

VAU.S. Department
of Veterans Affairs**Fact Sheet**Office of Public Affairs
Media RelationsWashington, DC 20420
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www.va.gov**Patient Access Progress Update
Release 30 – September 24, 2015****Summary**

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

- 1. Completed Appointments (As of August 2015)***
- 2. Pending Appointments (Snapshot of data on September 15, 2015)***

Notable Improvements:

1. Nationally, VA completed more than 56.7 million appointments between September 1, 2014 and August 31, 2015. This represents an increase of 2.11 million more appointments than were completed during the same time period in 2013/2014.
2. VA created over 2.6 million authorizations for Veterans to receive care in the private sector between September 17, 2014 and September 16, 2015. This represents a 12 percent increase in authorizations, when compared to the same period in previous years.
3. VA completed 96.8 percent of appointments in August 2015 within 30 days of the clinically indicated or Veteran's preferred date; 91.62 percent within 14 days; 86.68 percent within 7 days; and 22 percent are actually completed on the same day.
4. Between June 1, 2014, and September 15, 2015, the Electronic Wait List went from 56,271 appointments to 40,548, a 27.94 percent reduction.

*Both reports are created using "Wait Times Calculated Using Preferred Date," which utilizes the date a Veteran prefers to be seen or the date determined to be medically necessary by their clinical provider.