

Minneapolis and Sioux Falls
VA Health Care Systems
Wait Times and Access Review

May 14, 2014

Agenda

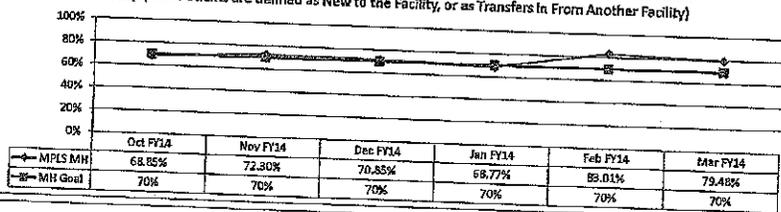
- How Access and Wait Times are Measured
- Access Data for Mental Health, Primary Care and Specialty Care
- Review Electronic Wait List Data
- Discussion
 - Causes of Waits and Delays
 - Actions to Reduce Waits and Delays

How Access and Wait Times are Measured

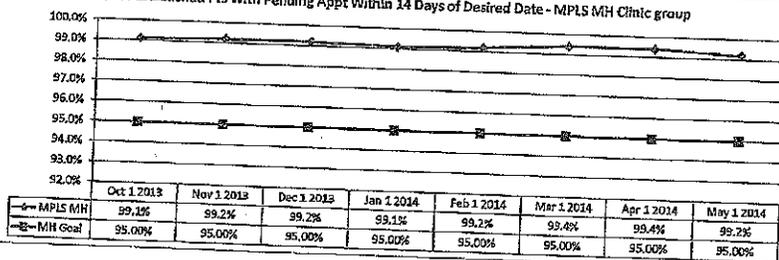
- New Patient Wait Time by Create Date:** Measures the % of New Patient Appointments seen in ≤ 14 days, from the appointment "create" date (the date the scheduler physically enters the appointment into the appointment schedule) to the date the appointment is completed (when patient is seen). A patient is NEW if he/she has not been seen in a given stop code for 24 months.
 - Established Patient Prospective Wait Time:** Measures the % of Established Patient Appointments seen in ≤ 14 days, from the appointment desired date to the pending future appointment date. Patients that have return appointment in > 90 days will be placed on **RECALL**, using VHA's CLASS I Recall Reminder software.
 - Electronic Wait List:** EWL is the **OFFICIAL** and *only* sanctioned EWL for New patients who request an appointment anytime within the next 90 days but cannot be scheduled due to unavailable clinic capacity. If there is no appointment availability within 90 days, the new patient must be immediately placed on the EWL and told he/she will be notified when an appointment is available
- Note: 2 exceptions that allow an established patient to be on the EWL:**
- An established patient asks to be seen at a different site that is currently unavailable
 - An established patient is seeking care for a NEW problem in a given stop code

MPLS Mental Health (MH) Clinic FY14 Performance

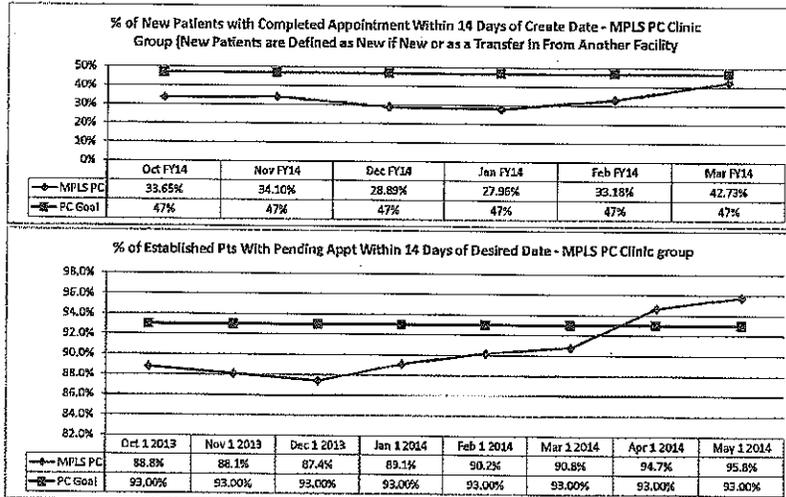
% of New Patients with Completed Appointment Within 14 Days of Create Date - MPLS MH Clinic Group (New Patients are defined as New to the Facility, or as Transfers In From Another Facility)



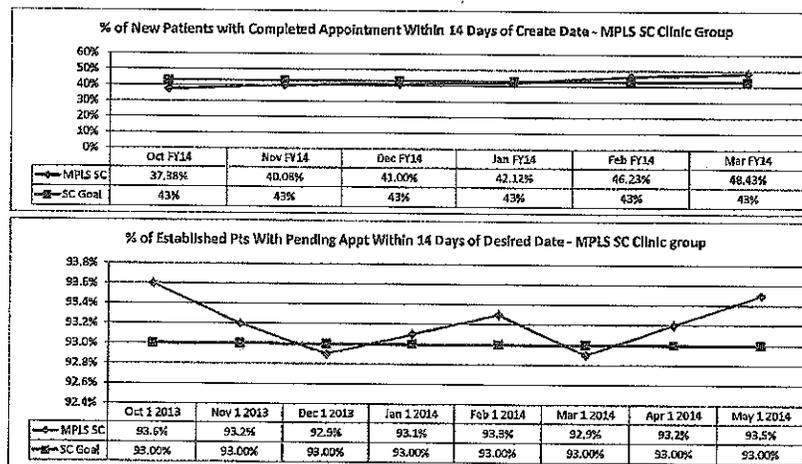
% of Established Pts With Pending Appt Within 14 Days of Desired Date - MPLS MH Clinic group



MPLS Primary Care (PC) Clinic FY14 Performance



MPLS Specialty Care (SC) Clinic FY14 Performance



Minneapolis VA Health Care System Veterans on Electronic Wait List as of May 1, 2014

| Report Date: May 1 2014 | | Clinic Group | | Total N on EWL | Wait < 15 Days | | Wait 15 - 30 Days | | Wait 31 - 60 Days | | Wait > 60 Days | |
|---|----------------|--------------|--|----------------|----------------|-------|-------------------|-------|-------------------|--------|----------------|-------|
| VA Health Care System Summary - Minneapolis | | | n | % | n | % | n | % | n | % | n | % |
| Minneapolis MN | All | 218 | 197 | 91.20% | 11 | 5.09% | 0 | 0.00% | 5 | 2.31% | 0 | 0.00% |
| Minneapolis MN | Mental Health | 0 | No data shown. Indicates no Veterans on Electronic Wait List for Selected Top 50 Clinic Groups as of May 1 2014. | | | | | | | | | |
| Minneapolis MN | Primary Care | 2 | 1 | 50% | 0 | 0.00% | 0 | 0.00% | 1 | 50.00% | 0 | 0.00% |
| Minneapolis MN | Specialty Care | 1 | 1 | 100% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |

| Report Date: May 1 2014 | | Clinic Group | | Total N on EWL | Wait < 15 Days | | Wait 15 - 30 Days | | Wait 31 - 60 Days | | Wait > 60 Days | |
|----------------------------|----------------|--------------|--|----------------|----------------|---|-------------------|---|-------------------|---|----------------|---|
| Division Summary - Mankato | | | n | % | n | % | n | % | n | % | n | % |
| Mankato MN | All | 0 | No data shown. Indicates no Veterans on Electronic Wait List for Selected Top 50 Clinic Groups as of May 1 2014. | | | | | | | | | |
| Mankato MN | Mental Health | 0 | No data shown. Indicates no Veterans on Electronic Wait List for Selected Top 50 Clinic Groups as of May 1 2014. | | | | | | | | | |
| Mankato MN | Primary Care | 0 | No data shown. Indicates no Veterans on Electronic Wait List for Selected Top 50 Clinic Groups as of May 1 2014. | | | | | | | | | |
| Mankato MN | Specialty Care | 0 | No data shown. Indicates no Veterans on Electronic Wait List for Selected Top 50 Clinic Groups as of May 1 2014. | | | | | | | | | |

| Report Date: May 1 2014 | | Clinic Group | | Total N on EWL | Wait < 15 Days | | Wait 15 - 30 Days | | Wait 31 - 60 Days | | Wait > 60 Days | |
|------------------------------|----------------|--------------|--|----------------|----------------|---|-------------------|---|-------------------|---|----------------|---|
| Division Summary - Rochester | | | n | % | n | % | n | % | n | % | n | % |
| Rochester MN | All | 0 | No data shown. Indicates no Veterans on Electronic Wait List for Selected Top 50 Clinic Groups as of May 1 2014. | | | | | | | | | |
| Rochester MN | Mental Health | 0 | No data shown. Indicates no Veterans on Electronic Wait List for Selected Top 50 Clinic Groups as of May 1 2014. | | | | | | | | | |
| Rochester MN | Primary Care | 0 | No data shown. Indicates no Veterans on Electronic Wait List for Selected Top 50 Clinic Groups as of May 1 2014. | | | | | | | | | |
| Rochester MN | Specialty Care | 0 | No data shown. Indicates no Veterans on Electronic Wait List for Selected Top 50 Clinic Groups as of May 1 2014. | | | | | | | | | |

Note: The Electronic Wait List Report (EWL) is a twice-monthly updated report, showing a 'snapshot in time' of current numbers on the EWL. It includes both new and established patients who are waiting to have an appointment scheduled.

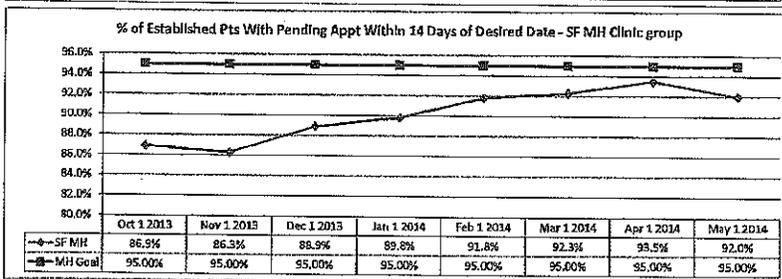
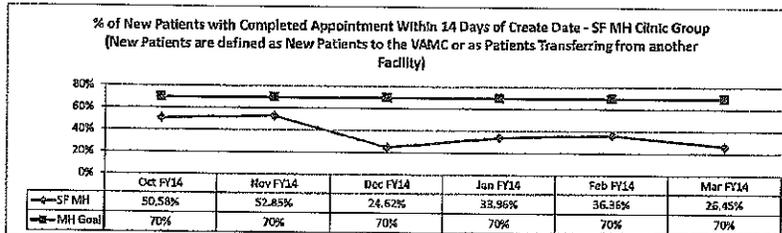
Minneapolis Access Problem Areas Average Wait >30 days

- Audiology (32 days)
- General Surgery (40 days)
- Ophthalmology (37 days)
- Optometry (34 days)
- Neurology (32 days)
- Orthopedics (32 days)
- Plastic Surgery (38 days)

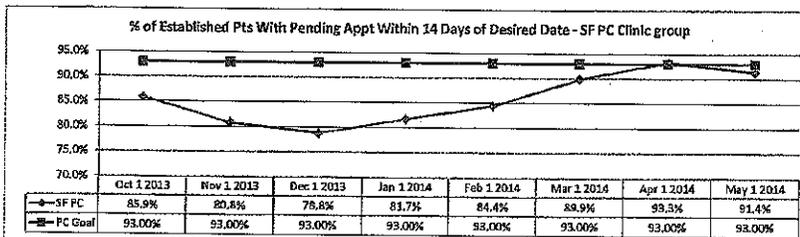
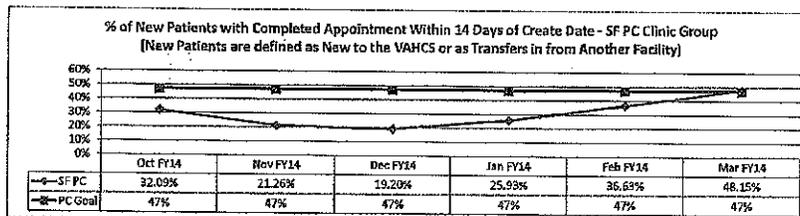
Note 1: Community standard is considered to be 30 days/VHA goal is 14 days

Note 2: All clinics have processes to triage and see Veterans with urgent needs sooner

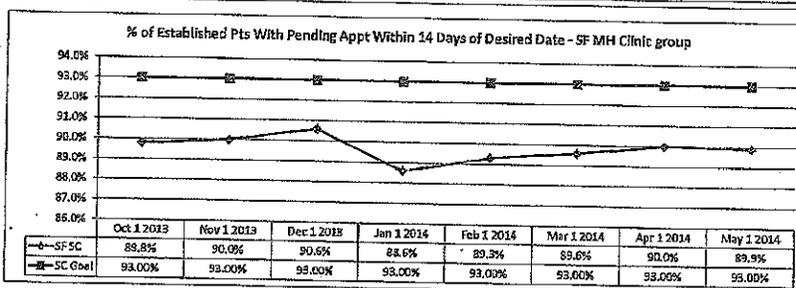
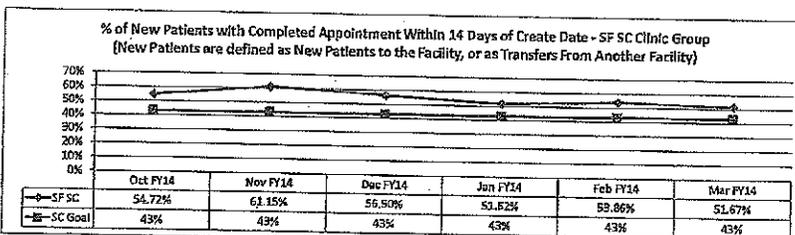
SF Mental Health (MH) Clinic FY14 Performance



SF Primary Care (PC) Clinic FY14 Performance



SF Specialty Care (SC) Clinic FY14 Performance



Sioux Falls VAHCS Patients on Electronic Wait List as of May 1, 2014

| Report Date: May 1 2014 | | | Wait < 15 Days | | Wait 15 - 90 Days | | Wait 91-120 Days | | Wait >120 Days | |
|-------------------------|----------------|----------------|----------------|---------|-------------------|--------|------------------|-------|----------------|--------|
| VA Health Care System | Clinic Group | Total N on EWL | n | % | n | % | n | % | n | % |
| Sioux Falls, SD | All | 100 | 52 | 52.00% | 35 | 35.00% | 0 | 0.00% | 13 | 13.00% |
| Sioux Falls, SD | Mental Health | 13 | 13 | 100.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| Sioux Falls, SD | Primary Care | 7 | 2 | 28.57% | 0 | 0.00% | 0 | 0.00% | 5 | 71.43% |
| Sioux Falls, SD | Specialty Care | 4 | 3 | 75.00% | 1 | 25.00% | 0 | 0.00% | 0 | 0.00% |

| Report Date: May 1 2014 | | | Wait < 15 Days | | Wait 15 - 90 Days | | Wait 91-120 Days | | Wait >120 Days | | |
|--------------------------------|----------------|----------------|---|--------|-------------------|--------|------------------|-------|----------------|-------|--|
| Division Summary - Spirit Lake | Clinic Group | Total N on EWL | n | % | n | % | n | % | n | % | |
| Spirit Lake, IA | All | 5 | 2 | 40.00% | 3 | 60.00% | 0 | 0.00% | 0 | 0.00% | |
| Spirit Lake, IA | Mental Health | 0 | No data shown: Indicates no Veterans on Electronic Wait List for Selected Top 50 Clinic Groups as of May 1 2014 | | | | | | | | |
| Spirit Lake, IA | Primary Care | 0 | No data shown: Indicates no Veterans on Electronic Wait List for Selected Top 50 Clinic Groups as of May 1 2014 | | | | | | | | |
| Spirit Lake, IA | Specialty Care | 0 | No data shown: Indicates no Veterans on Electronic Wait List for Selected Top 50 Clinic Groups as of May 1 2014 | | | | | | | | |

<https://securereports2.usvc.med.va.gov/ReportServer/Pages/ReportViewer.aspx?%2FSystems%2FBedside%2FEWL-Summary-Report&rsCommand=Render>

Note: The Electronic Wait List Report (EWL) is a twice-monthly updated report, showing a 'snapshot in time' of current numbers on the EWL. It includes both new and established patients who are waiting to have an appointment scheduled.

Sioux Falls Access Problem Areas

Average Wait >30 days

- Physical Medicine and Rehab (48 days)
- Rheumatology (56 days)
- Ophthalmology (89 days)
- Optometry (40 days)
- Orthopedics (38 days)
- Individual MH Psychotherapy (40 days)

Note 1: Community standard is considered to be 30 days/VHA goal is 14 days

Note 2: All clinics have processes to triage and see Veterans with urgent needs sooner

Discussion

- Causes for Waits and Delays
- Actions to Reduce Waits and Delays