



### *As aligned with VHA's Priorities for Strategic Action*

**Priority 1: Access:** *We pledge that any Veteran with the requirement for urgent care will receive care at the right time appropriate to his or her clinical needs.*

1. In June 2017, **96.52%** of appointments were within 30 days of the clinically indicated or Veteran's preferred date; **85.09%** were within 7 days; **21.27%** were same-day appointments.
2. In June 2017, average wait times for completed appointments were **4.28** for primary care, **6.39** for specialty care, and **2.76** for mental health care.
3. VHA has reduced the Electronic Wait List from **56,271** appointments to **23,344**, a **58.52%** reduction between June 1, 2014 and August 1, 2017.
4. VHA and the Choice contractors created more than **3.5 million** authorizations for Veterans to receive care in the private sector from June 1, 2016 through May 31, 2017. This represents a **17** percent increase in authorizations when compared to the same period in 2015/2016.
5. When compared to the August 1, 2016 pending appointments data set, the August 1, 2017 pending appointment data set shows VA has increased the number of overall pending appointments by **2,189,259**.
6. According to the August 1, 2017 pending appointments data, the number of patients waiting greater than 30 days has decreased by **1.75%** (**9,146**) since the beginning of the fiscal year (October 1, 2016).

**Priority 2: Employee Engagement:** *We will work to allow staff to have greater input into their work environment.*

7. VHA employees have access to nearly **6,000** virtual learning programs and products. In addition, VHA offers **18** national and **2** state accreditations/approvals for continuing education.

**Priority 3: High Performance Network:** *We will build a high performance network of care to best serve Veterans.*

8. VHA is the largest integrated health care system in the United States, providing care at **1,243** health care facilities, including **170** VA Medical Centers and **1,063** outpatient sites of care of varying complexity (VHA outpatient clinics).
9. VHA employs over **25,400** physicians and **95,100** nurses (CRNA, RN, LPN & NA) to provide care to Veterans.
10. VHA has increased net onboard staff by more than **27,375** employees since the beginning of FY 2015 through July 31, 2017. This includes **8,547** nurses (CRNA, RN, LPN & NA) and **2,246** physicians, of which **183** are psychiatrists. Additionally, this includes an increase of **639** psychologists for VHA's clinical care to Veterans.
11. Over the last two years in house clinical workload measured in wRVUs increased by **12%**. This is equivalent to providing approximately **3.5 Million** additional hours of care to our Veterans. This was accomplished by a combination of increasing provider staffing levels and improving provider productivity.

**Priority 4: Best Practices:** *We seek to identify and disseminate best practices throughout VA.*

12. When it comes to treating pain and substance abuse, the Department of Veterans Affairs (VA) is recognized by many as a leader in the pain management field and the responsible use of opioids across the VA health-care system.
13. Secretary Shulkin recently announced the release of VA's top eight best practices to share with others in government and the health-care industry who work to balance pain management and opioid prescribing, based on what VA has learned over the past four years.
14. These pain management and opioid prescribing best practices are summed up by the acronym S.T.O.P. P.A.I.N. To learn more, visit [www.va.gov/opa/pressrel/pressrelease.cfm?id=2934](http://www.va.gov/opa/pressrel/pressrelease.cfm?id=2934) and [www.va.gov/painmanagement](http://www.va.gov/painmanagement).

**Priority 5: Trust in VA Care:** *We will share our results on the quality and timeliness of how we care for Veterans.*

15. In April 2017, VA launched the Access and Quality Tool at [www.accesstocare.va.gov](http://www.accesstocare.va.gov). Veterans can use the tool to learn about wait times and satisfaction scores assigned by their fellow Veterans for VA health care facilities across the country. The new online tool helps Veterans make informed choices about where they receive their health care.

... and there's more vital work to be done.

