

VAU.S. Department
of Veterans Affairs**Fact Sheet**Office of Public Affairs
Media RelationsWashington, DC 20420
(202) 461-7600
www.va.gov**Patient Access Progress Update
Release 36 – December 23, 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 November 2015)***
- 2. Pending Appointments (Snapshot of data on December 15, 2015)***

Notable Improvements:

1. Nationally, VA completed more than 56.83 million appointments from December 1, 2014 through November 30, 2015. This represents an increase of 1.86 million more appointments than were completed during the same time period in 2013/2014.
2. VA completed 96.35 percent of appointments in November 2015 within 30 days of the clinically indicated or Veteran's preferred date; 90.94 percent within 14 days; 85.85 percent within 7 days; and 23.32 percent are actually completed on the same day.
3. From June 1, 2014 to December 15, 2015, the Electronic Wait List went from 56,271 appointments to 48,888, a 13 percent reduction.
4. VHA created nearly 2.4 million authorizations for Veterans to receive care in the private sector from December 10, 2014 through December 9, 2015. This represents a 7 percent decrease in authorizations when compared to the same period in 2013/2014.

*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.