic diseases (001-139).....	221	5	23	67	20	57	44	5
Malignant neoplasms (140-208, 230-234).....	1,335	8	27	149	279	544	297	31
Benign and unspecified neoplasms (210-229, 235-239).....	90	1	2	17	21	29	20	--
Diabetes mellitus (250).....	311	5	16	65	63	111	49	2
Other endocrine, nutritional, and metabolic diseases (240-246, 251-278).....	265	1	13	42	44	73	75	17
Disorders involving the immune mechanisms (279).....	1	--	1	--	--	--	--	--
Diseases of the blood and blood forming organs (280-289).....	94	--	5	16	18	23	28	4
Quadriplegia (344.0).....	166	11	20	38	36	37	22	2
Paraplegia (344.1).....	72	4	5	19	15	17	11	1
Other diseases of the nervous system (320-343, 344.2-359).....	730	9	35	69	87	222	268	40
Diseases of the sense organs (360-389).....	43	--	1	5	11	18	5	3
Heart diseases (391-392.0, 393-398, 402, 404, 410-414, 420-429).....	1,787	3	40	225	391	621	456	51
Cerebrovascular diseases (430-438).....	549	5	9	54	101	204	151	25
Other diseases of the circulatory system (390, 392.9, 401, 403, 405, 415-417, 440-459).....	583	3	26	83	110	208	147	6
Acute respiratory diseases (460-466, 480-487).....	496	5	23	53	59	182	145	29
Chronic bronchitis and emphysema (491-492).....	166	--	1	9	40	68	41	7
Other respiratory diseases (470-478, 490, 493-519).....	650	6	24	76	105	255	164	20
Diseases of the oral cavity, salivary glands, and jaws (520-529).....	14	--	--	3	7	2	2	--
Hernia of the abdominal cavity (550-553).....	60	1	4	9	10	22	12	2
Alcohol related liver diseases (571.0-571.3).....	86	--	11	40	19	15	1	--
Other diseases of the digestive system (530-543, 555-570, 571.4-579).....	956	9	79	187	171	277	201	32
Diseases of the male genital organs (600-608).....	66	--	3	12	8	26	16	1
Other diseases of the genitourinary system (580-599).....	538	7	29	70	73	173	160	26
Diseases of the breast, gynecological disorders, and complications of pregnancy (610-676).....	13	--	3	3	3	3	1	--
Diseases of the skin and subcutaneous tissue (680-709).....	664	18	83	160	128	166	100	9
Diseases of the musculoskeletal system and connective tissue (710-739).....	602	13	54	106	101	172	138	18
Congenital anomalies (740-759).....	8	--	2	2	--	4	--	--
Symptoms, signs, and ill-defined conditions (780-799).....	844	7	48	140	161	262	194	32
Injuries and poisonings (800-904, 910-999).....	758	17	57	128	151	228	151	26
Late effects of injuries, poisonings, toxic effects, and other external causes (905-909).....	--	--	--	--	--	--	--	--
Factors influencing health status and contact with health service (V01-V82).....	900	34	78	172	152	276	170	18
Supplementary classification of external causes of injury and poisoning (E800-E999).....	--	--	--	--	--	--	--	--

<sup>(1)</sup> The diagnostic categories and selected diagnosis included in this table are based on the "International Classification of Diseases, 9th Revision, Clinical Modification (ICD-9-CM)" DHHS Pub. No. 80-1260. The numbers following the diagnoses are the identifying code numbers of this diagnostic classification.

Note: The data in this table as well as in tables 16 and 22 are based on the Annual Patient Census and may vary from AMIS counts.

**Table 18 -- VA Medical Centers -- Hospital Care Component:  
Patients Discharged, Age, and Diagnostic Group -- Fiscal Year 1997**

Diagnostic Composition of Patients <sup>(1)</sup>	Total	Age Group						85 and Over
		Under 35	35-44	45-54	55-64	65-74	75-84	
<b>All discharges.....</b>	671,151	22,344	87,031	150,592	118,730	175,314	104,427	12,713
<b>Psychotic.....</b>	70,086	5,125	21,010	22,307	7,811	8,258	4,923	652
Alcohol psychoses (291).....	6,123	182	1,488	2,480	987	761	211	14
Drug psychoses (292).....	3,512	323	1,641	1,175	181	115	67	10
Other psychoses (290, 293-299).....	60,451	4,620	17,881	18,652	6,643	7,382	4,645	628
<b>Other psychiatric.....</b>	95,671	7,308	31,649	42,224	8,707	4,482	1,203	98
Alcohol dependence and abuse (303, 305.0).....	48,296	2,890	16,557	19,557	6,019	2,765	481	27
Drug dependence and abuse (304, 305.1-305.9).....	18,161	2,250	9,342	5,856	552	148	11	2
Other nonpsychotic mental disorders (300-302, 306-319).....	29,214	2,168	5,750	16,811	2,136	1,569	711	69
<b>Medical and surgical.....</b>	505,394	9,911	34,372	86,061	102,212	162,574	98,301	11,963
All infectious and parasitic diseases (001-139).....	10,063	536	1,976	2,480	1,433	1,945	1,442	251
Malignant neoplasms (140-208, 230-234).....	41,514	285	1,025	5,368	10,144	15,775	8,162	755
Benign and unspecified neoplasms (210-229, 235-239).....	4,499	113	349	687	878	1,504	894	74
Diabetes mellitus (250).....	11,709	225	1,031	2,692	2,524	3,465	1,636	136
Other endocrine, nutritional, and metabolic diseases..... (240-246, 251-278).....	10,151	149	547	1,523	1,785	3,313	2,382	452
Disorders involving the immune mechanisms (279).....	39	1	18	4	2	10	4	--
Diseases of the blood and blood forming organs (280-289).....	5,967	123	390	788	967	1,938	1,530	231
Quadriplegia (344.0).....	772	81	130	229	133	142	53	4
Paraplegia (344.1).....	608	30	93	147	129	142	62	5
Other diseases of the nervous system (320-343, 344.2-359).....	11,584	492	1,166	1,909	1,769	3,157	2,746	345
Diseases of the sense organs (360-389).....	5,550	85	237	679	980	2,014	1,389	166
Heart diseases (391-392.0, 393-398, 402, 404, 410-414, 420-429).....	93,709	280	2,751	14,034	21,460	33,787	19,344	2,053
Cerebrovascular diseases (430-438).....	18,394	43	350	1,915	3,952	7,260	4,401	473
Other diseases of the circulatory system..... (390, 392.9, 401, 403, 405, 415-417, 440-459).....	23,889	253	1,215	3,881	5,319	8,246	4,504	471
Acute respiratory diseases (460-466, 480-487).....	21,387	320	1,119	2,479	3,379	7,121	5,895	1,074
Chronic bronchitis and emphysema (491-492).....	11,952	16	158	999	2,620	5,228	2,702	229
Other respiratory diseases (470-478, 490, 493-519).....	21,627	348	1,153	2,847	4,013	7,824	4,798	644
Diseases of the oral cavity, salivary glands, and jaws (520-529).....	1,426	69	170	409	297	347	115	19
Hernia of the abdominal cavity (550-553).....	5,317	98	357	953	1,125	1,703	983	98
Alcohol related liver diseases (571.0-571.3).....	3,505	26	448	1,467	868	563	129	4
Other diseases of the digestive system..... (530-543, 555-570, 571.4-579).....	41,403	1,158	4,144	8,745	7,575	11,404	7,415	962
Diseases of the male genital organs (600-608).....	5,495	54	167	631	1,180	2,176	1,199	88
Other diseases of the genitourinary system (580-599).....	21,258	415	1,259	2,999	3,555	6,791	5,333	906
Diseases of the breast, gynecological disorders, and complications of pregnancy (610-676).....	1,016	204	399	189	93	80	50	1
Diseases of the skin and subcutaneous tissue (680-709).....	14,498	354	1,642	3,470	2,813	3,797	2,158	264
Diseases of the musculoskeletal system and connective tissue (710-739).....	22,865	1,028	2,822	5,156	4,550	5,855	3,172	282
Congenital anomalies (740-759).....	722	58	86	162	147	143	109	17
Symptoms, signs, and ill-defined conditions (780-799).....	40,398	947	3,787	8,633	7,726	11,483	6,940	882
Injuries and poisonings (800-904, 910-999).....	29,896	1,137	3,315	5,902	5,522	8,272	4,994	754
Late effects of injuries, poisonings, toxic effects, and other external causes (905-909).....	--	--	--	--	--	--	--	--
Factors influencing health status and contact with health service (V01-V82).....	24,181	983	2,068	4,684	5,274	7,089	3,760	323
Supplementary classification of external causes of injury and poisoning (E800-E999).....	--	--	--	--	--	--	--	--

(1) The diagnostic categories and selected diagnosis included in this table are based on the "International Classification of Diseases, 9th Revision, Clinical Modification (ICD-9-CM)" DHHS Pub. No. 80-1260. The numbers following the diagnoses are the identifying code numbers of this diagnostic classification.

**Table 19 -- VA Medical Centers -- Hospital Care Component:  
Patients Discharged, Average Age, and Diagnostic Group -- Fiscal Year 1997**

<i>Diagnostic Group</i> <sup>(1)</sup>	<i>Total Diagnoses</i>	<i>Principal Diagnosis</i> <sup>(2)</sup>	<i>Associated Diagnoses</i> <sup>(3)</sup>	<i>Average Age (Principal Diagnosis)</i>
<b>All diseases and conditions.....</b>	3,564,015	671,172	2,892,843	60.4
<b>I. Infectious and parasitic diseases.....</b>	98,449	10,063	88,386	57.4
Pulmonary tuberculosis (011).....	1,190	510	680	58.5
Tuberculosis, other (010, 012-018).....	192	83	109	(4)
Tuberculosis, late effects (137).....	71	--	71	(4)
All other infectious and parasitic diseases (001-009, 020-136).....	96,823	9,470	87,353	57.4
Late effects of other infectious and parasitic diseases (138-139).....	173	--	173	(4)
<b>II. Neoplasms.....</b>	135,618	46,013	89,605	66.1
Malignant neoplasm of lip, oral cavity, and pharynx (140-149, 230.0).....	4,510	2,259	2,251	63.0
Malignant neoplasm of digestive organs and peritoneum (150-159, 230.1-230.9).....	14,118	8,280	5,838	67.3
Malignant neoplasm of bronchus and lung (162.2-162.9, 231.2).....	19,923	9,730	10,193	67.1
Malignant neoplasm of other respiratory system and intrathoracic organs (160-162.0, 163-165, 231.0, 231.1, 231.8, 231.9).....	2,744	1,394	1,350	64.6
Malignant neoplasm of lymphatic and hematopoietic tissue (200-208).....	10,730	3,508	7,222	63.7
Malignant neoplasm of genitourinary organs (179-189, 233).....	21,782	8,272	13,510	68.2
Malignancies of all other systems (170-175, 190-199, 232, 234).....	46,900	8,071	38,829	64.8
Neoplasms, benign (210-229).....	9,736	2,898	6,838	62.0
Neoplasms of unspecified nature (235-239).....	5,175	1,601	3,574	67.7
<b>III. Endocrine, nutritional, and metabolic diseases and immunity disorders.....</b>	338,537	21,899	316,638	63.5
Diabetes mellitus (250).....	143,595	11,709	131,886	61.4
Diseases of the endocrine glands (240-246, 251-259).....	25,643	1,378	24,265	63.0
Gout (274).....	12,635	628	12,007	66.6
Obesity (278.0-278.1).....	16,069	31	16,038	(4)
Nutritional deficiencies and all other metabolic diseases (260-273, 275-277, 278.2-278.8).....	140,318	8,114	132,204	66.5
Disorders involving the immune mechanisms (279).....	277	39	238	(4)
<b>IV. Diseases of the blood and blood-forming organs.....</b>	85,420	5,967	79,453	66.2
Anemias (280-282.4, 282.7-285).....	62,962	3,985	58,977	68.7
Sickle-cell trait and sickle-cell anemia (282.5-282.6).....	555	163	392	44.7
Other diseases of the blood and blood-forming organs (286-289).....	21,903	1,819	20,084	62.7
<b>V. Mental disorders.....</b>	572,866	165,757	407,109	49.0
Alcohol psychosis (291).....	25,393	6,123	19,270	52.2
Drug psychosis (292).....	14,033	3,512	10,521	45.1
Organic psychotic conditions, excluding alcohol and drug psychosis (290, 293-294).....	34,828	7,299	27,529	70.5
Schizophrenic disorders (295).....	46,488	29,146	17,342	48.0
Other psychoses (296-299).....	50,294	24,006	26,288	50.3
Neurotic disorders (300).....	35,153	4,654	30,499	49.0
Personality disorders (301).....	30,017	1,030	28,987	45.0
Alcohol dependence or abuse (303, 305.0).....	129,844	48,296	81,548	48.0
Drug dependence or abuse (304, 305.1-305.9).....	123,951	18,161	105,790	42.7
Other nonpsychotic mental disorders (302, 306-319).....	82,865	23,530	59,335	48.8

See footnotes at end of table.

**Table 19 (continued) -- VA Medical Centers -- Hospital Care Component:  
Patients Discharged, Average Age, and Diagnostic Group -- Fiscal Year 1997**

<i>Diagnostic Group</i> <sup>(1)</sup>	<i>Total Diagnoses</i>	<i>Principal Diagnosis</i> <sup>(2)</sup>	<i>Associated Diagnoses</i> <sup>(3)</sup>	<i>Average Age (Principal Diagnosis)</i>
<b>VI. Diseases of the nervous system and sense organs.....</b>	146,925	18,514	128,411	63.8
Quadriplegia (344.0).....	5,667	772	4,895	53.8
Paraplegia (344.1).....	6,516	608	5,908	57.5
Epilepsy (345).....	5,965	1,386	4,579	55.6
Disorders of the peripheral nervous system (350-359).....	16,002	1,820	14,182	60.7
Other diseases of central nervous system (320-343, 344.2-344.9, 346-349).....	63,431	8,378	55,053	65.1
Glaucoma (365).....	9,887	326	9,561	70.2
Cataract (366).....	5,314	2,118	3,196	71.5
Blindness (369).....	6,512	75	6,437	(4)
Disorders of the eye and adnexa (360-364, 367-368, 370-379).....	17,498	2,038	15,460	64.7
Diseases of the ear and mastoid process (380-389).....	10,133	993	9,140	61.3
<b>VII. Diseases of the circulatory system.....</b>	796,005	135,992	660,013	66.2
Chronic rheumatic heart disease (393-398).....	4,199	426	3,773	65.9
Hypertensive disease without heart involvement (401, 403, 405).....	224,236	4,023	220,213	62.3
Hypertensive heart disease (402, 404).....	4,013	986	3,027	66.1
Acute myocardial infarction (410).....	16,154	9,983	6,171	65.5
Other ischemic heart disease (411-414).....	201,371	41,540	159,831	64.2
Other forms of heart disease (391, 392.0, 420-429).....	189,478	40,774	148,704	68.5
Cerebrovascular diseases (430-438).....	63,109	18,394	44,715	68.0
Atherosclerosis (440).....	11,108	3,751	7,357	66.7
Other diseases of arteries, arterioles, and capillaries (441-448).....	37,697	7,072	30,625	66.8
Varicose veins of lower extremities (454).....	2,747	694	2,053	64.3
Hemorrhoids (455).....	6,335	925	5,410	58.5
Other diseases of the circulatory system (390, 392.9, 415-417, 451-453, 456-459).....	35,558	7,424	28,134	64.4
<b>VIII. Diseases of the respiratory system.....</b>	245,889	54,966	190,923	67.1
Acute respiratory infections (460-466).....	8,684	1,660	7,024	60.9
Pneumonia and influenza (480-487).....	39,862	19,727	20,135	68.0
Chronic bronchitis (491).....	24,708	11,108	13,600	68.6
Emphysema (492).....	7,840	844	6,996	66.7
Other diseases of the respiratory system and upper respiratory tract (470-478, 490, 493-519).....	164,795	21,627	143,168	66.0
<b>IX. Diseases of the digestive system.....</b>	229,159	51,651	177,508	61.6
Diseases of oral cavity, salivary glands, and jaws (520-529).....	17,150	1,426	15,724	57.5
Ulcers of the digestive system (530.2, 531-534).....	21,947	3,284	18,663	64.5
Other diseases of the esophagus, stomach, and duodenum (530.0, 530.1, 530.3-530.9, 535-537).....	53,454	5,565	47,889	61.5
Hernia of the abdominal cavity (550-553).....	19,415	5,317	14,098	63.7
Other diseases of the intestine and peritoneum (540-543, 555-569, 578-579).....	64,242	19,736	44,506	63.9
Alcohol related liver disorders (571.0-571.3).....	16,254	3,505	12,749	55.4
Other diseases of liver, gallbladder, and pancreas (570, 571.4-577).....	36,697	12,818	23,879	58.7
<b>X. Diseases of the genitourinary system.....</b>	164,660	27,750	136,910	65.5
Nephritis, nephrotic syndrome, and nephrosis (580-589).....	34,188	4,527	29,661	65.8
Other diseases of the urinary system (590-599).....	91,427	16,731	74,696	66.2
Diseases of the prostate (600-602).....	29,177	3,671	25,506	69.5
Other diseases of the male genital organs (603-608).....	6,580	1,824	4,756	60.8
Disorders of breast and gynecological diseases (610-629).....	3,288	997	2,291	46.1

See footnotes at end of table.

**Table 19 (continued) -- VA Medical Centers -- Hospital Care Component:  
Patients Discharged, Average Age, and Diagnostic Group -- Fiscal Year 1997**

<i>Diagnostic Group</i> <sup>(1)</sup>	<i>Total Diagnoses</i>	<i>Principal Diagnosis</i> <sup>(2)</sup>	<i>Associated Diagnoses</i> <sup>(3)</sup>	<i>Average Age (Principal Diagnosis)</i>
<b>XI. Complications of pregnancy, childbirth, and puerperium (630-676).....</b>	41	19	22	(4)
<b>XII. Diseases of skin and subcutaneous tissue.....</b>	65,111	14,498	50,613	60.7
Infections and inflammatory conditions of skin and subcutaneous tissue (680-698).....	32,928	10,615	22,313	60.3
Other diseases of skin and subcutaneous tissue (700-709).....	32,183	3,883	28,300	61.6
<b>XIII. Diseases of the musculoskeletal system and connective tissue.....</b>	123,198	22,865	100,333	59.5
Osteoarthritis and allied disorders (715).....	32,017	5,602	26,415	65.7
Other arthropathies and related disorders (710-714, 716-719).....	23,748	3,127	20,621	56.0
Dorsopathies (720-724).....	38,135	7,337	30,798	56.5
Rheumatism, excluding the back (725-729).....	12,290	2,488	9,802	58.7
Osteopathies, chondropathies, and acquired musculoskeletal deformities (730-739).....	17,008	4,311	12,697	59.7
<b>XIV. Congenital deformities (740-759).....</b>	4,491	722	3,769	58.1
<b>XVI. Symptoms, signs, and ill defined conditions (780-799).....</b>	205,121	40,398	164,723	62.1
<b>XVII. Injury and poisoning.....</b>	92,522	29,896	62,626	61.3
Fracture of skull (800-804).....	1,211	557	654	49.9
Fracture of neck and trunk (805-809).....	3,078	1,067	2,011	64.8
Fracture of upper and lower limb (810-829).....	10,503	6,022	4,481	65.3
Dislocations, sprains, and strains of joints and adjacent muscles (830-848).....	3,352	1,466	1,886	55.2
Intracranial injury, excluding those with skull fracture (850-854).....	1,637	828	809	62.2
Internal injury of chest, abdomen, and pelvis (860-869).....	826	303	523	59.7
Open wounds (870-897).....	4,769	1,062	3,707	55.3
Burns (940-949).....	1,273	392	881	58.7
Poisoning by drugs, medicinal and biological substances (960-979).....	5,094	2,282	2,812	52.4
Toxic effects of substances chiefly nonmedical as to source (980-989).....	717	256	461	52.9
All other injuries (900-904, 910-939, 950-959, 990-995).....	9,556	2,081	7,475	61.1
Complications of surgical and medical care, NEC (996-999).....	40,543	13,580	26,963	62.7
Late effects of injuries, poisonings, toxic effects, and other external causes (905-909).....	9,963	--	9,963	(4)
<b>XVIII. Factors influencing health status and contact with health services (V01-V82).....</b>	259,982	24,181	235,801	61.5

(1) The diagnostic categories and selected diagnoses included in this table are based on the "International Classification of Diseases, 9th Revision, Clinical Modification (ICD-9-CM)," DHHS Publication No. (PHS) 80-1260. The numbers following the diagnoses are the identifying code numbers of this diagnostic classification. **Category XV, "Certain Conditions Originating in the Perinatal Period,"** in which no cases occurred, is not included in this table.

(2) Principal diagnosis is that diagnosis designated by the discharging physician as responsible for the major portion of the patient's length of stay.

(3) Associated diagnoses are established diagnoses for which treatment was given, other than principal diagnosis.

(4) Average age is not calculated for totals of less than 100 cases.

Note: This table is based on the Patient Treatment File (PTF) and may differ from tables based on AMIS data. Any difference is due to corrections made to AMIS data subsequent to the closing of input to AMIS, and to incomplete PTF records. In addition, the PTF counts a transfer between medical facilities as a discharge while AMIS totals exclude transfers from the total discharges.

**Table 20 -- VA Medical Centers -- Hospital Care Component:  
Patients Discharged, Age, and Diagnostic Group -- Fiscal Year 1997**

Diagnostic Group <sup>(1)</sup>	Age Group of Principal Diagnosis						
	Under 35	35-44	45-54	55-64	65-74	75-84	85 and Over
<b>All diseases and conditions.....</b>	102,396	87,034	150,604	118,733	95,265	104,427	12,713
<b>I. Infectious and parasitic diseases.....</b>	1,424	1,976	2,480	1,433	1,057	1,442	251
Pulmonary tuberculosis (011).....	59	65	160	114	45	60	7
Tuberculosis, other (010, 012-018).....	8	20	21	19	5	8	2
Tuberculosis, late effects (137).....	--	--	--	--	--	--	--
All other infectious and parasitic diseases (001-009, 020-136).....	1,357	1,891	2,299	1,300	1,007	1,374	242
Late effects of other infectious and parasitic diseases (138-139).....	--	--	--	--	--	--	--
<b>II. Neoplasms.....</b>	8,484	1,374	6,055	11,022	9,193	9,056	829
Malignant neoplasm of lip, oral cavity, and pharynx (140-149, 230.0).....	408	45	504	703	327	252	20
Malignant neoplasm of digestive organs and peritoneum (150-159, 230.1-230.9).....	1,489	147	970	1,900	1,776	1,803	195
Malignant neoplasm of bronchus and lung (162.2-162.9, 231.2).....	1,824	135	1,036	2,531	2,226	1,875	103
Malignant neoplasm of other respiratory system and intrathoracic organs (160-162.0, 163-165, 231.0, 231.1, 231.8, 231.9).....	280	29	221	396	266	189	13
Malignant neoplasm of lymphatic and hematopoietic tissue (200-208).....	631	212	625	733	561	678	68
Malignant neoplasm of genitourinary organs (179-189, 233).....	1,657	117	695	1,976	1,728	1,883	216
Malignancies of all other systems (170-175, 190-199, 232, 234).....	1,399	340	1,317	1,905	1,488	1,482	140
Neoplasms, benign (210-229).....	559	288	507	564	501	450	29
Neoplasms of unspecified nature (235-239).....	237	61	180	314	320	444	45
<b>III. Endocrine, nutritional, and metabolic diseases and immunity disorders.....</b>	3,534	1,596	4,219	4,311	3,629	4,022	588
Diabetes mellitus (250).....	1,951	1,031	2,692	2,524	1,739	1,636	136
Diseases of the endocrine glands (240-246, 251-259).....	242	108	254	254	236	248	36
Gout (274).....	100	29	101	96	117	163	22
Obesity (278.0-278.1).....	5	6	8	8	3	1	--
Nutritional deficiencies and all other metabolic diseases (260-273, 275-277, 278.2-278.8).....	1,233	404	1,160	1,427	1,526	1,970	394
Disorders involving the immune mechanisms (279).....	3	18	4	2	8	4	--
<b>IV. Diseases of the blood and blood-forming organs.....</b>	983	390	788	967	1,078	1,530	231
Anemias (280-282.4, 282.7-285).....	618	191	391	579	780	1,219	207
Sickle-cell trait and sickle-cell anemia (282.5-282.6).....	24	66	60	11	--	2	--
Other diseases of the blood and blood-forming organs (286-289).....	341	133	337	377	298	309	24
<b>V. Mental disorders.....</b>	18,957	52,659	64,531	16,518	6,216	6,126	750
Alcohol psychosis (291).....	587	1,488	2,480	987	356	211	14
Drug psychosis (292).....	377	1,641	1,175	181	61	67	10
Organic psychotic conditions, excluding alcohol and drug psychosis (290, 293-294).....	897	341	592	666	1,490	2,823	490
Schizophrenic disorders (295).....	3,317	10,583	10,632	3,042	973	567	32
Other psychoses (296-299).....	3,836	6,957	7,428	2,935	1,489	1,255	106
Neurotic disorders (300).....	728	1,428	1,577	466	209	228	18
Personality disorders (301).....	168	430	320	64	27	18	3
Alcohol dependence or abuse (303, 305.0).....	4,635	16,557	19,557	6,019	1,020	481	27
Drug dependence or abuse (304, 305.1-305.9).....	2,353	9,342	5,856	552	45	11	2
Other nonpsychotic mental disorders (302, 306-319).....	2,059	3,892	14,914	1,606	546	465	48

See footnote at end of table.

Table 20 (continued) -- VA Medical Centers -- Hospital Care Component:  
Patients Discharged, Age, and Diagnostic Group -- Fiscal Year 1997

Diagnostic Group <sup>(1)</sup>	Age Group of Principal Diagnosis						
	Under 35	35-44	45-54	55-64	65-74	75-84	85 and Over
<b>VI. Diseases of the nervous system and sense organs.....</b>	2,926	1,626	2,964	3,011	3,217	4,250	520
Quadriplegia (344.0).....	156	130	229	133	67	53	4
Paraplegia (344.1).....	93	93	147	129	79	62	5
Epilepsy (345).....	233	252	354	245	126	162	14
Disorders of the peripheral nervous system (350-359).....	284	207	375	398	238	295	23
Other diseases of central nervous system (320-343, 344.2-344.9, 346-349).....	1,268	707	1,180	1,126	1,500	2,289	308
Glaucoma (365).....	36	2	25	67	77	115	4
Cataract (366).....	335	16	102	305	577	696	87
Blindness (369).....	14	3	12	8	12	19	7
Disorders of the eye and adnexa (360-364, 367-368, 370-379).....	336	127	320	421	369	416	49
Diseases of the ear and mastoid process (380-389).....	171	89	220	179	172	143	19
<b>VII. Diseases of the circulatory system.....</b>	22,883	4,316	19,830	30,731	26,986	28,249	2,997
Chronic rheumatic heart disease (393-398).....	91	16	54	87	83	93	2
Hypertensive disease without heart involvement (401, 403, 405).....	583	377	876	820	623	654	90
Hypertensive heart disease (402, 404).....	183	40	130	220	202	191	20
Acute myocardial infarction (410).....	1,532	308	1,752	2,416	1,810	1,966	199
Other ischemic heart disease (411-414).....	6,925	1,390	7,989	11,114	7,299	6,389	434
Other forms of heart disease (391, 392.0, 420-429).....	6,877	997	4,109	7,623	9,065	10,705	1,398
Cerebrovascular diseases (430-438).....	3,277	350	1,915	3,952	4,026	4,401	473
Atherosclerosis (440).....	751	47	485	953	761	690	64
Other diseases of arteries, arterioles, and capillaries (441-448).....	1,275	139	851	1,777	1,501	1,432	97
Varicose veins of lower extremities (454).....	121	52	120	124	119	139	19
Hemorrhoids (455).....	126	110	278	186	112	99	14
Other diseases of the circulatory system (390, 392.9, 415-417, 451-453, 456-459).....	1,142	490	1,271	1,459	1,385	1,490	187
<b>VIII. Diseases of the respiratory system.....</b>	9,378	2,430	6,325	10,012	11,479	13,395	1,947
Acute respiratory infections (460-466).....	268	194	324	288	248	287	51
Pneumonia and influenza (480-487).....	2,977	925	2,155	3,091	3,948	5,608	1,023
Chronic bronchitis (491).....	2,154	125	910	2,417	2,757	2,527	218
Emphysema (492).....	158	33	89	203	175	175	11
Other diseases of the respiratory system and upper respiratory tract (470-478, 490, 493-519).....	3,821	1,153	2,847	4,013	4,351	4,798	644
<b>IX. Diseases of the digestive system.....</b>	7,828	5,119	11,574	9,865	7,540	8,642	1,083
Diseases of oral cavity, salivary glands, and jaws (520-529).....	239	170	409	297	177	115	19
Ulcers of the digestive system (530.2, 531-534).....	478	240	573	663	560	686	84
Other diseases of the esophagus, stomach, and duodenum (530.0, 530.1, 530.3-530.9, 535-537).....	870	581	1,213	1,033	830	904	134
Hernia of the abdominal cavity (550-553).....	893	357	953	1,125	908	983	98
Other diseases of the intestine and peritoneum (540-543, 555-569, 578-579).....	3,136	1,560	3,435	3,310	3,383	4,307	605
Alcohol related liver disorders (571.0-571.3).....	391	448	1,467	868	198	129	4
Other diseases of liver, gallbladder, and pancreas (570, 571.4-577).....	1,821	1,763	3,524	2,569	1,484	1,518	139
<b>X. Diseases of the genitourinary system.....</b>	4,598	1,821	3,819	4,828	5,107	6,582	995
Nephritis, nephrotic syndrome, and nephrosis (580-589).....	710	262	676	860	852	1,030	137
Other diseases of the urinary system (590-599).....	2,577	997	2,323	2,695	3,067	4,303	769
Diseases of the prostate (600-602).....	778	17	196	753	904	956	67
Other diseases of the male genital organs (603-608).....	311	150	435	427	237	243	21
Disorders of breast and gynecological diseases (610-629).....	222	395	189	93	47	50	1

See footnote at end of table.

**Table 20 (continued) -- VA Medical Centers -- Hospital Care Component:  
Patients Discharged, Age, and Diagnostic Group -- Fiscal Year 1997**

Diagnostic Group <sup>(1)</sup>	Age Group of Principal Diagnosis						
	Under 35	35-44	45-54	55-64	65-74	75-84	85 and Over
<b>XI. Complications of pregnancy, childbirth, and puerperium (630-676).....</b>	15	4	--	--	--	--	--
<b>XII. Diseases of skin and subcutaneous tissue.....</b>	2,120	1,642	3,470	2,813	2,031	2,158	264
Infections and inflammatory conditions of skin and subcutaneous tissue (680-698).....	1,551	1,254	2,606	2,084	1,457	1,491	172
Other diseases of skin and subcutaneous tissue (700-709).....	569	388	864	729	574	667	92
<b>XIII. Diseases of the musculoskeletal system and connective tissue.....</b>	3,716	2,822	5,156	4,550	3,167	3,172	282
Osteoarthritis and allied disorders (715).....	956	245	779	1,229	1,182	1,149	62
Other arthropathies and related disorders (710-714, 716-719).....	690	470	643	540	354	381	49
Dorsopathies (720-724).....	1,028	1,273	2,039	1,474	733	721	69
Rheumatism, excluding the back (725-729).....	386	312	656	476	338	287	33
Osteopathies, chondropathies, and acquired musculoskeletal deformities (730-739).....	656	522	1,039	831	560	634	69
<b>XIV. Congenital deformities (740-759).....</b>	120	86	162	147	81	109	17
<b>XVI. Symptoms, signs, and ill defined conditions (780-799).....</b>	6,152	3,787	8,633	7,726	6,278	6,940	882
<b>XVII. Injury and poisoning.....</b>	4,948	3,315	5,902	5,522	4,461	4,994	754
Fracture of skull (800-804).....	85	196	158	45	24	43	6
Fracture of neck and trunk (805-809).....	164	93	163	165	182	241	59
Fracture of upper and lower limb (810-829).....	819	463	985	887	975	1,553	340
Dislocations, sprains, and strains of joints and adjacent muscles (830-848).....	332	240	339	262	160	121	12
Intracranial injury, excluding those with skull fracture (850-854).....	138	100	133	115	121	182	39
Internal injury of chest, abdomen, and pelvis (860-869).....	34	39	75	66	36	46	7
Open wounds (870-897).....	153	204	305	168	99	110	23
Burns (940-949).....	55	54	98	84	40	54	7
Poisoning by drugs, medicinal and biological substances (960-979).....	345	609	660	263	204	174	27
Toxic effects of substances chiefly nonmedical as to source (980-989).....	43	69	69	36	19	18	2
All other injuries (900-904, 910-939, 950-959, 990-995).....	370	250	393	343	321	345	59
Complications of surgical and medical care, NEC (996-999).....	2,410	998	2,524	3,088	2,280	2,107	173
Late effects of injuries, poisonings, toxic effects, and other external causes (905-909).....	--	--	--	--	--	--	--
<b>XVIII. Factors influencing health status and contact with health services (V01-V82).....</b>	4,330	2,068	4,684	5,274	3,742	3,760	323

(1) The diagnostic categories and selected diagnoses included in this table are based on the "International Classification of Diseases, 9th Revision, Clinical Modification (ICD-9-CM)," DHHS Publication No. (PHS) 80-1260. The numbers following the diagnoses are the identifying code numbers of this diagnostic classification. **Category XV, "Certain Conditions Originating in the Perinatal Period,"** in which no cases occurred, is not included in this table.

Note: This table is based on the Patient Treatment File (PTF) and may differ from tables based on AMIS data. Any difference is due to corrections made to AMIS data subsequent to the closing of input to AMIS, and to incomplete PTF records. In addition, the PTF counts a transfer between medical facilities as a discharge while AMIS totals exclude transfers from the total discharges.

**Table 21 -- VA Medical Centers -- Hospital Care Component:  
Patients Discharged, Type of Patient, Age, and Length of Stay -- Fiscal Year 1997**

Type of Patient and Age Group	Total			Short Term <sup>(2)</sup>		Length of Stay (Days)			
	Patients	Average Days of Stay	Median Days of Stay <sup>(1)</sup>	Average Days of Stay	Percent of Total Discharges	1	2-3	4-7	8-14
<b>All patients.....</b>	671,151	15.3	6.5	10.0	98.7	80,389	140,396	183,340	130,451
Under 25.....	2,272	11.2	4.8	8.8	98.5	483	547	507	335
25 - 29.....	7,053	11.0	5.4	9.3	99.1	1,310	1,641	1,633	1,073
30 - 34.....	13,019	12.0	6.3	10.0	99.0	1,891	2,831	3,065	2,362
35 - 39.....	32,487	13.4	6.9	10.7	98.9	3,949	6,275	8,144	6,186
40 - 44.....	54,544	13.8	6.8	10.4	98.8	6,517	11,012	14,033	10,319
45 - 49.....	86,137	14.2	6.7	10.7	99.0	10,362	17,476	22,177	16,167
50 - 54.....	64,455	14.5	6.4	10.1	98.9	8,344	13,537	17,200	11,932
55 - 59.....	45,167	14.2	6.0	9.2	98.8	5,990	10,176	12,639	8,311
60 - 64.....	73,563	13.7	6.0	8.9	99.0	9,370	16,588	21,311	14,038
65 - 69.....	80,052	15.1	6.3	9.4	98.7	9,508	17,310	23,022	15,851
70 - 74.....	95,262	16.8	6.5	9.8	98.6	10,652	20,189	26,947	19,227
75 - 79.....	75,009	18.0	6.8	10.3	98.3	7,856	14,988	21,041	15,540
80 - 84.....	29,418	20.0	7.0	10.8	98.1	2,956	5,510	8,156	6,312
85 and over.....	12,713	19.2	7.2	11.0	98.1	1,201	2,316	3,465	2,798
<b>Psychotic.....</b>	70,086	45.4	11.9	15.7	95.3	3,394	6,987	14,527	17,799
Under 25.....	512	14.4	9.8	12.7	98.8	37	63	117	155
25 - 29.....	1,552	16.5	9.7	13.5	98.3	105	186	386	399
30 - 34.....	3,061	15.9	10.0	13.1	98.6	209	345	726	887
35 - 39.....	8,179	19.9	10.2	13.7	98.0	466	933	1,974	2,175
40 - 44.....	12,831	22.7	10.5	13.9	97.7	708	1,498	3,006	3,364
45 - 49.....	13,911	26.4	10.9	14.4	97.2	752	1,574	3,143	3,573
50 - 54.....	8,396	38.6	11.7	15.6	96.5	384	886	1,748	2,192
55 - 59.....	3,915	51.5	13.2	17.3	94.1	183	342	728	951
60 - 64.....	3,896	72.0	14.4	18.3	92.4	118	294	644	964
65 - 69.....	3,889	90.0	16.7	20.2	90.2	101	240	588	877
70 - 74.....	4,369	117.0	17.6	20.9	88.5	149	246	597	974
75 - 79.....	3,480	109.2	16.2	20.1	87.7	110	220	520	814
80 - 84.....	1,443	121.0	15.4	19.6	87.0	54	103	230	323
85 and over.....	652	87.2	14.0	18.1	88.2	18	57	120	151
<b>Other psychiatric.....</b>	95,671	15.7	9.1	13.4	99.0	6,862	14,676	23,169	19,293
Under 25.....	464	10.2	6.2	9.7	99.6	64	97	127	82
25 - 29.....	2,086	14.5	8.4	12.9	99.0	196	341	486	378
30 - 34.....	4,758	15.0	8.8	12.8	98.9	392	765	1,099	951
35 - 39.....	12,718	14.5	8.7	12.6	99.0	1,028	2,027	3,042	2,484
40 - 44.....	18,931	14.1	8.4	12.4	99.0	1,441	3,104	4,711	3,823
45 - 49.....	28,140	16.5	9.8	14.5	99.2	1,867	4,124	6,562	5,750
50 - 54.....	14,084	16.4	10.0	14.6	99.0	923	1,981	3,295	2,823
55 - 59.....	4,849	16.6	8.4	12.8	99.0	323	774	1,275	957
60 - 64.....	3,858	15.2	8.1	12.4	99.0	240	612	1,054	776
65 - 69.....	2,635	16.8	8.0	12.6	98.7	171	422	730	542
70 - 74.....	1,847	18.4	8.9	12.7	98.2	126	256	487	396
75 - 79.....	952	26.5	9.5	13.0	97.5	66	128	232	237
80 - 84.....	251	21.3	10.9	13.5	98.0	13	30	53	70
85 and over.....	98	37.9	9.8	13.3	95.9	12	15	16	24
<b>Medical and surgical.....</b>	505,394	11.0	5.7	8.6	99.2	70,133	118,733	145,644	93,359
Under 25.....	1,296	10.4	3.4	6.9	97.9	382	387	263	98
25 - 29.....	3,415	6.4	3.2	5.3	99.4	1,009	1,114	761	296
30 - 34.....	5,200	7.0	3.5	5.6	99.5	1,290	1,721	1,240	524
35 - 39.....	11,590	7.6	4.0	6.5	99.4	2,455	3,315	3,128	1,527
40 - 44.....	22,782	8.5	4.4	6.9	99.3	4,368	6,410	6,316	3,132
45 - 49.....	44,086	8.9	4.8	7.3	99.4	7,743	11,778	12,472	6,844
50 - 54.....	41,975	9.0	5.0	7.5	99.4	7,037	10,670	12,157	6,917
55 - 59.....	36,403	9.8	5.4	7.9	99.3	5,484	9,060	10,636	6,403
60 - 64.....	65,809	10.1	5.6	8.2	99.3	9,012	15,682	19,613	12,298
65 - 69.....	73,528	11.1	6.0	8.8	99.2	9,236	16,648	21,704	14,432
70 - 74.....	89,046	11.9	6.2	9.3	99.1	10,377	19,687	25,863	17,857
75 - 79.....	70,577	13.4	6.5	9.9	98.8	7,680	14,640	20,289	14,489
80 - 84.....	27,724	14.7	6.8	10.4	98.7	2,889	5,377	7,873	5,919
85 and over.....	11,963	15.3	7.1	10.7	98.7	1,171	2,244	3,329	2,623

(1) One-half of the discharges in the given category has length of stay greater than the median; the other half has less than the median.

(2) Includes hospital stays of 1 to 99 days and conforms to the definition as adopted by the Commission on Professional and Hospital Activities.

**Table 21 (continued) -- VA Medical Centers -- Hospital Care Component:  
Patients Discharged, Type of Patient, Age, and Length of Stay -- Fiscal Year 1997**

Type of Patient and Age Group	Length of Stay (Days) (Continued)									Total Days
	15-21	22-30	31-60	61-90	91-180	181-270	271-365	366-730	731 & Over	
<b>All patients.....</b>	52,279	33,930	32,332	8,165	5,859	1,448	639	981	942	10,240,612
Under 25.....	130	97	105	27	31	7	1	2	--	25,546
25 - 29.....	519	387	330	80	51	21	4	4	--	77,550
30 - 34.....	1,103	877	629	122	93	28	7	4	7	156,153
35 - 39.....	3,169	2,345	1,675	337	251	71	39	33	13	435,604
40 - 44.....	5,129	3,526	2,696	583	464	136	38	54	37	751,588
45 - 49.....	7,555	5,340	4,807	1,124	755	163	67	77	67	1,222,814
50 - 54.....	5,037	3,568	3,214	802	511	120	60	59	71	932,452
55 - 59.....	3,143	1,930	1,893	470	378	83	43	51	60	640,084
60 - 64.....	4,907	2,861	2,901	729	519	113	46	94	86	1,006,256
65 - 69.....	5,451	3,339	3,435	966	674	168	80	124	124	1,212,198
70 - 74.....	6,940	4,074	4,426	1,257	882	222	94	176	176	1,600,488
75 - 79.....	5,806	3,455	3,869	1,023	787	193	96	176	179	1,348,014
80 - 84.....	2,311	1,460	1,617	465	315	94	43	95	84	588,178
85 and over.....	1,079	671	735	180	148	29	21	32	38	243,687
<b>Psychotic.....</b>	9,218	6,295	6,434	1,788	1,678	504	285	558	619	3,181,902
Under 25.....	57	33	34	9	4	3.0	--	--	--	7,373
25 - 29.....	171	125	121	28	18	9	3	1	--	25,576
30 - 34.....	337	257	203	46	36	11	2	--	2	48,670
35 - 39.....	1,007	697	596	148	105	25	23	18	12	162,617
40 - 44.....	1,689	1,057	942	230	199	51	18	39	30	291,470
45 - 49.....	1,880	1,177	1,097	266	259	64	26	51	49	367,574
50 - 54.....	1,101	775	775	206	158	56	23	37	55	323,749
55 - 59.....	563	351	417	125	128	32	24	31	40	201,741
60 - 64.....	603	373	442	135	150	33	21	62	57	280,398
65 - 69.....	557	440	523	160	148	58	36	72	89	350,184
70 - 74.....	584	480	603	194	215	68	52	96	111	511,171
75 - 79.....	426	358	426	152	164	59	38	85	108	379,926
80 - 84.....	171	117	184	64	58	28	13	50	48	174,618
85 and over.....	72	55	71	25	36	7	6	16	18	56,835
<b>Other psychiatric.....</b>	11,978	9,868	7,235	1,397	796	228	77	61	31	1,503,454
Under 25.....	34	30	24	4	2	--	--	--	--	4,728
25 - 29.....	265	222	145	30	15	6	1	1	--	30,209
30 - 34.....	612	503	328	50	35	15	2	4.0	2.0	71,244
35 - 39.....	1,717	1,360	802	118	80	37	12	10	1.0	184,845
40 - 44.....	2,385	1,896	1,170	189	134	57	14	7	--	266,666
45 - 49.....	3,470	2,947	2,513	552	270	53	16	11	5	462,917
50 - 54.....	1,771	1,580	1,253	275	129	29	13	9	3	231,025
55 - 59.....	598	457	342	60	40	10	6	3	4	80,730
60 - 64.....	473	379	234	47	26	5	7	4	1	58,514
65 - 69.....	282	219	196	32	26	6	1	5	3	44,356
70 - 74.....	223	172	127	23	23	3	2	4	5	33,920
75 - 79.....	96	76	80	11	12	6	1	3	4	25,255
80 - 84.....	42	18	16	3	2	1	2	--	1	5,334
85 and over.....	10	9	5	3	2	--	--	--	2.0	3,711
<b>Medical and surgical.....</b>	31,083	17,767	18,663	4,980	3,385	716	277	362	292	5,555,256
Under 25.....	39	34	47	14	25	4	1	2	--	13,445
25 - 29.....	83	40	64	22	18	6	--	2	--	21,765
30 - 34.....	154	117	98	26	22	2	3	--	3	36,239
35 - 39.....	445	288	277	71	66	9	4	5	--	88,142
40 - 44.....	1,055	573	584	164	131	28	6	8	7	193,452
45 - 49.....	2,205	1,216	1,197	306	226	46	25	15	13	392,323
50 - 54.....	2,165	1,213	1,186	321	224	35	24	13	13	377,678
55 - 59.....	1,982	1,122	1,134	285	210	41	13	17	16	357,613
60 - 64.....	3,831	2,109	2,225	547	343	75	18	28	28	667,344
65 - 69.....	4,612	2,680	2,716	774	500	104	43	47	32	817,658
70 - 74.....	6,133	3,422	3,696	1,040	644	151	40	76	60	1,055,397
75 - 79.....	5,284	3,021	3,363	860	611	128	57	88	67	942,833
80 - 84.....	2,098	1,325	1,417	398	255	65	28	45	35	408,226
85 and over.....	997	607	659	152	110	22	15	16	18	183,141

Note: This table is based on the Patient Treatment File (PTF) and may differ from other tables, which are based on AMIS data. Differences are due to corrections made to AMIS data subsequent to the closing of input to AMIS, and to incomplete PTF records. In addition, the PTF counts a transfer between medical facilities as a discharge while AMIS totals exclude transfers from the total discharges.

**Table 22 -- VA Medical Centers -- Hospital Care Component: Patients Remaining  
by Type of Patient, Compensation and Pension Status, and Age  
September 30, 1997**

Type of Patient and Age Group	Total All Patients	Service-Connected Veterans				Nonservice-Connected Veterans			Non- veterans (2)
		Total	10% or More	Less Than 10%	NSC with SC (1)	Total	Pension	No Claim Pending	
<b>All patients.....</b>	21,943	7,710	3,493	149	4,068	14,132	2,812	11,320	101
Under 35.....	551	241	132	6	103	265	5	260	45
35 - 44.....	2,769	949	569	16	364	1,806	159	1,647	14
45 - 54.....	5,035	2,165	1,222	31	912	2,858	524	2,334	12
55 - 64.....	3,502	986	476	24	486	2,495	384	2,111	21
65 - 74.....	5,721	1,718	630	36	1,052	3,998	1,061	2,937	5
75 - 84.....	3,872	1,478	429	31	1,018	2,390	593	1,797	4
85 and over.....	493	173	35	5	133	320	86	234	--
<b>Psychotic.....</b>	5,524	2,413	1,772	49	592	3,102	762	2,340	9
Under 35.....	170	92	71	2	19	74	2	72	4
35 - 44.....	1,036	507	413	6	88	528	77	451	1
45 - 54.....	1,426	737	554	9	174	688	196	492	1
55 - 64.....	820	323	250	9	64	494	89	405	3
65 - 74.....	1,264	455	311	16	128	809	261	548	--
75 - 84.....	731	278	165	7	106	453	122	331	--
85 and over.....	77	21	8	--	13	56	15	41	--
<b>Other psychiatric.....</b>	3,351	1,146	590	27	529	2,191	165	2,026	14
Under 35.....	209	73	22	3	48	128	2	126	8
35 - 44.....	1,011	198	56	8	134	809	28	781	4
45 - 54.....	1,590	706	435	12	259	882	68	814	2
55 - 64.....	298	90	41	2	47	208	15	193	--
65 - 74.....	162	48	24	1	23	114	38	76	--
75 - 84.....	72	29	12	--	17	43	12	31	--
85 and over.....	9	2	--	1	1	7	2	5	--
<b>Medical and surgical.....</b>	13,068	4,151	1,131	73	2,947	8,839	1,885	6,954	78
Under 35.....	172	76	39	1	36	63	1	62	33
35 - 44.....	722	244	100	2	142	469	54	415	9
45 - 54.....	2,019	722	233	10	479	1,288	260	1,028	9
55 - 64.....	2,384	573	185	13	375	1,793	280	1,513	18
65 - 74.....	4,295	1,215	295	19	901	3,075	762	2,313	5
75 - 84.....	3,069	1,171	252	24	895	1,894	459	1,435	4
85 and over.....	407	150	27	4	119	257	69	188	--

(1) Veterans with compensable service-connected disabilities but treated only for nonservice-connected disabilities.

(2) All patients other than veterans, such as active military, humanitarian emergencies, reimbursable cases, allied beneficiaries, donors, etc. A veteran who is admitted as an Office of Workers' Compensation case is classified as a non-veteran.

Note: The data in this table as well as in tables 16 and 17 are based on the Annual Patient Census and may vary from AMIS counts.

**Table 23 -- VA Medical Centers -- Hospital Care Component: Patients Discharged  
by Type of Patient, Compensation and Pension Status, and Age  
Fiscal Year 1997**

Type of Patient and Age Group	Total All Patients	Service-Connected Veterans				Nonservice-Connected Veterans			Non- veterans (2)
		Total	10% or More	Less Than 10 percent	NSC with SC (1)	Total	Pension	No Claim Pending	
<b>All patients.....</b>	671,151	231,837	77,143	4,969	149,725	434,201	72,133	362,068	5,113
Under 35.....	22,262	9,579	4,572	224	4,783	11,060	130	10,930	1,623
35 - 44.....	87,047	28,496	12,852	666	14,978	57,400	3,948	53,452	1,151
45 - 54.....	150,611	61,705	27,452	1,217	33,036	87,962	12,091	75,871	944
55 - 64.....	118,742	31,340	9,870	663	20,807	86,505	11,213	75,292	897
65 - 74.....	175,336	53,986	12,915	1,195	39,876	121,086	28,065	93,021	264
75 - 84.....	104,440	41,955	8,528	875	32,552	62,339	14,536	47,803	146
85 and over.....	12,713	4,776	954	129	3,693	7,849	2,150	5,699	88
<b>Psychotic.....</b>	70,086	31,266	20,564	723	9,979	38,374	6,254	32,120	446
Under 35.....	5,115	2,675	1,784	58	833	2,199	27	2,172	241
35 - 44.....	21,015	9,475	6,590	201	2,684	11,438	1,115	10,323	102
45 - 54.....	22,311	10,742	7,299	220	3,223	11,527	2,096	9,431	42
55 - 64.....	7,811	2,893	1,975	82	836	4,893	787	4,106	25
65 - 74.....	8,259	3,069	1,842	98	1,129	5,185	1,535	3,650	5
75 - 84.....	4,923	2,175	990	59	1,126	2,743	608	2,135	5
85 and over.....	652	237	84	5	148	389	86	303	26
<b>Other psychiatric.....</b>	95,671	31,535	14,911	848	15,776	63,196	4,804	58,392	940
Under 35.....	7,289	2,052	690	65	1,297	4,794	28	4,766	443
35 - 44.....	31,649	6,685	2,051	257	4,377	24,652	976	23,676	312
45 - 54.....	42,229	18,749	10,563	413	7,773	23,354	2,111	21,243	126
55 - 64.....	8,711	2,099	869	58	1,172	6,574	684	5,890	38
65 - 74.....	4,489	1,365	526	43	796	3,109	832	2,277	15
75 - 84.....	1,206	546	200	10	336	655	166	489	5
85 and over.....	98	39	12	2	25	58	7	51	1
<b>Medical and surgical.....</b>	505,394	169,036	41,668	3,398	123,970	332,631	61,075	271,556	3,727
Under 35.....	9,858	4,852	2,098	101	2,653	4,067	75	3,992	939
35 - 44.....	34,383	12,336	4,211	208	7,917	21,310	1,857	19,453	737
45 - 54.....	86,071	32,214	9,590	584	22,040	53,081	7,884	45,197	776
55 - 64.....	102,220	26,348	7,026	523	18,799	75,038	9,742	65,296	834
65 - 74.....	162,588	49,552	10,547	1,054	37,951	112,792	25,698	87,094	244
75 - 84.....	98,311	39,234	7,338	806	31,090	58,941	13,762	45,179	136
85 and over.....	11,963	4,500	858	122	3,520	7,402	2,057	5,345	61

(1) Veterans with compensable service-connected disabilities but treated only for nonservice-connected disability.

(2) All patients other than veterans, such as active military, humanitarian emergencies, reimbursable cases, allied beneficiaries, donors, etc. A veteran who is admitted as an Office of Workers' Compensation Program case is classified as a non-veteran.

Note: This table is based on the Patient Treatment File (PTF) and may differ from other tables, which are based on AMIS data. Any difference is due to corrections made to AMIS subsequent to the closing of input to AMIS, and to incomplete PTF records. In addition, the PTF counts a transfer between medical facilities as a discharge while AMIS totals exclude transfers from the total discharges.

**Table 24 -- VA Medical Centers -- Hospital Care Component:  
Patients Discharged, Diagnostic Group, and Length of Stay -- Fiscal Year 1997**

Principal Diagnosis (1)	Total			Short Term (3)		Length of Stay (Days)				
	Patients	Avg. Days	Median Days (2)	Avg. Days	% of Tot. Discharges	1	2-3	4-7	8-14	15-21
<b>All diseases and conditions.....</b>	671,151	15.3	6.5	10.0	98.7	80,389	140,396	183,340	130,451	52,279
<b>I. Infectious and parasitic diseases.....</b>	10,063	12.6	7.2	10.8	98.9	1,163	1,791	2,659	2,196	933
Pulmonary tuberculosis (011).....	510	21.8	14.0	19.3	98.0	11	32	123	104	97
Tuberculosis, other (010, 012-018).....	83	22.3	14.9	20.0	97.5	1	10	8	23	15
Tuberculosis, late effects (137).....	--	--	--	--	--	--	--	--	--	--
All other infectious and parasitic diseases (001-009, 020-136).....	9,470	12.0	6.9	10.2	98.9	1,151	1,749	2,528	2,069	821
Late effects of other infectious and parasitic diseases (138-139).....	--	--	--	--	--	--	--	--	--	--
<b>II. Neoplasms.....</b>	46,013	12.9	7.3	11.1	99.0	5,447	8,250	11,297	10,340	4,217
Malignant neoplasm of lip, oral cavity and pharynx (140-149, 230.0).....	2,259	18.5	8.6	14.3	97.9	226	364	505	474	229
Malignant neoplasm of digestive organs and peritoneum (150-159, 230.1-230.9).....	8,280	15.7	10.5	13.8	98.8	595	881	1,824	2,425	1,016
Malignant neoplasm of bronchus and lung (162.2-162.9, 231.2).....	9,730	13.8	8.8	12.2	98.9	861	1,604	2,109	2,541	1,113
Malignant neoplasm of other respiratory system and Intrathoracic organs (160-162.0, 163-165, 231.0, 231.1, 231.8, 231.9).....	1,394	17.3	10.2	14.5	97.9	160	158	267	367	152
Malignant neoplasm of lymphatic and hematopoietic tissue (200-208).....	3,508	13.3	7.5	12.0	99.2	410	581	872	703	323
Malignant neoplasm of genitourinary organs (179-189, 233).....	8,272	9.6	5.6	8.1	99.0	1,190	1,901	2,643	1,416	445
Malignancies of all other systems (170-175, 190-199, 232, 234).....	8,071	13.0	7.3	11.2	99.2	883	1,508	1,985	1,757	776
Neoplasms, benign (210-229).....	2,898	6.5	3.6	5.7	99.6	675	864	754	408	80
Neoplasms of unspecified nature (235-239).....	1,601	7.6	3.6	6.7	99.7	447	389	338	249	83
<b>III. Endocrine, nutritional, and metabolic diseases and immunity disorders.....</b>	21,899	10.3	6.0	8.8	99.1	2,446	5,324	6,609	4,066	1,388
Diabetes mellitus (250).....	11,709	12.2	6.6	10.1	98.8	1,017	2,481	3,612	2,377	840
Diseases of the endocrine glands (240-246, 251-259).....	1,378	7.0	4.2	6.4	99.5	233	437	379	202	54
Gout (274).....	628	8.1	5.0	7.0	99.5	78	187	201	100	21
Obesity (278.0-278.1).....	31	4.8	5.4	4.8	100.0	5	4	19	2	--
Nutritional deficiencies and all other metabolic diseases (260-273, 275-277, 278.2-278.8).....	8,114	8.4	5.3	7.6	99.5	1,107	2,194	2,395	1,377	473
Disorders involving the immune mechanisms (279).....	39	5.2	2.6	5.2	100.0	6	21	3	8	--
<b>IV. Diseases of the blood and blood-forming organs.....</b>	5,967	6.4	4.4	6.0	99.7	1,258	1,553	1,721	960	252
Anemias (280-282.4, 282.7-285).....	3,985	6.0	3.6	5.5	99.7	1,012	1,095	1,010	582	159
Sickle-cell trait and sickle-cell anemia (282.5-282.6).....	163	5.1	4.1	5.1	100.0	19	61	51	27	2
Other diseases of the blood and blood-forming organs (286-289).....	1,819	7.6	5.8	7.2	99.7	227	397	660	351	91
<b>V. Mental disorders.....</b>	165,757	28.3	10.5	14.4	97.4	10,256	21,663	37,696	37,092	21,196
Alcohol psychosis (291).....	6,123	20.5	6.1	9.0	98.3	463	1,640	1,864	1,058	429
Drug psychosis (292).....	3,512	10.1	7.4	9.5	99.7	239	605	1,077	981	332
Organic psychotic conditions, excluding alcohol and drug psychosis (290, 293-294).....	7,299	90.8	14.9	18.9	87.5	220	544	1,198	1,726	867
Schizophrenic disorders (295).....	29,146	62.8	13.5	17.3	93.8	1,130	2,182	5,510	7,447	4,104
Other psychoses (296-299).....	24,006	22.0	12.1	15.6	97.9	1,342	2,016	4,878	6,587	3,486
Neurotic disorders (300).....	4,654	15.5	9.2	12.4	98.5	421	592	1,117	1,177	567
Personality disorders (301).....	1,030	13.7	7.7	11.2	98.7	111	165	262	240	106
Alcohol dependence or abuse (303, 305.0).....	48,296	13.4	7.6	11.9	99.1	3,925	8,807	12,790	8,327	5,537
Drug dependence or abuse (304, 305.1-305.9).....	18,161	15.6	10.4	13.4	98.8	1,054	2,356	4,321	4,017	2,914
Other nonpsychotic mental disorders (302, 306-319).....	23,530	20.7	11.8	16.9	98.9	1,351	2,756	4,679	5,532	2,854

See footnotes at end of table.

**Table 24 (continued) -- VA Medical Centers -- Hospital Care Component:  
Patients Discharged, Diagnostic Group, and Length of Stay -- Fiscal Year 1997**

Principal Diagnosis (1)	Length of Stay (Days)-continued								Total Days
	22-30	31-60	61-90	91-180	181-270	271-365	366-730	731 Plus	
<b>All diseases and conditions.....</b>	33,930	32,332	8,165	5,859	1,448	639	981	942	10,240,612
<b>I. Infectious and parasitic diseases.....</b>	535	504	147	103	22	2	5	3	127,061
Pulmonary tuberculosis (011).....	43	56	27	16	--	--	1	--	11,135
Tuberculosis, other (010, 012-018).....	9	10	4	3	--	--	--	--	1,854
Tuberculosis, late effects (137).....	--	--	--	--	--	--	--	--	--
All other infectious and parasitic diseases (001-009, 020-136).....	483	438	116	84	22	2	4	3	114,072
Late effects of other infectious and parasitic diseases (138-139).....	--	--	--	--	--	--	--	--	--
<b>II. Neoplasms.....</b>	2,540	2,653	712	424	78	21	27	7	592,391
Malignant neoplasm of lip, oral cavity and pharynx (140-149, 230.0).....	140	172	82	50	7	4	5	1	41,717
Malignant neoplasm of digestive organs and peritoneum (150-159, 230.1-230.9).....	624	634	162	92	17	4	5	1	129,776
Malignant neoplasm of bronchus and lung (162.2-162.9, 231.2).....	597	630	153	99	13	5	4	1	134,084
Malignant neoplasm of other respiratory system and Intrathoracic organs (160-162.0, 163-165, 231.0, 231.1, 231.8, 231.9).....	98	112	44	31	4	--	1	--	24,128
Malignant neoplasm of lymphatic and hematopoietic tissue (200-208).....	250	289	50	22	4	1	3	--	46,738
Malignant neoplasm of genitourinary organs (179-189, 233).....	243	275	72	62	19	3	2	1	79,506
Malignancies of all other systems (170-175, 190-199, 232, 234).....	507	450	126	58	11	3	6	1	105,280
Neoplasms, benign (210-229).....	47	45	14	7	2	--	1	1	18,970
Neoplasms of unspecified nature (235-239).....	34	46	9	3	1	1	--	1	12,192
<b>III. Endocrine, nutritional, and metabolic diseases and immunity disorders.....</b>	800	824	226	171	22	5	14	4	225,518
Diabetes mellitus (250).....	505	547	169	126	16	4	12	3	142,496
Diseases of the endocrine glands (240-246, 251-259).....	30	30	7	6	--	--	--	--	9,681
Gout (274).....	17	19	1	3	--	--	1	--	5,096
Obesity (278.0-278.1).....	1	--	--	--	--	--	--	--	150
Nutritional deficiencies and all other metabolic diseases (260-273, 275-277, 278.2-278.8).....	247	227	49	36	6	1	1	1	67,892
Disorders involving the immune mechanisms (279).....	--	1	--	--	--	--	--	--	203
<b>IV. Diseases of the blood and blood-forming organs.....</b>	113	78	15	11	3	2	1	--	38,410
Anemias (280-282.4, 282.7-285).....	58	50	9	6	2	1	1	--	23,844
Sickle-cell trait and sickle-cell anemia (282.5-282.6).....	3	--	--	--	--	--	--	--	827
Other diseases of the blood and blood-forming organs (286-289).....	52	28	6	5	1	1	--	--	13,739
<b>V. Mental disorders.....</b>	16,163	13,669	3,185	2,474	732	362	619	650	4,685,356
Alcohol psychosis (291).....	272	235	48	50	10	5	25	24	125,352
Drug psychosis (292).....	139	108	19	7	3	1	1	--	35,416
Organic psychotic conditions, excluding alcohol and drug psychosis (290, 293-294).....	677	819	285	334	140	82	210	197	662,776
Schizophrenic disorders (295).....	2,892	3,038	877	916	276	156	258	360	1,830,331
Other psychoses (296-299).....	2,315	2,234	559	371	75	41	64	38	528,027
Neurotic disorders (300).....	337	299	64	55	10	5	8	2	71,983
Personality disorders (301).....	69	47	13	12	2	1	2	--	14,065
Alcohol dependence or abuse (303, 305.0).....	5,196	2,907	365	255	123	44	15	5	648,089
Drug dependence or abuse (304, 305.1-305.9).....	1,973	1,113	172	146	61	15	18	1	283,050
Other nonpsychotic mental disorders (302, 306-319).....	2,293	2,869	783	328	32	12	18	23	486,267

See footnotes at end of table.

**Table 24 (continued) -- VA Medical Centers -- Hospital Care Component:  
Patients Discharged, Diagnostic Group, and Length of Stay -- Fiscal Year 1997**

Principal Diagnosis (1)	Total			Short Term (3)		Length of Stay (Days)				
	Patients	Avg. Days	Median Days (2)	Avg. Days	% of Tot. Discharges	1	2-3	4-7	8-14	15-21
<b>VI. Diseases of the nervous system and sense organs.....</b>	18,514	35.0	5.8	10.2	95.5	3,105	4,423	3,765	2,981	1,210
Quadriplegia (344.0).....	772	86.0	13.3	17.3	86.5	47	87	147	140	82
Paraplegia (344.1).....	608	65.0	14.6	20.2	88.1	44	72	94	100	53
Epilepsy (345).....	1,386	11.4	5.3	7.4	99.7	178	375	444	231	79
Disorders of the peripheral nervous system (350-359).....	1,820	10.9	4.6	8.6	99.1	418	433	398	269	110
Other diseases of the central nervous system (320-343, 344.2-344.9, 346-349).....	8,378	57.7	10.2	14.2	92.5	620	1,170	1,829	1,874	769
Glaucoma (365).....	326	7.0	2.4	4.3	99.0	102	103	74	28	7
Cataract (366).....	2,118	2.5	0.9	2.4	99.9	815	1,113	119	42	13
Blindness (369).....	75	20.5	7.2	17.4	97.3	9	18	13	8	5
Disorders of the eye and adnexa (360-364, 367-368, 370-379).....	2,038	4.8	2.5	4.8	100.0	560	739	417	197	67
Diseases of the ear and mastoid process (380-389).....	993	4.5	2.4	4.4	99.8	312	313	230	92	25
<b>VII. Diseases of the circulatory system .....</b>	135,992	8.7	5.7	7.7	99.5	16,926	33,394	42,621	26,712	7,496
Chronic rheumatic heart disease (393-398).....	426	11.1	7.8	10.5	99.5	28	90	100	119	41
Hypertensive disease without heart involvement (401, 403, 405).....	4,023	8.0	4.5	6.6	99.4	626	1,256	1,148	616	165
Hypertensive heart disease (402, 404).....	986	11.1	6.4	8.7	99.0	61	227	350	198	67
Acute myocardial infarction (410).....	9,983	8.9	6.7	8.0	99.8	938	1,452	3,854	2,657	604
Other ischemic heart disease (411-414).....	41,540	6.3	4.6	5.9	99.8	6,450	12,441	12,707	7,051	1,648
Other forms of heart disease (391, 392.0, 420-429).....	40,774	8.1	5.7	7.3	99.6	4,787	9,858	13,696	8,046	2,174
Cerebrovascular diseases (430-438).....	18,394	12.7	6.5	10.6	99.0	1,781	4,450	4,849	3,429	1,334
Atherosclerosis (440).....	3,751	15.9	7.9	12.7	97.7	341	704	859	770	350
Other diseases of arteries, arterioles, and capillaries (441-448).....	7,072	11.9	7.2	10.4	99.0	856	1,187	1,853	1,731	628
Varicose veins of lower extremities (454).....	694	15.6	6.8	11.2	98.8	114	105	182	147	54
Hemorrhoids (455).....	925	4.0	2.0	4.0	100.0	287	353	178	70	19
Other diseases of the circulatory system (390, 392.9, 415-417, 451-453, 456-459).....	7,424	8.5	6.5	7.8	99.6	657	1,271	2,845	1,878	412
<b>VIII. Diseases of the respiratory system.....</b>	54,966	11.0	6.6	8.9	99.2	4,613	10,822	18,915	12,189	3,755
Acute respiratory infections (460-466).....	1,660	5.0	4.0	4.9	99.9	265	562	580	186	35
Pneumonia and influenza (480-487).....	19,727	11.3	7.2	9.6	99.3	740	3,088	7,499	5,106	1,543
Chronic bronchitis (491).....	11,108	8.5	6.0	7.4	99.5	705	2,670	4,340	2,330	499
Empysema (492).....	844	12.2	6.5	9.2	99.4	75	171	283	180	58
Other diseases of the respiratory system and upper respiratory tract (470-478, 490, 493-519).....	21,627	12.4	6.4	9.3	98.8	2,828	4,331	6,213	4,387	1,620
<b>IX. Diseases of the digestive system.....</b>	51,651	8.0	5.3	7.3	99.6	7,551	13,200	16,045	8,939	2,678
Diseases of oral cavity, salivary glands, and jaws (520-529).....	1,426	5.0	2.7	4.9	99.8	382	498	336	138	25
Ulcers of the digestive system (530.2, 531-534).....	3,284	8.3	5.7	7.8	99.6	231	898	1,212	559	147
Other diseases of the esophagus, stomach, and duodenum (530.0, 530.1, 530.3-530.9, 535-537).....	5,565	6.5	4.4	6.1	99.8	912	1,718	1,737	729	220
Hernia of the abdominal cavity (550-553).....	5,317	4.9	2.3	4.3	99.8	1,742	1,621	1,243	484	116
Other diseases of the intestine and peritoneum (540-543, 555-569, 578-579).....	19,736	8.8	5.6	7.8	99.5	2,388	4,989	6,243	3,644	1,112
Alcohol related liver disorders (571.0-571.3).....	3,505	9.5	6.5	9.0	99.6	371	717	1,070	766	281
Other diseases of the liver, gallbladder, and pancreas (570, 571.4-577).....	12,818	8.8	6.0	8.2	99.6	1,525	2,759	4,204	2,619	777
<b>X. Diseases of the genitourinary system.....</b>	27,750	8.7	5.0	7.2	99.5	4,214	7,788	7,965	4,633	1,434
Nephritis, nephrotic syndrome and nephrosis (580-589).....	4,527	14.2	6.9	10.4	98.9	482	869	1,261	972	379
Other diseases of the urinary system (590-599).....	16,731	8.9	5.5	7.4	99.5	2,389	4,127	5,108	3,183	914
Diseases of the prostate (600-602).....	3,671	4.3	2.8	4.2	99.9	609	1,780	898	250	68
Other diseases of the male genital organs (603-608).....	1,824	5.6	2.9	5.3	99.7	490	583	438	179	65
Disorders of breast and gynecological diseases (610-629).....	997	3.4	2.4	3.4	100.0	244	429	260	49	8

See footnotes at end of table.

**Table 24 (continued) -- VA Medical Centers -- Hospital Care Component:  
Patients Discharged, Diagnostic Group, and Length of Stay -- Fiscal Year 1997**

Principal Diagnosis (1)	Length of Stay (Days)-continued								
	22-30	31-60	61-90	91-180	181-270	271-365	366-730	731 Plus	Total Days
<b>VI. Diseases of the nervous system and sense organs.....</b>	818	987	345	339	158	84	131	168	648,139
Quadriplegia (344.0).....	51	78	28	55	23	8	13	13	66,404
Paraplegia (344.1).....	50	77	38	44	14	7	7	8	39,499
Epilepsy (345).....	31	33	11	1	--	1	--	2	15,804
Disorders of the peripheral nervous system (350-359).....	69	82	22	10	7	--	1	1	19,813
Other diseases of the central nervous system (320-343, 344.2-344.9, 346-349).....	563	663	232	225	112	68	109	144	483,387
Glaucoma (365).....	5	4	--	1	1	--	1	--	2,298
Cataract (366).....	6	7	2	--	1	--	--	--	5,208
Blindness (369).....	6	9	5	2	--	--	--	--	1,540
Disorders of the eye and adnexa (360-364, 367-368, 370-379).....	28	26	4	--	--	--	--	--	9,685
Diseases of the ear and mastoid process (380-389).....	9	8	3	1	--	--	--	--	4,501
<b>VII. Diseases of the circulatory system .....</b>	3,756	3,495	887	530	88	35	31	21	1,183,850
Chronic rheumatic heart disease (393-398).....	23	19	4	2	--	--	--	--	4,722
Hypertensive disease without heart involvement (401, 403, 405).....	93	71	21	19	4	1	1	2	32,061
Hypertensive heart disease (402, 404).....	40	23	11	4	3	--	2	--	10,914
Acute myocardial infarction (410).....	252	161	44	17	--	1	1	2	89,186
Other ischemic heart disease (411-414).....	623	461	91	52	7	4	1	4	261,992
Other forms of heart disease (391, 392.0, 420-429).....	1,008	861	189	113	26	5	7	4	329,831
Cerebrovascular diseases (430-438).....	911	1,136	296	162	18	10	12	6	233,491
Atherosclerosis (440).....	272	273	86	75	18	2	1	--	59,591
Other diseases of arteries, arterioles, and capillaries (441-448).....	313	325	98	62	8	8	3	--	84,465
Varicose veins of lower extremities (454).....	28	38	16	6	--	1	1	2	10,829
Hemorrhoids (455).....	12	4	2	--	--	--	--	--	3,679
Other diseases of the circulatory system (390, 392.9, 415-417, 451-453, 456-459).....	181	123	29	18	4	3	2	1	63,089
<b>VIII. Diseases of the respiratory system.....</b>	1,965	1,777	443	306	79	25	51	26	605,576
Acute respiratory infections (460-466).....	17	11	3	1	--	--	--	--	8,242
Pneumonia and influenza (480-487).....	791	696	129	82	25	7	15	6	222,912
Chronic bronchitis (491).....	241	210	57	39	9	1	5	2	94,960
Emphysema (492).....	32	27	12	3	1	1	--	1	10,298
Other diseases of the respiratory system and upper respiratory tract (470-478, 490, 493-519).....	884	833	242	181	44	16	31	17	269,164
<b>IX. Diseases of the digestive system.....</b>	1,428	1,267	305	185	32	7	7	7	414,962
Diseases of oral cavity, salivary glands, and jaws (520-529).....	15	25	5	2	--	--	--	--	7,160
Ulcers of the digestive system (530.2, 531-534).....	100	94	28	14	1	--	--	--	27,239
Other diseases of the esophagus, stomach, and duodenum (530.0, 530.1, 530.3-530.9, 535-537).....	110	106	19	10	2	2	--	--	36,029
Hernia of the abdominal cavity (550-553).....	43	45	11	7	2	1	--	2	25,860
Other diseases of the intestine and peritoneum (540-543, 555-569, 578-579).....	592	514	137	90	16	3	4	4	172,997
Alcohol related liver disorders (571.0-571.3).....	141	121	21	14	2	--	1	--	33,313
Other diseases of the liver, gallbladder, and pancreas (570, 571.4-577).....	427	362	84	48	9	1	2	1	112,364
<b>X. Diseases of the genitourinary system.....</b>	728	664	169	90	29	9	14	13	242,045
Nephritis, nephrotic syndrome and nephrosis (580-589).....	230	214	65	32	10	2	4	7	64,334
Other diseases of the urinary system (590-599).....	434	396	88	52	17	7	10	6	148,195
Diseases of the prostate (600-602).....	34	22	7	1	2	--	--	--	15,877
Other diseases of the male genital organs (603-608).....	27	28	9	5	--	--	--	--	10,217
Disorders of breast and gynecological diseases (610-629).....	3	4	--	--	--	--	--	--	3,422

See footnotes at end of table.

**Table 24 (continued) -- VA Medical Centers -- Hospital Care Component:  
Patients Discharged, Diagnostic Group, and Length of Stay -- Fiscal Year 1997**

Principal Diagnosis (1)	Total			Short Term (3)		Length of Stay (Days)				
	Patients	Avg. Days	Median Days (2)	Avg. Days	% of Tot. Discharges	1	2-3	4-7	8-14	15-21
<b>XI. Complications of pregnancy, childbirth, and puerperium (630-676).....</b>	19	2.1	0.7	2.1	100.0	8	9	2	--	--
<b>XII. Diseases of skin and subcutaneous tissue.....</b>	14,498	16.7	7.0	10.9	97.3	981	2,928	4,536	3,012	977
Infections and inflammatory conditions of skin and subcutaneous tissue (680-698).....	10,615	9.1	6.2	8.1	99.6	688	2,463	3,867	2,286	614
Other diseases of skin and subcutaneous tissue (700-709).....	3,883	37.5	13.0	19.3	91.1	293	465	669	726	363
<b>XIII. Diseases of the musculoskeletal system and connective tissue.....</b>	22,865	9.9	5.9	8.6	99.3	3,386	4,939	6,605	4,318	1,502
Osteoarthritis and allied disorders (715).....	5,602	9.6	7.6	9.4	99.9	353	432	2,244	1,636	504
Other arthropathies and related disorders (710-714, 716-719).....	3,127	9.6	4.7	7.7	99.0	676	758	796	457	165
Dorsopathies (720-724).....	7,337	7.8	4.3	6.7	99.4	1,239	2,306	1,955	1,038	326
Rheumatism, excluding the back (725-729).....	2,488	8.0	3.2	6.7	99.3	633	763	534	284	94
Osteopathies, chondropathies, and acquired musculoskeletal deformities (730-739).....	4,311	14.9	7.7	12.7	98.4	485	680	1,076	903	413
<b>XIV. Congenital deformities (740-759).....</b>	722	8.0	5.0	7.5	99.5	129	175	222	114	34
<b>XVI. Symptoms, signs, and ill-defined conditions (780-799).....</b>	40,398	6.0	3.1	5.3	99.7	10,408	12,749	9,878	4,580	1,279
<b>XVII. Injury and poisoning.....</b>	29,896	11.3	5.9	9.3	99.0	4,835	6,610	7,575	5,563	2,032
Fracture of skull (800-804).....	557	9.4	4.0	6.2	99.4	123	154	166	65	18
Fracture of neck and trunk (805-809).....	1,067	17.4	7.5	12.3	96.9	118	207	239	215	95
Fracture of upper and lower limb (810-829).....	6,022	16.5	8.1	12.6	98.3	611	932	1,453	1,398	560
Dislocations, sprains, and strains of joints and adjacent muscles (830-848).....	1,466	6.7	1.7	4.3	99.5	513	526	248	106	24
Intracranial injury, excluding those with skull fracture (850-854).....	828	13.4	6.4	11.0	98.4	159	150	180	151	62
Internal injury of chest, abdomen, and pelvis (860-869).....	303	9.2	6.2	9.2	100.0	36	73	78	66	22
Open wounds (870-897).....	1,062	6.7	3.5	6.0	99.6	284	286	257	138	42
Burns (940-949).....	392	13.6	7.8	12.8	99.4	45	72	83	84	28
Poisoning by drugs, medicinal and biological substances (960-979).....	2,282	7.8	4.3	6.8	99.7	507	589	578	366	107
Toxic effects of substances chiefly nonmedical as to source (980-989).....	256	6.9	3.6	6.9	100.0	70	65	49	40	12
All other injuries (900-904, 910-939, 950-959, 990-995).....	2,081	7.6	3.4	6.4	99.1	578	540	487	257	86
Complications of surgical and medical care, NEC (996-999).....	13,580	10.5	6.1	9.3	99.2	1,791	3,016	3,757	2,677	976
Late effects of injuries, poisonings, toxic effects, and other external causes (905-909).....	--	--	--	--	--	--	--	--	--	--
<b>XVIII. Factors influencing health status and contact with health services (V01-V82).....</b>	24,181	17.5	6.8	14.1	98.2	3,663	4,778	5,229	2,756	1,896

See footnotes at end of table.

**Table 24 (continued) -- VA Medical Centers -- Hospital Care Component:  
Patients Discharged, Diagnostic Group, and Length of Stay -- Fiscal Year 1997**

Principal Diagnosis (1)	Length of Stay (Days)-continued								
	22-30	31-60	61-90	91-180	181-270	271-365	366-730	731 Plus	Total Days
<b>XI. Complications of pregnancy, childbirth, and puerperium (630-676).....</b>	--	--	--	--	--	--	--	--	40
<b>XII. Diseases of skin and subcutaneous tissue.....</b>	603	722	290	305	68	36	30	10	241,694
Infections and inflammatory conditions of skin and subcutaneous tissue (680-698).....	299	290	58	38	5	1	5	1	96,275
Other diseases of skin and subcutaneous tissue (700-709).....	304	432	232	267	63	35	25	9	145,419
<b>XIII. Diseases of the musculoskeletal system and connective tissue.....</b>	910	814	208	144	23	5	6	5	225,424
Osteoarthritis and allied disorders (715).....	286	120	20	4	1	1	1	--	53,668
Other arthropathies and related disorders (710-714, 716-719).....	111	103	28	25	3	2	1	2	30,031
Dorsopathies (720-724).....	210	185	35	34	3	2	2	2	57,547
Rheumatism, excluding the back (725-729).....	56	81	24	16	2	--	--	1	19,920
Osteopathies, chondropathies, and acquired musculoskeletal deformities (730-739).....	247	325	101	65	14	--	2	--	64,258
<b>XIV. Congenital deformities (740-759).....</b>	16	23	4	5	--	--	--	--	5,773
<b>XVI. Symptoms, signs, and ill-defined conditions (780-799).....</b>	652	568	154	95	13	8	8	6	243,652
<b>XVII. Injury and poisoning.....</b>	1,196	1,370	360	284	38	10	15	8	337,119
Fracture of skull (800-804).....	11	12	5	2	--	--	--	1	5,245
Fracture of neck and trunk (805-809).....	57	74	24	32	3	--	2	1	18,548
Fracture of upper and lower limb (810-829).....	376	448	120	99	9	4	8	4	99,261
Dislocations, sprains, and strains of joints and adjacent muscles (830-848).....	16	17	8	5	1	--	1	1	9,764
Intracranial injury, excluding those with skull fracture (850-854).....	36	60	14	12	4	--	--	--	11,092
Internal injury of chest, abdomen, and pelvis (860-869).....	14	10	3	1	--	--	--	--	2,774
Open wounds (870-897).....	20	26	4	3	2	--	--	--	7,086
Burns (940-949).....	37	34	6	2	1	--	--	--	5,315
Poisoning by drugs, medicinal and biological substances (960-979).....	62	59	6	7	--	--	--	1	17,833
Toxic effects of substances chiefly nonmedical as to source (980-989).....	10	10	--	--	--	--	--	--	1,761
All other injuries (900-904, 910-939, 950-959, 990-995).....	39	65	9	18	1	--	1	--	15,741
Complications of surgical and medical care, NEC (996-999).....	518	555	161	103	17	6	3	--	142,699
Late effects of injuries, poisonings, toxic effects, and other external causes (905-909).....	--	--	--	--	--	--	--	--	--
<b>XVIII. Factors influencing health status and contact with health services (V01-V82).....</b>	1,707	2,917	715	393	63	28	22	14	423,602

(1) The diagnostic categories and selected diagnoses included in this table are based on the "International Classification of Diseases, 9th Revision, Clinical Modification (ICD-9-CM)," DHHS Publication No. (PHS) 80-1260. The numbers following the diagnoses are the identifying code numbers of this diagnostic classification. **Category XV, "Certain Conditions Originating in the Perinatal Period,"** in which no cases occurred, is not included in this table. Principal diagnosis is that diagnosis designated by the discharging physician as responsible for the major portion of the patient's length of stay.

(2) One-half of the discharges in the given category have length of stays greater than the median; the other half has less than the median.

(3) Includes hospital stays of 1 to 99 days and conforms to the definition adopted by the Commission on Professional and Hospital Activities.

(4) No median was computed since more than one-half of the cases had only one day of stay.

Note: This table is based on the Patient Treatment File (PTF) and may differ from other tables, which are based on AMIS data. Any difference is due to corrections made to AMIS data subsequent to the closing of input to AMIS, and to incomplete PTF records. In addition, the PTF counts a transfer between medical facilities as a discharge while AMIS totals exclude transfers from the total discharges.

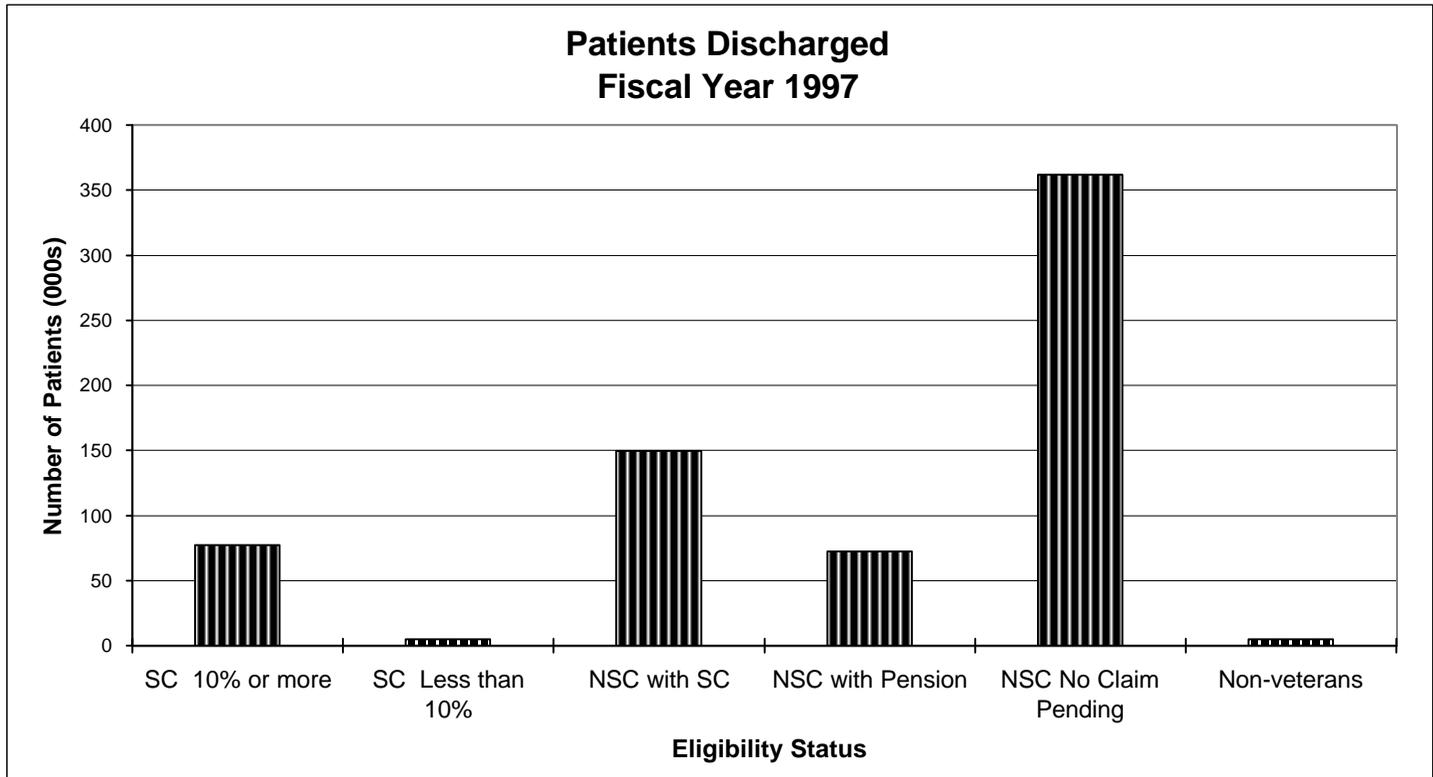
**Table 25 -- VA Medical Centers -- Hospital Care Component: Patients Discharged, Compensation and Pension Status, Eligibility Status, Type of Patient, and Gender -- Fiscal Year 1997**

Eligibility Status	All Patients				Female				Male			
	Total	Psychotic	Other Psychiatric	Medical and Surgical	Total	Psychotic	Other Psychiatric	Medical and Surgical	Total	Psychotic	Other Psychiatric	Medical and Surgical
VA hospitals--total.....	671,151	70,086	95,671	505,394	22,123	3,987	3,205	14,931	649,028	66,099	92,466	490,463
Service-connected vets.....	82,112	21,287	15,759	45,066	3,770	1,464	584	1,722	78,342	19,823	15,175	43,344
10% or more.....	77,143	20,564	14,911	41,668	3,622	1,421	563	1,638	73,521	19,143	14,348	40,030
Less than 10%.....	4,969	723	848	3,398	148	43	21	84	4,821	680	827	3,314
Nonservice-connected												
With SC (1).....	149,725	9,979	15,776	123,970	4,860	641	708	3,511	144,865	9,338	15,068	120,459
Nonservice-connected vets												
With pension.....	72,133	6,254	4,804	61,075	1,699	271	89	1,339	70,434	5,983	4,715	59,736
No claim pending.....	362,068	32,120	58,392	271,556	9,681	1,475	1,601	6,605	352,387	30,645	56,791	264,951
Non-veterans (2).....	5,113	446	940	3,727	2,113	136	223	1,754	3,000	310	717	1,973

(1) Veterans with compensable service-connected disabilities but treated only for nonservice-connected disability.

(2) This group includes all patients other than veterans, such as active military, humanitarian emergencies, reimbursable cases, allied beneficiaries, donors, etc. A veteran admitted as an Office of Workers' Compensation Program case is coded as a non-veteran.

Note: This table is based on the Patient Treatment File (PTF) and may differ from other tables, which are based on AMIS data. Any difference is due to corrections made to AMIS subsequent to the closing of input to AMIS, and to incomplete PTF records. In addition, PTF counts a transfer between medical facilities as a discharge while AMIS totals exclude transfers from the total discharges.



**Table 26 -- Domiciliary Care for Homeless Veterans (DCHV)  
Discharges, Operating Beds, Average Length of Stay  
and Status at Time of Discharge from DCHV Program  
Fiscal Year 1997**

Location of Facility	DCHV Beds	Average Length of Stay (Days)	Discharged	Status at Time of Discharge from DCHV				
				Completed Program	Housed (1)	Institution- alized (2)	Employed	Disabled or Retired
Alabama: Tuskegee*	43	73.9	89	43	43	15	30	10
Alaska: Anchorage	50	135.5	102	52	29	35	9	22
Arizona: Prescott	50	110.4	128	69	65	9	67	17
Arkansas: Little Rock	60	97.0	192	122	131	14	107	9
California: Palo Alto	50	127.0	149	116	128	8	109	7
W. Los Angeles	100	129.7	219	127	115	47	41	57
Florida: Bay Pines	25	147.9	53	51	40	9	28	9
Georgia: Dublin	23	122.3	79	49	52	10	54	3
Illinois: North Chicago	60	105.6	208	101	134	40	92	4
Iowa: Des Moines	20	132.6	56	25	40	6	30	4
Kansas: Leavenworth	30	162.4	60	42	39	13	26	7
Maryland: Perry Point*	25	101.6	77	51	41	14	26	5
Massachusetts: Bedford	40	141.2	117	83	29	57	13	2
Brockton	50	103.2	147	104	61	58	39	19
Mississippi: Biloxi	40	96.3	150	78	87	9	67	14
Missouri: St. Louis	60	116.3	159	116	125	8	101	0
New Jersey: Lyons	82	97.6	281	189	191	47	123	1
New York: Brooklyn	50	85.6	113	85	81	2	17	6
Canandaigua	25	109.4	173	106	89	29	39	42
Montrose	60	108.9	229	122	138	37	59	19
Ohio: Cincinnati	50	146.8	114	67	78	12	67	16
Cleveland	75	100.6	282	143	174	48	90	33
Dayton	25	100.0	69	58	39	16	39	2
Oregon: Portland	40	104.7	126	81	53	35	47	24
White City	51	103.6	109	55	37	38	52	3
Pennsylvania: Butler	25	142.0	81	60	56	13	35	15
Coatesville	40	100.1	150	95	74	20	84	10
Pittsburgh	50	109.2	121	83	81	23	44	10
South Dakota: Hot Springs	50	92.2	130	95	80	39	50	22
Tennessee: Mountain Home	25	100.2	110	66	54	20	27	36
Texas: Dallas	40	99.1	119	76	69	22	27	12
Virginia: Hampton	28	85.5	72	44	15	42	4	13
Washington: American Lake	60	125.1	138	75	74	11	54	3
West Virginia: Martinsburg	60	132.5	149	98	73	49	52	32
Wisconsin: Milwaukee	35	196.4	69	34	42	4	39	4
Totals	1,597	112.0	4,620	2,861	2,657	859	1,788	492

(1) Housed in own residence or residence of family or friend.

(2) Includes halfway houses, transitional program, another domiciliary, or other institutions.

**Table 27 -- Homeless Chronically Mentally Ill  
Number of Contacts**

Location of Facility	Fiscal Year 1997					Fiscal Year 1996				
	Number of Visits <sup>(1)</sup>	Number of Individuals	Visits per Individual	Clinicians Visited	Visits per Clinician	Number of Visits <sup>(1)</sup>	Number of Individuals	Visits per Individual	Clinicians Visited	Visits per Clinician
Alabama: Birmingham.....	2,646	156	17.0	4.0	662	2,467	208	11.9	4.0	617
Tuskegee.....	796	233	3.4	2.0	398	1,401	277	5.1	2.0	701
Alaska: Anchorage.....	9,693	680	14.3	5.0	1,939	13,271	676	19.6	5.0	2,654
Arizona: Phoenix.....	363	134	2.7	2.0	182	1,408	302	4.7	2.0	704
Tucson.....	5,348	1,021	5.2	3.0	1,783	5,890	1,034	5.7	3.0	1,963
Arkansas: Little Rock.....	7,558	964	7.8	5.0	1,512	5,403	738	7.3	5.0	1,081
California: Loma Linda.....	1,029	441	2.3	1.0	1,029	846	364	2.3	1.0	846
Long Beach.....	2,086	679	3.1	2.0	1,043	2,400	776	3.1	2.0	1,200
Los Angeles (IOC).....	1,313	178	7.4	3.0	438	2,295	451	5.1	3.0	765
San Diego.....	1,531	500	3.1	3.0	510	2,213	553	4.0	3.0	738
San Francisco.....	16,538	1,698	9.7	6.7	2,468	13,475	1,400	9.6	5.7	2,364
Sepulveda†.....	1,245	411	3.0	2.0	623	363	134	3	2	182
W. Los Angeles.....	13,792	3,794	3.6	14.0	985	13,247	2,315	5.7	14.0	946
Colorado: Denver.....	1,737	487	3.6	2.0	869	1,487	434	3.4	2.0	744
Connecticut: West Haven.....	3,778	492	7.7	3.0	1,259	4,544	321	14.2	3.0	1,515
Dist.of Columbia: Washington.....	3,732	963	3.9	4.0	933	4,050	1,030	3.9	4.0	1,013
Florida: Miami.....	3,544	937	3.8	3.0	1,181	3,426	836	4.1	3.0	1,142
Tampa.....	2,178	372	5.9	3.0	726	2,021	341	5.9	3.0	674
Georgia: Atlanta.....	1,813	706	2.6	2.5	725	1,871	772	2.4	2.5	748
Augusta.....	246	66	3.7	2.0	123	1,932	202	9.6	2.0	966
Illinois: Chicago WS.....	1,530	301	5.1	3.0	510	1,073	266	4.0	3.0	358
Hines.....	1,065	313	3.4	4.0	266	1,038	393	2.6	4.0	260
Indiana: Indianapolis.....	4,432	652	6.8	4.0	1,108	2,730	549	5.0	4.0	683
Kentucky: Louisville.....	324	69	4.7	2.0	162	1,598	199	8.0	2.0	799
Louisiana: New Orleans.....	4,314	531	8.1	3.0	1,438	3,730	538	6.9	3.0	1,243
Maryland: Baltimore.....	1,886	604	3.1	2.0	943	3,656	954	3.8	4.0	914
Perry Point .....	1,149	250	5	2	575	--	--	--	--	--
Massachusetts: Boston.....	3,439	852	4.0	4.0	860	3,753	996	3.8	4.0	938
Michigan: Battle Creek.....	2,082	239	8.7	4.0	521	3,132	281	11.1	4.0	783
Detroit.....	2,126	515	4.1	4.7	452	2,502	529	4.7	4.7	532
Minnesota: Minneapolis.....	1,446	288	5.0	2.0	723	1,319	300	4.4	2.0	660
Mississippi: Jackson.....	1,103	189	5.8	2.0	552	559	161	3.5	2.0	280
Missouri: Kansas City.....	1,574	291	5.4	4.0	394	804	204	3.9	4.0	201
St. Louis.....	904	393	2.3	2.0	452	1,769	606	2.9	2.0	885
New Jersey: East Orange.....	978	218	4.5	4.0	245	2,757	177	15.6	4.0	689

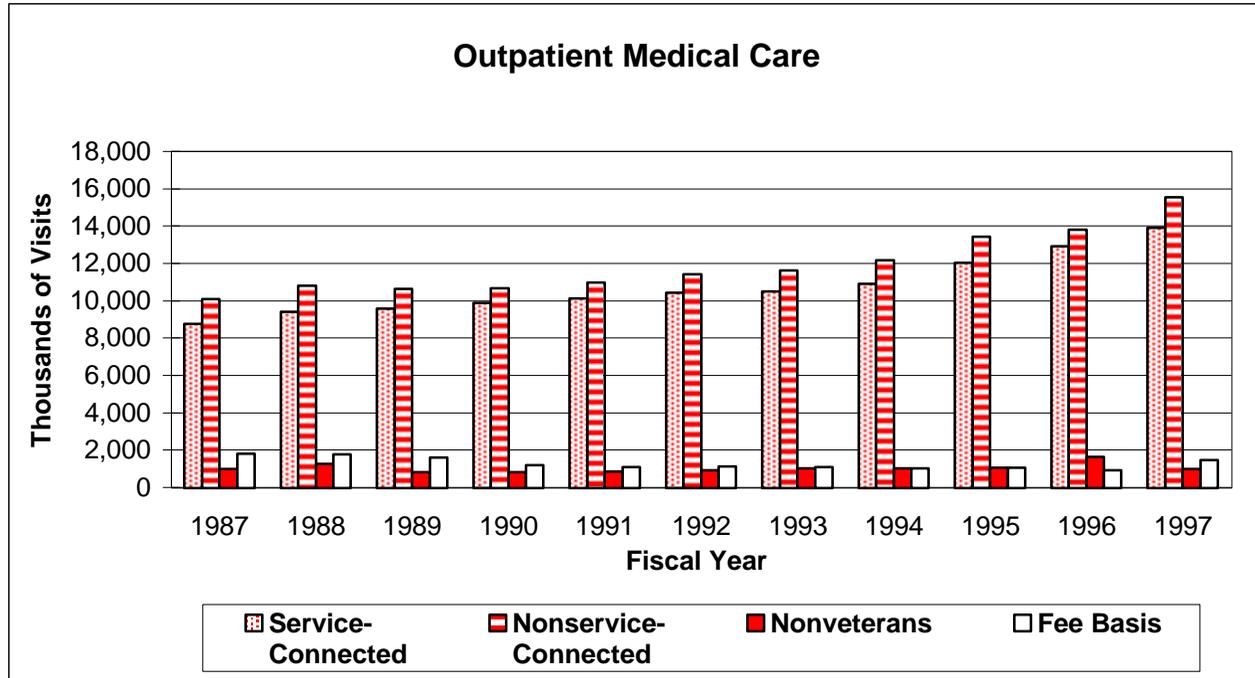
**Table 27 (continued) -- Homeless Chronically Mentally Ill  
Number of Contacts**

Location of Facility	Fiscal Year 1997					Fiscal Year 1996				
	Number of Visits <sup>(1)</sup>	Number of Individuals	Visits per Individual	Clinicians Visited	Visits per Clinician	Number of Visits <sup>(1)</sup>	Number of Individuals	Visits per Individual	Clinicians Visited	Visits per Clinician
New York: Albany.....	2,043	259	7.9	5.5	371	1,416	420	3.4	4.5	315
Bath.....	871	139	6.3	1.0	871	1,562	358	4.4	2.0	781
Bronx.....	1,007	194	5.2	2.0	504	3,054	222	13.8	2.0	1,527
Brooklyn.....	8,717	1,062	8.2	6.4	1,362	7,341	1,075	6.8	7.0	1,049
Buffalo.....	5,124	408	12.6	4.5	1,139	7,751	460	16.9	4.5	1,722
Canandaigua †.....	285	129	2.2	1.0	285	--	--	--	--	--
New York.....	6,790	594	11.4	7.9	859	14,093	990	14.2	6.5	2,168
Syracuse.....	1,724	264	6.5	2.0	862	2,490	332	7.5	2.0	1,245
North Carolina: Salisbury.....	1,905	331	5.8	2.0	953	2,180	466	4.7	2.0	1,090
North Dakota: Fargo.....	1,095	242	4.5	2.0	548	435	169	2.6	2.0	218
Ohio: Cincinnati.....	487	134	3.6	2.0	244	1,391	236	5.9	2.3	605
Cleveland.....	1,548	391	4.0	2.0	774	1,303	363	3.6	3.0	434
Columbus (OPC) †.....	341	129	2.6	1.0	341	--	--	--	--	--
Dayton.....	1,507	360	4.2	3.0	502	1,734	334	5.2	3.0	578
Toledo.....	2,817	288	9.8	3.0	939	3,312	296	11.2	3.0	1,104
Oklahoma: Oklahoma City.....	215	83	2.6	2.0	108	290	89	3.3	2.0	145
Oregon: Portland.....	1,521	442	3.4	2.0	761	3,019	609	5.0	2.0	1,510
Roseburg.....	3,986	730	5.5	3.5	1,139	6,216	675	9.2	3.5	1,776
Pennsylvania: Lebanon.....	1,666	341	4.9	2.0	833	1,012	263	3.8	2.0	506
Philadelphia.....	1,000	213	4.7	2.0	500	1,305	405	3.2	2.0	653
Pittsburgh.....	4,365	872	5.0	5.0	873	4,061	653	6.2	4.0	1,015
Wilkes Barre.....	890	237	3.8	3.0	297	1,287	304	4.2	3.0	429
Rhode Island: Providence.....	5,554	218	25.5	3.0	1,851	6,929	188	36.9	3.0	2,310
South Carolina: Charleston.....	1,751	223	7.9	2.0	876	2,718	318	8.5	2.0	1,359
Tennessee: Mountain Home.....	976	243	4.0	2.0	488	1,619	245	6.6	2.0	810
Nashville.....	73	31	2.4	2.0	37	793	155	5.1	2.0	397
Texas: Dallas.....	3,185	1,011	3.2	5.9	540	3,158	890	3.5	3.5	902
Houston.....	2,234	647	3.5	3.0	745	2,134	553	3.9	3.0	711
San Antonio.....	2,097	376	5.6	3.0	699	3,045	257	11.8	3.0	1,015
Utah: Salt Lake City.....	4,742	692	6.9	4.0	1,186	4,242	546	7.8	3.5	1,212
Virginia: Hampton.....	2,292	512	4.5	2.0	1,146	2,341	500	4.7	2.0	1,171
Washington: Seattle.....	1,267	538	2.4	3.0	422	1,089	420	2.6	3.0	363
Spokane†.....	1,801	402	4.5	1.0	1,801	1,460	603	2.4	1.0	1,460
Walla Walla.....	858	247	3.5	2.2	390	728	187	3.9	2.2	331
West Virginia: Huntington.....	1,348	396	3.4	2.0	674	1,595	555	2.9	2.0	798
Wisconsin: Milwaukee.....	10,113	552	18.3	8.0	1,264	10,065	678	14.8	7.4	1,360
Tomah.....	3,227	204	15.8	2.0	1,614	2,497	165	15.1	2.0	1,249
Wyoming: Cheyenne.....	1,867	313	6.0	2.0	934	1,391	268	5.2	2.0	696
Totals.....	202,607	35,064	5.9	230.8	878	225,486	34,564	6.5	223.8	1,008

† Site implemented during FY 1997.

Table 28 -- Outpatient Medical Care: Visits to VA Staff and Private Physicians on a Fee-For-Service Basis  
Fiscal Years 1987 -- 1997

Fiscal Year	Total Visits	Category of Visit				Total Fee Basis <sup>(1)</sup>
		Visits to VA Staff			Non-veterans	
		Total	Veterans			
			Service-Connected	Nonservice-Connected		
1997.....	31,919,001	30,436,295	13,900,526	15,543,822	991,947	1,482,706
1996.....	29,294,620	28,359,653	12,926,578	13,793,318	1,639,757	934,967
1995.....	27,565,000	26,501,000	12,026,845	13,429,571	1,044,584	1,064,167
1994.....	25,157,983	24,134,839	10,916,062	12,184,438	1,034,339	1,023,144
1993.....	24,236,095	23,144,396	10,516,758	11,611,791	1,015,847	1,091,699
1992.....	23,901,825	22,788,431	10,433,307	11,428,714	926,410	1,113,394
1991.....	23,034,516	21,932,426	10,109,392	10,985,504	837,530	1,102,090
1990.....	22,602,540	21,399,342	9,885,926	10,683,641	829,775	1,203,198
1989.....	22,629,343	21,025,887	9,590,760	10,623,025	812,102	1,603,456
1988.....	23,232,895	21,473,403	9,396,760	10,805,912	1,270,731	1,759,492
1987.....	21,634,757	19,837,424	8,759,011	10,104,380	974,033	1,797,333



<sup>(1)</sup> FY 1997 data includes fee-basis health care visits.

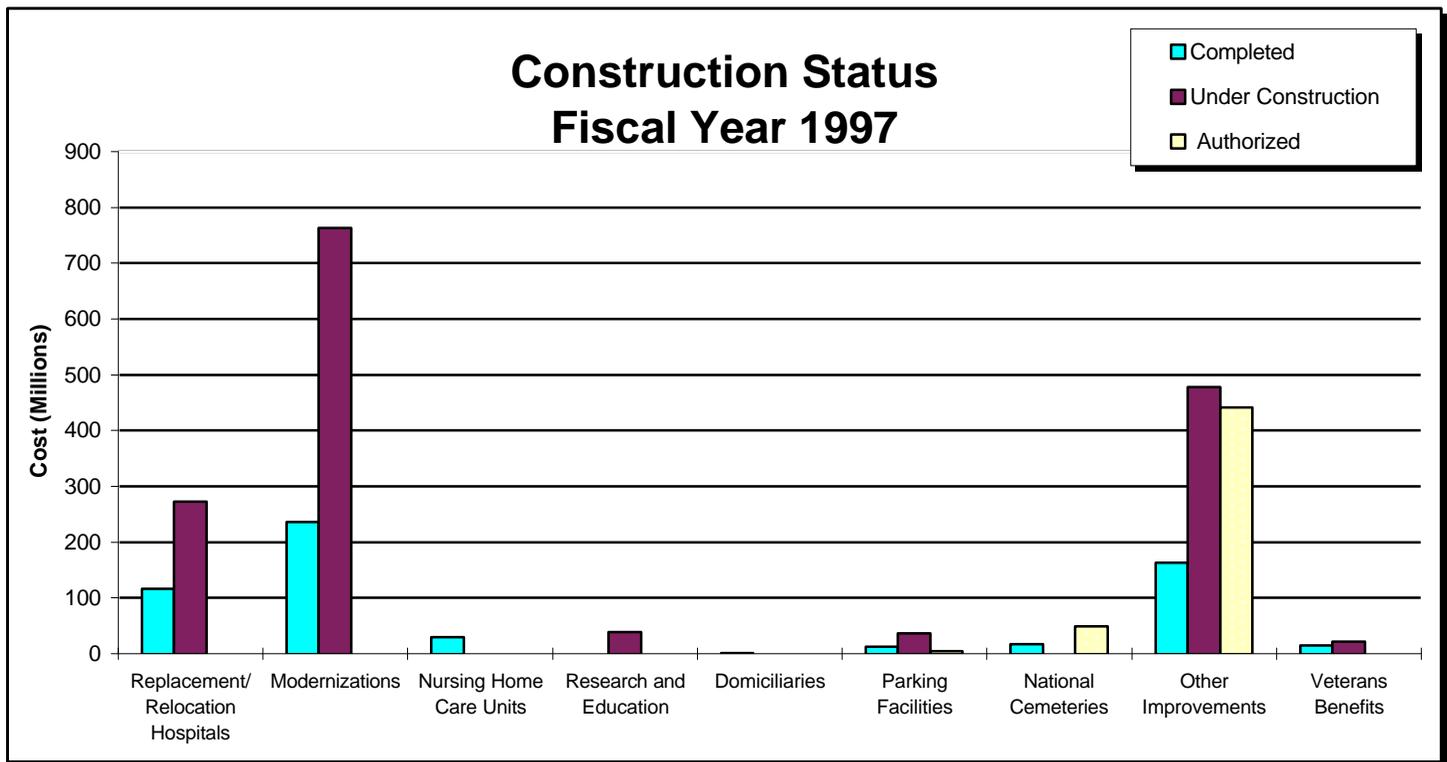
Table 29 -- Pharmacy Activity

<i>Activity</i>	<i>Fiscal Year 1997</i>	<i>Fiscal Year 1996</i>	<i>Fiscal Year 1995</i>
<b>VA pharmacies:</b>			
Prescriptions dispensed -- total.....	65,154,235	66,518,274	66,121,065
Inpatient.....	526,670	659,714	781,887
Ambulatory -- total .....	64,627,565	65,858,560	65,339,178
Methadone.....	999,540	1,074,590	1,177,788
All other (including fee-basis filled by VA pharmacies) .....	63,628,025	64,783,970	64,161,390
Unit doses dispensed .....	153,309,576	169,031,353	181,692,554
Primary intravenous admixtures .....	1,896,239	2,006,369	2,021,708
Secondary intravenous admixtures ("piggy-backs").....	7,509,524	8,391,412	8,913,706
Hyperalimentation .....	194,273	219,406	232,812
Fluids and sets .....	8,789,125	10,251,653	9,411,830
Patient oriented activity (hours).....	1,472,826	1,628,741	1,927,036
<b>Fee-basis:</b>			
Prescriptions filled by VA pharmacies .....	2,151,397	2,293,143	2,281,658
Prescriptions filled by participating pharmacies .....	NA	NA	NA

NA: Not Available.

Table 30 -- Construction Status Summary -- Fiscal Year 1997

Description	Total		Completed		Under Construction		Authorized but not Under Construction	
	No.	Estimated Construction Cost (Millions)	No.	Estimated Construction Cost (Millions)	No.	Estimated Construction Cost (Millions)	No.	Estimated Construction Cost (Millions)
Totals.....	79	\$2,698.35	21	\$590.94	38	\$1,611.96	20	\$495.45
Replacement/Relocation Hospitals.....	3	\$390.00	1	\$116.85	2	\$273.15	--	\$0.00
Modernizations.....	9	\$999.86	2	\$236.39	7	\$763.47	--	\$0.00
Staff Offices.....	--	\$0.00	--	\$0.00	--	\$0.00	--	\$0.00
Nursing Home Care Units.....	3	\$29.56	3	\$29.56	--	\$0.00	--	\$0.00
Research and Education.....	2	\$39.35	--	\$0.00	2	\$39.35	--	\$0.00
Domiciliaries.....	1	\$1.02	1	\$1.02	--	\$0.00	--	\$0.00
Parking Facilities.....	5	\$54.06	1	\$12.76	3	\$36.30	1	\$5.00
National Cemeteries.....	6	\$65.93	2	\$16.73	--	\$0.00	4	\$49.20
Other Improvements.....	48	\$1,083.00	10	\$163.25	23	\$478.50	15	\$441.25
Veterans Benefits.....	2	\$35.57	1	\$14.38	1	\$21.19	--	\$0.00



Note: Staff Offices are not listed in the above chart because there was no activity this fiscal year. Some categories do not have some bars due to zero numbers.

**Table 31 -- Replacement and Relocation Hospital Construction Projects <sup>(1)</sup> -- Fiscal Year 1997  
Completions and Year-End Status**

<i>Location</i>	<i>Number of Projects</i>	<i>Number of Beds</i>	<i>Estimated Construction Costs (2)</i>	<i>Value of Work in Place</i>	<i>Percent Complete</i>	<i>Date Construction Completed (C) or Contract Awarded (A)</i>
Total.....	3	1,549	\$390,001,000	\$171,377,628	43.9	
A. Projects completed:	1	776	\$116,847,000	\$116,847,000	100.0	
Pennsylvania: Philadelphia.....		776	\$116,847,000	\$116,847,000	100.0	February 1997 (C)
B. Projects under construction:	2	773	\$273,154,000	\$54,530,628	20.0	
California: Travis.....		243	\$211,100,000	\$7,362,919	3.5	February 1995 (A)
Tennessee: Mountain Home.....		530	\$62,054,000	\$47,167,709	76.0	March 1985 (A)
C. Projects authorized -- not under construction:	--	--	--			

(1) Projects included when approved for development by the Secretary, or when there has been an appropriation of funds available for financing all or part of the project.

(2) Construction anticipated, issued, or awarded, including contingencies.

**Table 32 -- Modernization Construction Projects <sup>(1)</sup> -- Fiscal Year 1997  
Completions and Year-End Status**

<i>Location</i>	<i>Number of Projects</i>	<i>Project Description</i>	<i>Estimated Construction Costs (2)</i>	<i>Value of Work in Place</i>	<i>Percent Complete</i>	<i>Date Construction Completed (C) or Contract Awarded (A)</i>
Total.....	9		\$999,854,930	\$773,263,143	77.3	
A. Projects completed:	2		\$236,387,000	\$236,387,000	100.0	
Illinois: North Chicago.....		Environmental Improvements	\$123,753,000	\$123,753,000	100.0	August 1997 (C)
New York: New York.....		OP/Clinic Addition & Alterations	\$112,634,000	\$112,634,000	100.0	November 1996 (C)
B. Projects under construction:	7		\$763,467,930	\$536,876,143	70.3	
California: Palo Alto PAD.....		Clinical Addition/Bed Towers	\$165,077,000	\$145,731,538	88.3	March 1993 (A)
Connecticut: Newington.....		Medical Center Modernization	\$49,993,000	\$35,975,231	72.0	September 1990 (A)
Georgia: Atlanta.....		Clinical Addition	\$84,596,000	\$69,199,779	81.8	December 1991 (A)
Indiana: Indianapolis.....		Clinical Improvements	\$94,398,969	\$79,856,042	84.6	May 1991 (A)
Michigan: Ann Arbor.....		Clinical Addition	\$147,799,961	\$83,698,471	56.6	December 1992 (A)
Tennessee: Memphis.....		Seismic Corrections	\$107,600,000	\$21,988,797	20.4	January 1996 (A)
Texas: Dallas.....		Clinical Addition	\$114,003,000	\$100,426,285	88.1	September 1993 (A)
C. Projects authorized -- not under construction:	--		\$0			

(1) Projects included when approved for development by the Secretary, or when there has been an appropriation of funds available for financing all or part of the project.

(2) Construction anticipated, issued, or awarded, including contingencies.

**Table 33 -- Nursing Home Care Units Construction Projects <sup>(1)</sup> -- Fiscal Year 1997  
Completions and Year-End Status**

<i>Location</i>	<i>Number of Projects</i>	<i>Number of Nursing Home Care Beds</i>	<i>Estimated Construction Costs (2)</i>	<i>Value of Work in Place</i>	<i>Percent Complete</i>	<i>Date Construction Completed (C) or Contract Awarded (A)</i>
Total.....	3	240	\$29,555,323	\$29,555,323	100.0	
A. Projects completed:	3	240	\$29,555,323	\$29,555,323	100.0	
Alabama: Tuskegee.....		120	\$9,687,437	\$9,687,437	100.0	July 1997 (C)
Arizona: Prescott.....		60	\$6,502,784	\$6,502,784	100.0	June 1997 (C)
Hawaii: Honolulu.....		60	\$13,365,102	\$13,365,102	100.0	June 1997 (C)
B. Projects under construction:	--	0	\$0	\$0		
Major Projects:	--					
C. Projects under design:	--	0	\$0			
Major Projects:	--					

(1) Projects included when approved for development by the Secretary, or when there has been an appropriation of funds available for financing all or part of the project.

(2) Construction anticipated, issued, or awarded, including contingencies.

**Table 34 -- Research and Education Construction Projects (1) -- Fiscal Year 1997  
Completions and Year-End Status**

<i>Location</i>	<i>Number of Projects</i>	<i>Project Description</i>	<i>Estimated Construction Costs (2)</i>	<i>Value of Work in Place</i>	<i>Percent Complete</i>	<i>Date Construction Completed (C) or Contract Awarded (A)</i>
Total.....	2		\$39,354,796	\$10,040,984	25.5	
A. Projects completed:	--		\$0	\$0		
B. Projects under construction:	2		\$39,354,796	\$10,040,984	25.5	
Major Projects:	2		\$39,354,796	\$10,040,984	25.5	
Oregon: Portland.....		Research Addition	\$30,302,523	\$1,574,657	5.2	December 1996 (A)
West Virginia: Huntington.....		Research Addition	\$9,052,273	\$8,466,327	93.5	September 1995 (A)
C. Projects authorized -- not under construction:	--		\$0			
Major Projects:	--		\$0			

(1) Projects included when approved for development by the Secretary, or when there has been an appropriation of funds available for financing all or part of the project.

(2) Construction anticipated, issued, or awarded, including contingencies.

**Table 35 -- Domiciliary Construction Projects (1) -- Fiscal Year 1997  
Completions and Year-End Status**

<i>Location</i>	<i>Number of Projects</i>	<i>Number of Beds</i>	<i>Estimated Construction Costs (2)</i>	<i>Value of Place</i>	<i>Percent Complete</i>	<i>Date Construction Completed (C) or Contract Awarded (A)</i>
Total .....	1	--	\$1,023,671	\$1,023,671	100.0	
A. Projects completed:	1	--	\$1,023,671	\$1,023,671	100.0	
Tennessee: Mountain Home.....		--	\$1,023,671	\$1,023,671	100.0	August 1997 (C)
B. Projects under construction:	--	--	\$0	\$0		
C. Projects authorized -- not under construction:	--	--	\$0			

**Table 36 -- Parking Revolving Fund Construction Projects (1) -- Fiscal Year 1997  
Completions and Year-End Status**

<i>Location</i>	<i>Number of Projects</i>	<i>Description</i>	<i>Estimated Construction Costs (2)</i>	<i>Value of Place</i>	<i>Percent Complete (3)</i>	<i>Date Construction Completed (C) or Contract Awarded (A)</i>
Total.....	5		\$54,057,266	\$28,435,613	52.6	
A. Projects completed:	1		\$12,755,266	\$12,755,266	100.0	
Hawaii: Honolulu.....		Parking Garage	\$12,755,266	\$12,755,266	100.0	November 1996 (C)
B. Projects under construction:	3		\$36,302,000	\$15,680,347	43.2	
Michigan: Ann Arbor.....		Parking Garage	\$17,806,000	\$15,680,347	88.1	May 1994 (A)
Ohio: Cleveland.....		Parking Garage	\$11,750,000	\$0	0.0	September 1997 (A)
Puerto Rico: San Juan.....		Parking Garage	\$6,746,000	\$0	0.0	July 1997 (A)
C. Projects authorized -- not under construction:	1		\$5,000,000			
Florida: Miami.....		Parking Garage	\$5,000,000			

(1) Projects included when approved for development by the Secretary, or when there has been an appropriation of funds available for financing all or part of the project.

(2) Construction anticipated, issued, or awarded, including contingencies.

**Table 37 -- National Cemetery Construction Projects (1) -- Fiscal Year 1997  
Completions and Year-End Status**

<i>Location</i>	<i>Number of Projects</i>	<i>Description</i>	<i>Estimated Construction Costs (2)</i>	<i>Value of Work in Place</i>	<i>Percent Complete</i>	<i>Completed (C) or Contract Awarded (A)</i>
Total.....	6		\$65,934,938	\$16,732,228	25.4	
A. Projects completed:	2		\$16,732,228	\$16,732,228	100.0	
Texas: Houston NC.....		Gravesite Development	\$8,599,880	\$8,599,880	100.0	January 1997 (C)
Washington: Seattle NC.....		New Cemetery	\$8,132,348	\$8,132,348	100.0	September 1997 (C)
B. Projects under construction	--		\$0	\$0		
Major Projects:	--		\$0	\$0		
C. Projects authorized-- not under construction	4		\$49,202,710			
Major Projects:						
Florida: Florida NC		Gravesite Development	\$5,113,000			
Illinois: Chicago NC		Establish National Cemetery	\$17,679,710			
New York: Albany NC.....		Gravesite Development Phase 1	\$12,391,000			
Texas: Dallas Ft. Worth.....		Phase 1 Development	\$14,019,000			

(1) Projects included when approved for development by the Secretary, or when there has been an appropriation of funds available for financing all or part of the project.

(2) Construction anticipated, issued, or awarded, including contingencies.

**Table 38 -- Other Improvements Construction Projects (1) -- Fiscal Year 1997  
Completions and Year-End Status**

	<i>Project Description</i>	<i>Estimated Construction Costs (2)</i>	<i>Value of Work in Place</i>	<i>Percent Complete</i>	<i>Date Construction Completed (C) or Contract Awarded (A)</i>
Total.....	44	\$1,082,992,722	\$414,231,692	38.2	
<b>A. Projects completed:</b>	6	\$163,246,063	\$163,246,063	100.0	
California: Palo Alto.....	Demolition of Bldgs 101,102,103 (PH3)	\$1,424,300	(3)	100.0	October 1996 (C)
San Diego.....	Non-Structural Seismic Corr. -Ph 3	\$5,103,000	(3)	100.0	June 1997 (C)
Sepulveda.....	Seismic Corrections/Clin. Services	\$49,641,538	(3)	100.0	December 1996 (C)
Sepulveda.....	Seismic Corrections/Boiler Plant	\$4,366,015	(3)	100.0	May 1997 (C)
Sepulveda.....	Seismic Correction (PH IV) Telephone Bldg	\$199,831	(3)	100.0	November 1996 (C)
Sepulveda.....	Demolition & New Telephone Bldg	\$4,615,872	(3)	100.0	October 1996 (C)
Indiana: Marion.....	240-Bed Geropsychiatric FAC	\$38,219,794	(3)	100.0	October 1996 (C)
Massachusetts: Boston.....	Amb. Care Addtn - Parking Deck	\$2,770,396	(3)	100.0	September 1996 (C)
New Jersey: Lyons.....	180 Bed Psych Bldg (PH 1)	\$29,979,702	(3)	100.0	July 1997 (C)
Texas: El Paso.....	Replacement Ambulatory Care Fac	\$26,925,615	(3)	100.0	January 1997 (C)
<b>B. Projects under construction:</b>	23	\$478,499,659	\$250,985,629	52.5	
Major projects:					
Alabama: Tuscaloosa.....	Renovate Bldg. #38	\$10,868,666	\$7,460,109	68.6	July 1996 (A)
Alaska: Anchorage.....	Elmendorf AFB Joint Venture	\$11,500,000	\$11,100,000	96.5	April 1994 (A)
Arizona: Phoenix.....	Ambulatory Care Addition (Phase 1)	\$25,855,040	\$15,041,418	58.2	August 1996 (A)
California: Long Beach.....	Seismic Base Isolation B - 126 Phase 2	\$18,968,719	\$16,014,536	84.4	September 1994 (A)
Palo Alto (MPD).....	Demo. of Bldgs. 101, 102, 103 & 105	\$1,424,300	\$1,349,709	94.8	September 1995 (A)
Connecticut: West Haven.....	Ambulatory Care Addition	\$40,053,680	\$28,384,779	70.9	September 1995 (A)
Delaware: Wilmington.....	Outpatient Clinic Addition (Phase 2)	\$13,515,692	\$13,140,865	97.2	September 1994 (A)
Florida: Gainesville.....	Ambulatory Care Addition	\$20,519,213	\$6,345,889	30.9	July 1996 (A)
Tampa.....	Satellite OPC/Nursing Home (Ph 1)	\$1,870,058	\$1,213,232	64.9	March 1997 (A)
Hawaii: Honolulu.....	Ambulatory Care Clinic/Remodel 'E' Wing	\$33,308,822	\$0	0.0	May 1997 (A)
Illinois: Marion.....	Outpatient/Clinical Addition	\$16,473,217	\$11,125,763	67.5	August 1994 (A)
Massachusetts: Boston.....	Amb. Care Addtn. - Parking Deck	\$21,516,000	\$0	0.0	September 1997 (A)
Missouri: Columbia.....	Ambulatory Care Addition	\$16,362,849	\$14,868,637	90.9	March 1996 (A)
Nevada: Reno.....	Replacement Bed Building/Amb. Care	\$25,333,680	\$10,110,491	39.9	May 1996 (A)
New York: Brooklyn.....	Outpatient Addition	\$38,424,053	\$17,837,059	46.4	September 1994 (A)
Brooklyn(St. Albans).....	Modernize Kitchen & Satellite Dining	\$6,328,224	\$4,852,647	76.7	September 1994 (A)
Oklahoma: Muskogee.....	Replace Bed Building	\$29,885,713	\$23,206,026	77.6	September 1995 (A)
Pennsylvania: Wilkes Barre.....	Ambulatory Care/Enviro. Improv.	\$31,551,000	\$0	0.0	August 1997 (A)
Puerto Rico: San Juan.....	Ambulatory Care Addition	\$26,320,504	\$14,373,541	54.6	November 1995 (A)
Tennessee: Mountain Home.....	Laundry/Warehouse	\$8,270,330	\$107,607	1.3	June 1997 (A)
Texas: Temple.....	Bed Replacement Building	\$44,496,368	\$40,776,474	91.6	August 1994 (A)
Waco.....	Renovate Building #7	\$10,006,244	\$10,001,476	100.0	September 1994 (A)
Virginia: Hampton.....	Ambulatory Care Addition	\$25,647,287	\$3,675,371	14.3	July 1996 (A)

See footnotes at end of table.

**Table 38 (Continued) -- Other Improvements Construction Projects (1) -- Fiscal Year 1997  
Completions and Year-End Status**

	<i>Project Description</i>	<i>Estimated Construction Costs (2)</i>	<i>Value of Work in Place</i>	<i>Percent Complete (3)</i>	<i>Date Construction Completed (C) or Contract Awarded (A)</i>
C. Projects authorized-- not under construction :	15	\$441,247,000			
Major Projects:					
Arizona: Phoenix.....	Ambulatory Care Addtn. (Phase 2)	\$12,485,000			
California: Sepulveda.....	Seismic Corr (PH IIA) Renov B-1,7,10,22	\$15,000,000			
Sepulveda.....	Seismic Corrections/Electrical Improv.	\$1,500,000			
Delaware: Wilmington.....	OP Clinic Addition-Lab Renovation	\$3,500,000			
Florida: Brevard County.....	New Medical Center	\$171,900,000			
Tampa.....	100 Bed SCI Building/Central Plant	\$50,200,000			
Tampa.....	Satellite Outpatient Clinic	\$25,000,000			
Indiana: Marion.....	Replace Psychiatric Beds	\$15,908,000			
Kansas: Leavenworth.....	Ambulatory Care Addition	\$28,200,000			
Maryland: Baltimore.....	80 Bed Psychiatric Building	\$12,572,000			
New Jersey: Lyons.....	Demolish Buildings 56 & 58 (PH II)	\$1,000,000			
Ohio: Cleveland.....	Ambulatory Care Addition	\$28,300,000			
Pennsylvania: Wilkes Barre.....	Ambulatory Care/Enviro. Improv.	\$13,682,000			
Rhode Island: Providence.....	Renovate Building #31	\$15,000,000			
Tennessee: Mountain Home.....	Relocate Medical School Functions	\$47,000,000			

(1) Projects included when approved for development by the Secretary, or when there has been an appropriation of funds available for financing all or part of the project.

(2) Construction anticipated, issued, or awarded, including contingencies.

(3) Same as value of construction issued or awarded when project is physically and/or financially completed.

**Table 39 -- Veterans Benefits Construction Projects (1) -- Fiscal Year 1997  
Completions and Year-End Status**

<i>Location</i>	<i>Number of Projects</i>	<i>Project Description</i>	<i>Estimated Construction Costs (2)</i>	<i>Value of Work in Place</i>	<i>Percent Complete</i>	<i>Date Construction Completed (C) or Contract Awarded (A)</i>
Total.....	2		\$35,566,929	\$33,946,428	95.4	
A. Projects completed:	1		\$14,381,354	\$14,381,354	100.0	
Mississippi: Jackson.....		Co-location	\$14,381,354	\$14,381,354	100.0	June 1997 (C)
B. Projects under construction:	1		\$21,185,575	\$19,565,074	92.4	
Major Projects: Florida: St. Petersburg.....		Relocate R.O. to Dept. Grounds	\$21,185,575	\$19,565,074	92.4	January 1995 (A)
C. Projects authorized-- not under construction:	--		\$0			
Major Projects:	--		\$0			

(1) Projects included when approved for development by the Secretary, or when there has been an appropriation of funds available for financing all or part of the project.

(2) Construction anticipated, issued, or awarded, including contingencies.

Table 40 -- Guaranteed Loans, Defaults and Claims, and Property Management

	Cumulative Thru September 30, 1997 <sup>(1)</sup>	Fiscal Year		
		1997	1996	1995
<b>Guaranteed Loans</b>				
Number of loans -- total .....	15,340,716	258,775	320,776	263,125
Home.....	15,227,182	258,766	320,767	263,102
Manufactured home.....	113,534	9	9	23
Amount of loans (\$000) -- total.....	\$561,857,391	\$27,042,262	\$32,609,380	\$25,340,773
Home.....	\$559,786,174	\$27,042,078	\$32,609,037	\$25,340,157
Manufactured home.....	\$2,071,217	\$184	\$343	\$616
Average loan amount.....			--	--
Home.....	\$36,762	\$104,504	\$101,660	\$96,313
Manufactured home.....	\$18,243	\$20,446	\$38,097	\$26,775
Amount of guaranty and insurance (\$000) -- total.....	\$220,954,052	\$8,631,811	\$10,524,977	\$8,383,371
Home.....	\$219,964,322	\$8,631,723	\$10,524,869	\$8,383,099
Manufactured home.....	\$989,730	\$88	\$108	\$272
Average interest rate (percent).....	--	8.10%	7.71%	8.15%
Loans outstanding - end of fiscal year.....	--	3,302,150	3,355,391	3,375,830
Substitutions of entitlement.....	50,255	1,398	1,913	1,881
<b>Defaults and Claims</b>				
Defaults reported.....	5,560,393	132,534	123,236	120,910
Loans in default -- end of fiscal year.....	--	132,245	113,799	102,137
Percent of loans outstanding.....	--	4.00%	3.39%	3.03%
Claims pending -- end of fiscal year.....	--	1,800	707	579
Defaults disposed of -- total.....	5,426,348	112,995	111,446	125,984
Cured or withdrawn.....	4,515,732	92,344	91,390	101,301
Percent.....	83.2%	81.7%	82.0%	80.4%
Loans outstanding - average for fiscal year.....	--	3,314,986	3,369,279	3,399,601
Claims vouchered for payment.....	910,616	20,651	20,056	24,683
Percent of loans outstanding.....	--	0.62%	0.60%	0.73%
Servicing efforts -- total actions.....	--	12,967	12,717	11,344
Successful interventions.....	--	6,239	5,674	5,650
Deeds in lieu of foreclosures.....	--	1,031	1,247	1,418
Compromise agreements.....	--	4,016	3,711	2,655
Refundings.....	--	1,681	2,085	1,621
Counseling.....	--	237,217	256,068	232,971
<b>Property Management</b>				
Number acquired.....	912,499	20,960	19,532	23,274
Number sold.....	893,461	19,981	20,047	24,686
Number of properties repaired (over \$1,000).....	--	9,138	8,614	10,277
Average cost of repairs.....	--	\$2,143	\$2,041	\$1,881
Number redeemed.....	9,824	325	206	240
Number on hand -- end of fiscal year.....	--	9,484	8,624	9,321
Number rented -- end of fiscal year.....	--	42	12	54
Rental revenue received.....	--	\$77,858	\$60,273	\$185,127

<sup>(1)</sup> Since beginning of program.

Note: Detail may not add to total due to rounding.

**Table 41 -- Comparative Highlights for Life Insurance Programs  
for Veterans and Service Persons**

(Numbers of policies and monetary figures in thousands)

<i>Program</i>	<i>Fiscal Year 1997</i>	<i>Fiscal Year 1996</i>	<i>Fiscal Year 1995</i>
<b>U. S. Government Life Insurance</b>			
Policies.....	21	23	25
Amount.....	\$70,772	\$77,180	\$84,592
Death benefits.....	\$5,255	\$5,833	\$5,381
<b>National Service Life Insurance (1)</b>			
Policies.....	2,013	2,120	2,219
Amount.....	\$18,826,240	\$19,365,295	\$19,862,416
Death benefits.....	\$767,327	\$732,579	\$661,347
<b>Veterans Special Life Insurance (1)</b>			
Policies.....	249	256	263
Amount.....	\$2,784,765	\$2,825,004	\$2,857,543
Death benefits.....	\$44,243	\$41,788	\$36,475
<b>Service-Disabled Veterans Insurance</b>			
Policies.....	160	163	166
Amount.....	\$1,473,388	\$1,492,311	\$1,518,916
Death benefits.....	\$40,297	\$38,661	\$37,329
<b>Veterans Reopened Insurance (1)</b>			
Policies.....	93	98	102
Amount.....	\$726,596	\$750,079	\$770,664
Death benefits.....	\$33,022	\$30,879	\$27,079
<b>Veterans Mortgage Life Insurance</b>			
Policies.....	4	4	4
Amount.....	\$203,294	\$207,200	\$224,933
Death benefits.....	\$8,043	\$8,367	\$7,592
<b>Servicemen's Group Life Insurance</b>			
Policies.....	2,508	2,637	2,732
Amount.....	\$474,144,500	\$506,684,520	\$438,337,205
Death benefits (2).....	\$377,786	\$401,378	\$404,943
<b>Veterans Group Life Insurance</b>			
Policies.....	370	355	349
Amount.....	\$30,955,390	\$28,962,980	\$27,385,820
Death benefits (2).....	\$91,117	\$89,788	\$78,851

(1) Includes paid-up additional insurance purchased by dividends.

(2) SGLI and VGLI death benefits are policy year death benefits, ending June 30, 1997.

Table 42 -- Insurance in Force -- Fiscal Year 1997

Item	Participating					
	U.S. Government Life Insurance		National Service Life Insurance <sup>(1)</sup>		Veterans Special Life Insurance <sup>(1)</sup>	
	Number of Policies	Amount of Insurance (\$000)	Number of Policies	Amount of Insurance (\$000)	Number of Policies	Amount of Insurance (\$000)
In force at beginning of year.....	23,130	\$77,180	2,120,347	\$12,492,035	256,330	\$2,056,620
Insurance issued during year.....	--	--	--	--	--	--
Insurance reinstated during year.....	--	--	4,136	\$18,018	1,837	\$7,898
Insurance terminated during year by:						
Death.....	1,489	\$5,367	89,284	\$501,397	4,333	\$34,014
Maturity at endowment.....	95	\$440	1,327	\$8,966	2,363	\$18,102
Lapse, expiry, and net changes.....	(12)	\$7	10,873	\$136,834	1,149	\$29,139
Cash surrender.....	215	\$594	9,778	\$46,774	1,325	\$9,989
Total terminated.....	1,787	\$6,408	111,262	\$693,971	9,170	\$91,244
In force at end of year.....	21,343	\$70,772	2,013,221	\$11,816,082	248,997	\$1,973,274
Selected year-end items:						
In force on five-year term plan.....	--	--	515,352	\$4,088,046	22,540	\$203,579
In force on all other plans.....	21,343	\$70,772	1,497,869	\$7,728,036	226,457	\$1,769,695
In force with disability income rider.....	--	--	1,276	\$10,832	6,778	\$58,809
In force under disability premium waiver.....	37	\$284	80,807	\$523,009	10,699	\$87,962
Item	Participating (Continued)		Nonparticipating			
	Veterans Reopened Insurance <sup>(1)</sup>		Service-Disabled Veterans Insurance			
	Number of Policies	Amount of Insurance (\$000)	Number of Policies	Amount of Insurance (\$000)		
In force at beginning of year.....	97,502	\$566,041	163,053	\$1,492,311		
Insurance issued during year.....	--	--	5,348	\$59,950		
Insurance reinstated during year.....	358	\$1,572	33	\$311		
Insurance terminated during year by:						
Death.....	4,552	\$24,779	4,220	\$38,713		
Maturity at endowment.....	103	\$799	478	\$3,526		
Lapse, expiry, and net changes.....	170	\$3,104	2,128	\$22,170		
Cash surrender.....	453	\$2,719	1,667	\$14,775		
Total terminated.....	5,278	\$31,401	8,493	\$79,184		
In force at end of year.....	92,582	\$536,212	159,941	\$1,473,388		
Selected year-end items:						
In force on five-year term plan.....	--	--	67,619	\$660,553		
In force on all other plans.....	92,582	\$536,212	92,322	\$812,835		
In force with disability income rider.....	192	\$1,700	--	--		
In force under disability premium waiver.....	7,298	\$38,234	40,494	\$382,200		

(1) Excludes paid-up additional insurance purchased by dividends.

**Table 43 -- Servicemen's and Veterans' Group Life Insurance Statement of Operations (Accrual Basis)**

<i>Item</i>	<i>Policy Year Ending June 30, 1997</i>	<i>Cumulative from September 29, 1965</i>
<b>Income</b>		
Premiums.....	\$586,517,797	\$6,394,709,950
Extra hazard payments.....	\$0	\$513,046,301
Interest earned.....	\$50,299,766	\$641,839,843
Total.....	\$636,817,563	\$7,549,596,094
<b>Disposition of Income</b>		
Death claims.....	\$468,902,266	\$6,579,908,235
Net cost of extra mortality on conversion.....	\$7,481,793	\$66,545,722
Expense of administration.....	\$8,139,678	\$170,005,923
Reinsurers Expense and Risk Allowances.....	\$1,538,326	\$19,234,448
Taxes and fees.....	\$1,392,456	\$67,744,793
Term to age 60 reserve (Retired Reserves).....	(\$584,796)	\$17,744,096
Five-year term and conversion cost reserve (VGLI).....	\$142,315,174	\$540,444,101
Contingency reserve.....	\$7,382,411	\$84,019,182
Premium stabilization reserve.....	\$250,255	\$3,949,594
Total.....	\$636,817,563	\$7,549,596,094

**Table 44 -- VA Administered Insurance Disbursements -- Fiscal Year 1997**

	<i>Disbursements (\$000)</i>	<i>Percent of Total VA Disbursements</i>
Total.....	\$2,084,762	100.0
Deaths.....	\$952,685	45.7
Matured Endowments.....	\$45,942	2.2
Cash Surrenders.....	\$54,161	2.6
Disability Benefits.....	\$33,437	1.6
Dividends.....	\$825,612	39.6
Loans.....	\$172,925	8.3

**VA Administered Insurance Disbursements  
Percent Distribution -- Fiscal Year 1997**

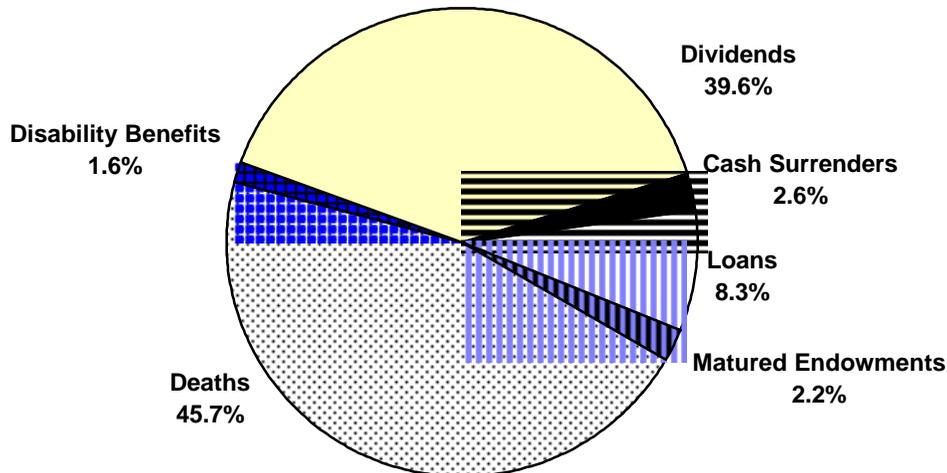


Table 45 -- Persons in Training by Entitlement and Type of Training -- Fiscal Year 1997

<i>Program</i>	<i>Total</i>	<i>Institutions of Higher Learning</i>	<i>Resident Schools Other Than College</i>	<i>On-Job Training</i>	<i>Other <sup>(1)</sup></i>
Montgomery GI Bill--Active Duty (Title 38, U.S.C., Chapter 30)	297,030	267,025	17,923	8,222	3,860
Montgomery GI Bill--Selected Reserve (Title 10, U.S.C., Chapter 106)	78,000	75,599	854	1,039	508
Post-Vietnam Era Veterans' Educational Assistance Program (Title 38, U.S.C., Chapter 32) <sup>(2)</sup>	9,868	9,019	588	261	--
Educational Assistance for Children of Totally Disabled or Deceased Veterans (Title 38, U.S.C., Chapter 35)	36,216	34,443	1,709	53	11
Educational Assistance for Spouses of Totally Disabled or Deceased Veterans (Title 38, U.S.C., Chapter 35)	5,232	4,739	391	3	99
Vocational Rehabilitation Program for Disabled Veterans (Title 38, U.S.C., Chapter 31)	53,787	48,157	4,096	431	1,103

(1) "Other" for Chapter 35 (Spouses) and for Chapter 30 (Veterans), and Chapter 106 (Reservists) is Correspondence Training; for Chapter 35 (Children), "Other" is Special Restorative Training.

(2) Includes Section 901--Educational Assistance Test Program (Institutions of Higher Learning only).

**Educational Assistance  
Percentage Distribution by Type of Entitlement -- FY 1997**

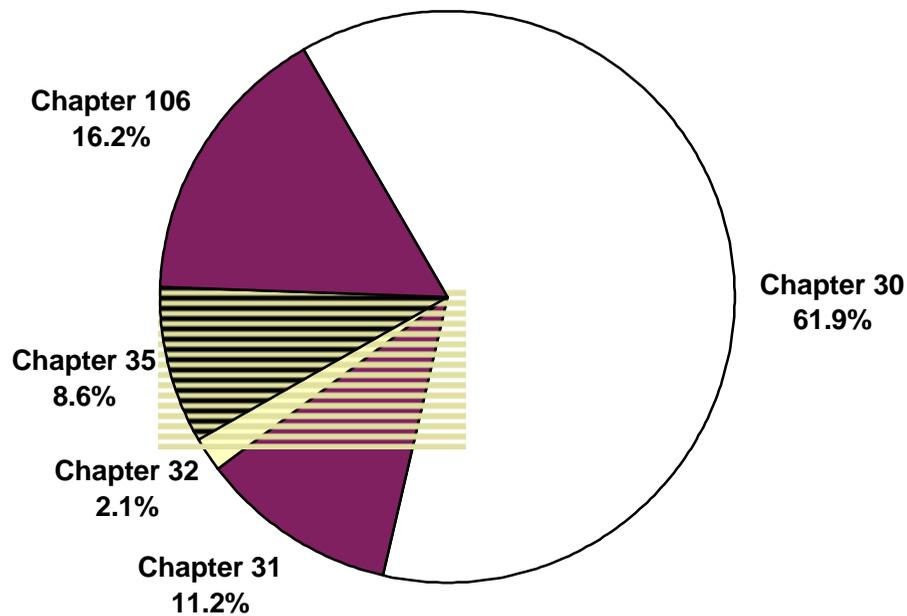


Table 46 -- Reasons for Terminations of Disability and Death Awards, by Period of Service -- Fiscal Year 1997

Reasons for Terminations	All Periods <sup>(1)</sup>			World War I & Earlier <sup>(1)</sup>		World War II	
	Total <sup>(1,2)</sup>	Service-Connected	Nonservice-Connected	Service-Connected	Nonservice-Connected	Service-Connected	Nonservice-Connected
<b>Disability--total.....</b>	135,412	70,261	65,151	166	602	42,517	41,145
Death of a veteran.....	107,360	64,366	42,994	154	570	41,368	31,433
Disability less than 10 percent.....	124	124	--	--	--	--	--
Disability less than permanent and total.....	18	--	18	--	--	--	--
Estate in excess of \$1,500.....	31	18	13	--	--	7	8
Excessive corpus of estate.....	259	--	259	--	3	--	208
Failure to cooperate.....	791	519	272	--	2	5	130
Income provisions.....	14,285	--	14,285	--	5	--	5,215
Person entitled is incarcerated.....	167	8	159	--	--	1	28
Veterans on active duty or in receipt of retirement pay.....	876	875	1	1	--	18	1
Failure to return questionnaire.....	2,950	5	2,945	--	22	3	2,024
Miscellaneous (2).....	8,551	4,346	4,205	11	Gulf War	1,115	2,098
<b>Death--total.....</b>	75,500	18,385	57,115	918	13,969	7,058	30,781
Death of payee.....	39,892	12,255	27,637	878	11,998	6,461	14,404
Dependency not established or discontinued.....	6,387	3,067	3,320	--	25	129	821
Excessive corpus of estate.....	123	1	122	--	29	--	75
Income provisions.....	17,144	107	17,037	--	351	6	10,345
Payee incarcerated.....	92	4	88	--	5	--	20
Person entitled (surviving spouse, child, or parent) married.....	1,727	881	846	4	16	128	449
Failure to return questionnaire.....	4,085	394	3,691	1	940	33	2,038
Miscellaneous (2).....	6,050	1,676	4,374	35	605	301	2,629

Reasons for Terminations	Korean Conflict		Vietnam Era		Gulf War		Peacetime
	Service-Connected	Nonservice-Connected	Service-Connected	Nonservice-Connected	Service-Connected	Nonservice-Connected	Service-Connected
<b>Disability--total.....</b>	6,519	13,927	10,629	9,381	2,308	96	8,122
Death of a veteran.....	6,258	7,453	9,550	3,516	529	22	6,507
Disability less than 10 percent.....	--	--	17	--	67	--	40
Disability less than permanent and total.....	--	--	--	18	--	--	--
Estate in excess of \$1,500.....	2	3	3	2	1	--	5
Excessive corpus of estate.....	--	37	--	11	--	--	--
Failure to cooperate.....	2	55	43	85	318	--	151
Income provisions.....	--	4,709	--	4,294	--	62	--
Person entitled is incarcerated.....	--	30	5	101	--	--	2
Veterans on active duty or in receipt of retirement pay.....	16	--	154	--	416	--	270
Failure to return questionnaire.....	--	558	1	333	--	8	1
Miscellaneous (2).....	241	1,082	856	1,021	977	4	1,146
<b>Death--total.....</b>	1,905	7,925	5,364	4,404	385	36	2,755
Death of payee.....	1,602	953	1,945	282	17	--	1,352
Dependency not established or discontinued.....	76	568	1,892	1,906	157	--	813
Excessive corpus of estate.....	--	16	--	2	--	--	1
Income provisions.....	2	4,943	54	1,374	21	24	24
Payee incarcerated.....	--	24	1	39	--	--	3
Person entitled (surviving spouse, child, or parent) married.....	64	225	401	155	101	1	183
Failure to return questionnaire.....	34	459	229	253	14	1	83
Miscellaneous (2).....	127	737	842	393	75	10	296

(1) Includes all wartime periods prior to World War I. Disability includes 7 nonservice-connected veterans. Death includes 217 nonservice-connected veterans.

(2) Includes temporary terminations.

Note: Detail may not add to totals due to rounding.

Table 47 -- Disability: Class of Dependent and Period of Service--September 30, 1997

Class of Dependent	Total		World War I and Earlier <sup>(1)</sup>		World War II		Korean Conflict	
	Number	Monthly Value	Number	Monthly Value	Number	Monthly Value	Number	Monthly Value
Veteran recipients--total.....	2,262,771	\$1,045,767,500	243	\$171,500	615,660	\$265,568,700	182,459	\$95,292,000
Veterans less than 30 percent disabled (no dependency benefit).....	1,264,755	150,240,000	96	15,200	336,524	38,757,800	94,541	11,041,900
Veterans 30 percent or more disabled.....	998,016	895,527,400	147	156,300	279,136	226,810,900	87,918	84,250,100
Without dependents.....	312,368	260,255,900	101	100,000	95,137	70,020,200	28,493	25,309,400
With dependents.....	685,648	635,271,500	46	56,300	183,999	156,790,700	59,425	58,940,700
Spouse only.....	463,555	423,688,800	42	54,000	179,069	151,742,900	55,255	53,978,600
Spouse, child or children.....	173,789	162,316,900	3	1,200	3,766	3,778,700	3,125	3,575,700
Spouse, child or children, and parent or parents.....	941	1,605,200	--	--	10	9,700	23	48,300
Spouse, parent or parents.....	901	1,490,100	--	--	69	91,700	117	206,900
Child or children only.....	43,626	41,114,200	1	1,100	963	982,800	740	817,100
Child or children, and parent or parents.....	366	594,900	--	Gulf War	1	1,100	4	5,600
Parent or parents only.....	2,470	4,461,300	--	--	121	183,900	161	308,500
Total dependents on whose account additional compensation was being paid.....	1,029,544	--	56	--	188,789	--	63,989	--
Spouse.....	639,186	--	45	--	182,914	--	58,520	--
Children.....	385,183	--	11	--	5,669	--	5,150	--
Parents.....	5,175	--	--	--	206	--	319	--

Class of Dependent	Vietnam Era		Gulf War		Peacetime	
	Number	Monthly Value	Number	Monthly Value	Number	Monthly Value
Veteran recipients--total.....	723,954	\$408,009,400	201,938	\$59,391,500	538,517	\$217,334,400
Veterans less than 30 percent disabled (no dependency benefit).....	349,588	42,190,300	135,681	16,538,200	348,325	41,696,600
Veterans 30 percent or more disabled.....	374,366	365,819,100	66,257	42,853,200	190,192	175,637,700
Without dependents.....	104,708	97,317,700	19,114	11,204,300	64,815	56,304,300
With dependents.....	269,658	268,501,400	47,143	31,648,900	125,377	119,333,500
Spouse only.....	152,128	147,438,000	12,715	7,929,600	64,346	62,545,700
Spouse, child or children.....	92,022	92,823,800	28,123	19,488,000	46,750	42,649,500
Spouse, child or children, and parent or parents.....	623	1,093,000	61	62,500	224	391,700
Spouse, parent or parents.....	497	862,100	36	38,900	182	290,600
Child or children only.....	22,847	23,505,300	6,085	4,016,800	12,990	11,791,200
Child or children, and parent or parents.....	217	349,900	30	28,000	114	210,300
Parent or parents only.....	1,324	2,429,200	93	85,200	771	1,454,500
Total dependents on whose account additional compensation was being paid.....	442,116	--	106,375	--	228,219	--
Spouse.....	245,270	--	40,935	--	111,502	--
Children.....	193,877	--	65,191	--	115,285	--
Parents.....	2,969	--	249	--	1,432	--

(1) Includes 10 Mexican Border service-connected veterans.

Note: Includes special monthly compensation, where applicable. All Numbers and Monthly Values as of September 30, 1997. Detail may not add to totals due to rounding.

Table 48 -- Death: Class of Beneficiary by Period of Service -- September 30, 1997

Class of Beneficiary	Total		World War I and Earlier <sup>(1)</sup>		World War II		Korean Conflict	
	Number	Monthly Value	Number	Monthly Value	Number	Monthly Value	Number	Monthly Value
Cases--total.....	304,622	\$266,177,300	4,882	\$4,424,900	120,603	\$105,023,800	36,844	\$32,550,800
Compensation.....	3,801	315,000	1	100	2,018	172,600	1,548	124,400
Dependency and indemnity compensation.....	300,664	265,717,200	4,881	4,424,800	118,507	104,778,800	35,233	32,368,400
Dependency and indemnity compensation, and compensation.....	157	145,000	--	--	78	72,300	63	58,000
Surviving spouse alone.....	263,346	238,360,200	4,358	4,087,100	113,573	101,081,000	32,930	30,816,600
Surviving spouse and children.....	15,522	18,682,100	44	60,000	1,740	2,148,300	704	886,300
Surviving spouse, children, and mother.....	216	297,600	--	--	2	3,900	--	--
Surviving spouse, children, and father.....	32	44,300	--	--	--	--	--	--
Surviving spouse, children, mother, and father.....	38	52,300	--	--	--	--	--	--
Surviving spouse and mother.....	1,593	1,656,100	--	--	163	163,300	128	134,100
Surviving spouse and father.....	119	122,900	--	--	11	9,500	11	11,900
Surviving spouse, mother, and father.....	95	96,500	--	--	2	1,700	3	3,100
Children alone.....	8,489	4,067,500	478	277,400	1,609	887,200	496	275,100
Children and mother.....	172	110,500	--	--	Gulf War	1,100	3	2,400
Children and father.....	19	11,300	--	--	--	--	--	--
Children, mother, and father.....	22	14,100	--	--	--	--	--	--
Mother alone.....	13,319	2,393,600	2	400	3,342	689,400	2,386	396,300
Father alone.....	862	143,900	--	--	141	34,400	131	17,800
Mother and father.....	778	124,300	--	--	18	4,000	52	7,200
Survivors--total.....	333,210	--	4,962	--	122,825	--	37,907	--
Surviving spouses.....	280,948	--	4,402	--	115,481	--	33,775	--
Children.....	34,065	--	558	--	3,643	--	1,363	--
Mothers.....	16,233	--	2	--	3,529	--	2,572	--
Fathers.....	1,964	--	--	--	172	--	197	--

Class of Beneficiary	Vietnam Era		Gulf War		Peacetime	
	Number	Monthly Value	Number	Monthly Value	Number	Monthly Value
Cases--total.....	94,375	\$81,963,500	4,736	\$4,584,300	43,182	\$37,630,000
Compensation.....	4	300	--	--	230	17,700
Dependency and indemnity compensation.....	94,368	81,960,400	4,736	4,584,300	42,939	37,600,500
Dependency and indemnity compensation, and compensation.....	3	2,900	--	--	13	11,800
Surviving spouse alone.....	77,806	70,770,800	1,240	1,043,900	33,439	30,560,700
Surviving spouse and children.....	6,576	7,832,300	2,467	3,027,600	3,991	4,727,700
Surviving spouse, children, and mother.....	61	79,900	57	80,900	96	132,900
Surviving spouse, children, and father.....	6	9,300	12	16,300	14	18,600
Surviving spouse, children, mother, and father.....	12	15,100	11	16,000	15	21,300
Surviving spouse and mother.....	934	971,900	20	20,600	348	366,200
Surviving spouse and father.....	68	70,100	2	1,900	27	29,700
Surviving spouse, mother, and father.....	70	69,900	2	2,300	18	19,600
Children alone.....	2,471	1,108,900	738	322,300	2,697	1,196,500
Children and mother.....	52	32,700	22	14,200	93	60,000
Children and father.....	5	3,600	2	1,000	12	6,700
Children, mother, and father.....	4	2,600	4	2,500	14	9,000
Mother alone.....	5,379	862,800	128	27,900	2,082	416,800
Father alone.....	413	62,000	12	2,500	165	27,300
Mother and father.....	518	71,800	19	4,300	171	37,000
Survivors--total.....	106,434	--	10,022	--	51,060	--
Surviving spouses.....	85,532	--	3,811	--	37,947	--
Children.....	12,777	--	5,884	--	9,840	--
Mothers.....	7,030	--	263	--	2,837	--
Fathers.....	1,095	--	64	--	436	--

<sup>(1)</sup> Includes 20 from the Spanish-American War, Mexican Border Service, and Civil War periods.

Note: All Numbers and Monthly Values are as of September 30, 1997. Detail may not add to totals due to rounding.

Table 49 -- Disability: Degree of Impairment and Type of Major Disability by Period of Service -- September 30, 1997

Degree of Impairment	TOTAL		Psychiatric and Neurological Diseases		General Medical and Surgical Conditions <sup>(1)</sup>	
	Number	Monthly Value	Number	Monthly Value	Number	Monthly Value
Total -- all periods.....	2,262,771	\$1,045,769,000	433,085	\$379,913,700	1,829,686	\$665,855,200
Zero percent (statutory award).....	18,976	1,302,200	.....	.....	18,976	1,302,200
10 percent.....	876,780	82,752,100	104,662	9,837,600	772,118	72,914,500
20 percent.....	368,999	66,186,200	23,805	4,263,100	345,194	61,923,100
30 percent.....	309,278	94,436,800	68,642	20,653,400	240,636	73,783,400
40 percent.....	187,417	81,917,500	27,880	12,098,400	159,537	69,819,100
50 percent.....	111,259	68,695,400	40,130	24,471,100	71,129	44,224,300
60 percent.....	110,046	113,975,700	20,517	18,956,400	89,529	95,019,300
70 percent.....	64,554	85,927,000	24,248	31,783,900	40,306	54,143,100
80 percent.....	40,861	65,076,000	12,795	21,082,200	28,066	43,993,800
90 percent.....	18,473	32,888,600	5,707	10,478,000	12,766	22,410,600
100 percent.....	156,128	352,611,300	104,699	226,289,600	51,429	126,321,700
World War I (2).....	243	\$171,500	45	\$46,600	198	Gulf War
Zero percent (statutory award).....	1	100	.....	.....	1	100
10 percent.....	46	4,800	5	600	41	4,200
20 percent.....	49	10,300	4	900	45	9,400
30 percent.....	27	8,300	5	1,600	22	6,700
40 percent.....	20	8,600	2	900	18	7,700
50 percent.....	16	9,300	5	2,900	11	6,400
60 percent.....	25	26,100	1	800	24	25,300
70 percent.....	11	14,700	6	6,800	5	7,900
80 percent.....	11	15,800	2	2,100	9	13,700
90 percent.....	5	7,200	.....	.....	5	7,200
100 percent.....	32	66,500	15	30,100	17	36,400
World War II.....	615,660	\$265,570,200	137,199	\$91,696,900	478,461	\$173,873,300
Zero percent (statutory award).....	9,008	608,800	.....	.....	9,008	608,800
10 percent.....	240,150	22,556,900	44,771	4,199,900	195,379	18,357,000
20 percent.....	87,366	15,592,700	6,991	1,248,400	80,375	14,344,300
30 percent.....	91,368	26,903,500	25,340	7,431,200	66,028	19,472,300
40 percent.....	51,517	21,682,100	8,590	3,602,100	42,927	18,080,000
50 percent.....	33,653	20,212,000	12,317	7,362,900	21,336	12,849,100
60 percent.....	34,372	36,409,700	6,405	5,973,700	27,967	30,436,000
70 percent.....	19,007	25,092,500	6,963	9,378,000	12,044	15,714,500
80 percent.....	12,535	19,124,500	3,536	5,639,100	8,999	13,485,400
90 percent.....	5,349	9,208,800	1,381	2,437,600	3,968	6,771,200
100 percent.....	31,335	68,178,800	20,905	44,423,900	10,430	23,754,900
Korean Conflict.....	182,459	\$95,292,000	33,020	\$34,701,000	149,439	\$60,591,000
Zero percent (statutory award).....	5,564	377,100	.....	.....	5,564	377,100
10 percent.....	62,453	5,902,700	6,611	621,800	55,842	5,280,900
20 percent.....	26,524	4,762,100	1,372	246,000	25,152	4,516,100
30 percent.....	25,350	7,576,500	4,645	1,368,500	20,705	6,208,000
40 percent.....	15,465	6,624,300	1,920	817,300	13,545	5,807,000
50 percent.....	9,289	5,647,100	2,903	1,748,100	6,386	3,899,000
60 percent.....	11,102	12,586,500	1,762	1,775,100	9,340	10,811,400
70 percent.....	6,234	8,639,800	2,037	2,745,300	4,197	5,894,500
80 percent.....	3,999	6,491,500	1,139	1,909,600	2,860	4,581,900
90 percent.....	1,791	3,175,300	509	926,400	1,282	2,248,900
100 percent.....	14,688	33,509,300	10,122	22,542,800	4,566	10,966,500

See footnotes at end of table.

Table 49 (continued) -- Disability: Degree of Impairment and Type of Major Disability by Period of Service -- September 30, 1997

Degree of Impairment	TOTAL		Psychiatric and Neurological Diseases		General Medical and Surgical Conditions <sup>(1)</sup>	
	Number	Monthly Value	Number	Monthly Value	Number	Monthly Value
Vietnam Era.....	723,954	\$408,009,400	160,382	\$167,951,900	563,572	\$240,057,500
Zero percent (statutory award).....	1,274	97,400	.....	.....	1,274	97,400
10 percent.....	240,660	22,749,200	27,085	2,549,000	213,575	20,200,200
20 percent.....	107,654	19,343,600	6,561	1,176,100	101,093	18,167,500
30 percent.....	104,882	32,646,400	24,002	7,382,000	80,880	25,264,400
40 percent.....	66,624	29,571,400	9,659	4,267,800	56,965	25,303,600
50 percent.....	41,671	26,075,800	16,276	10,058,200	25,395	16,017,600
60 percent.....	37,850	37,913,500	7,892	7,088,300	29,958	30,825,200
70 percent.....	25,959	34,900,900	10,447	13,672,100	15,512	21,228,800
80 percent.....	16,379	26,754,800	5,556	9,348,300	10,823	17,406,500
90 percent.....	7,857	14,261,500	2,615	4,913,700	5,242	9,347,800
100 percent.....	73,144	163,694,800	50,289	107,496,400	22,855	56,198,400
Gulf War.....	201,938	\$59,391,500	24,429	\$13,539,400	177,509	\$45,852,100
Zero percent (statutory award).....	301	22,300	.....	.....	301	22,300
10 percent.....	91,544	8,646,300	6,703	632,000	84,841	8,014,300
20 percent.....	43,836	7,869,600	3,064	549,300	40,772	7,320,300
30 percent.....	26,983	8,537,800	4,266	1,320,600	22,717	7,217,200
40 percent.....	16,984	7,690,600	2,981	1,326,600	14,003	6,364,000
50 percent.....	7,261	4,636,400	2,077	1,285,800	5,184	3,350,600
60 percent.....	5,942	5,143,400	1,430	1,198,400	4,512	3,945,000
70 percent.....	2,753	3,270,100	963	1,169,800	1,790	2,100,300
80 percent.....	1,488	2,209,300	552	844,200	936	1,365,100
90 percent.....	597	1,041,300	267	470,800	330	570,500
100 percent.....	4,249	10,324,300	2,126	4,741,900	2,123	5,582,400
Peacetime.....	538,517	\$217,334,400	78,010	\$71,977,900	460,507	\$145,356,500
Zero percent (statutory award).....	2,828	196,500	.....	.....	2,828	196,500
10 percent.....	241,927	22,892,200	19,487	1,834,300	222,440	21,057,900
20 percent.....	103,570	18,607,900	5,813	1,042,400	97,757	17,565,500
30 percent.....	60,668	18,764,500	10,384	3,149,500	50,284	15,615,000
40 percent.....	36,807	16,340,400	4,728	2,083,800	32,079	14,256,600
50 percent.....	19,369	12,114,800	6,552	4,013,200	12,817	8,101,600
60 percent.....	20,755	21,896,500	3,027	2,920,200	17,728	18,976,300
70 percent.....	10,590	14,009,100	3,832	4,811,900	6,758	9,197,200
80 percent.....	6,449	10,480,200	2,010	3,338,800	4,439	7,141,400
90 percent.....	2,874	5,194,600	935	1,729,600	1,939	3,465,000
100 percent.....	32,680	76,837,600	21,242	47,054,400	11,438	29,783,200

(1) Includes tuberculosis (lung and pleura).

(2) Includes 10 Mexican Border Service-connected Veterans and excludes 3 Retired Emergency Officers.

Note: Includes special monthly compensation, allowance to dependents, unemployables receiving compensation at the 100 percent rate but appearing as less than totally impaired (60%-90%), and other special awards, where applicable. All Numbers and Monthly Values are as of September 30, 1997. Detail may not add to total due to rounding.

Table 50 -- Disability: Type of Major Disability and Pension by Period of Service--September 30, 1997

Type of Disability and Pension	Total		World War I & Earlier <sup>(1)</sup>		World War II	
	Number	Monthly Value	Number	Monthly Value	Number	Monthly Value
Cases--total.....	404,011	\$175,176,200	935	\$472,200	226,728	\$80,513,900
Type of disability						
Psychiatric and neurological diseases.....	114,784	57,686,200	157	95,500	53,843	24,314,600
Psychoses.....	30,235	14,559,300	11	6,300	9,472	4,000,400
Other psychiatric and neurological diseases.....	84,549	43,126,900	146	89,200	44,371	20,314,200
General medical and surgical conditions (2).....	235,219	102,051,500	649	327,200	120,594	41,253,800
Considered permanently and totally disabled at age 65.....	54,008	15,438,600	129	49,400	52,291	14,945,500
Type of pension						
P.L. 95-588.....	365,077	169,874,400	761	452,600	196,086	76,382,600
Sec. 306.....	38,451	5,260,300	147	17,400	30,265	4,098,700
Old Law.....	483	41,500	27	2,200	377	32,600

Type of Disability and Pension	Korean Conflict		Vietnam Era		Gulf War	
	Number	Monthly Value	Number	Monthly Value	Number	Monthly Value
Cases--total.....	95,642	\$42,635,900	80,094	\$51,152,500	612	\$401,700
Type of disability						
Psychiatric and neurological diseases.....	27,699	13,234,600	32,774	19,844,600	311	196,800
Psychoses.....	7,636	3,431,600	13,032	7,080,600	84	40,400
Other psychiatric and neurological diseases.....	20,063	9,803,100	19,742	12,764,000	227	156,500
General medical and surgical conditions (2).....	66,492	29,008,200	47,185	31,258,400	299	203,800
Considered permanently and totally disabled at age 65.....	1,451	393,100	135	49,500	2	1,100
Type of pension						
P.L. 95-588.....	88,948	41,704,800	78,670	50,932,600	612	401,700
Sec. 306.....	6,615	924,400	1,424	219,900	--	--
Old Law.....	79	6,700	--	--	--	--

(1) Includes 7 nonservice-connected Mexican Border Service veterans.

Note: Detail may not add to totals due to rounding.

(2) Includes tuberculosis (lungs and pleura).

Table 51 -- Death: Class of Beneficiary by Period of Service--September 30, 1997

Class of Beneficiary	Total		World War I & Earlier <sup>(1)</sup>		World War II	
	Number	Monthly Value	Number	Monthly Value	Number	Monthly Value
Cases--total.....	309,354	60,847,100	56,648	8,640,400	201,578	34,928,200
Surviving spouse alone.....	280,824	56,279,100	49,768	7,917,700	185,765	32,760,900
Surviving spouse and children.....	9,165	3,017,600	749	241,400	4,946	1,325,100
Children alone.....	19,365	1,550,400	6,131	481,300	10,867	842,200
Dependents--total.....	322,193	--	57,709	--	207,736	--
Surviving spouses.....	289,989	--	50,517	--	190,711	--
Children.....	32,204	--	7,192	--	17,025	--

Class of Beneficiary	Korean Conflict		Vietnam Era		Gulf War	
	Number	Monthly Value	Number	Monthly Value	Number	Monthly Value
Cases--total.....	36,107	11,287,800	14,903	5,946,600	118	44,100
Surviving spouse alone.....	33,166	10,644,500	12,068	4,931,400	57	24,600
Surviving spouse and children.....	1,353	512,800	2,064	919,800	53	18,500
Children alone.....	1,588	130,500	771	95,400	8	1,000
Dependents--total.....	37,943	--	18,580	--	225	--
Surviving spouses.....	34,519	--	14,132	--	110	--
Children.....	3,424	--	4,448	--	115	--

(1) Includes the Spanish-American War, Mexican Border Service, Indian Wars, and the Civil War periods.

Note: All Number and Monthly Values are as of September 30, 1997. Detail may not add to total due to rounding.

**Table 52 -- National Cemeteries Location, Interments, and Status of Gravesites  
September 30, 1997**

National Cemetery	FY 1997 Interments	Gravesites			Available Sites		FY Depletion Date for Full-Casket Gravesites <sup>(4)</sup>
		Used Cumulative <sup>(1)</sup>	Reserved	Set-Aside (Adjacent)	Cremains <sup>(2)</sup>	Casket <sup>(3)</sup>	
Total:.....	73,007	2,203,098	42,588	37,896	62,654	309,458	
Alabama: Ft. Mitchell.....	291	2,479	--	3	404	3,233	2030+
Mobile.....	12	3,745	177	--	31	--	1963
Alaska: Ft. Richardson.....	126	2,724	--	--	378	543	2030+
Sitka.....	15	843	1	--	45	219	2018
Arizona: NMCA.....	2,061	21,582	5	4	1,036	1,766	2030+
Prescott.....	5	2,966	--	--	--	--	1974
Arkansas: Fayetteville.....	166	4,981	40	1	180	204	2014
Ft. Smith.....	305	8,698	129	--	2	3,305	2013
Little Rock.....	472	21,053	184	--	110	1,067	2001
California: Ft. Rosecrans.....	2,018	58,624	1,402	--	422	1	1966
Golden Gate.....	1,000	110,601	4,854	--	556	112	1967
Los Angeles.....	384	75,874	--	--	15	3	1976
Riverside.....	6,677	89,823	--	5,419	5,552	39,186	2011
San Francisco.....	162	26,402	342	--	9	--	1962
San Joaquin Valley.....	1,855	7,347	--	--	437	13,761	2030+
Colorado: Ft. Logan.....	2,695	51,647	502	23	240	7,287	2023
Ft. Lyon.....	67	1,573	--	--	--	530	2030+
Florida: Barrancas.....	886	21,935	413	959	523	3,330	2004
Bay Pines.....	890	13,937	--	813	1,042	--	1987
Florida.....	4,688	26,752	--	2	3,514	2,929	2020
St. Augustine.....	3	1,230	13	--	1	--	1949
Georgia: Marietta.....	60	17,024	250	--	2	--	1970
Hawaii: NMCP.....	681	36,334	515	--	2,266	1	1991
Illinois: Alton.....	1	511	28	--	8	2	1961
Camp Butler.....	512	13,369	183	3	2,384	570	2028
Danville.....	278	8,286	--	--	93	6,926	2030+
Mound City.....	50	7,348	44	1	32	450	2014
Quincy.....	--	562	1	--	31	--	1994
Rock Island.....	600	16,877	127	888	56	460	2008
Indiana: Crown Hill.....	--	795	--	--	--	--	1959
Marion.....	168	6,542	--	--	11	3,590	2028
New Albany.....	35	6,059	93	--	73	--	1991
Iowa: Keokuk.....	83	3,450	28	--	154	1,876	2030+
Kansas: Ft. Leavenworth.....	120	19,018	394	5	1,214	31	1982
Ft. Scott.....	107	4,036	7	101	4	1,442	2030+
Leavenworth.....	788	23,090	--	4	773	1,283	2010
Kentucky: Camp Nelson.....	263	8,924	46	--	207	767	2027
Cave Hill.....	68	5,784	3	--	50	--	1939
Danville.....	--	393	1	--	--	--	1952
Lebanon.....	165	2,912	21	--	42	807	2004
Lexington.....	--	1,389	--	--	--	--	1939
Mill Springs.....	51	2,300	20	--	36	319	2022
Zachary Taylor.....	67	11,032	453	--	--	--	1989
Louisiana: Alexandria.....	39	7,707	105	--	33	1	1995
Baton Rouge.....	8	5,073	22	--	260	2	1960
Port Hudson.....	228	8,669	22	1	30	113	2026
Maine: Togus.....	--	5,371	--	--	--	--	1961
Maryland: Annapolis.....	2	2,937	20	--	14	--	1961
Baltimore.....	323	35,745	2,071	--	469	--	1970
Loudon Park.....	3	6,497	--	--	--	--	1970
Massachusetts: Massachusetts.....	2,058	20,581	--	2,641	534	2,326	2030+
Michigan: Ft. Custer.....	1,070	9,977	16	820	157	1,562	2030+
Minnesota: Ft. Snelling.....	4,105	117,242	8,369	3,343	1,739	10,816	2025
Mississippi: Biloxi.....	582	9,163	423	719	279	2,551	2015
Corinth.....	35	6,656	11	--	38	6,811	2030+
Natchez.....	84	5,897	20	--	30	444	2004
Missouri: Jefferson Barracks.....	3,906	103,450	1,134	17	2,391	21,926	2010
Jefferson City.....	7	1,626	32	--	7	1	1969
Springfield.....	98	10,922	106	--	--	1	1995

See footnotes at end of table.

**Table 52 (continued) -- National Cemeteries Location, Interments, and Status of Gravesites  
September 30, 1997**

National Cemetery	FY 1997 Interments	Gravesites			Available Sites		FY Depletion Date for Full-Casket Gravesites <sup>(4)</sup>
		Used Cumulative <sup>1</sup>	Reserved	Set-Aside (Adjacent)	Cremains <sup>2</sup>	Casket <sup>3</sup>	
Nebraska: Ft. McPherson.....	219	5,518	35	3	117	310	2019
New Jersey: Beverly.....	425	39,873	2,337	--	1,921	3	1966
Finn's Point.....	9	2,757	--	--	96	--	1963
New Mexico: Ft. Bayard.....	89	2,758	--	--	496	1,989	2027
Santa Fe.....	1,164	24,548	271	10	443	1,589	2001
New York: Bath.....	193	11,236	--	--	317	3,506	2017
Calverton.....	7,290	119,329	--	20,135	5,590	65,808	2030+
Cypress Hills.....	10	18,586	48	--	48	3	1954
Long Island.....	2,304	240,189	9,311	--	228	--	1978
Woodlawn.....	160	7,248	136	--	174	380	2002
North Carolina: New Bern.....	48	6,735	63	--	1	4	1992
Raleigh.....	53	5,224	57	153	9	10	1990
Salisbury.....	331	17,252	43	--	--	162	2000
Wilmington.....	26	5,130	41	--	--	--	1987
Ohio: Dayton.....	741	33,831	1	8	103	273	2016
Oklahoma: Ft. Gibson.....	452	12,269	64	--	172	4,017	2030+
Oregon: Eagle Point.....	519	6,435	--	7	952	1,757	2026
Roseburg.....	48	2,462	--	--	168	1	1981
Willamette.....	3,252	85,520	1,334	2	9,286	7,432	2017
Pennsylvania: Indiantown Gap.....	1,371	12,520	--	--	1,232	4,352	2030+
Philadelphia.....	35	10,554	28	--	36	--	1962
Puerto Rico: Puerto Rico.....	1,473	27,180	880	2	685	5,251	2020
South Carolina: Beaufort.....	302	14,567	128	1	219	2,134	2008
Florence.....	216	6,408	40	--	12	124	2030+
South Dakota: Black Hills.....	618	11,967	294	--	107	791	2030+
Ft. Meade.....	--	188	--	--	--	--	1948
Hot Springs.....	--	1,481	--	--	--	1	1964
Tennessee: Chattanooga.....	808	31,923	301	--	108	9,364	2014
Knoxville.....	30	8,176	116	--	105	2	1990
Memphis.....	215	36,160	351	--	360	3	1992
Mountain Home.....	259	9,159	--	--	291	295	2025
Nashville.....	189	30,903	278	909	97	1	1993
Texas: Ft. Bliss.....	1,143	27,667	943	1	498	6,294	2005
Ft. Sam Houston.....	3,086	70,197	2,210	12	175	667	2011
Houston.....	2,236	36,035	28	--	216	2,097	2030+
Kerrville.....	--	461	--	--	--	--	1957
San Antonio.....	1	3,010	23	--	24	293	1961
Virginia: Alexandria.....	4	4,074	21	--	76	--	1967
Balls Bluff.....	--	25	--	--	--	--	1889
City Point.....	12	5,543	55	--	--	1	1971
Cold Harbor.....	2	979	--	--	--	--	1970
Culpeper.....	240	7,201	10	--	20	496	2001
Danville.....	--	2,160	20	--	26	1	1970
Ft. Harrison.....	6	1,116	2	--	39	--	1967
Glendale.....	7	1,302	--	--	20	--	1970
Hampton (VAMC).....	--	22	--	--	--	--	1899
Hampton.....	184	25,377	291	881	32	2	1993
Quantico.....	1,160	10,274	--	5	2,928	39,817	2030+
Richmond.....	14	7,393	140	--	42	--	1963
Seven Pines.....	3	1,138	--	--	5	--	1964
Staunton.....	--	848	4	--	4	--	1983
Winchester.....	12	5,141	25	--	19	1	1969
Washington: Tahoma.....	--	--	--	--	7,000	6,550	2025
West Virginia: Grafton.....	3	2,098	32	--	--	2	1961
West Virginia.....	194	1,200	--	--	--	1,085	2027
Wisconsin: Wood.....	428	33,387	--	--	243	36	1997

(1) Includes all types of gravesites including columbaria niches.

(2) In-ground sites suitable for cremated remains and columbaria niches.

(3) Full-casket gravesites available in developed acreage. Excludes reserved and adjacent gravesites set aside.

(4) Cemeteries indicated as depleted may continue to inter eligible family members in already occupied gravesites, previously reserved gravesites, and in gravesites suitable for cremated remains.

Note: Data calculation includes potential sites in undeveloped acreage.

**Table 53 -- Net Outlays -- Fiscal Year 1997 and Fiscal Year 1996**  
(In thousands)

<i>Outlays</i>	<i>Fiscal Year 1997</i>	<i>Fiscal Year 1996</i>
<b>TOTAL</b>	<b>\$41,301,124</b>	<b>\$36,784,628</b>
<b>Total Medical &amp; Construction Programs</b>	<b>\$17,122,549</b>	<b>\$16,572,377</b>
Construction, Major Projects.....	396,187	477,779
Construction, Minor Projects.....	148,825	146,715
Republic of the Philippines Grant.....	473	377
Medical Admin. & Misc. Operating Expense.....	63,375	56,697
Medical Care.....	16,601,655	16,047,971
Medical and Prosthetic Research.....	234,851	232,109
Construction of State Extended Care Facilities.....	40,665	57,156
Health Manpower Training Institutions.....	--	--
Nursing Home Revolving Fund.....	-277	--
Canteen Service Revolving Fund.....	3,330	-2,119
Parking Garage Revolving Fund.....	4,602	13,509
Medical Care Cost Recovery Fund.....	-397,113	-484,837
Transitional Housing Loan Program.....	--	--
General Post Fund.....	26,557	23,963
Other Appropriations.....	-581	3,058
<b>Total Benefits Programs</b>	<b>\$20,556,041</b>	<b>\$18,276,499</b>
Compensation, Pension, & Burial Benefits.....	19,388,765	17,170,151
Veterans Job Training.....	--	2
Readjustment Benefits.....	1,102,474	1,100,676
Reinstated Entitlement Program for Survivors.....	-4,004	-2,057
Vocational Rehabilitation Program Account.....	449	581
Education Loan Financing & Program.....	-201	-300
Post-Vietnam Era Vet Education Fund.....	68,558	7,445
<b>Housing Credit Assistance Programs</b>	<b>\$1,674,912</b>	<b>-\$74,516</b>
Direct Loan.....	-2,000	-3,632
Loan Guaranty.....	265,170	-13,761
Guaranty & Indemnity.....	1,408,492	-62,846
Native American.....	3,250	5,724
<b>Veteran's Life Insurance Programs</b>	<b>\$1,016,180</b>	<b>\$1,045,093</b>
Veteran's Insurance & Indemnities.....	37,736	42,773
Soldiers' and Sailors' Civil Relief.....	--	--
Servicemen's Group Life Insurance.....	4,853	8,473
Veteran's Reopened Insurance Fund.....	3,170	1,189
Service-Disabled Veteran's Insurance Fund.....	-362	-3,188
National Service Life Insurance Fund.....	994,112	1,022,574
U.S. Government Life Insurance Fund.....	6,900	7,315
Veteran's Special Life Insurance Fund.....	-30,229	-34,042
<b>Administration &amp; Cemeteries Programs</b>	<b>\$931,442</b>	<b>\$965,175</b>
National Cemetery System.....	77,413	70,595
General Operating Expenses.....	815,575	860,963
Inspector General.....	30,864	29,085
Construction of State Veteran's Cemeteries.....	6,111	2,339
Supply Fund.....	-1,484	-14,357
Franchise Fund.....	-11,241	--
National Cemeteries Gift Fund.....	69	54
Deposit and Clearing Accounts.....	14,135	16,497

NOTE: Outlays recorded in this report include "Off-Budget" disbursements from Credit Reform financing accounts.

**Table 54 -- Appropriations, Expenditures, and Current Balances -- Cash Basis**  
**Fiscal Year 1997**  
(In millions)

Account Categories	Appropriations Cumulative Thru Fiscal Year 1997	Outlays		Non- Expenditure Transfers Cumulative Thru Fiscal Year 1997	Restored or Turned-in to U.S. Treasury Cumulative Thru Fiscal Year 1997	Investments Sept. 30, 1997	Cash Balance Sept. 30, 1997
		Fiscal Year 1997	Cumulative through Fiscal Year 1997				
<b>TOTAL</b>	<b>\$876,545</b>	<b>\$41,301</b>	<b>\$844,664</b>	<b>\$790</b>	<b>-\$4,264</b>	<b>\$14,324</b>	<b>\$14,083</b>
<b>Total Medical &amp; Construction Programs</b>	<b>\$273,703</b>	<b>\$17,123</b>	<b>\$263,962</b>	<b>-\$45</b>	<b>-\$3,674</b>	<b>\$74</b>	<b>\$5,947</b>
Construction, Major Projects.....	10,212	396	9,125	13	--	--	1,099
Construction, Minor Projects.....	3,050	149	2,726	(67)	--	--	256
Republic of the Philippines Grant.....	60	--	46	--	(13)	--	--
Medical Admin. & Misc. Operating Expense.....	1,679	63	1,612	(2)	(54)	--	11
Medical Care.....	252,124	16,602	247,028	(5)	(1,361)	--	3,730
Medical and Prosthetic Research.....	4,840	235	4,700	21	(30)	--	131
Construction of State Extended Care Facilities	769	41	632	--	(6)	--	131
Health Manpower Training Institutions.....	297	--	296	--	(1)	--	--
Nursing Home Revolving Fund.....	--	--	(1)	--	--	--	1
Canteen Service Revolving Fund.....	5	3	(46)	--	(12)	38	1
Parking Garage Revolving Fund.....	157	5	110	4	--	--	51
Medical Care Cost Recovery Fund.....	--	(397)	(2,697)	--	(2,189)	--	508
Transitional Housing Loan Program.....	--	--	--	--	--	--	--
General Post Fund.....	448	27	406	3	--	36	8
Other Appropriations.....	64	(1)	25	(12)	(7)	--	21
<b>Total Benefits Programs</b>	<b>\$510,494</b>	<b>\$20,556</b>	<b>\$508,868</b>	<b>\$712</b>	<b>-\$327</b>	<b>\$0</b>	<b>\$2,011</b>
Compensation, Pension, & Burial Benefits.....	429,415	19,389	427,638	(72)	--	--	1,705
Veterans Job Training.....	160	--	200	46	(5)	--	--
Readjustment Benefits.....	78,872	1,102	78,353	(45)	(308)	--	165
Reinstated Entitlement Program for Survivors.....	51	(4)	25	--	(11)	--	15
Vocational Rehabilitation Program Account.....	8	--	5	(1)	(2)	--	--
Education Loan Financing & Program.....	1	--	--	--	--	--	1
Post-Vietnam Era Vet Education Fund.....	1,986	69	2,647	785	--	--	124
<b>Housing Credit Assistance Programs</b>	<b>\$11,299</b>	<b>\$1,675</b>	<b>\$5,864</b>	<b>\$290</b>	<b>\$0</b>	<b>\$0</b>	<b>\$5,726</b>
Direct Loan.....	3,469	(2)	(1,319)	(4,786)	--	--	2
Loan Guaranty.....	4,534	265	6,939	3,946	--	--	1,541
Guaranty & Indemnity.....	3,290	1,408	230	1,110	--	--	4,170
Native American.....	6	3	14	21	--	--	12
<b>Veteran's Life Insurance Programs</b>	<b>\$59,335</b>	<b>\$1,016</b>	<b>\$44,961</b>	<b>-\$89</b>	<b>-\$8</b>	<b>\$14,249</b>	<b>\$28</b>
Veteran's Insurance & Indemnities.....	650	38	702	54	--	--	2
Soldiers' and Sailors' Civil Relief.....	4	--	2	--	(2)	--	--
Servicemen's Group Life Insurance.....	--	5	(5)	--	--	4	1
Veteran's Reopened Insurance Fund.....	--	3	(522)	--	--	521	1
Service-Disabled Veteran's Insurance Fund.....	5	--	(7)	--	--	--	12
National Service Life Insurance Fund.....	54,465	994	42,331	(101)	--	12,023	10
U.S. Government Life Insurance Fund.....	4,212	7	4,127	9	(2)	92	--
Veteran's Special Life Insurance Fund.....	--	(30)	(1,667)	(51)	(4)	1,610	2
<b>Administration &amp; Cemeteries Programs</b>	<b>\$21,712</b>	<b>\$931</b>	<b>\$21,007</b>	<b>-\$78</b>	<b>-\$256</b>	<b>\$0</b>	<b>\$371</b>
National Cemetery System.....	430	77	417	--	(1)	--	12
General Operating Expenses.....	20,857	816	20,496	34	(231)	--	163
Inspector General.....	232	31	225	--	(2)	--	6
Construction of State Veteran's Cemeteries.....	63	6	45	--	(6)	--	13
Supply Fund.....	129	(1)	(115)	(112)	(16)	--	117
Franchise Fund.....	--	(11)	(11)	--	--	--	11
National Cemeteries Gift Fund.....	--	--	--	--	--	--	--
Budget Clearing & Deposit Accounts.....	--	14	(49)	--	--	--	49

NOTE: Data may not add to Totals due to rounding.

Table 55 -- Estimated Selected Expenditures by State <sup>(1)</sup> -- Fiscal Year 1997

State	Total of Selected Expenditures (\$000) (2)	Readjustment Benefits					
		Total Readjustment Benefits (\$000) (2)	Post-Vietnam Conflict (Chapter 32) Amount (\$000)	Education Assistance			
				Montgomery GI Bill			
				Active Duty Chapter 30		Selected Reserve Chapter 106	
				Trained During Fiscal Year	Amount (\$000)	Trained During Fiscal Year (3)	Amount (\$000)
<b>US--Total (2).....</b>	<b>\$40,909,193</b>	<b>\$1,478,881</b>	<b>\$70,249</b>	<b>282,470</b>	<b>\$829,152</b>	<b>73,506</b>	<b>\$95,555</b>
Alabama.....	843,975	33,022	1,134	5,818	19,115	2,477	3,371
Alaska.....	130,409	6,146	697	1,203	3,029	221	250
Arizona.....	801,681	41,630	1,468	8,564	25,400	1,011	1,305
Arkansas.....	651,543	15,300	336	2,131	7,281	1,257	1,785
California.....	3,683,277	135,853	8,904	31,169	88,972	4,966	6,127
Colorado.....	690,929	40,295	1,766	7,491	22,965	780	1,112
Connecticut.....	421,052	10,659	462	1,741	5,051	1,011	1,323
Delaware.....	122,473	4,240	194	636	1,787	269	347
District of Columbia.....	948,593	4,065	301	801	1,411	136	135
Florida.....	2,681,422	96,259	4,254	20,714	58,978	2,729	3,082
Georgia.....	1,146,040	50,698	3,014	10,645	33,249	1,898	2,636
Hawaii.....	188,134	12,536	1,699	2,142	5,562	751	765
Idaho.....	162,300	8,896	266	1,706	5,434	522	685
Illinois.....	1,390,015	50,221	1,373	11,693	33,435	3,664	4,524
Indiana.....	605,263	23,722	743	4,488	12,939	1,446	1,853
Iowa.....	396,244	13,751	268	2,127	6,390	1,239	1,619
Kansas.....	476,811	16,865	775	3,139	9,197	1,110	1,370
Kentucky.....	617,821	23,478	861	3,872	12,363	988	1,301
Louisiana.....	702,740	27,455	685	4,669	15,167	3,397	4,562
Maine.....	268,686	9,893	315	1,080	3,673	362	532
Maryland.....	646,214	28,256	2,291	6,511	13,548	1,348	1,630
Massachusetts.....	1,115,013	24,388	619	3,072	8,982	2,069	2,785
Michigan.....	1,030,035	30,946	1,360	7,885	19,966	1,533	1,812
Minnesota.....	663,470	23,229	622	3,669	11,980	2,092	2,975
Mississippi.....	562,275	13,662	426	2,233	7,097	1,842	2,417
Missouri.....	910,109	31,020	1,607	5,565	15,593	1,562	2,029
Montana.....	159,790	9,055	181	1,191	4,467	421	642
Nebraska.....	305,443	13,838	464	2,495	7,591	974	1,435
Nevada.....	295,159	11,709	531	1,898	4,932	279	296
New Hampshire.....	175,556	7,714	227	833	2,907	277	434
New Jersey.....	756,688	17,862	715	2,920	7,274	1,412	1,521
New Mexico.....	366,322	15,398	741	3,271	9,876	532	734
New York.....	2,423,564	47,458	5,219	8,019	22,753	2,720	3,008
North Carolina.....	1,170,885	53,458	3,290	9,918	33,868	1,733	2,430
North Dakota.....	106,902	7,301	228	1,035	3,631	789	1,087
Ohio.....	1,396,527	47,610	1,293	9,812	26,848	2,720	3,650
Oklahoma.....	753,041	31,521	1,567	5,242	13,745	1,783	2,102
Oregon.....	613,915	21,351	468	3,531	10,090	651	781
Pennsylvania.....	1,703,165	45,606	1,141	8,000	24,100	2,904	3,882
Rhode Island.....	180,092	4,881	198	707	1,782	392	506
South Carolina.....	606,709	29,798	1,224	5,193	17,559	1,650	2,384
South Dakota.....	209,821	9,263	227	944	4,017	751	1,113
Tennessee.....	1,136,907	31,573	1,162	5,782	18,277	1,360	1,771
Texas.....	3,008,841	120,060	5,499	26,675	73,804	4,173	5,014
Utah.....	248,399	11,242	348	1,762	5,253	1,201	1,604
Vermont.....	115,025	2,898	48	328	1,001	180	265
Virginia.....	1,110,147	63,111	5,028	12,728	35,333	1,875	2,602
Washington.....	941,173	60,329	2,529	9,344	31,532	1,154	1,619
West Virginia.....	478,017	11,251	162	1,408	4,836	773	1,129
Wisconsin.....	687,438	24,226	593	3,926	13,322	1,912	2,609
Wyoming.....	103,141	3,960	95	744	2,556	210	290

(1) Expenditures for Compensation and Pension for the 50 states and D.C. were derived from the Federal Assistance Awards Data System (FAADS) and are gross expenditures. Education expenditures come from the COIN EDU 666. Information for Insurance and Indemnities for the 50 states and D.C. are statistical estimates. All other dollar estimates are derived from VA accounting reports.

Table 55 (continued) -- Estimated Selected Expenditures by State <sup>(1)</sup> -- Fiscal Year 1997

State	Readjustment Benefits (continued)								Insurance and Indemnities Amount (\$000)	Hospital Domiciliary and other Construction Amount (\$000)	Medical Services and Admin. Costs Amount (\$000)	
	Education Assistance (continued)					Automobiles and other Conveyances for Disabled Veterans (\$000)	Specially Adapted Housing for Disabled Veterans (\$000)	Dependents Educational Assistance (Title 38, U.S.C., Ch. 35)				Vocational Rehabilitation (Title 38, U.S.C., Ch 31)
	Trained During FY		Amount (\$000)	Trained During Fiscal Year	Amount (\$000)							
	Sons & Daughters	Widow(er)s & Spouses										
<b>US--Total.....</b>	34,047	5,103	\$105,551	53,138	\$378,374	\$27,359	\$11,431	\$2,046,759	\$546,116	\$18,106,987		
Alabama.....	1,006	158	3,222	1,155	6,181	719	76	28,119	11,382	317,857		
Alaska.....	68	21	231	341	1,939	23	--	2,748	282	61,458		
Arizona.....	748	140	2,436	1,574	11,021	1,028	--	43,450	23,268	302,776		
Arkansas.....	636	96	2,154	606	3,744	289	266	17,805	4,703	265,613		
California.....	2,725	434	7,952	3,843	23,898	2,972	518	220,812	42,440	1,771,678		
Colorado.....	641	121	2,033	1,641	12,418	584	278	32,538	1,110	306,944		
Connecticut.....	188	14	668	422	3,156	141	7	33,516	31,086	199,601		
Delaware.....	93	16	290	274	1,622	53	--	6,199	3,184	61,678		
District of Columbia.....	93	5	197	199	2,021	8	--	4,249	3,699	884,182		
Florida.....	2,375	394	7,227	3,236	22,718	2,300	1,809	181,974	24,257	946,377		
Georgia.....	1,286	211	4,458	991	7,341	793	551	45,764	19,908	410,129		
Hawaii.....	156	35	525	474	3,985	67	76	16,147	10,894	64,231		
Idaho.....	166	27	413	308	2,098	56	155	8,456	1,595	55,851		
Illinois.....	746	88	2,187	1,127	8,702	418	76	87,823	23,488	803,338		
Indiana.....	521	48	1,458	822	6,729	497	76	30,986	17,975	241,867		
Iowa.....	273	23	741	400	4,733	411	228	24,596	1,325	196,981		
Kansas.....	420	83	1,313	487	4,209	274	190	20,340	3,412	252,091		
Kentucky.....	658	92	2,097	1,022	6,857	312	228	20,148	4,684	227,884		
Louisiana.....	698	90	2,199	802	4,841	500	114	24,884	2,801	288,986		
Maine.....	352	61	1,309	524	4,064	300	380	10,289	868	79,563		
Maryland.....	513	67	1,706	1,559	9,082	383	76	44,334	3,973	258,423		
Massachusetts.....	624	48	1,830	866	10,172	364	292	56,770	10,953	557,391		
Michigan.....	825	86	2,338	831	5,469	456	615	56,821	45,684	447,042		
Minnesota.....	460	47	1,416	776	6,236	1,296	161	41,161	2,173	317,983		
Mississippi.....	486	52	1,625	329	2,096	214	83	15,025	9,404	242,573		
Missouri.....	641	126	1,954	1,203	9,837	575	76	40,023	16,670	433,824		
Montana.....	140	23	476	433	3,289	46	--	8,086	2,093	54,300		
Nebraska.....	343	44	1,136	506	3,211	219	266	14,661	1,056	139,716		
Nevada.....	143	33	447	868	5,503	83	76	13,146	11,937	127,588		
New Hampshire.....	188	33	786	368	3,360	475	190	10,581	3	51,668		
New Jersey.....	466	37	1,628	801	6,723	494	--	73,321	12,747	279,210		
New Mexico.....	395	59	1,095	478	2,951	348	114	13,973	1,711	150,487		
New York.....	1,415	176	3,865	1,775	12,612	931	234	141,217	27,638	1,293,215		
North Carolina.....	1,415	268	4,831	1,533	9,038	916	646	48,015	5,512	398,254		
North Dakota.....	125	14	381	251	1,973	41	13	5,345	612	49,880		
Ohio.....	991	157	3,109	1,510	12,710	1,768	190	78,875	6,665	601,148		
Oklahoma.....	1,076	231	3,228	1,572	10,879	372	370	23,178	16,838	205,801		
Oregon.....	362	51	942	882	9,070	443	76	25,790	12,766	274,969		
Pennsylvania.....	1,061	104	3,071	1,552	13,412	759	--	107,165	10,185	787,803		
Rhode Island.....	177	21	508	206	1,886	76	38	8,769	3,179	76,115		
South Carolina.....	783	134	2,718	1,285	5,914	395	342	26,995	3,096	209,221		
South Dakota.....	123	18	422	488	3,484	89	--	6,115	1,789	122,727		
Tennessee.....	747	111	2,412	1,260	7,950	572	--	30,662	23,444	584,850		
Texas.....	3,125	453	9,178	4,254	26,566	1,798	1,362	116,476	53,136	1,217,459		
Utah.....	293	27	782	486	3,255	212	--	12,176	2,636	130,252		
Vermont.....	66	9	174	132	1,411	16	38	4,555	1,514	61,462		
Virginia.....	1,387	239	4,507	2,378	15,642	1,004	400	59,214	5,030	376,747		
Washington.....	859	160	2,880	2,633	21,770	631	342	45,396	7,383	312,527		
West Virginia.....	324	49	1,055	579	4,070	127	76	11,047	10,116	243,010		
Wisconsin.....	571	60	1,781	932	5,921	469	327	43,021	1,898	306,657		
Wyoming.....	74	9	236	164	784	40	--	4,003	1,915	55,602		

(2) The totals for "Readjustment Benefits" are the sums of the programs shown plus \$3 million for the Service Members Occupational Conversion Training Act (SMOCTA) which is not shown.

(3) As reported by station of jurisdiction which may report for more than one state.

Table 55 (continued) -- Estimated Selected Expenditures by State <sup>(1)</sup> -- Fiscal Year 1997

State	Compensation and Pension								
	Living and Deceased Veterans							Living Veterans	
	Total		Burial Benefits (\$000)	Service-Connected		Nonservice-Connected		Total	
	Number	Amount (\$000)		Number	Amount (\$000)	Number	Amount (\$000)	Number	Amount (\$000)
<b>US--Total.....</b>	3,195,045	\$18,730,373	\$58,806	2,516,751	\$15,811,203	678,294	\$2,860,364	2,611,640	\$14,854,290
Alabama.....	78,258	453,595	1,422	55,131	343,582	23,127	108,591	59,309	340,844
Alaska.....	9,397	59,776	62	8,997	57,025	400	2,689	8,875	54,922
Arizona.....	61,090	390,557	1,060	53,076	352,270	8,014	37,227	52,131	312,741
Arkansas.....	49,460	348,121	1,093	34,542	283,699	14,918	63,330	37,949	276,088
California.....	266,375	1,512,493	3,813	221,501	1,332,467	44,874	176,213	220,510	1,162,269
Colorado.....	51,115	310,043	682	45,178	283,145	5,937	26,215	43,941	250,130
Connecticut.....	27,927	146,190	496	23,563	132,023	4,364	13,671	23,910	120,689
Delaware.....	8,723	47,172	219	7,241	41,580	1,482	5,373	7,284	37,489
District of Columbia.....	8,147	52,398	131	5,609	40,903	2,538	11,364	6,433	40,200
Florida.....	241,916	1,432,556	3,297	206,618	1,287,889	35,298	141,370	203,546	1,132,959
Georgia.....	106,819	619,542	1,830	82,213	520,115	24,606	97,597	83,362	466,354
Hawaii.....	13,457	84,326	178	12,339	78,882	1,118	5,267	11,716	68,869
Idaho.....	14,684	87,503	286	12,494	76,230	2,190	10,986	12,827	72,894
Illinois.....	83,166	425,144	1,909	60,643	326,039	22,523	97,196	68,350	341,960
Indiana.....	53,213	290,713	895	41,864	243,677	11,349	46,141	44,240	237,228
Iowa.....	27,997	159,591	639	20,781	126,374	7,216	32,579	22,859	129,857
Kansas.....	30,806	184,104	728	24,272	154,629	6,534	28,746	25,407	148,813
Kentucky.....	56,730	341,627	1,152	39,033	261,596	17,697	78,879	43,925	267,851
Louisiana.....	61,589	358,615	1,316	38,158	253,570	23,431	103,728	45,448	270,599
Maine.....	23,445	168,073	464	17,927	143,684	5,518	23,925	19,742	144,005
Maryland.....	54,998	311,228	830	45,929	274,510	9,069	35,888	45,226	239,963
Massachusetts.....	81,851	465,511	1,520	70,086	423,980	11,765	40,011	69,681	381,459
Michigan.....	87,362	449,542	1,429	69,498	370,625	17,864	77,489	73,436	370,102
Minnesota.....	49,902	278,924	1,132	38,928	232,573	10,974	45,219	41,725	231,710
Mississippi.....	45,568	281,611	955	28,217	211,221	17,351	69,435	33,118	215,122
Missouri.....	64,709	388,572	1,337	47,185	305,030	17,524	82,206	51,847	308,386
Montana.....	13,848	86,256	258	11,139	74,044	2,709	11,954	12,118	74,573
Nebraska.....	21,158	136,172	461	16,665	112,515	4,493	23,196	17,679	112,028
Nevada.....	24,255	130,778	460	20,782	115,004	3,473	15,314	21,283	105,944
New Hampshire.....	16,732	105,590	340	14,614	95,842	2,118	9,408	14,606	88,920
New Jersey.....	70,447	373,548	1,340	60,451	335,732	9,996	36,477	59,627	299,462
New Mexico.....	28,435	184,754	430	22,957	160,670	5,478	23,654	23,809	150,539
New York.....	163,965	914,036	3,735	126,192	768,560	37,773	141,741	134,244	744,464
North Carolina.....	111,102	665,647	1,987	83,190	549,780	27,912	113,881	86,555	511,959
North Dakota.....	8,023	43,765	140	6,143	34,788	1,880	8,837	6,819	36,873
Ohio.....	121,326	662,229	2,224	93,564	540,083	27,762	119,923	100,434	538,546
Oklahoma.....	65,541	475,703	1,447	48,472	376,401	17,069	97,854	52,891	384,758
Oregon.....	42,351	279,039	790	33,995	236,136	8,356	42,112	36,263	233,421
Pennsylvania.....	137,114	752,405	2,742	105,293	626,658	31,821	123,005	111,181	602,784
Rhode Island.....	14,152	87,148	296	11,781	77,560	2,371	9,292	11,892	70,936
South Carolina.....	58,972	337,598	1,180	42,648	269,587	16,324	66,831	45,235	252,416
South Dakota.....	11,691	69,927	342	8,555	54,690	3,136	14,894	9,740	58,447
Tennessee.....	78,294	466,378	1,772	54,369	364,806	23,925	99,801	60,168	362,235
Texas.....	248,904	1,501,709	4,503	196,056	1,279,391	52,848	217,815	198,679	1,147,789
Utah.....	16,023	92,093	245	13,818	82,608	2,205	9,240	13,992	76,843
Vermont.....	6,911	44,596	160	5,515	38,834	1,396	5,602	5,767	36,662
Virginia.....	103,198	606,045	1,955	85,513	533,240	17,685	70,850	83,526	457,731
Washington.....	83,572	515,539	1,204	74,966	475,063	8,606	39,272	72,881	423,096
West Virginia.....	31,242	202,593	714	21,193	153,069	10,049	48,810	24,491	162,805
Wisconsin.....	52,849	311,636	1,071	42,535	265,299	10,314	45,266	45,414	265,061
Wyoming.....	6,236	37,661	138	5,322	33,522	914	4,001	5,549	32,496

Table 55 (continued) -- Estimated Selected Expenditures by State <sup>(1)</sup> -- Fiscal Year 1997

State	Compensation and Pension--Continued									
	Living Veterans-Continued					Deceased Veterans				
	Service-Connected		Nonservice-Connected		Total		Service-Connected		Nonservice-Connected	
	Number	Amount (\$000)	Number	Amount (\$000)	Number	Amount (\$000)	Number	Amount (\$000)	Number	Amount (\$000)
<b>US--Total.....</b>	2,226,053	\$12,711,193	385,587	\$2,143,097	583,405	\$3,817,277	290,698	\$3,100,010	292,707	\$717,268
Alabama.....	47,885	267,817	11,424	73,027	18,949	111,329	7,246	75,765	11,703	35,564
Alaska.....	8,562	52,523	313	2,399	522	4,792	435	4,501	87	290
Arizona.....	46,791	282,609	5,340	30,132	8,959	76,756	6,285	69,661	2,674	7,095
Arkansas.....	29,455	229,322	8,494	46,765	11,511	70,941	5,087	54,376	6,424	16,564
California.....	192,935	1,025,838	27,575	136,431	45,865	346,412	28,566	306,629	17,299	39,783
Colorado.....	40,295	229,232	3,646	20,898	7,174	59,231	4,883	53,913	2,291	5,317
Connecticut.....	21,578	110,282	2,332	10,407	4,017	25,005	1,985	21,741	2,032	3,263
Delaware.....	6,484	33,470	800	4,019	1,439	9,464	757	8,110	682	1,354
District of Columbia.....	4,835	31,233	1,598	8,967	1,714	12,067	774	9,670	940	2,397
Florida.....	181,333	1,022,553	22,213	110,406	38,370	296,301	25,285	265,336	13,085	30,964
Georgia.....	70,633	398,267	12,729	68,087	23,457	151,359	11,580	121,848	11,877	29,510
Hawaii.....	11,021	64,712	695	4,157	1,741	15,279	1,318	14,170	423	1,109
Idaho.....	11,336	63,692	1,491	9,202	1,857	14,323	1,158	12,538	699	1,784
Illinois.....	54,932	266,993	13,418	74,966	14,816	81,275	5,711	59,046	9,105	22,229
Indiana.....	37,890	202,238	6,350	34,990	8,973	52,590	3,974	41,439	4,999	11,151
Iowa.....	18,697	104,281	4,162	25,575	5,138	29,096	2,084	22,092	3,054	7,004
Kansas.....	21,590	126,296	3,817	22,518	5,399	34,562	2,682	28,333	2,717	6,229
Kentucky.....	33,962	209,340	9,963	58,510	12,805	72,624	5,071	52,256	7,734	20,368
Louisiana.....	32,760	197,152	12,688	73,446	16,141	86,700	5,398	56,418	10,743	30,282
Maine.....	16,100	124,341	3,642	19,663	3,703	23,605	1,827	19,343	1,876	4,262
Maryland.....	40,302	213,646	4,924	26,316	9,772	70,435	5,627	60,864	4,145	9,572
Massachusetts.....	63,547	351,362	6,134	30,098	12,170	82,532	6,539	72,619	5,631	9,913
Michigan.....	63,294	309,936	10,142	60,167	13,926	78,011	6,204	60,689	7,722	17,322
Minnesota.....	35,526	196,281	6,199	35,429	8,177	46,083	3,402	36,293	4,775	9,790
Mississippi.....	23,867	165,799	9,251	49,323	12,450	65,534	4,350	45,422	8,100	20,112
Missouri.....	41,594	246,205	10,253	62,181	12,862	78,849	5,591	58,825	7,271	20,024
Montana.....	10,258	64,516	1,860	10,057	1,730	11,425	881	9,528	849	1,897
Nebraska.....	14,848	92,966	2,831	19,062	3,479	23,683	1,817	19,549	1,662	4,134
Nevada.....	18,763	93,109	2,520	12,835	2,972	24,375	2,019	21,895	953	2,480
New Hampshire.....	13,294	81,164	1,312	7,756	2,126	16,331	1,320	14,678	806	1,652
New Jersey.....	54,646	273,027	4,981	26,435	10,820	72,746	5,805	62,704	5,015	10,042
New Mexico.....	20,321	131,968	3,488	18,572	4,626	33,784	2,636	28,702	1,990	5,082
New York.....	114,197	639,928	20,047	104,536	29,721	165,837	11,995	128,632	17,726	37,205
North Carolina.....	72,013	433,570	14,542	78,388	24,547	151,702	11,177	116,209	13,370	35,493
North Dakota.....	5,678	30,003	1,141	6,870	1,204	6,752	465	4,785	739	1,967
Ohio.....	84,841	447,870	15,593	90,676	20,892	121,459	8,723	92,213	12,169	29,247
Oklahoma.....	42,053	306,615	10,838	78,143	12,650	89,497	6,419	69,786	6,231	19,711
Oregon.....	30,683	199,936	5,580	33,486	6,088	44,827	3,312	36,201	2,776	8,626
Pennsylvania.....	94,563	512,426	16,618	90,358	25,933	146,879	10,730	114,232	15,203	32,647
Rhode Island.....	10,511	63,485	1,381	7,450	2,260	15,917	1,270	14,075	990	1,842
South Carolina.....	36,654	206,458	8,581	45,959	13,737	84,002	5,994	63,130	7,743	20,873
South Dakota.....	7,765	46,479	1,975	11,968	1,951	11,137	790	8,211	1,161	2,926
Tennessee.....	47,248	291,955	12,920	70,280	18,126	102,372	7,121	72,850	11,005	29,521
Texas.....	169,127	987,111	29,552	160,678	50,225	349,417	26,929	292,280	23,296	57,137
Utah.....	12,586	69,327	1,406	7,516	2,031	15,005	1,232	13,281	799	1,724
Vermont.....	4,917	32,232	850	4,430	1,144	7,774	598	6,602	546	1,172
Virginia.....	74,026	407,165	9,500	50,566	19,672	146,359	11,487	126,074	8,185	20,284
Washington.....	67,359	391,035	5,522	32,061	10,691	91,239	7,607	84,028	3,084	7,211
West Virginia.....	18,539	125,883	5,952	36,922	6,751	39,074	2,654	27,187	4,097	11,887
Wisconsin.....	39,053	228,447	6,361	36,614	7,435	45,504	3,482	36,852	3,953	8,652
Wyoming.....	4,906	29,097	643	3,399	687	5,027	416	4,425	271	602

**Table 56 -- Employment: Full-time, Part-time, and Intermittent  
by Facility Type**

<i>Facility Type</i>	<i>September 30, 1997</i>	<i>September 30, 1996</i>
Total.....	243,311	250,899
Central Office.....	3,406	3,490
Field.....	239,905	247,409
Medical Centers (1).....	173,115	199,026
Domiciliaries (2).....	400	408
Health Care Systems.....	44,014	25,625
Regional Offices and area offices (3).....	9,702	10,317
Regional Office and Medical Centers.....	6,114	6,368
Regional Office and Insurance Centers.....	1,016	1,012
Independent Outpatient Clinics and Health Care Centers.....	1,902	963
Automation Center, Benefits Delivery Centers, Systems Development Centers.....	858	1,057
National Cemeteries.....	1,131	1,127
National Acquisition and Distribution Centers (4).....	236	210
Miscellaneous (5).....	1,417	1,296

(1) Includes Medical Centers with Domiciliaries.

(2) Independent Domiciliary at White City, OR

(3) Includes Manila, PI, independent Outpatient Clinic.

(4) Includes National Acquisition Center, Services and Distribution Center, Denver Distribution Center.

(5) Includes National Cemetery Area Offices, Prosthetic Assessment Information Center, Civilian Health and Medical Program of the Department (CHAMPVA), Finance Centers, Veterans Canteen Service Regional Offices, Veterans Canteen Service Central Office, Debt Management Center, Records Management Center, Consolidated Mail Outpatient Pharmacies, Income Verification Match Program, Quantico Field Support Facility.

NOTE: Data categories were changed from FY 1996 table.

**Table 57 -- Employment: Full-time, Part-time, and Intermittent  
by Pay System**

<i>Pay System</i>	<i>September 30, 1997</i>	<i>September 30, 1996</i>
Total.....	243,311	250,899
General Schedule/Merit Pay.....	132,107	136,834
Title 38 (excludes canteen).....	76,924	78,343
Wage system.....	30,194	31,661
Canteen.....	3,230	3,245
Non-U.S. Citizens--Manila.....	169	173
Senior Executive Service (SES) .....	279	292
Others (1).....	408	351

(1) Includes stay-in-school, purchase and hire, executive pay, hospital administration residents, and experts/consultants.

**Table 58 -- Employment: Gender and Veteran Preference  
September 30, 1997**

<i>Veteran Preference</i>	<i>Total</i>	<i>Males</i>	<i>Males as a Percent of Total</i>	<i>Females</i>	<i>Females as a Percent of Total</i>
Total.....	243,311	111,238	45.7	132,073	54.3
With preference (1).....	61,390	53,672	87.4	7,718	12.6
Without preference.....	181,921	57,566	31.6	124,355	68.4

(1) Includes mother, spouse, and widow or widower of veteran.

**Table 59 -- Employment: Minority Groups by Grade  
Full-time and Part-time with Permanent Appointments  
September 30, 1997**

<i>Grade or Supervisory Level</i>	<i>Total Employment (1)</i>	<i>Percentage of Total Employment</i>				
		<i>Total Minority Employment</i>	<i>African- American</i>	<i>Hispanic</i>	<i>Asian or Pacific Islander</i>	<i>American Indian or Alaskan Native</i>
All pay plans--total.....	202,980	35.3	23.9	5.8	4.8	0.8
GS/GM and equivalent.....	138,299	33.9	23.1	5.6	4.4	0.8
GS-1 through GS-4.....	15,612	50.5	40.3	6.7	2.5	1.0
GS-5 through GS-8.....	60,962	40.9	31.0	6.3	2.6	1.0
GS-9 through GS-12.....	39,801	24.3	14.1	5.0	4.5	0.7
GS/GM-13 through GS/GM-15.....	21,893	20.2	5.3	4.3	10.2	0.4
GS/GM-16 through GS/GM-18.....	31	19.4	3.2	3.2	9.7	3.2
Other pay systems (2).....	34,882	29.0	14.2	5.5	8.8	0.5
Wage system.....	29,799	48.9	39.1	6.8	1.9	1.0
Non-supervisory.....	26,638	49.5	39.4	6.9	2.1	1.1
Leader.....	763	43.8	36.7	5.6	1.0	0.4
Supervisory.....	2,398	44.1	36.2	6.3	0.9	0.8

(1) Excludes Philippine nationals in Manila.

(2) Includes Senior Executive Service, statutory pay plans, veterans canteen officers, assistant canteen officers, non-medical directors, nurses, and nurse anesthetists.

Note: Percentages may not add due to rounding.

**Table 60 -- Employment of Women by Pay Category -- Full-time, Part-time, and Intermittent  
September 30, 1997**

Pay Category	Total Employment	Women	
		Number	Percent
Total -- all pay categories.....	243,311	132,073	54.3%
GS/GM -- total.....	132,107	79,658	60.3
GS-1 through GS-6.....	68,815	47,534	69.1
GS-7 through GS-12.....	53,773	29,173	54.3
GS/GM-13 and above.....	9,519	2,951	31.0
Title 38 (excludes canteen).....	76,924	43,813	57.0
Wage system.....	30,194	6,117	20.3
Canteen.....	3,230	2,353	72.8
Non-U.S. Citizens -- Manila.....	169	87	51.5
Senior Executive Service.....	279	33	11.8
Other (1).....	408	12	2.9

(1) Includes purchase and hire, executive pay, hospital administration residents, and experts/consultants.

**Table 61 -- Employment of Individuals with Targeted Disabilities by Pay Category  
Full-time, Part-time, and Intermittent with Permanent Appointments -- September 30, 1997**

Pay Category	Total Employment (1)	Individuals with Targeted Disabilities	
		Number	Percent
All pay categories -- total.....	203,962	3,783	1.9%
White collar -- total.....	174,879	2,729	1.6
GS-1 through GS-4.....	15,701	738	4.7
GS-5 through GS-8.....	61,080	924	1.5
GS-9 through GS-11.....	30,207	520	1.7
GS-12 through GS/GM-13.....	15,550	275	1.8
GS/GM-14 through GS/GM-15.....	2,485	21	0.8
SES.....	279	6	2.2
Other (2).....	49,577	245	0.5
Wage system -- total.....	29,083	1,054	3.6
WG-1 through WG-3.....	14,134	818	5.8
WG-4 through WG-6.....	4,337	76	1.8
WG-7 through WG-9.....	2,703	50	1.8
WG-10 through WG-12.....	3,730	43	1.2
WG-13 through WG-15.....	1	--	--
Other (3).....	4,178	67	1.6

(1) Excludes Philippine nationals in Manila.

(2) Includes Title 38, executive pay, senior level (formerly GS 16-18 and equivalent), hospital administration residents and expert/consultants.

(3) Includes leaders and supervisory personnel as well as purchase and hires.