

**Department of Veterans Affairs
Electronic Wait List (EWL) Report for
Minneapolis VA Health Care System on
Mental Health, Primary Care, and Specialty Clinics at
Minneapolis VAMC, Rochester and Mankato Community Based Outpatient Clinics
May 2014**

About VA's Electronic Wait List (EWL)

- The VA's Electronic Wait List (EWL) – The 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 available 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.
- Performance Expectations – VA's goal is to schedule new patient appointments within 14 days or less of the patient's request. Scheduled appointments are tracked and measured for continuous improvement and monitoring of wait times. *Note: VA's 14 day standard exceeds the community standard of 30 days.*
- Measuring Performance - By measuring performance managers are able to see areas of increased demand and make decisions about how best to accommodate the patient's needs including using new models of care such as – fee services, telehealth, telephone triage, secured messaging, etc.
- Meeting Urgent Needs - All clinics have processes in place to triage and see Veterans with urgent needs sooner when medical condition(s) warrant.

Minneapolis VA Health Care System

The total number of Veterans on the EWL for the 50 top clinic groups at the Minneapolis VA Health Care System as of May 1, 2014 was 216. Of those 91 percent (197) have been on the EWL for less than 15 days. There are a few specialty clinics where Veterans are waiting longer than 30 days, which is the community standard. The waits are for services that are often difficult to purchase in the community such as audiology and ophthalmology. Ongoing efforts continue to reduce these waits and bring them in line with VA's 14 day standard.

Performance Expectations and Measures for Mental Health, Primary Care, and Specialty Clinics)

- **New Patient Goal** – Complete New Patient appointments within 14 days
- **Established Patient Goal** – Schedule appointment within 14 days of the desired date

Minneapolis VAMC Clinics

Mental Health Clinic

- New Patients Goal – Schedule 70 percent of all new patient requests for appointments within 14 days or less.
 - Performance - As of March 2014 nearly 80 percent (79.84) of all new patient appointments are scheduled within 14 days or less.
- Established Patients Goal – Schedule 95 percent of established patient appointments within 14 days of the patient's desired date.
 - Performance – As of March 2014, 99 percent of established patient appointments are scheduled within 14 days of the patient's desired date.

Primary Care Clinic

- New Patients Goal – Schedule 47 percent of all new patient requests for appointments within 14 days or less.
 - *Performance – As of March 2014 nearly 43 (42.73) percent of all new patient appointments are scheduled within 14 days or less.*
- Established Patients Goal – Schedule 93 percent of established patient appointments within 14 days of the patient's desired date.
 - *Performance – As of March 2014, nearly 96 (95.8) percent of established patient appointments are scheduled within 14 days of the patient's desired date.*

Specialty Care Clinics (i.e. surgery, oncology, urology) -

- New Patients Goal – Schedule 43 percent of all new patient requests for appointments within 14 days or less.
 - *Performance – As of March 2014 nearly 48 percent of all new patient appointments are scheduled within 14 days or less.*
- Established Patients Goal – Schedule 93 percent of established patient appointments within 14 days of the patient's desired date.
 - *Performance – As of March 2014, nearly 94 (93.5) percent of established patient appointments are scheduled within 14 days of the patient's desired date.*

Rochester Community Based Outpatient Clinic

Mental Health Clinic

- New Patients Goal – Schedule 70 percent of all new patient requests for appointments within 14 days or less.
 - *Performance - As of March 2014 nearly 76 percent of all new patient appointments are scheduled within 14 days or less.*
- Established Patients Goal – Schedule 95 percent of established patient appointments within 14 days of the patient's desired date.
 - *Performance – As of March 2014, 98 (98.7) percent of established patient appointments are scheduled within 14 days of the patient's desired date*

Primary Care Clinic

- New Patients Goal – Schedule 47 percent of all new patient requests for appointments within 14 days or less.
 - *Performance – As of March 2014 nearly 78 (77.5) percent of all new patient appointments are scheduled within 14 days or less.*
- Established Patients Goal – Schedule 93 percent of established patient appointments within 14 days of the patient's desired date.
 - *Performance – As of March 2014, nearly 99 (98.7) percent of established patient appointments are scheduled within 14 days of the patient's desired date.*

Mankato Community Based Outpatient Clinic

Mental Health Clinic

- New Patients Goal – Schedule 70 percent of all new patient requests for appointments within 14 days or less.
 - *Performance - As of March 2014 nearly 83 percent of all new patient appointments are scheduled within 14 days or less.*

- Established Patients Goal – Schedule 95 percent of established patient appointments within 14 days of the patient's desired date.
 - Performance – As of March 2014, nearly 100 (99.8) percent of established patient appointments are scheduled within 14 days of the patient's desired date

Primary Care Clinic

- New Patients Goal – Schedule 47 percent of all new patient requests for appointments within 14 days or less.
 - *Performance – As of March 2014 nearly 35 (34.7) percent of all new patient appointments are scheduled within 14 days or less.*
- Established Patients Goal – Schedule 93 percent of established patient appointments within 14 days of the patient's desired date.
 - *Performance – As of March 2014, nearly 98 percent of established patient appointments are scheduled within 14 days of the patient's desired date*