| Completed Appointment Wait Times National,<br>Facility, and Division Level Summaries.<br>Wait Time Measured from Preferred Date<br>For the Reporting Period Ending: September  | Total Completed<br>Appointments 1  | Completed within 30 Days 2   | Percent<br>Appts<br>Complete<br>d in 30  | Completed in<br>Over 30 Days 4  | Appts<br>Complete<br>d in Over   | Completed 0-7 Days<br>6  | Completed 8-14<br>Days 7   | Completed 15-30<br>Days 8  | Completed 31-60<br>Days 9                                      | Completed 61-90<br>Days 10                               | Completed 91-120<br>Days 11                       | Completed in<br>more than 120<br>Days 12        | PC Avg<br>Wait Time<br>in Days<br>13                                 | SC Avg<br>Wait Time<br>in Days<br>14  | MH Avg<br>Wait Time<br>in Days<br>15   |
|--|--|--|--|---|--|--|--|--|--|--|---|---|--|---|--|
| 2017   |  |  | Days or<br>Less 3  |   | 30 Days 5  |  |  |  |  |  |   |   |  |   |  |
| (V01) (402) Togus, ME  | 26,862   | 26,189   | 97.49%   | 673   | 2.51%  | 22,479   | 1,908  | 1,802  | 563  | 83   | 20  | 7   | 7.05   | 4.97  | 3.04   |
| (V01) (402) Togus VAMC   | 16,779   | 16,343   | 97.40%   | 436   | 2.60%  | 14,214   | 1,136  | 993  | 354  | 61   | 16  | 5   | 6.45   | 4.93  | 3.40   |
| (V01) (402GA) Aroostook County<br>(Caribou)  | 576  | 558  | 96.88%   | 18  | 3.13%  | 436  | 67   | 55   | 15   | 3  | 0   | 0   | 7.11   | 0.00  | 3.78   |
| (V01) (402GB) Calais   | 167  | 166  | 99.40%   | 1   | 0.60%  | 153  | 10   | 3  | 1  | 0  | 0   | 0   | 2.20   | 0.00  | 1.42   |
| (V01) (402GC) Rumford  | 395  | 393  | 99.49%   | 2   | 0.51%  | 348  | 21   | 24   | 2  | 0  | 0   | 0   | 3.40   | 0.00  | 1.32   |
| (V01) (402GD) Saco   | 1,353  | 1,333  | 98.52%   | 20  | 1.48%  | 1,162  | 80   | 91   | 20   | 0  | 0   | 0   | 5.70   | 4.41  | 2.08   |
| (V01) (402GE) Lewiston   | 1,914  | 1,874  | 97.91%   | 40  | 2.09%  | 1,481  | 183  | 210  | 36   | 3  | 0   | 1   | 6.53   | 7.29  | 3.35   |
| (V01) (402GF) Lincoln  | 209  | 207  | 99.04%   | 2   | 0.96%  | 179  | 8  | 20   | 2  | 0  | 0   | 0   | 3.86   | 0.00  | 2.33   |
| (V01) (402HB) Bangor   | 3,716  | 3,583  | 96.42%   | 133   | 3.58%  | 3,006  | 284  | 293  | 114  | 15   | 3   | 1   | 12.07  | 4.56  |  |
| (V01) (402HC) Portland Outreach<br>Clinic-CDRP Satellite South   | 1,623  |  | 98.77%   | 20  |  | 1,393  | 108  | 102  | 18   | 1  | 1   | 0   |  |   | 2.38   |
| (V01) (402HL) Bingham VA Mobile Clinic   | 69   | 69   | 100.00%  | 0   | 0.00%  | 63   | 3  | 3  | 0  | 0  | 0   | 0   | 2.70   |   |  |
| (V01) (402QA) Fort Kent  | 24   | 24   | 100.00%  | 0   | 0.00%  | 20   | 4  | 0  | 0  | 0  | 0   | 0   | 3.71   |   |  |
| (V01) (402QB) Houlton  | 37   | 36   | 97.30%   | 1   | 2.70%  | 24   | 4  | 8  | 1  | 0  | 0   | 0   | 7.43   |   |  |
| V01) (405) White River Junction, VT  | 19,736   | 18,727   | 94.89%   | 1,009   | 5.11%  | 16,057   | 1,248  | 1,422  | 777  | 181  | 40  | 11  | 5.29   | 8.41  | 1.18   |
| (V01) (405) White River Jct VAMC   | 14,263   |  |  | 824   |  |  | 870  | 1,033  | 617  | 173  | 31  | 3   | 5.99   |   |  |
| (V01) (405GA) Bennington   | 740  | 731  | 98.78%   | 9   | 1.22%  | 682  | 30   | 19   | 8  | 1  | 0   | 0   | 2.14   | 8.47  | 2.20   |
| (V01) (405GC) Brattleboro  | 325  | 316  | 97.23%   | 9   | 2.77%  | 236  | 35   | 45   | 9  | 0  | 0   | 0   | 5.04   | 9.65  | 3.51   |
| (V01) (405HA) Burlington Lakeside  | 2,389  | 2,239  | 93.72%   | 150   |  | 1,879  | 155  | 205  | 126  | 7  | 9   | 8   | 7.32   |   |  |
| (V01) (405HE) KEENE (ORC)  | 234  |  |  | 6   | 2.56%  | 178  | 22   | 28   | 6  | 0  | 0   | 0   | 5.78   |   |  |
| (V01) (405HF) Rutland  | 710  |  | 99.15%   | 6   | 0.85%  | 625  | 45   |  | 6  | 0  | 0   | 0   | 2.95   |   |  |
| (V01) (405QA) St Johnsbury   | 864  |  | 99.42%   |   |  |  | 81   |  | 5  | 0  | 0   | 0   |  |   |  |
| (V01) (405QB) Newport  | 211  |  | 100.00%  | 0   |  | 197  | 10   |  | 0  | 0  | 0   | 0   | 2.23   |   |  |
| /01) (518) Bedford, MA   | 11,480   |  |  |   |  |  |  |  | 254  | 31   | 24  | 5   |  |   |  |
| (V01) (518) Edith Nourse Rogers<br>VAMC  | 10,161   |  | 97.03%   |   |  |  |  |  | 245  | 29   | 23  | 5   |  |   |  |
| (V01) (518GA) Lynn   | 526  |  | 99.05%   |   |  |  | 43   | 34   | 4  | 1  | 0   | 0   | 3.78   |   |  |
| (V01) (518GB) Haverhill  | 470  | 467  | 99.36%   | _ ^   | 0.64%  |  | 1  |  |  |  |   | _   |  | 2.61  | 4.66   |
| (V01) (518GD) Lowell   | -  | _  | 400.000  |   |  |  |  |  | 1  | 1  | 1   | 0   |  | 2.01  |  |
| ()(04) (54005) 01  | 8  |  | 100.00%  | 0   | 0.00%  | 8  | 0  | 0  | 0  | 0  | 0   | 0   |  |   |  |
| (V01) (518GE) Gloucester   | 314  | 310  | 98.73%   | 0   | 0.00%  | 8 282  | 0 20   | 0 8  | 0 4  | 0  | 0   | 0   | 1.69   | 10.84   | 1.94   |
| (V01) (518MA) IDES Hanscom AFB   | 314  | 310  | 98.73%<br>100.00%  | 0 4   | 0.00%<br>1.27%<br>0.00%  | 8<br>282<br>1  | 0<br>20<br>0   | 0<br>8<br>0  | 4  | 0 0  | 0   | 0 0   | 1.69   | 10.84   | 1.94   |
| (V01) (518MA) IDES Hanscom AFB<br>V01) (523) VA Boston HCS, MA   | 314<br>1<br>42,510   | 310<br>1<br>41,244   | 98.73%<br>100.00%<br>97.02%  | 0<br>4<br>0<br>1,266  | 0.00%<br>1.27%<br>0.00%<br>2.98%   | 8<br>282<br>1<br>35,332  | 0<br>20<br>0<br>3,004  | 0<br>8<br>0<br>2,908   | 1,073  | 0 0 0  | 0 0 36  | 0 0 0   | 1.69<br>7.15   | 10.84<br>0.00<br>6.23   | 1.94   |
| (V01) (518MA) IDES Hanscom AFB<br>V01) (523) VA Boston HCS, MA<br>(V01) (523) Jamaica Plain VAMC   | 314<br>1<br>42,510<br>19,085   | 310<br>1<br>41,244<br>18,521   | 98.73%<br>100.00%<br>97.02%<br>97.04%  | 0<br>4<br>0<br>1,266<br>564   | 0.00%<br>1.27%<br>0.00%<br>2.98%<br>2.96%  | 8<br>282<br>1<br>35,332<br>15,536  | 0<br>20<br>0<br>3,004<br>1,543   | 0<br>8<br>0<br>2,908<br>1,442  | 4<br>0<br>1,073<br>494   | 0<br>0<br>0<br>147<br>48                                 | 0   | 0 0   | 7.15<br>9.82   | 10.84<br>0.00<br>6.23<br>5.48   | 1.94<br>2.54<br>2.53   |
| (V01) (518MA) IDES Hanscom AFB<br>V01) (523) VA Boston HCS, MA<br>(V01) (523) Jamaica Plain VAMC<br>(V01) (523A4) West Roxbury VAMC  | 314<br>1<br>42,510<br>19,085<br>6,572  | 310<br>1<br>41,244<br>18,521<br>6,310  | 98.73%<br>100.00%<br>97.02%<br>97.04%<br>96.01%  | 0<br>4<br>0<br>1,266<br>564   | 0.00%<br>1.27%<br>0.00%<br>2.98%<br>2.96%<br>3.99%   | 8<br>282<br>1<br>35,332<br>15,536<br>5,186   | 0<br>20<br>0<br>3,004<br>1,543<br>489  | 0<br>8<br>0<br>2,908<br>1,442<br>635   | 4<br>0<br>1,073<br>494<br>226                                  | 0 0 0  | 0<br>0<br>36<br>17                                | 0<br>0<br>0<br>10<br>5                          | 7.15<br>9.82<br>9.75   | 10.84<br>0.00<br>6.23<br>5.48<br>7.39   | 1.94<br>2.54<br>2.53<br>1.04   |
| (V01) (518MA) IDES Hanscom AFB<br>/01) (523) VA Boston HCS, MA<br>(V01) (523) Jamaica Plain VAMC   | 314<br>1<br>42,510<br>19,085   | 310<br>1<br>41,244<br>18,521<br>6,310<br>10,493  | 98.73%<br>100.00%<br>97.02%<br>97.04%  | 0<br>4<br>0<br>1,266<br>564<br>262<br>367                                       | 0.00%<br>1.27%<br>0.00%<br>2.98%<br>2.96%<br>3.99%<br>3.38%  | 8<br>282<br>1<br>35,332<br>15,536<br>5,186<br>9,348  | 0<br>20<br>0<br>3,004<br>1,543<br>489  | 0<br>8<br>0<br>2,908<br>1,442<br>635<br>523  | 4<br>0<br>1,073<br>494   | 0<br>0<br>0<br>147<br>48<br>26                           | 0<br>0<br>36<br>17                                | 0<br>0<br>0<br>10<br>5                          | 7.15<br>9.82<br>9.75<br>6.50   | 10.84<br>0.00<br>6.23<br>5.48<br>7.39<br>8.02   | 2.54<br>2.53<br>1.04<br>2.16   |
| (V01) (518MA) IDES Hanscom AFB  (V01) (523) VA Boston HCS, MA  (V01) (523) Jamaica Plain VAMC  (V01) (523A4) West Roxbury VAMC  (V01) (523A5) Brockton VAMC  | 314<br>1<br>42,510<br>19,085<br>6,572<br>10,860  | 310<br>1<br>41,244<br>18,521<br>6,310<br>10,493<br>1,541   | 98.73%<br>100.00%<br>97.02%<br>97.04%<br>96.01%<br>96.62%  | 0<br>4<br>0<br>1,266<br>564<br>262<br>367<br>49                                 | 0.00%<br>1.27%<br>0.00%<br>2.98%<br>2.96%<br>3.99%<br>3.38%<br>3.08%                                     | 8<br>282<br>1<br>35,332<br>15,536<br>5,186<br>9,348<br>1,191   | 0<br>20<br>0<br>3,004<br>1,543<br>489<br>622   | 0<br>8<br>0<br>2,908<br>1,442<br>635<br>523  | 4<br>0<br>1,073<br>494<br>226<br>289                           | 0<br>0<br>0<br>147<br>48<br>26<br>64                     | 0<br>0<br>36<br>17<br>7                           | 0<br>0<br>0<br>10<br>5<br>3                     | 7.15<br>9.82<br>9.75<br>6.50<br>5.61                                 | 10.84<br>0.00<br>6.23<br>5.48<br>7.39<br>8.02<br>6.84   | 2.54<br>2.53<br>1.04<br>2.16<br>8.54   |
| (V01) (518MA) IDES Hanscom AFB  (V01) (523) VA Boston HCS, MA  (V01) (523) Jamaica Plain VAMC  (V01) (523A4) West Roxbury VAMC  (V01) (523A5) Brockton VAMC  (V01) (523BY) Lowell  | 314<br>1<br>42,510<br>19,085<br>6,572<br>10,860<br>1,590                                     | 310<br>1<br>41,244<br>18,521<br>6,310<br>10,493<br>1,541<br>3,493  | 98.73%<br>100.00%<br>97.02%<br>97.04%<br>96.01%<br>96.62%  | 0<br>4<br>0<br>1,266<br>564<br>262<br>367<br>49                                 | 0.00%<br>1.27%<br>0.00%<br>2.98%<br>2.96%<br>3.99%<br>3.38%<br>0.23%                                     | 8<br>282<br>1<br>35,332<br>15,536<br>5,186<br>9,348<br>1,191<br>3,356                                      | 0<br>20<br>0<br>3,004<br>1,543<br>489<br>622<br>181  | 0<br>8<br>0<br>2,908<br>1,442<br>635<br>523<br>169<br>47   | 4<br>0<br>1,073<br>494<br>226<br>289<br>42                     | 0<br>0<br>0<br>147<br>48<br>26<br>64                     | 0<br>0<br>36<br>17<br>7<br>12                     | 0<br>0<br>0<br>10<br>5<br>3<br>2                | 7.15<br>9.82<br>9.75<br>6.50<br>5.61<br>4.01                         | 10.84<br>0.00<br>6.23<br>5.48<br>7.39<br>8.02<br>6.84<br>3.60   | 2.54<br>2.53<br>1.04<br>2.16<br>8.54<br>1.16                                 |
| (V01) (518MA) IDES Hanscom AFB  /01) (523) VA Boston HCS, MA  (V01) (523) Jamaica Plain VAMC  (V01) (523A4) West Roxbury VAMC  (V01) (523A5) Brockton VAMC  (V01) (523BY) Lowell  (V01) (523BZ) Causeway   | 314<br>1<br>42,510<br>19,085<br>6,572<br>10,860<br>1,590<br>3,501                            | 310<br>1<br>41,244<br>18,521<br>6,310<br>10,493<br>1,541<br>3,493<br>415   | 98.73%<br>100.00%<br>97.02%<br>97.04%<br>96.01%<br>96.62%<br>96.92%  | 0<br>4<br>0<br>1,266<br>564<br>262<br>367<br>49<br>8                            | 0.00%<br>1.27%<br>0.00%<br>2.98%<br>2.96%<br>3.99%<br>3.38%<br>0.23%<br>1.19%                            | 8<br>282<br>1<br>35,332<br>15,536<br>5,186<br>9,348<br>1,191<br>3,356<br>321                               | 0<br>20<br>0<br>3,004<br>1,543<br>489<br>622<br>181<br>90  | 0<br>8<br>0<br>2,908<br>1,442<br>635<br>523<br>169<br>47   | 4<br>0<br>1,073<br>494<br>226<br>289<br>42                     | 0<br>0<br>0<br>147<br>48<br>26<br>64<br>7                | 0<br>0<br>36<br>17<br>7<br>12<br>0                | 0<br>0<br>0<br>10<br>5<br>3<br>2<br>0           | 7.15<br>9.82<br>9.75<br>6.50<br>5.61<br>4.01                         | 10.84<br>0.00<br>6.23<br>5.48<br>7.39<br>8.02<br>6.84<br>3.60<br>0.00                                 | 2.54<br>2.53<br>1.04<br>2.16<br>8.54<br>1.16                                 |
| (V01) (518MA) IDES Hanscom AFB V01) (523) VA Boston HCS, MA (V01) (523) Jamaica Plain VAMC (V01) (523A4) West Roxbury VAMC (V01) (523A5) Brockton VAMC (V01) (523BY) Lowell (V01) (523BZ) Causeway (V01) (523GA) Framingham  | 314<br>1<br>42,510<br>19,085<br>6,572<br>10,860<br>1,590<br>3,501<br>420                     | 310<br>1<br>41,244<br>18,521<br>6,310<br>10,493<br>1,541<br>3,493<br>415   | 98.73%<br>100.00%<br>97.02%<br>97.04%<br>96.01%<br>96.62%<br>96.92%<br>99.77%<br>98.81%                      | 0<br>4<br>0<br>1,266<br>564<br>262<br>367<br>49<br>8<br>5                       | 0.00%<br>1.27%<br>0.00%<br>2.98%<br>2.96%<br>3.99%<br>3.38%<br>0.23%<br>1.19%<br>2.44%                   | 8<br>282<br>1<br>35,332<br>15,536<br>5,186<br>9,348<br>1,191<br>3,356<br>321                               | 0<br>20<br>0<br>3,004<br>1,543<br>489<br>622<br>181<br>90  | 0<br>8<br>0<br>2,908<br>1,442<br>635<br>523<br>169<br>47<br>59                                   | 4<br>0<br>1,073<br>494<br>226<br>289<br>42                     | 0<br>0<br>0<br>147<br>48<br>26<br>64<br>7                | 0<br>0<br>36<br>17<br>7<br>12<br>0<br>0           | 0<br>0<br>0<br>10<br>5<br>3<br>2<br>0<br>0      | 7.15<br>9.82<br>9.75<br>6.50<br>5.61<br>4.01<br>6.12                 | 10.84<br>0.00<br>6.23<br>5.48<br>7.39<br>8.02<br>6.84<br>3.60<br>0.00                                 | 2.54<br>2.53<br>1.04<br>2.16<br>8.54<br>1.16<br>1.69                         |
| (V01) (518MA) IDES Hanscom AFB  V01) (523) VA Boston HCS, MA  (V01) (523) Jamaica Plain VAMC  (V01) (523A4) West Roxbury VAMC  (V01) (523A5) Brockton VAMC  (V01) (523BY) Lowell  (V01) (523BZ) Causeway  (V01) (523GA) Framingham  (V01) (523GC) Quincy   | 314<br>1<br>42,510<br>19,085<br>6,572<br>10,860<br>1,590<br>3,501<br>420                     | 310<br>1<br>41,244<br>18,521<br>6,310<br>10,493<br>1,541<br>3,493<br>415<br>200                                  | 98.73%<br>100.00%<br>97.02%<br>97.04%<br>96.01%<br>96.62%<br>96.92%<br>99.77%<br>98.81%                      | 0<br>4<br>0<br>1,266<br>564<br>262<br>367<br>49<br>8<br>5                       | 0.00%<br>1.27%<br>0.00%<br>2.98%<br>2.96%<br>3.99%<br>3.38%<br>0.23%<br>1.19%<br>2.44%<br>2.26%          | 8<br>282<br>1<br>35,332<br>15,536<br>5,186<br>9,348<br>1,191<br>3,356<br>321<br>182                        | 0<br>20<br>0<br>3,004<br>1,543<br>489<br>622<br>181<br>90<br>35<br>12                              | 0<br>8<br>0<br>2,908<br>1,442<br>635<br>523<br>169<br>47<br>59                                   | 4<br>0<br>1,073<br>494<br>226<br>289<br>42                     | 0<br>0<br>0<br>147<br>48<br>26<br>64<br>7                | 0<br>0<br>36<br>17<br>7<br>12<br>0<br>0           | 0<br>0<br>0<br>10<br>5<br>3<br>2<br>0<br>0<br>0 | 7.15<br>9.82<br>9.75<br>6.50<br>5.61<br>4.01<br>6.12<br>2.83<br>5.80 | 10.84<br>0.00<br>6.23<br>5.48<br>7.39<br>8.02<br>6.84<br>3.60<br>0.00                                 | 2.54<br>2.53<br>1.04<br>2.16<br>8.54<br>1.16<br>1.69                         |
| (V01) (518MA) IDES Hanscom AFB  V01) (523) VA Boston HCS, MA  (V01) (523) Jamaica Plain VAMC  (V01) (523A4) West Roxbury VAMC  (V01) (523A5) Brockton VAMC  (V01) (523BY) Lowell  (V01) (523BZ) Causeway  (V01) (523GA) Framingham  (V01) (523GC) Quincy  (V01) (523GD) Plymouth                                 | 314<br>1<br>42,510<br>19,085<br>6,572<br>10,860<br>1,590<br>3,501<br>420<br>205              | 310<br>1<br>41,244<br>18,521<br>6,310<br>10,493<br>1,541<br>3,493<br>415<br>200<br>259                           | 98.73%<br>100.00%<br>97.02%<br>97.04%<br>96.01%<br>96.62%<br>96.92%<br>99.77%<br>98.81%<br>97.56%            | 0<br>4<br>0<br>1,266<br>564<br>262<br>367<br>49<br>8<br>5<br>5                  | 0.00%<br>1.27%<br>0.00%<br>2.98%<br>2.96%<br>3.99%<br>3.38%<br>0.23%<br>1.19%<br>2.44%<br>2.26%<br>0.00% | 8<br>282<br>1<br>35,332<br>15,536<br>5,186<br>9,348<br>1,191<br>3,356<br>321<br>182<br>201                 | 0<br>20<br>0<br>3,004<br>1,543<br>489<br>622<br>181<br>90<br>35<br>12                              | 0<br>8<br>0<br>2,908<br>1,442<br>635<br>523<br>169<br>47<br>59<br>6<br>27                        | 4<br>0<br>1,073<br>494<br>226<br>289<br>42                     | 0<br>0<br>0<br>147<br>48<br>26<br>64<br>7<br>1           | 0<br>0<br>36<br>17<br>7<br>12<br>0<br>0<br>0      | 0<br>0<br>0<br>10<br>5<br>3<br>2<br>0<br>0<br>0 | 7.15<br>9.82<br>9.75<br>6.50<br>5.61<br>4.01<br>6.12<br>2.83<br>5.80 | 10.84<br>0.00<br>6.23<br>5.48<br>7.39<br>8.02<br>6.84<br>3.60<br>0.00                                 | 1.94<br>2.54<br>2.53<br>1.04<br>2.16<br>8.54<br>1.16<br>1.69                 |
| (V01) (518MA) IDES Hanscom AFB  V01) (523) VA Boston HCS, MA  (V01) (523) Jamaica Plain VAMC  (V01) (523A4) West Roxbury VAMC  (V01) (523A5) Brockton VAMC  (V01) (523BY) Lowell  (V01) (523BZ) Causeway  (V01) (523GA) Framingham  (V01) (523GC) Quincy  (V01) (523GD) Plymouth  (V01) (523MA) IDES Hanscom AFB | 314<br>1<br>42,510<br>19,085<br>6,572<br>10,860<br>1,590<br>3,501<br>420<br>205<br>265       | 310<br>1<br>41,244<br>18,521<br>6,310<br>10,493<br>1,541<br>3,493<br>415<br>200<br>259<br>12<br>16,081           | 98.73%<br>100.00%<br>97.02%<br>97.04%<br>96.01%<br>96.62%<br>99.77%<br>98.81%<br>97.56%<br>97.74%<br>100.00% | 0<br>4<br>0<br>1,266<br>564<br>262<br>367<br>49<br>8<br>5<br>5                  | 0.00% 1.27% 0.00% 2.98% 2.96% 3.99% 3.38% 0.23% 1.19% 2.44% 2.26% 0.00% 4.37%                            | 8<br>282<br>1<br>35,332<br>15,536<br>5,186<br>9,348<br>1,191<br>3,356<br>321<br>182<br>201<br>11<br>13,501 | 0<br>20<br>0<br>3,004<br>1,543<br>489<br>622<br>181<br>90<br>35<br>12                              | 0<br>8<br>0<br>2,908<br>1,442<br>635<br>523<br>169<br>47<br>59<br>6<br>27<br>0                   | 4<br>0<br>1,073<br>494<br>226<br>289<br>42<br>7<br>5<br>5      | 0<br>0<br>0<br>147<br>48<br>26<br>64<br>7<br>1<br>0      | 0<br>0<br>36<br>17<br>7<br>12<br>0<br>0<br>0      | 0<br>0<br>0<br>10<br>5<br>3<br>2<br>0<br>0<br>0 | 7.15<br>9.82<br>9.75<br>6.50<br>5.61<br>4.01<br>6.12<br>2.83<br>5.80 | 10.84<br>0.00<br>6.23<br>5.48<br>7.39<br>8.02<br>6.84<br>3.60<br>0.00<br>2.38<br>0.00<br>6.65         | 1.94<br>2.54<br>2.53<br>1.04<br>2.16<br>8.54<br>1.16<br>1.69<br>3.50<br>4.98 |
| (V01) (518MA) IDES Hanscom AFB  V01) (523) VA Boston HCS, MA  (V01) (523) Jamaica Plain VAMC  (V01) (523A4) West Roxbury VAMC  (V01) (523A5) Brockton VAMC  (V01) (523BY) Lowell  (V01) (523BZ) Causeway  (V01) (523GA) Framingham  (V01) (523GC) Quincy  (V01) (523GD) Plymouth  (V01) (523MA) IDES Hanscom AFB | 314<br>1<br>42,510<br>19,085<br>6,572<br>10,860<br>1,590<br>3,501<br>420<br>205<br>265<br>12 | 310<br>1<br>41,244<br>18,521<br>6,310<br>10,493<br>1,541<br>3,493<br>415<br>200<br>259<br>12<br>16,081<br>14,560 | 98.73%<br>100.00%<br>97.02%<br>97.04%<br>96.01%<br>96.62%<br>99.77%<br>98.81%<br>97.56%<br>97.74%<br>100.00% | 0<br>4<br>0<br>1,266<br>564<br>262<br>367<br>49<br>8<br>5<br>5<br>6<br>0<br>734 | 0.00% 1.27% 0.00% 2.98% 2.96% 3.99% 3.38% 0.23% 1.19% 2.44% 2.26% 0.00% 4.37% 4.56%                      | 8 282 1 35,332 15,536 5,186 9,348 1,191 3,356 321 182 201 11 13,501 12,334                                 | 0<br>20<br>0<br>3,004<br>1,543<br>489<br>622<br>181<br>90<br>35<br>12<br>31<br>1<br>1,287<br>1,083 | 0<br>8<br>0<br>2,908<br>1,442<br>635<br>523<br>169<br>47<br>59<br>6<br>27<br>0<br>1,293<br>1,143 | 4<br>0<br>1,073<br>494<br>226<br>289<br>42<br>7<br>5<br>5<br>0 | 0<br>0<br>0<br>147<br>48<br>26<br>64<br>7<br>1<br>0<br>0 | 0<br>0<br>36<br>17<br>7<br>12<br>0<br>0<br>0<br>0 | 0<br>0<br>0<br>10<br>5<br>3<br>2<br>0<br>0<br>0 | 7.15<br>9.82<br>9.75<br>6.50<br>5.61<br>4.01<br>6.12<br>2.83<br>5.80 | 10.84<br>0.00<br>6.23<br>5.48<br>7.39<br>8.02<br>6.84<br>3.60<br>0.00<br>2.38<br>0.00<br>6.65<br>6.65 | 1.94  2.54  2.53  1.04  2.16  8.54  1.16  1.69  3.50  4.98  4.56             |

| Completed Appointment Wait Times National,<br>Facility, and Division Level Summaries.<br>Wait Time Measured from Preferred Date<br>For the Reporting Period Ending: September<br>2017 | Total Completed<br>Appointments 1 | Completed within 30 Days 2 | Percent<br>Appts<br>Complete<br>d in 30<br>Days or<br>Less 3 |     | Percent<br>Appts<br>Complete<br>d in Over<br>30 Days 5 | 6      | Completed 8-14<br>Days 7 | Completed 15-30<br>Days 8 | Completed 31-60<br>Days 9 | Completed 61-90<br>Days 10 | Completed 91-120<br>Days 11 | Completed in<br>more than 120<br>Days 12 | PC Avg<br>Wait Time<br>in Days<br>13 | SC Avg<br>Wait Time<br>in Days<br>14 | MH Avg<br>Wait Time<br>in Days<br>15 |
|---|-----------------------------------|----------------------------|--|-----|--|--------|--------------------------|---------------------------|---------------------------|----------------------------|-----------------------------|--|--------------------------------------|--------------------------------------|--------------------------------------|
| (V01) (608GD) Conway  | 186                               | 179                        | 96.24%   | 7   | 3.76%  | 156    | 15                       | 8                         | 4                         | 2                          | 1                           | C  | 5.71                                 |                                      | 4.61                                 |
| (V01) (608HA) Tilton  | 412                               | 406                        | 98.54%   | 6   | 1.46%  | 327    | 52                       | 27                        | 6                         | 0                          | 0                           | C  | 4.93                                 | 6.43                                 | 3.87                                 |
| (V01) (631) VA Central Western Massachusetts HCS  | 21,391                            | 20,547                     | 96.05%   | 844 | 3.95%  | 18,136 | 1,132                    | 1,279                     | 677                       | 111                        | 40                          | 16                                       | 4.81                                 | 5.72                                 | 3.44                                 |
| (V01) (631) Edward P Boland VAMC  | 8,951                             | 8,578                      | 95.83%   | 373 | 4.17%  | 7,526  | 468                      | 584                       | 285                       | 45                         | 31                          | 12                                       | 3.13                                 | 7.17                                 | 2.69                                 |
| (V01) (631BY) Springfield   | 4,465                             | 4,263                      | 95.48%   | 202 | 4.52%  | 3,774  | 254                      | 235                       | 168                       | 31                         | 2                           | 1  | 6.69                                 | 3.59                                 | 5.08                                 |
| (V01) (631GC) Pittsfield  | 640                               | 610                        | 95.31%   | 30  | 4.69%  | 547    | 35                       | 28                        | 14                        | 11                         | 5                           | 0  | 7.51                                 | 5.93                                 | 2.12                                 |
| (V01) (631GD) Greenfield (Franklin<br>County)<br>(V01) (631GE) Worcester  | 911<br>2,604                      |                            | 98.13%<br>96.39%   |     |  |        | 52<br>141                | 43<br>175                 |                           |                            | 0                           | 2  |                                      | 3.75<br>4.48                         |                                      |
| (V01) (631GF) Fitchburg   | 985                               |                            |  |     |  |        | 42                       | 28                        |                           |                            |                             | 1  | 1 4.02                               | 2.60                                 |                                      |
| (V01) (631MA) IDES Keller Army  | 12                                |                            | 100.00%  |     |  |        | 0                        | 0                         | 0                         |                            | 0                           |  |                                      | 0.00                                 |                                      |
| Community Hospital  |                                   |                            |  |     |  |        |                          | Ŭ                         |                           |                            |                             |  |                                      | 0.00                                 | 0.00                                 |
| (V01) (631PA) 631PA   | 3                                 |                            | 100.00%  |     |  |        | 0                        | 0                         | 0                         |                            | 0                           | C  |                                      |                                      |                                      |
| (V01) (631QA) Plantation Street   | 1,898                             |                            | 95.57%   |     |  |        | 74                       | 104                       | 79                        | 5                          | 0                           | C  |                                      | 4.07                                 |                                      |
| (V01) (631QB) Lake Avenue VA<br>Clinic  | 922                               | 900                        | 97.61%   | 22  | 2.39%  | 752    | 66                       | 82                        | 21                        | 1                          | 0                           | C  |                                      | 5.69                                 | 5.25                                 |
| (V01) (650) Providence, RI  | 29,890                            | 29,278                     | 97.95%   | 612 | 2.05%  | 26,119 | 1,572                    | 1,587                     | 502                       | 82                         | 21                          | 7  | 3.38                                 | 4.82                                 | 2.18                                 |
| (V01) (650) Providence VAMC   | 22,368                            | 21,807                     | 97.49%   | 561 | 2.51%  | 19,461 | 1,088                    | 1,258                     | 461                       | 75                         | 18                          | 7  | 3.90                                 | 6.03                                 | 1.79                                 |
| (V01) (650GA) New Bedford Primary<br>Care Ctr.  | 1,724                             |                            |  |     |  |        | 109                      | 65                        | 16                        |                            | 2                           | C  |                                      | 0.36                                 |                                      |
| (V01) (650GB) Hyannis   | 1,387                             |                            |  |     |  |        | 88                       | 54                        | 16                        |                            |                             | 0  | 0.2.                                 | 4.82                                 |                                      |
| (V01) (650GD) Middletown  | 705                               |                            |  |     |  |        | 14                       | 10                        |                           |                            | 0                           | О  |                                      | 7.32                                 |                                      |
| (V01) (650QA) Eagle Square  | 3,706                             |                            |  |     | 0  |        | 273                      | 200                       |                           | 0                          | 1                           | О  |                                      | 2.70                                 |                                      |
| (V01) (689) VA Connecticut HCS, CT  | 48,798                            |                            | 96.85%   |     | 3.15%  |        |                          |                           |                           |                            |                             |  |                                      |                                      |                                      |
| (V01) (689) West Haven VAMC   | 26,737                            |                            |  |     |  |        | 1,669                    | 1,769                     |                           |                            |                             |  |                                      | 7.95                                 |                                      |
| (V01) (689A4) Newington VAMC  | 15,595                            |                            |  |     |  |        | 827                      | 991                       | 292                       |                            | 45                          |  |                                      | 5.85                                 |                                      |
| (V01) (689GA) Waterbury   | 562                               |                            |  |     | 0.71%  |        | 18                       | 27                        | 3                         |                            | 0                           | С  |                                      |                                      | 2.81                                 |
| (V01) (689GB) Stamford  | 377                               |                            |  |     | 1.0070   |        | 12                       | 8                         | 5                         | 2                          |                             | С  |                                      | 0.00                                 |                                      |
| (V01) (689GC) Willimantic   | 412                               |                            |  |     | 676  |        | 31                       | 33                        |                           | 0                          | 0                           | C  |                                      |                                      | 2.38                                 |
| (V01) (689GD) Winsted   | 406                               |                            |  |     |  |        | 20                       | 18                        |                           | _                          | 1                           | С  |                                      | 0.00                                 |                                      |
| (V01) (689GE) Danbury (V01) (689HC) New London VA   | 1,088                             |                            | 99.33%<br>98.81%   |     |  |        | 33<br>81                 | 18<br>36                  |                           |                            | 0                           | 0  |                                      | 0.00                                 |                                      |
| Primary Care Center<br>(V01) (689QA) Errera   | 3,176                             | 3 174                      | 99.94%   | 2   | 0.06%  | 3,153  | 12                       | g                         | 2                         | 0                          | 0                           | 0  | 0.60                                 |                                      | 0.00                                 |
| (V02) (528) Albany, NY  | 20,552                            |                            |  |     |  |        | 1,219                    | 952                       |                           |                            |                             |  |                                      | 4.60                                 |                                      |
| (V02) (528A8) Samuel S Stratton<br>VAMC   | 17,216                            |                            | 97.10%   |     |  |        | 986                      | 860                       |                           |                            |                             |  |                                      | 4.62                                 |                                      |
| (V02) (528G2) Westport  | 79                                | 78                         | 98.73%   | 1   | 1.27%  | 76     | 1                        | 1                         | 1                         | 0                          | 0                           | C  | 3.17                                 | 0.00                                 | 0.00                                 |
| (V02) (528G3) Bainbridge  | 313                               | 304                        | 97.12%   | 9   | 2.88%  | 251    | 28                       | 25                        | 9                         | 0                          | 0                           | C  | 5.60                                 | 0.00                                 | 2.70                                 |
| (V02) (528G6) Fonda   | 254                               | 253                        | 99.61%   | 1   | 0.39%  | 245    | 6                        | 2                         | 1                         | 0                          | 0                           | 0  | 1.14                                 | 0.00                                 | 0.09                                 |
| (V02) (528G7) Catskill  | 267                               | 252                        | 94.38%   | 15  | 5.62%  | 219    | 23                       | 10                        | 13                        | 2                          | 0                           | 0  | 3.99                                 |                                      | 14.68                                |
| (V02) (528GT) Glens Falls   | 597                               | 597                        | 100.00%  | 0   | 0.00%  | 566    | 28                       | 3                         | 0                         | 0                          | 0                           | C  | 1.45                                 | 0.18                                 | 1.87                                 |
| (V02) (528GV) Plattsburgh   | 464                               | 464                        | 100.00%  | 0   | 0.00%  | 388    | 59                       | 17                        | 0                         | 0                          | 0                           | C  | 3.62                                 | 0.00                                 | 2.26                                 |
| (V02) (528GW) Schenectady   | 337                               | 337                        | 100.00%  | 0   | 0.00%  | 335    | 0                        | 2                         | 0                         | 0                          | 0                           | C  | 0.02                                 | 0.00                                 | 1.00                                 |
| (V02) (528GX) Troy  | 238                               | 238                        | 100.00%  | 0   | 0.00%  | 220    | 13                       | 5                         | 0                         | 0                          | 0                           | О  | 1.96                                 |                                      |                                      |
| (V02) (528GY) Clifton Park  | 274                               | 270                        | 98.54%   | 4   | 1.46%  | 230    | 28                       | 12                        | 1                         | 1                          | 1                           | 1  | 5.63                                 | 0.00                                 | 3.56                                 |
| (V02) (528GZ) Kingston  | 370                               | 369                        | 99.73%   | 1   | 0.27%  | 320    | 39                       | 10                        | 1                         | 0                          | 0                           | C  | 2.65                                 | 0.14                                 | 3.34                                 |
| (V02) (528QK) Saranac Lake  | 143                               |                            | 100.00%  | +   |  |        |                          |                           |                           |                            |                             |  |                                      | 0.00                                 |                                      |

| Completed Appointment Wait Times National,<br>Facility, and Division Level Summaries.<br>Wait Time Measured from Preferred Date<br>For the Reporting Period Ending: September<br>2017 | Total Completed<br>Appointments 1 | Completed within<br>30 Days 2 | Percent<br>Appts<br>Complete<br>d in 30<br>Days or<br>Less 3 | Completed in<br>Over 30 Days 4 | Percent<br>Appts<br>Complete<br>d in Over<br>30 Days 5 | Completed 0-7 Days<br>6 | Completed 8-14<br>Days 7 | Completed 15-30<br>Days 8 | Completed 31-60<br>Days 9 | Completed 61-90<br>Days 10 | Completed 91-120<br>Days 11 | Completed in<br>more than 120<br>Days 12 | PC Avg<br>Wait Time<br>in Days<br>13 | SC Avg<br>Wait Time<br>in Days<br>14 | MH Avg<br>Wait Time<br>in Days<br>15 |
|---|-----------------------------------|-------------------------------|--|--------------------------------|--|-------------------------|--------------------------|---------------------------|---------------------------|----------------------------|-----------------------------|--|--------------------------------------|--------------------------------------|--------------------------------------|
| (V02) (528) Bath, NY  | 10,321                            | 10,150                        | 98.34%   | 171                            | 1.66%  | 9,101                   | 527                      | 522                       | 131                       | 31                         | 8                           | 1  | 5.82                                 | 5.67                                 | 1.92                                 |
| (V02) (528A6) Bath VA Medical<br>Center   | 9,096                             | 8,954                         | 98.44%   | 142                            | 1.56%  | 8,121                   | 421                      | 412                       | 108                       | 28                         | 6                           | 0  | 4.50                                 | 5.51                                 | 2.39                                 |
| (V02) (528G4) Elmira  | 683                               | 669                           | 97.95%   | 14                             | 2.05%  | 542                     | 65                       | 62                        | 11                        | 1                          | 2                           | 0  | 5.02                                 | 7.74                                 | 0.53                                 |
| (V02) (528G8) Wellsville  | 337                               | 325                           | 96.44%   | 12                             | 3.56%  | 281                     | 23                       | 21                        | 9                         | 2                          | 0                           | 1  | 17.68                                | 5.82                                 | 0.04                                 |
| (V02) (528QE) Coudersport   | 54                                | 54                            | 100.00%  | 0                              | 0.00%  | 41                      | 11                       | 2                         | 0                         | 0                          | 0                           | 0  | 4.11                                 |                                      |                                      |
| (V02) (528QF) Wellsboro   | 151                               | 148                           | 98.01%   | 3                              | 1.99%  | 116                     | 7                        | 25                        | 3                         | 0                          | 0                           | 0  | 5.89                                 |                                      | 0.00                                 |
| (V02) (528) Western New York, NY  | 33,714                            | 32,294                        | 95.79%   | 1,420                          | 4.21%  | 28,486                  | 1,828                    | 1,980                     | 929                       | 333                        | 99                          | 59                                       | 3.96                                 | 8.05                                 | 2.22                                 |
| (V02) (528) Buffalo VA Medical<br>Center  | 26,080                            | 24,791                        | 95.06%   | 1,289                          | 4.94%  | 21,508                  | 1,485                    | 1,798                     | 838                       | 300                        | 94                          | 57                                       | 5.47                                 | 8.14                                 | 1.97                                 |
| (V02) (528A4) Upstate New York<br>HCS-Batavia   | 2,904                             | 2,801                         | 96.45%   | 103                            | 3.55%  | 2,583                   | 125                      | 93                        | 64                        | 33                         | 5                           | 1  | 3.02                                 | 7.18                                 | 1.29                                 |
| (V02) (528GB) Jamestown   | 589                               | 582                           | 98.81%   | 7                              | 1.19%  | 526                     | 34                       | 22                        | 7                         | 0                          | 0                           | 0  | 1.21                                 | 0.00                                 | 5.44                                 |
| (V02) (528GC) Dunkirk   | 427                               | 424                           |  |                                | 0.70%  | 377                     | 43                       | 4                         | 3                         |                            | 0                           | 0  |                                      |                                      |                                      |
| (V02) (528GD) Niagara Falls   | 436                               | 434                           | 99.54%   | 2                              | 0.46%  | 403                     | 25                       | 6                         | 2                         | 0                          | 0                           | 0  | 1.90                                 | 8.00                                 | 3.56                                 |
| (V02) (528GK) Lockport  | 294                               | 293                           | 99.66%   |                                | 0.34%  |                         | 14                       | 2                         | ·                         | 0                          | 0                           | 0  | -                                    | 34.50                                |                                      |
| (V02) (528GQ) Lackawanna  | 706                               |                               | 99.58%   | 3                              | 0.42%  | 634                     | 58                       | 11                        |                           |                            | 0                           | 1  | 1.95                                 | 0.00                                 |                                      |
| (V02) (528GR) Olean   | 678                               |                               | 98.23%   |                                |  | 580                     | 43                       | 43                        |                           |                            | 0                           | 0  |                                      | 2.49                                 | 1.61                                 |
| (V02) (528QA) Buffalo   | 1,272                             |                               | 100.00%  |                                |  | 1,270                   | 1                        | 1                         | 0                         |                            | 0                           | 0  |                                      |                                      |                                      |
| (V02) (528QB) Saint Vincent DePaul  | 328                               |                               | 100.00%  |                                |  | 328                     | 0                        | _                         |                           | 0                          | 0                           | 0  |                                      |                                      |                                      |
| (V02) (528) Canandaigua, NY   | 13,533                            | 12,752                        |  |                                |  |                         | 855                      |                           |                           |                            |                             | 15                                       |                                      |                                      |                                      |
| (V02) (528A5) Canandaigua VA<br>Medical Center  | 6,080                             | 5,847                         |  |                                |  |                         | 347                      |                           |                           |                            | 7                           | 6  |                                      | 7.31                                 | 4.29                                 |
| (V02) (528GE) Rochester   | 5,449                             | 5,251                         |  |                                |  |                         | 392                      |                           |                           |                            |                             | 1  | 6.43                                 | 4.17                                 | 3.85                                 |
| (V02) (528QC) Clinton Crossings   | 2,000                             |                               | 82.50%   |                                |  |                         | 116                      |                           | 219                       | 115                        | 8                           | 8  |                                      | 14.70                                | 0.00                                 |
| (V02) (528QD) Mount Hope<br>(V02) (528) Syracuse, NY  | 31,166                            |                               | 100.00%<br>95.26%  |                                | 0.0070   |                         | 2,186                    |                           |                           |                            |                             |  |                                      | 8.81                                 |                                      |
| (V02) (528) Syracuse, N1<br>(V02) (528A7) Syracuse VA Medical<br>Center   | 17,403                            | 16,271                        |  |                                |  |                         | 1,296                    |                           |                           |                            |                             | 15                                       |                                      | 9.38                                 |                                      |
| (V02) (528G5) Auburn  | 461                               | 456                           | 98.92%   | 5                              | 1.08%  | 408                     | 29                       | 19                        | 5                         | 0                          | 0                           | 0  | 1.48                                 | 13.30                                | 3.93                                 |
| (V02) (528G9) Tompkins County   | 704                               | 685                           | 97.30%   | 19                             | 2.70%  | 586                     | 69                       | 30                        | 12                        | 6                          | 1                           | 0  | 4.01                                 | 8.26                                 | 5.56                                 |
| (V02) (528GL) Massena   | 960                               | 929                           | 96.77%   | 31                             | 3.23%  | 764                     | 96                       | 69                        | 28                        | 3                          | 0                           | 0  | 3.61                                 | 7.25                                 | 5.21                                 |
| (V02) (528GM) Donald J Mitchell VA<br>OPC   | 3,130                             | 3,054                         | 97.57%   | 76                             | 2.43%  | 2,655                   | 203                      | 196                       | 75                        | 1                          | 0                           | 0  | 3.34                                 | 7.61                                 | 3.06                                 |
| (V02) (528GN) Binghamton  | 1,958                             | 1,928                         | 98.47%   | 30                             | 1.53%  | 1,783                   | 86                       | 59                        | 21                        | 5                          | 4                           | 0  | 1.08                                 | 6.39                                 | 1.06                                 |
| (V02) (528GO) Watertown   | 1,431                             | 1,390                         | 97.13%   | 41                             | 2.87%  | 1,084                   | 202                      | 104                       | 33                        | 5                          | 0                           | 3  | 5.91                                 | 7.20                                 | 5.47                                 |
| (V02) (528GP) Oswego  | 559                               | 556                           | 99.46%   | 3                              | 0.54%  | 479                     | 46                       | 31                        | 3                         | 0                          | 0                           | 0  | 3.38                                 | 3.96                                 | 2.24                                 |
| (V02) (528MA) Watertown DES   | 2                                 | 2                             | 100.00%  | 0                              | 0.00%  | 2                       | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      | 0.00                                 |                                      |
| (V02) (528QG) Erie West   | 2,481                             | 2,407                         | 97.02%   | 74                             | 2.98%  | 2,272                   | 61                       | 74                        | 49                        | 23                         | 2                           | 0  |                                      |                                      | 4.02                                 |
| (V02) (528QH) South Salina VA Clinic  | 489                               | 489                           | 100.00%  | 0                              | 0.00%  | 487                     | 2                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      |                                      |                                      |
| (V02) (528QI) Erie East   | 715                               | 655                           | 91.61%   | 60                             | 8.39%  | 513                     | 79                       | 63                        | 38                        | 16                         | 5                           | 1  |                                      | 8.55                                 |                                      |
| (V02) (528QN) Watertown 2   | 873                               | 867                           | 99.31%   |                                |  | 840                     | 17                       | 10                        |                           |                            | 0                           | 0  |                                      | 1.74                                 | 0.57                                 |
| (V03) (526) Bronx, NY   | 23,313                            | 23,077                        | 98.99%   | 236                            | 1.01%  | 21,178                  | 1,050                    | 849                       |                           |                            | 8                           | 0  | 4.15                                 | 3.19                                 | 1.26                                 |
| (V03) (526) James J. Peters VAMC  | 22,659                            |                               |  |                                |  |                         | 1,001                    | 814                       | 196                       | 28                         |                             | 0  |                                      |                                      |                                      |
| (V03) (526GA) White Plains  | 359                               |                               |  |                                |  |                         | 37                       | 23                        | 3                         | 0                          | 0                           | 0  |                                      |                                      |                                      |
| (V03) (526GB) Yonkers   | 223                               |                               |  | -                              | 0.45%  |                         |                          |                           | 1                         | 0                          | 0                           | 0  |                                      |                                      | 1.71                                 |
| (V03) (526GD) Thomas P. Noonan<br>Jr. VA OPC  | 72                                |                               | 100.00%  |                                |  |                         | 7                        | 5                         |                           |                            | 0                           | 0  |                                      |                                      |                                      |
| (V03) (561) New Jersey HCS, NJ  | 40,049                            | 38,837                        | 96.97%   | 1,212                          | 3.03%  | 35,488                  | 1,766                    | 1,583                     | 958                       | 197                        | 39                          | 18                                       | 0.71                                 | 6.33                                 | 1.39                                 |

| Completed Appointment Wait Times National,<br>Facility, and Division Level Summaries.<br>Wait Time Measured from Preferred Date<br>For the Reporting Period Ending: September<br>2017 | Total Completed<br>Appointments 1 | Completed within 30 Days 2 | Percent<br>Appts<br>Complete<br>d in 30<br>Days or<br>Less 3 | Completed in<br>Over 30 Days 4 | Percent<br>Appts<br>Complete<br>d in Over<br>30 Days 5 | Completed 0-7 Days<br>6 | Completed 8-14<br>Days 7 | Completed 15-30<br>Days 8 | Completed 31-60<br>Days 9 | Completed 61-90<br>Days 10 | Completed 91-120<br>Days 11 | Completed in<br>more than 120<br>Days 12 | PC Avg<br>Wait Time<br>in Days<br>13 | SC Avg<br>Wait Time<br>in Days<br>14 | MH Avg<br>Wait Time<br>in Days<br>15 |
|---|-----------------------------------|----------------------------|--|--------------------------------|--|-------------------------|--------------------------|---------------------------|---------------------------|----------------------------|-----------------------------|--|--------------------------------------|--------------------------------------|--------------------------------------|
| (V03) (561) East Orange VAMC  | 21,186                            | 20,413                     | 96.35%   | 773                            | 3.65%  | 18,437                  | 1,004                    | 972                       | 543                       | 176                        | 37                          | 17                                       | 0.72                                 | 6.89                                 | 1.99                                 |
| (V03) (561A4) New Jersey HCS, NJ -<br>Lyons Campus  | 7,303                             | 6,944                      | 95.08%   | 359                            | 4.92%  | 6,246                   | 338                      | 360                       | 340                       | 18                         | 0                           | 1  | 0.10                                 | 7.11                                 | 1.90                                 |
| (V03) (561BY) Newark  | 455                               | 455                        | 100.00%  | 0                              | 0.00%  | 451                     | 0                        | 4                         | 0                         | 0                          | 0                           | 0  |                                      |                                      |                                      |
| (V03) (561BZ) Brick   | 5,491                             | 5,426                      | 98.82%   | 65                             | 1.18%  | 4,893                   | 342                      | 191                       | 61                        | 2                          | 2                           | 0  | 1.76                                 | 3.68                                 | 0.62                                 |
| (V03) (561GA) Hamilton  | 439                               | 437                        | 99.54%   | 2                              | 0.46%  | 427                     | 4                        | 6                         | 2                         | 0                          | 0                           | 0  | 0.86                                 | 2.07                                 | 1.19                                 |
| (V03) (561GB) Elizabeth   | 215                               | 215                        | 100.00%  | 0                              | 0.00%  | 214                     | 0                        | 1                         | 0                         | 0                          | 0                           | 0  | 0.12                                 |                                      | 0.55                                 |
| (V03) (561GD) Hackensack  | 1,964                             | 1,964                      | 100.00%  | 0                              | 0.00%  | 1,946                   | 9                        | 9                         | 0                         | 0                          | 0                           | 0  | 0.11                                 | 0.61                                 | 0.19                                 |
| (V03) (561GE) Jersey City   | 283                               | 278                        | 98.23%   | 5                              | 1.77%  | 264                     | 10                       | 4                         | 5                         | 0                          | 0                           | 0  | 0.18                                 | 9.88                                 | 1.73                                 |
| (V03) (561GF) Piscataway  | 660                               | 658                        | 99.70%   | 2                              | 0.30%  | 655                     | 2                        | 1                         | 1                         | 1                          | 0                           | 0  | 0.00                                 | 0.00                                 | 2.16                                 |
| (V03) (561GH) Morristown  | 455                               | 453                        | 99.56%   | 2                              | 0.44%  | 427                     | 19                       | 7                         | 2                         | 0                          | 0                           | 0  | 0.92                                 | 2.00                                 | 3.80                                 |
| (V03) (561GI) Tinton Falls  | 1,068                             | 1,064                      | 99.63%   | 4                              | 0.37%  | 1,002                   | 35                       | 27                        | 4                         | 0                          | 0                           | 0  | 1.32                                 | 2.19                                 | 1.15                                 |
| (V03) (561GJ) Paterson  | 284                               | 284                        | 100.00%  | 0                              | 0.00%  | 282                     | 1                        | 1                         | 0                         | 0                          | 0                           | 0  | 0.15                                 | 0.00                                 | 0.20                                 |
| (V03) (561GK) Sussex VA Clinic  | 246                               | 246                        | 100.00%  | 0                              | 0.00%  | 244                     | 2                        | 0                         | 0                         | 0                          | 0                           | 0  | 0.15                                 | 0.00                                 | 1.47                                 |
| (V03) (620) VA Hudson Valley HCS, NY  | 21,016                            | 20,692                     | 98.46%   | 324                            | 1.54%  | 18,576                  | 1,201                    | 915                       | 287                       | 26                         | 11                          | 0  | 2.34                                 | 4.31                                 | 1.42                                 |
| (V03) (620) Franklin Delano<br>Roosevelt Hospital   | 5,545                             | 5,496                      | 99.12%   | 49                             | 0.88%  | 5,151                   | 214                      | 131                       | 41                        | 8                          | 0                           | 0  | 1.67                                 | 2.99                                 | 1.15                                 |
| (V03) (620A4) Castle Point VAMC   | 10,338                            | 10,101                     | 97.71%   | 237                            | 2.29%  | 8,850                   | 679                      | 572                       | 210                       | 17                         | 10                          | 0  | 3.04                                 | 4.73                                 | 0.92                                 |
| (V03) (620BU) VADOM Montrose  | 23                                | 23                         | 100.00%  | 0                              | 0.00%  | 23                      | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      |                                      |                                      |
| (V03) (620GA) New City  | 1,325                             | 1,319                      | 99.55%   | 6                              | 0.45%  | 1,206                   | 62                       | 51                        | 6                         | 0                          | 0                           | 0  | 2.33                                 | 3.55                                 | 2.14                                 |
| (V03) (620GB) Carmel  | 767                               | 756                        | 98.57%   | 11                             | 1.43%  | 707                     | 26                       | 23                        | 11                        | 0                          | 0                           | 0  | 1.03                                 | 5.46                                 | 2.30                                 |
| (V03) (620GD) Goshen  | 1,121                             | 1,118                      | 99.73%   | 3                              | 0.27%  | 953                     | 109                      | 56                        | 3                         | 0                          | 0                           | 0  | 3.22                                 | 4.74                                 | 2.48                                 |
| (V03) (620GE) Port Jervis   | 832                               | 827                        | 99.40%   | 5                              | 0.60%  | 754                     | 45                       | 28                        | 5                         | 0                          | 0                           | 0  | 1.72                                 | 3.26                                 | 4.61                                 |
| (V03) (620GF) Monticello  | 395                               | 394                        | 99.75%   | 1                              | 0.25%  | 367                     | 19                       | 8                         | 1                         | 0                          | 0                           | 0  | 0.68                                 | 3.17                                 | 4.38                                 |
| (V03) (620GG) Poughkeepsie  | 446                               | 439                        | 98.43%   | 7                              | 1.57%  | 376                     | 36                       | 27                        | 6                         | 1                          | 0                           | 0  | 2.13                                 | 7.19                                 | 5.75                                 |
| (V03) (620GH) Eastern Dutchess  | 188                               | 184                        | 97.87%   | 4                              | 2.13%  | 154                     | 11                       | 19                        | 3                         | 0                          | 1                           | 0  | 3.15                                 | 11.35                                | 13.00                                |
| (V03) (620MA) IDES West Point   | 17                                | 17                         | 100.00%  | 0                              | 0.00%  | 17                      | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      | 0.08                                 | 0.00                                 |
| (V03) (620QA) Montrose 1 VA Mobile<br>Clinic  | 19                                | 18                         | 94.74%   | 1                              | 5.26%  | 18                      | 0                        | 0                         | 1                         | 0                          | 0                           | 0  |                                      |                                      |                                      |
| (V03) (630) New York Harbor HCS, NY   | 42,521                            | 41,427                     | 97.43%   | 1,094                          | 2.57%  | 37,261                  | 1,841                    | 2,325                     | 1,002                     | 73                         | 18                          | 1  | 5.01                                 | 4.26                                 | 0.85                                 |
| (V03) (630) Manhattan VAMC  | 19,225                            | 18,676                     | 97.14%   | 549                            | 2.86%  | 16,538                  | 947                      | 1,191                     | 495                       | 41                         | 13                          | 0  | 6.30                                 | 4.56                                 | 0.52                                 |
| (V03) (630A4) New York Harbor   | 19,309                            | 18,840                     | 97.57%   | 469                            | 2.43%  | 17,087                  | 757                      | 996                       | 439                       | 25                         | 4                           | 1  | 5.06                                 | 4.13                                 | 1.12                                 |
| HCS-Brooklyn Campus<br>(V03) (630A5) St. Albans VAMC  | 2,850                             | 2.793                      | 98.00%   | 57                             | 2.00%  | 2,580                   | 106                      | 107                       | 50                        | 7                          | 0                           | 0  | 2.51                                 | 3.36                                 | 1.60                                 |
| (V03) (630BU) St. Albans DCHV   | 8                                 |                            | 100.00%  | 0                              |  |                         | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      |                                      |                                      |
| (V03) (630GA) Harlem CBOC   | 122                               |                            | 100.00%  | 0                              |  |                         | 0                        | 1                         | 0                         | 0                          | 0                           | 0  | 0.27                                 | 0.00                                 | 0.00                                 |
| (V03) (630GB) Staten Island CBOC  | 1,007                             | 988                        | 98.11%   | 19                             | 1.89%  | 927                     | 31                       | 30                        | 18                        | 0                          | 1                           | 0  | 2.69                                 | 2.94                                 | 1.98                                 |
| (V03) (632) Northport, NY   | 27,073                            | 26,212                     | 96.82%   | 861                            | 3.18%  | 23,074                  | 1,641                    | 1,497                     | 681                       | 149                        | 23                          | 8  | 3.84                                 | 6.14                                 | 2.43                                 |
| (V03) (632) Northport VAMC  | 23,357                            | 22,546                     | 96.53%   | 811                            | 3.47%  | 19,816                  | 1,378                    | 1,352                     | 638                       | 144                        | 21                          | 8  | 4.83                                 | 6.11                                 | 2.22                                 |
| (V03) (632BU) Northport VADOM   | 95                                | 95                         | 100.00%  | 0                              | 0.00%  | 95                      | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      |                                      |                                      |
| (V03) (632GA) East Meadow   | 1,313                             | 1,306                      | 99.47%   | 7                              | 0.53%  | 1,214                   | 71                       | 21                        | 6                         | 1                          | 0                           | 0  | 2.22                                 | 6.38                                 | 1.35                                 |
| (V03) (632HA) Valley Stream   | 259                               | 257                        | 99.23%   | 2                              | 0.77%  | 246                     | 7                        | 4                         | 1                         | 0                          | 1                           | 0  | 2.82                                 | 0.00                                 | 0.14                                 |
| (V03) (632HB) Riverhead   | 682                               | 668                        | 97.95%   | 14                             | 2.05%  | 589                     | 52                       | 27                        | 11                        | 3                          | 0                           | 0  | 2.84                                 | 6.27                                 | 1.63                                 |
| (V03) (632HC) Bay Shore   | 397                               | 396                        | 99.75%   | 1                              | 0.25%  | 324                     | 41                       | 31                        | 1                         | 0                          | 0                           | 0  | 3.42                                 |                                      | 5.46                                 |
| (V03) (632HD) Patchoque   | 741                               | 737                        | 99.46%   | 4                              | 0.54%  | 632                     | 71                       | 34                        | 3                         | 0                          | 1                           | 0  | 2.89                                 | 3.00                                 | 5.47                                 |
| (V03) (632QA) Northport 1 VA Mobile   | 188                               | 179                        | 95.21%   | 9                              | 4.79%  | 148                     | 11                       | 20                        | 9                         | 0                          | 0                           | 0  |                                      | 5.52                                 |                                      |
| Clinic  |                                   |                            |  |                                |  |                         |                          |                           |                           |                            |                             |  |                                      |                                      |                                      |
|   |                                   |                            |  |                                |  |                         |                          |                           |                           |                            |                             |  |                                      |                                      |                                      |

| Completed Appointment Wait Times National,<br>Facility, and Division Level Summaries.<br>Wait Time Measured from Preferred Date<br>For the Reporting Period Ending: September<br>2017 | Total Completed<br>Appointments 1 | Completed within 30 Days 2 | Percent<br>Appts<br>Complete<br>d in 30<br>Days or<br>Less 3 |     | Percent<br>Appts<br>Complete<br>d in Over<br>30 Days 5 | Completed 0-7 Days<br>6 | Completed 8-14<br>Days 7 | Completed 15-30<br>Days 8 | Completed 31-60<br>Days 9 | Completed 61-90<br>Days 10 | Completed 91-120<br>Days 11 | Completed in<br>more than 120<br>Days 12 | PC Avg<br>Wait Time<br>in Days<br>13 | SC Avg<br>Wait Time<br>in Days<br>14 | MH Avg<br>Wait Time<br>in Days<br>15 |
|---|-----------------------------------|----------------------------|--|-----|--|-------------------------|--------------------------|---------------------------|---------------------------|----------------------------|-----------------------------|--|--------------------------------------|--------------------------------------|--------------------------------------|
| (V03) (632QB) Northport 2 VA Mobile<br>Clinic   | 41                                | 28                         | 68.29%   | 13  | 31.71%   | 10                      | 10                       | 8                         | 12                        | 1                          | 0                           | 0  |                                      | 20.98                                |                                      |
| (V04) (460) Wilmington, DE  | 16,970                            | 16,571                     | 97.65%   | 399 | 2.35%  | 14,285                  | 1,210                    | 1,076                     | 366                       | 26                         | 3                           | 4  | 2.93                                 | 6.23                                 | 3.43                                 |
| (V04) (460) Wilmington VAMC   | 11,438                            | 11,135                     | 97.35%   | 303 | 2.65%  | 9,523                   | 838                      | 774                       | 284                       | 12                         | 3                           | 4  | 3.10                                 | 6.24                                 | 3.01                                 |
| (V04) (460GA) Sussex County   | 1,116                             | 1,099                      | 98.48%   | 17  | 1.52%  | 998                     | 60                       | 41                        | 16                        | 1                          | 0                           | 0  | 2.45                                 | 3.98                                 | 3.92                                 |
| (V04) (460GC) Kent County   | 1,531                             | 1,512                      | 98.76%   | 19  | 1.24%  | 1,345                   | 82                       | 85                        | 17                        | 2                          | 0                           | 0  | 3.03                                 | 2.76                                 | 4.16                                 |
| (V04) (460GD) Cape May USCG   | 452                               | 437                        | 96.68%   | 15  | 3.32%  | 384                     | 27                       | 26                        | 15                        | 0                          | 0                           | 0  | 1.90                                 | 7.08                                 | 6.21                                 |
| (V04) (460HE) Atlantic County   | 1,227                             | 1,212                      | 98.78%   | 15  | 1.22%  | 1,034                   | 92                       | 86                        | 12                        | 3                          | 0                           | 0  | 2.63                                 | 7.15                                 | 3.96                                 |
| (V04) (460HG) Cumberland County   | 1,195                             | 1,165                      | 97.49%   | 30  | 2.51%  | 990                     | 111                      | 64                        | 22                        | 8                          | 0                           | 0  | 3.56                                 | 9.86                                 | 2.14                                 |
| (V04) (460HK) Wilmington VA Mobile<br>Clinic  | 11                                | 11                         | 100.00%  | 0   | 0.00%  | 11                      | 0                        | 0                         | 0                         | 0                          | 0                           | 0  | 0.00                                 |                                      |                                      |
| (V04) (503) Altoona, PA   | 13,338                            | 13,108                     | 98.28%   | 230 | 1.72%  | 11,785                  | 689                      | 634                       | 223                       | 7                          | 0                           | 0  | 3.74                                 | 4.95                                 | 1.21                                 |
| (V04) (503) James E. Van Zandt<br>VAMC  | 8,735                             |                            | 98.60%   |     |  | 7,836                   | 402                      |                           |                           |                            |                             | 0  |                                      |                                      | 1.21                                 |
| (V04) (503GA) Johnstown   | 1,429                             |                            |  |     |  | 1,268                   | 55                       |                           |                           | 0                          |                             |  | • • • •                              |                                      | 0.84                                 |
| (V04) (503GB) DuBois (Clearfield)   | 1,525                             |                            |  |     |  | 1,328                   | 106                      |                           | 21                        | 3                          | _                           |  |                                      |                                      | 1.97                                 |
| (V04) (503GC) State College (Centre County)   | 1,243                             | 1,203                      | 96.78%   | 40  | 3.22%  | 983                     | 101                      | 119                       | 39                        | 1                          | 0                           | 0  | 5.47                                 | 8.59                                 | 1.20                                 |
| (V04) (503GD) Huntingdon County   | 217                               | 217                        | 100.00%  | 0   | 0.00%  | 200                     | 11                       | 6                         | 0                         | 0                          | 0                           | 0  | 2.70                                 | 2.14                                 | 0.00                                 |
| (V04) (503GE) Indiana County  | 189                               | 189                        | 100.00%  | 0   | 0.00%  | 170                     | 14                       | 5                         | 0                         | 0                          | 0                           | 0  | 2.35                                 | 0.00                                 | 0.00                                 |
| (V04) (529) Butler, PA  | 8,660                             | 8,553                      | 98.76%   | 107 | 1.24%  | 8,057                   | 240                      | 256                       | 79                        | 25                         | 3                           | 0  | 0.71                                 | 3.11                                 | 1.37                                 |
| (V04) (529) Abie Abraham VA Clinic  | 6,407                             | 6,305                      | 98.41%   | 102 | 1.59%  | 5,904                   | 191                      | 210                       | 74                        | 25                         | 3                           | 0  | 0.42                                 | 3.16                                 | 1.22                                 |
| (V04) (529GA) Michael A. Marzano<br>VA OPC  | 721                               | 721                        | 100.00%  | 0   | 0.00%  | 694                     | 18                       | 9                         | 0                         | 0                          | 0                           | 0  | 0.33                                 | 2.09                                 | 2.90                                 |
| (V04) (529GB) Lawrence County   | 339                               | 337                        | 99.41%   | 2   | 0.59%  | 325                     | 6                        | 6                         | 2                         | 0                          | 0                           | 0  | 0.98                                 | 1.58                                 | 2.95                                 |
| (V04) (529GC) Armstrong County  | 402                               | 401                        | 99.75%   | 1   | 0.25%  | 377                     | 12                       | 12                        | 1                         | 0                          | 0                           | 0  | 1.71                                 | 2.40                                 | 1.62                                 |
| (V04) (529GD) Clarion County  | 321                               | 320                        | 99.69%   | 1   | 0.31%  | 300                     | 7                        | 13                        | 1                         | 0                          | 0                           | 0  | 1.68                                 | 0.00                                 | 1.29                                 |
| (V04) (529GF) Cranberry Township  | 470                               | 469                        | 99.79%   | 1   | 0.21%  | 457                     | 6                        | 6                         | 1                         | 0                          | 0                           | 0  | 0.66                                 | 5.08                                 | 0.76                                 |
| (V04) (540) Clarksburg, WV  | 17,056                            | 16,266                     | 95.37%   | 790 | 4.63%  | 14,352                  | 928                      | 986                       | 595                       | 110                        | 71                          | 14                                       | 4.08                                 | 7.85                                 | 2.77                                 |
| (V04) (540) Louis A Johnson VAMC  | 13,986                            | 13,267                     | 94.86%   | 719 | 5.14%  | 11,738                  | 734                      | 795                       | 539                       | 96                         | 71                          | 13                                       | 3.30                                 | 7.83                                 | 2.91                                 |
| (V04) (540BU) Clarksburg VADOM  | 9                                 | 9                          | 100.00%  | 0   | 0.00%  | 9                       | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      |                                      |                                      |
| (V04) (540GA) Tucker County   | 267                               | 264                        | 98.88%   | 3   | 1.12%  | 228                     | 21                       | 15                        | 1                         | 1                          | 0                           | 1  | 6.47                                 | 27.00                                | 2.43                                 |
| (V04) (540GB) Wood County<br>Veterans Center  | 1,232                             | 1,185                      | 96.19%   | 47  | 3.81%  | 1,032                   | 86                       | 67                        | 36                        | 11                         | 0                           | 0  | 5.54                                 | 10.51                                | 2.21                                 |
| (V04) (540GC) Braxton County  | 526                               | 520                        | 98.86%   | 6   | 1.14%  | 481                     | 16                       | 23                        | 6                         | 0                          | 0                           | 0  | 2.57                                 | 11.45                                | 4.35                                 |
| (V04) (540GD) Monongalia County   | 972                               | 961                        | 98.87%   | 11  | 1.13%  | 819                     | 64                       | 78                        | 9                         | 2                          | 0                           | 0  | 5.64                                 | 7.00                                 | 2.60                                 |
| (V04) (540HK) Clarksburg VA Mobile<br>Clinic  | 64                                | 60                         | 93.75%   | 4   | 6.25%  | 45                      | 7                        | 8                         | 4                         | 0                          | 0                           | 0  | 8.16                                 | 0.00                                 |                                      |
| (V04) (542) Coatesville, PA   | 14,606                            | 14,502                     | 99.29%   | 104 | 0.71%  | 13,831                  | 353                      | 318                       | 94                        | 9                          | 1                           | 0  | 1.57                                 | 2.55                                 | 1.99                                 |
| (V04) (542) Coatesville VAMC  | 12,542                            | 12,447                     | 99.24%   | 95  | 0.76%  | 11,832                  | 319                      | 296                       | 85                        | 9                          | 1                           | 0  | 1.72                                 | 2.56                                 | 2.35                                 |
| (V04) (542BU) VADOM Coatesville   | 597                               | 597                        | 100.00%  | 0   | 0.00%  | 594                     | 3                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      |                                      | 0.00                                 |
| (V04) (542GA) Springfield   | 861                               | 859                        | 99.77%   | 2   | 0.23%  | 827                     | 19                       | 13                        | 2                         | 0                          | 0                           | 0  | 1.03                                 | 1.50                                 | 1.02                                 |
| (V04) (542GE) Spring City   | 606                               | 599                        | 98.84%   | 7   | 1.16%  | 578                     | 12                       | 9                         | 7                         | 0                          | 0                           | 0  | 1.46                                 | 0.00                                 | 0.84                                 |
| (V04) (562) Erie, PA  | 14,992                            | 14,473                     | 96.54%   | 519 | 3.46%  | 13,014                  | 664                      | 795                       | 428                       | 81                         | 6                           | 4  | 4.19                                 | 6.21                                 | 1.47                                 |
| (V04) (562) Erie VAMC   | 11,585                            | 11,190                     | 96.59%   | 395 | 3.41%  | 10,104                  | 481                      | 605                       | 312                       | 73                         | 6                           | 4  | 4.60                                 | 5.93                                 | 1.39                                 |
| (V04) (562GA) Crawford County   | 895                               | 800                        | 89.39%   | 95  | 10.61%   | 628                     | 69                       | 103                       | 89                        | 6                          | 0                           | 0  | 10.53                                | 12.54                                | 1.97                                 |
| (V04) (562GB) Ashtabula County  | 594                               | 583                        | 98.15%   | 11  | 1.85%  | 512                     | 30                       | 41                        | 11                        | 0                          | 0                           | 0  | 3.50                                 | 13.48                                | 1.41                                 |
| (V04) (562GC) McKean County   | 281                               | 281                        | 100.00%  | 0   | 0.00%  | 272                     | 9                        | 0                         | 0                         | 0                          | 0                           | 0  | 1.04                                 | 2.40                                 | 1.88                                 |
| (V04) (562GD) Venango County  | 784                               | 774                        | 98.72%   | 10  | 1.28%  | 705                     | 39                       | 30                        | 9                         | 1                          | 0                           | 0  | 1.70                                 | 7.82                                 | 2.34                                 |

|  | Total Completed<br>Appointments 1 | Completed within<br>30 Days 2 | Percent<br>Appts<br>Complete<br>d in 30<br>Days or<br>Less 3 | Completed in<br>Over 30 Days 4 | Percent<br>Appts<br>Complete<br>d in Over<br>30 Days 5 | Completed 0-7 Days<br>6 | Completed 8-14<br>Days 7 | Completed 15-30<br>Days 8 | Completed 31-60<br>Days 9 | Completed 61-90<br>Days 10 | Completed 91-120<br>Days 11 | Completed in<br>more than 120<br>Days 12 | PC Avg<br>Wait Time<br>in Days<br>13 | SC Avg<br>Wait Time<br>in Days<br>14 | MH Avg<br>Wait Time<br>in Days<br>15 |
|--|-----------------------------------|-------------------------------|--|--------------------------------|--|-------------------------|--------------------------|---------------------------|---------------------------|----------------------------|-----------------------------|--|--------------------------------------|--------------------------------------|--------------------------------------|
| (V04) (562GE) Warren                         | 853                               |                               | 99.06%   | 8                              | 0.94%  |                         | 36                       | 16                        |                           |                            | 0                           | 0  | 1.42                                 |                                      | 1.00                                 |
| (V04) (595) Lebanon, PA                      | 26,114                            | 25,525                        | 97.74%   | 589                            | 2.26%  | 22,387                  | 1,545                    | 1,593                     |                           |                            | 20                          | 4  | 3.28                                 |                                      |                                      |
| (V04) (595) Lebanon VAMC                     | 18,185                            | 17,768                        | 97.71%   | 417                            | 2.29%  | 15,372                  | 1,152                    | 1,244                     | 329                       | 68                         | 16                          | 4  | 3.89                                 | 4.30                                 | 2.48                                 |
| (V04) (595GA) Camp Hill                      | 2,951                             | 2,851                         | 96.61%   | 100                            | 3.39%  | 2,557                   | 165                      | 129                       | 96                        | 2                          | 2                           | 0  | 3.40                                 | 5.09                                 | 3.96                                 |
| (V04) (595GC) Lancaster                      | 1,356                             | 1,345                         | 99.19%   | 11                             | 0.81%  | 1,285                   | 25                       | 35                        | 10                        | 1                          | 0                           | 0  | 1.40                                 | 1.80                                 | 2.50                                 |
| (V04) (595GD) Berks County                   | 1,068                             | 1,057                         | 98.97%   | 11                             | 1.03%  | 939                     | 60                       | 58                        | 11                        | 0                          | 0                           | 0  | 2.76                                 | 0.33                                 | 3.57                                 |
| (V04) (595GE) York                           | 2,251                             | 2,204                         | 97.91%   | 47                             | 2.09%  | 1,999                   | 118                      | 87                        | 35                        | 10                         | 2                           | 0  | 2.98                                 | 3.71                                 | 2.31                                 |
| (V04) (595GF) Pottsville                     | 263                               | 260                           | 98.86%   | 3                              | 1.14%  | 197                     | 24                       | 39                        | 2                         | 1                          | 0                           | 0  | 6.74                                 |                                      | 2.34                                 |
| (V04) (595QA) Fort Indiantown Gap            | 40                                | 40                            | 100.00%  | 0                              | 0.00%  | 38                      | 1                        | 1                         | 0                         | 0                          | 0                           | 0  | 1.05                                 |                                      |                                      |
| (V04) (642) Philadelphia, PA                 | 36,513                            | 35,565                        | 97.40%   | 948                            | 2.60%  | 31,812                  | 1,849                    | 1,904                     | 742                       | 155                        | 31                          | 20                                       | 4.01                                 | 4.75                                 | 1.65                                 |
| (V04) (642) Corporal M. J. Crescenz<br>VAMC  | 29,485                            | 28,737                        | 97.46%   | 748                            | 2.54%  | 25,631                  | 1,472                    | 1,634                     | 585                       | 120                        | 26                          | 17                                       | 3.92                                 | 4.61                                 | 1.63                                 |
| (V04) (642GA) Burlington County VA<br>Clinic | 1,514                             | 1,467                         | 96.90%   | 47                             | 3.10%  | 1,355                   | 50                       | 62                        | 40                        | 5                          | 0                           | 2  | 5.17                                 | 6.66                                 | 0.88                                 |
| (V04) (642GC) Victor J. Saracini VA<br>OPC   | 2,261                             | 2,171                         | 96.02%   | 90                             | 3.98%  | 1,809                   | 218                      | 144                       | 80                        | 9                          | 0                           | 1  | 4.28                                 | 8.86                                 | 2.90                                 |
| (V04) (642GD) Gloucester County              | 2,271                             | 2,211                         | 97.36%   | 60                             | 2.64%  | 2,109                   | 53                       | 49                        | 34                        | 21                         | 5                           | 0  | 3.41                                 | 3.69                                 | 0.76                                 |
| (V04) (642GF) Camden County                  | 463                               | 460                           | 99.35%   | 3                              | 0.65%  | 389                     | 56                       | 15                        | 3                         | 0                          | 0                           | 0  | 3.33                                 | 0.00                                 | 4.64                                 |
| (V04) (642QA) Chestnut Street                | 519                               | 519                           | 100.00%  | 0                              | 0.00%  | 519                     | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      |                                      |                                      |
| (V04) (646) Pittsburgh, PA                   | 36,526                            | 34,914                        | 95.59%   | 1,612                          | 4.41%  | 28,997                  | 2,993                    | 2,924                     | 1,372                     | 214                        | 22                          | 4  | 4.38                                 | 7.78                                 | 2.21                                 |
| (V04) (646) Pittsburgh VAMC<br>University Dr | 23,302                            | 22,014                        | 94.47%   | 1,288                          | 5.53%  | 17,522                  | 2,135                    | 2,357                     | 1,123                     | 152                        | 11                          | 2  | 7.92                                 | 8.48                                 | 1.85                                 |
| (V04) (646A4) H. John Heinz III<br>VAMC      | 7,253                             | 6,977                         | 96.19%   | 276                            | 3.81%  | 6,057                   | 513                      | 407                       | 209                       | 56                         | 9                           | 2  | 4.48                                 | 7.21                                 | 2.40                                 |
| (V04) (646GA) Belmont County                 | 1,223                             | 1,222                         | 99.92%   | 1                              | 0.08%  | 1,157                   | 51                       | 14                        | 0                         | 1                          | 0                           | 0  | 1.60                                 | 1.20                                 | 2.78                                 |
| (V04) (646GB) Westmoreland County            | 1,502                             | 1,480                         | 98.54%   | 22                             | 1.46%  | 1,300                   | 130                      | 50                        | 17                        | 5                          | 0                           | 0  | 2.81                                 | 4.14                                 | 2.42                                 |
| (V04) (646GC) Beaver County                  | 1,314                             | 1,305                         | 99.32%   | 9                              | 0.68%  | 1,172                   | 90                       | 43                        | 9                         | 0                          | 0                           | 0  | 2.67                                 | 3.12                                 | 4.39                                 |
| (V04) (646GD) Washington County              | 1,034                             | 1,021                         | 98.74%   | 13                             | 1.26%  | 944                     | 38                       | 39                        | 11                        | 0                          | 2                           | 0  | 2.22                                 | 2.27                                 | 4.96                                 |
| (V04) (646GE) Fayette County                 | 898                               | 895                           | 99.67%   | 3                              | 0.33%  | 845                     | 36                       | 14                        | 3                         | 0                          | 0                           | 0  | 1.75                                 | 2.17                                 | 2.39                                 |
| (V04) (693) Wilkes-Barre, PA                 | 24,112                            | 23,362                        | 96.89%   | 750                            | 3.11%  | 20,567                  | 1,423                    | 1,372                     | 603                       | 92                         | 30                          | 25                                       | 5.72                                 | 4.74                                 | 6.87                                 |
| (V04) (693) Wilkes-Barre VAMC                | 17,015                            | 16,448                        | 96.67%   | 567                            | 3.33%  | 14,470                  | 1,003                    | 975                       | 468                       | 69                         | 25                          | 5  | 5.11                                 | 5.02                                 | 7.78                                 |
| (V04) (693B4) Allentown                      | 4,395                             | 4,273                         | 97.22%   | 122                            | 2.78%  | 3,667                   | 289                      | 317                       | 100                       | 8                          | 5                           | 9  | 4.19                                 | 3.70                                 | 7.59                                 |
| (V04) (693GA) Sayre                          | 944                               | 909                           | 96.29%   | 35                             | 3.71%  | 839                     | 44                       | 26                        | 14                        | 11                         | 0                           | 10                                       | 10.14                                | 2.90                                 | 0.57                                 |
| (V04) (693GB) Williamsport                   | 913                               | 898                           | 98.36%   | 15                             | 1.64%  | 820                     | 51                       | 27                        | 11                        | 3                          | 0                           | 1  | 13.12                                | 0.30                                 | 3.52                                 |
| (V04) (693GC) Tobyhanna                      | 142                               | 135                           | 95.07%   | 7                              | 4.93%  | 112                     | 14                       | 9                         | 7                         | 0                          | 0                           | 0  | 5.69                                 |                                      | 4.20                                 |
| (V04) (693GF) Columbia County                | 288                               | 288                           | 100.00%  | 0                              | 0.00%  | 278                     | 7                        | 3                         | 0                         | 0                          | 0                           | 0  | 0.27                                 |                                      | 3.02                                 |
| (V04) (693GG) Northampton County             | 221                               | 220                           | 99.55%   | 1                              | 0.45%  | 190                     | 15                       | 15                        | 0                         | 1                          | 0                           | 0  | 3.27                                 | 0.87                                 | 0.29                                 |
| (V04) (693QA) Wayne County                   | 194                               |                               | 98.45%   | 3                              | 1.55%  |                         | 0                        | 0                         | 3                         |                            | 0                           | 0  |                                      | 0.00                                 |                                      |
| (V05) (512) Baltimore HCS, MD                | 38,782                            | 38,148                        | 98.37%   |                                |  | 34,240                  | 2,107                    | 1,801                     |                           |                            | 9                           | 39                                       | 3.23                                 | 4.46                                 | 1.80                                 |
| (V05) (512) Baltimore VA Medical<br>Center   | 23,965                            | 23,523                        | 98.16%   | 442                            | 1.84%  | 21,124                  | 1,259                    | 1,140                     | 372                       | 39                         | 7                           | 24                                       | 3.59                                 | 4.44                                 | 0.64                                 |
| (V05) (512A5) Perry Point                    | 5,850                             | 5,823                         | 99.54%   | 27                             | 0.46%  | 5,439                   | 230                      | 154                       | 18                        | 9                          | 0                           | 0  | 2.92                                 | 2.44                                 | 1.35                                 |
| (V05) (512BV) Baltimore PRRTP                | 1                                 |                               | 100.00%  | 0                              | 0.00%  |                         | 1                        | 0                         | 0                         |                            | 0                           | 0  |                                      | 11.00                                |                                      |
| (V05) (512GA) Cambridge                      | 2,069                             |                               | 97.39%   | 54                             | 2.61%  |                         | 117                      | 79                        |                           |                            | 0                           | 15                                       |                                      | 10.89                                |                                      |
| (V05) (512GC) Glen Burnie                    | 1,618                             |                               |  | 52                             |  |                         | 152                      | 141                       | 46                        |                            | 2                           | 0  |                                      | 9.02                                 |                                      |
| (V05) (512GD) Loch Raven                     | 2,851                             | 2,805                         | 98.39%   | 46                             | 1.61%  | 2,549                   | 139                      | 117                       | 26                        | 20                         | 0                           | 0  | 2.89                                 | 3.61                                 | 1.67                                 |
| (V05) (512GE) Pocomoke City                  | 519                               | 519                           | 100.00%  | 0                              | 0.00%  | 463                     | 34                       | 22                        | 0                         | 0                          | 0                           | 0  | 2.01                                 |                                      | 7.25                                 |
| (V05) (512GF) Fort Howard                    | 437                               | 435                           | 99.54%   | 2                              | 0.46%  | 350                     | 44                       | 41                        | 2                         | 0                          | 0                           | 0  | 6.02                                 |                                      | 3.08                                 |

| Completed Appointment Wait Times National,<br>Facility, and Division Level Summaries.<br>Wait Time Measured from Preferred Date<br>For the Reporting Period Ending: September<br>2017 | Total Completed<br>Appointments 1 | Completed within<br>30 Days 2 | Percent<br>Appts<br>Complete<br>d in 30<br>Days or<br>Less 3 |       | Percent<br>Appts<br>Complete<br>d in Over<br>30 Days 5 | Completed 0-7 Days<br>6 | Completed 8-14<br>Days 7 | Completed 15-30<br>Days 8 | Completed 31-60<br>Days 9 | Completed 61-90<br>Days 10 | Completed 91-120<br>Days 11 | Completed in<br>more than 120<br>Days 12 | PC Avg<br>Wait Time<br>in Days<br>13 | Wait Time | MH Avg<br>Wait Time<br>in Days<br>15 |
|---|-----------------------------------|-------------------------------|--|-------|--|-------------------------|--------------------------|---------------------------|---------------------------|----------------------------|-----------------------------|--|--------------------------------------|-----------|--------------------------------------|
| (V05) (512GG) Fort Meade  | 1,472                             | 1,461                         | 99.25%   | 11    | 0.75%  | 1,223                   | 131                      | 107                       | 11                        | 0                          | 0                           | 0  | 3.01                                 | 4.01      | 3.80                                 |
| (V05) (613) Martinsburg, WV   | 31,099                            | 29,531                        | 94.96%   | 1,568 | 5.04%  | 26,292                  | 1,660                    | 1,579                     | 1,069                     | 339                        | 122                         | 38                                       | 5.11                                 | 9.40      | 2.43                                 |
| (V05) (613) Martinsburg VA Medical<br>Center  | 23,165                            | 21,890                        | 94.50%   | 1,275 | 5.50%  | 19,633                  | 1,146                    | 1,111                     | 857                       | 300                        | 91                          | 27                                       | 2.93                                 | 10.09     | 1.81                                 |
| (V05) (613BU) VADOM Martinsburg   | 493                               | 493                           | 100.00%  | 0     | 0.00%  | 465                     | 18                       | 10                        | 0                         | 0                          | 0                           | 0  |                                      | 0.06      | 5.21                                 |
| (V05) (613GA) Cumberland  | 1,128                             | 1,110                         | 98.40%   | 18    | 1.60%  | 978                     | 59                       | 73                        | 17                        | 1                          | 0                           | 0  | 4.29                                 | 2.77      | 3.85                                 |
| (V05) (613GB) Hagerstown  | 1,219                             | 1,207                         | 99.02%   | 12    | 0.98%  | 1,028                   | 104                      | 75                        | 11                        | 0                          | 0                           | 1  | 4.93                                 | 10.00     | 3.48                                 |
| (V05) (613GC) Stephens City   | 1,797                             | 1,701                         | 94.66%   | 96    | 5.34%  | 1,461                   | 117                      | 123                       | 87                        | 7                          | 1                           | 1  | 5.79                                 | 11.43     | 4.45                                 |
| (V05) (613GD) Franklin  | 87                                | 86                            | 98.85%   | 1     | 1.15%  | 79                      | 7                        | 0                         | 1                         | 0                          | 0                           | 0  | 2.81                                 |           | 0.54                                 |
| (V05) (613GE) Petersburg  | 299                               | 298                           | 99.67%   | 1     | 0.33%  | 295                     | 2                        | 1                         | 1                         | 0                          | 0                           | 0  | 0.73                                 | 0.00      | 0.73                                 |
| (V05) (613GF) Harrisonburg  | 1,116                             | 973                           | 87.19%   | 143   | 12.81%   | 839                     | 65                       | 69                        | 74                        | 31                         | 29                          | 9  | 18.38                                | 3.18      | 3.50                                 |
| (V05) (613GG) Fort Detrick  | 1,795                             | 1,773                         | 98.77%   | 22    | 1.23%  | 1,514                   | 142                      | 117                       | 21                        | 0                          | 1                           | 0  | 5.14                                 | 2.52      | 3.53                                 |
| (V05) (688) Washington, DC  | 42,521                            | 40,998                        | 96.42%   | 1,523 | 3.58%  | 36,610                  | 2,037                    | 2,351                     | 1,364                     | 134                        | 20                          | 5  | 4.90                                 | 5.34      | 3.20                                 |
| (V05) (688) Washington VA Medical<br>Center   | 36,859                            | 35,589                        | 96.55%   | 1,270 | 3.45%  | 31,645                  | 1,782                    | 2,162                     | 1,152                     | 100                        | 14                          | 4  | 5.53                                 | 5.26      | 3.11                                 |
| (V05) (688GA) Fort Belvoir  | 2,298                             | 2,197                         | 95.60%   | 101   | 4.40%  | 1,976                   | 118                      | 103                       | 74                        | 21                         | 5                           | 1  | 3.77                                 | 9.59      | 4.28                                 |
| (V05) (688GB) Southeast Washington  | 297                               | 291                           | 97.98%   | 6     | 2.02%  | 274                     | 13                       | 4                         | 6                         | 0                          | 0                           | 0  | 2.56                                 | 0.95      | 0.30                                 |
| (V05) (688GD) Charlotte Hall  | 1,257                             | 1,220                         | 97.06%   | 37    | 2.94%  | 1,133                   | 55                       | 32                        | 27                        | 10                         | 0                           | 0  | 3.69                                 | 4.97      | 0.88                                 |
| (V05) (688GE) Southern Prince   | 1,800                             | 1,692                         | 94.00%   | 108   | 6.00%  | 1,575                   | 69                       | 48                        | 104                       | 3                          | 1                           | 0  | 4.76                                 | 4.93      | 4.02                                 |
| Georges County (V05) (688QA) Franklin Street  | 10                                | 9                             | 90.00%   | 1     | 10.00%   | 7                       | 0                        | 2                         | 1                         | 0                          | 0                           | 0  |                                      |           | 16.60                                |
| (V06) (517) Beckley, WV   | 12,398                            | 12,034                        |  |       |  |                         | 666                      | 710                       | 270                       | 49                         | 40                          | 5  | 4.52                                 | 7.02      | 1.63                                 |
| (V06) (517) Beckley VAMC  | 11,119                            |                               | 97.00%   | 334   | 3.00%  | 9,561                   | 592                      |                           | 240                       | 49                         |                             |  | 4.00                                 | 7.20      | 1.38                                 |
| (V06) (517GB) Greenbrier County   | 999                               | 969                           | 97.00%   | 30    | 3.00%  | 866                     | 49                       | 54                        | 30                        | 0                          | 0                           | 0  | 8.34                                 | 0.08      | 3.94                                 |
| (V06) (517QA) Princeton   | 280                               | 280                           | 100.00%  | 0     | 0.00%  | 231                     | 25                       | 24                        | 0                         | 0                          | 0                           | 0  | 3.59                                 | 1.25      | 0.00                                 |
| (V06) (558) Durham, NC  | 45,563                            | 43,876                        | 96.30%   | 1,687 | 3.70%  | 39,441                  | 2,168                    | 2,267                     | 1,203                     | 282                        | 122                         | 80                                       | 6.09                                 | 5.01      | 2.37                                 |
| (V06) (558) Durham VAMC   | 27,068                            | 26,153                        | 96.62%   | 915   | 3.38%  | 23,400                  | 1,371                    | 1,382                     | 611                       | 180                        | 60                          | 64                                       | 7.68                                 | 4.41      | 1.34                                 |
| (V06) (558GA) Greenville  | 9,253                             | 8,636                         | 93.33%   | 617   | 6.67%  | 7,725                   | 394                      | 517                       | 460                       | 86                         | 58                          | 13                                       | 7.91                                 | 7.09      | 3.49                                 |
| (V06) (558GB) Raleigh   | 1,782                             | 1,721                         | 96.58%   | 61    | 3.42%  | 1,548                   | 94                       | 79                        | 48                        | 9                          | 1                           | 3  | 4.99                                 | 5.96      | 0.00                                 |
| (V06) (558GC) Morehead City   | 1,640                             | 1,593                         | 97.13%   | 47    | 2.87%  | 1,467                   | 48                       | 78                        | 38                        | 7                          | 2                           | 0  | 2.72                                 | 3.60      | 4.77                                 |
| (V06) (558GD) Durham County   | 1,392                             | 1,388                         | 99.71%   | 4     | 0.29%  | 1,326                   | 40                       | 22                        | 4                         | 0                          | 0                           | 0  |                                      |           | 1.83                                 |
| (V06) (558GE) Hillandale Road   | 1,148                             | 1,126                         | 98.08%   | 22    | 1.92%  | 936                     | 88                       | 102                       | 22                        | 0                          | 0                           | 0  | 4.73                                 | 1.12      | 0.00                                 |
| (V06) (558GF) Wake County   | 2,176                             | 2,171                         | 99.77%   | 5     | 0.23%  | 2,047                   | 71                       | 53                        | 5                         | 0                          | 0                           | 0  |                                      |           | 2.01                                 |
| (V06) (558GG) Raleigh III   | 1,000                             | 990                           | 99.00%   | 10    | 1.00%  | 916                     | 49                       | 25                        | 9                         | 0                          | 1                           | 0  | 2.84                                 | 1.31      | 0.00                                 |
| (V06) (558QA) Brier Creek   | 104                               | 98                            | 94.23%   | 6     | 5.77%  | 76                      | 13                       | 9                         | 6                         | 0                          | 0                           | 0  |                                      | 4.10      |                                      |
| (V06) (565) Fayetteville, NC  | 44,299                            | 43,211                        | 97.54%   | 1,088 | 2.46%  | 38,381                  | 2,323                    | 2,507                     | 787                       | 145                        | 77                          | 79                                       | 3.02                                 | 6.36      | 2.89                                 |
| (V06) (565) Fayetteville VAMC   | 11,071                            | 10,866                        | 98.15%   | 205   | 1.85%  | 10,038                  | 335                      | 493                       | 119                       | 21                         | 6                           | 59                                       | 9.03                                 | 3.43      | 2.07                                 |
| (V06) (565GA) Jacksonville VA Clinic  | 3,087                             | 3,071                         | 99.48%   | 16    | 0.52%  | 2,797                   | 154                      | 120                       | 16                        | 0                          | 0                           | 0  | 1.75                                 | 0.94      | 3.52                                 |
| (V06) (565GC) Wilmington  | 6,989                             | 6,936                         | 99.24%   | 53    | 0.76%  | 5,938                   | 514                      | 484                       | 48                        | 5                          | 0                           | 0  | 2.92                                 | 4.22      | 3.48                                 |
| (V06) (565GD) Hamlet  | 836                               | 830                           | 99.28%   | 6     | 0.72%  | 762                     | 42                       | 26                        | 4                         | 1                          | 0                           | 1  | 2.78                                 |           | 2.68                                 |
| (V06) (565GE) Robeson County  | 934                               | 927                           | 99.25%   | 7     | 0.75%  | 841                     | 44                       | 42                        | 4                         | 2                          | 1                           | 0  | 1.02                                 | 7.17      | 7.50                                 |
| (V06) (565GF) Goldsboro   | 1,209                             | 1,203                         | 99.50%   | 6     | 0.50%  | 1,094                   | 74                       | 35                        | 6                         | 0                          | 0                           | 0  | 2.46                                 | 14.00     | 1.20                                 |
| (V06) (565GG) Lee County  | 1,018                             | 1,014                         | 99.61%   | 4     | 0.39%  | 883                     | 90                       | 41                        | 4                         | 0                          | 0                           | 0  | 2.60                                 | 26.50     | 4.99                                 |
| (V06) (565GH) Brunswick County  | 407                               | 407                           | 100.00%  | 0     | 0.00%  | 364                     | 27                       | 16                        | 0                         | 0                          | 0                           | 0  | 3.17                                 |           |                                      |
| (V06) (565GL) Cumberland County   | 16,999                            | 16,250                        | 95.59%   | 749   | 4.41%  | 14,156                  | 926                      | 1,168                     | 551                       | 109                        | 70                          | 19                                       | 3.64                                 | 8.72      | 3.75                                 |
| (V06) (565MB) IDES Fort Bragg   | 163                               | 162                           | 99.39%   | 1     | 0.61%  | 142                     | 20                       | 0                         | 1                         | 0                          | 0                           | 0  |                                      | 1.68      | 1.66                                 |

| Completed Appointment Wait Times National,<br>Facility, and Division Level Summaries.<br>Wait Time Measured from Preferred Date<br>For the Reporting Period Ending: September<br>2017 | Total Completed<br>Appointments 1 | Completed within 30 Days 2 |         | Completed in<br>Over 30 Days 4 | Percent<br>Appts<br>Complete<br>d in Over<br>30 Days 5 | Completed 0-7 Days<br>6 | Completed 8-14<br>Days 7 | Completed 15-30<br>Days 8 | Completed 31-60<br>Days 9 | Completed 61-90<br>Days 10 | Completed 91-120<br>Days 11 | Completed in<br>more than 120<br>Days 12 | PC Avg<br>Wait Time<br>in Days<br>13 |       | MH Avg<br>Wait Time<br>in Days<br>15 |
|---|-----------------------------------|----------------------------|---------|--------------------------------|--|-------------------------|--------------------------|---------------------------|---------------------------|----------------------------|-----------------------------|--|--------------------------------------|-------|--------------------------------------|
| (V06) (565MD) IDES Camp Lejeune   | 161                               | 161                        | 100.00% | 0                              | 0.00%  | 156                     | 2                        | 3                         | 0                         | 0                          | 0                           | 0  |                                      | 0.69  | 0.59                                 |
| (V06) (565QA) Robeson Street  | 713                               | 713                        | 100.00% | 0                              | 0.00%  | 712                     | 0                        | 1                         | 0                         | 0                          | 0                           | 0  |                                      |       |                                      |
| (V06) (565QD) Raeford Road VA<br>Clinic   | 712                               | 671                        | 94.24%  | 41                             | 5.76%  | 498                     | 95                       | 78                        | 34                        | 7                          | 0                           | 0  |                                      | 7.39  |                                      |
| (V06) (590) Hampton, VA   | 30,204                            | 28,282                     | 93.64%  | 1,922                          | 6.36%  | 24,269                  | 1,747                    | 2,266                     | 1,352                     | 320                        | 113                         | 137                                      | 6.78                                 | 10.93 | 6.45                                 |
| (V06) (590) Hampton VAMC  | 25,332                            | 23,692                     | 93.53%  | 1,640                          | 6.47%  | 20,317                  | 1,425                    | 1,950                     | 1,155                     | 261                        | 107                         | 117                                      | 7.46                                 | 10.88 | 5.22                                 |
| (V06) (590GB) Virginia Beach  | 2,125                             | 1,915                      | 90.12%  | 210                            | 9.88%  | 1,582                   | 147                      | 186                       | 157                       | 29                         | 5                           | 19                                       | 8.98                                 | 15.19 | 11.82                                |
| (V06) (590GC) Albemarle   | 782                               | 778                        | 99.49%  | 4                              | 0.51%  | 730                     | 37                       | 11                        | 3                         | 1                          | 0                           | 0  | 1.61                                 |       | 0.92                                 |
| (V06) (590GD) Chesapeake  | 1,767                             | 1,705                      | 96.49%  | 62                             | 3.51%  | 1,511                   | 102                      | 92                        | 31                        | 29                         | 1                           | 1  | 3.77                                 | 5.83  | 8.23                                 |
| (V06) (590MA) IDES Portsmouth   | 73                                | 67                         | 91.78%  | 6                              | 8.22%  | 33                      | 12                       | 22                        | 6                         | 0                          | 0                           | 0  |                                      | 9.91  | 13.65                                |
| (V06) (590MB) IDES Langley  | 63                                | 63                         | 100.00% | 0                              | 0.00%  | 42                      | 18                       | 3                         | 0                         | 0                          | 0                           | 0  |                                      | 5.70  |                                      |
| (V06) (590MC) IDES Fort Eustis  | 62                                |                            | 100.00% |                                | 0.00%  |                         | 6                        | 2                         |                           | 0                          | 0                           |  |                                      | 3.44  |                                      |
| V06) (637) Asheville, NC  | 30,236                            |                            | 91.81%  |                                |  |                         |                          |                           |                           |                            |                             |  |                                      |       |                                      |
| (V06) (637) Charles George VAMC   | 24,567                            |                            | 90.61%  |                                | 9.39%  |                         | 1,307                    |                           |                           |                            |                             |  |                                      | 12.38 |                                      |
| (V06) (637GA) Franklin  | 1,207                             |                            | 99.17%  |                                |  |                         | 63                       |                           |                           |                            | 0                           |  | -                                    |       |                                      |
| (V06) (637GB) Rutherford County   | 1,057                             |                            | 96.03%  |                                | 3.97%  |                         | 61                       | 36                        |                           |                            | 0                           | _  | -                                    |       |                                      |
| (V06) (637GC) Hickory   | 3,405                             |                            | 96.56%  |                                | 3.44%  |                         | 197                      |                           | 106                       |                            |                             | 0  | -                                    | 8.17  |                                      |
| /06) (652) Richmond, VA   | 47,091                            |                            |         |                                |  |                         |                          |                           |                           |                            |                             |  |                                      |       |                                      |
| (V06) (652) Hunter Holmes McGuire<br>Hospital   | 41,037                            | 39,499                     | 96.25%  | 1,538                          | 3.75%  | 34,085                  | 2,709                    | 2,705                     | 1,145                     | 235                        | 115                         | 43                                       | 5.35                                 | 6.78  | 3.01                                 |
| (V06) (652GA) Fredericksburg  | 2,049                             | 2,012                      | 98.19%  | 37                             | 1.81%  | 1,832                   | 88                       | 92                        | 31                        | 3                          | 3                           | 0  | 2.70                                 | 10.03 | 2.44                                 |
| (V06) (652GB) Fredericksburg 2 VA<br>Clinic   | 1,527                             | 1,513                      | 99.08%  | 14                             | 0.92%  | 1,310                   | 124                      | 79                        | 6                         | 6                          | 1                           | 1  | 3.22                                 | 8.14  | 2.54                                 |
| (V06) (652GE) Charlottesville   | 1,902                             | 1,876                      | 98.63%  | 26                             | 1.37%  | 1,698                   | 85                       | 93                        | 24                        | 2                          | 0                           | 0  | 3.07                                 | 4.07  | 1.82                                 |
| (V06) (652GF) Emporia   | 576                               | 548                        | 95.14%  | 28                             | 4.86%  | 465                     | 34                       | 49                        | 24                        | 4                          | 0                           | 0  | 4.74                                 | 11.18 | 6.42                                 |
| V06) (658) Salem, VA  | 29,048                            | 27,215                     | 93.69%  | 1,833                          | 6.31%  | 22,767                  | 2,171                    | 2,277                     | 1,250                     | 398                        | 105                         | 80                                       | 6.50                                 | 10.64 | 2.78                                 |
| (V06) (658) Salem VAMC  | 23,890                            | 22,225                     | 93.03%  | 1,665                          | 6.97%  | 18,399                  | 1,860                    | 1,966                     | 1,134                     | 355                        | 98                          | 78                                       | 6.90                                 | 10.87 | 2.09                                 |
| (V06) (658GA) Tazewell  | 334                               | 334                        | 100.00% | 0                              | 0.00%  | 318                     | 9                        | 7                         | 0                         | 0                          | 0                           | 0  | 2.04                                 |       |                                      |
| (V06) (658GB) Danville  | 1,775                             | 1,737                      | 97.86%  | 38                             | 2.14%  | 1,544                   | 88                       | 105                       | 25                        | 10                         | 2                           | 1  | 4.21                                 | 4.45  | 5.34                                 |
| (V06) (658GC) Lynchburg   | 1,173                             | 1,067                      | 90.96%  | 106                            | 9.04%  | 840                     | 87                       | 140                       | 69                        | 31                         | 5                           | 1  | 13.69                                | 2.80  | 6.13                                 |
| (V06) (658GD) Staunton  | 869                               | 861                        | 99.08%  | 8                              | 0.92%  | 779                     | 63                       | 19                        | 7                         | 1                          | 0                           | 0  | 2.86                                 | 1.99  | 1.66                                 |
| (V06) (658GE) Wytheville  | 1,007                             |                            | 98.41%  |                                |  |                         | 64                       |                           |                           |                            | 0                           |  |                                      |       |                                      |
| V06) (659) Salisbury, NC  | 57,632                            |                            | 94.21%  |                                |  |                         |                          |                           |                           |                            |                             |  |                                      |       |                                      |
| (V06) (659) W.G. (Bill) Hefner<br>Salisbury VAMC  | 24,758                            | 23,653                     | 95.54%  | 1,105                          | 4.46%  | 19,764                  | 1,782                    | 2,107                     | 890                       | 135                        | 39                          | 41                                       | 5.45                                 | 7.66  | 9.44                                 |
| (V06) (659BY) Kernersville  | 15,432                            | 14,182                     | 91.90%  | 1,250                          | 8.10%  | 11,538                  | 1,163                    | 1,481                     | 951                       | 241                        | 48                          | 10                                       | 4.47                                 | 9.95  | 11.14                                |
| (V06) (659BZ) South Charlotte   | 15,131                            | 14,172                     | 93.66%  | 959                            | 6.34%  | 11,237                  | 1,282                    | 1,653                     | 814                       | 102                        | 29                          | 14                                       | 4.76                                 | 9.79  | 5.59                                 |
| (V06) (659GA) North Charlotte   | 2,311                             | 2,286                      | 98.92%  | 25                             | 1.08%  | 1,857                   | 212                      | 217                       | 22                        | 0                          | 1                           | 2  | 3.33                                 | 5.77  | 3.85                                 |
| V07) (508) Atlanta, GA  | 64,431                            | 61,722                     | 95.80%  | 2,709                          | 4.20%  | 53,284                  | 3,940                    | 4,498                     | 2,006                     | 518                        | 89                          | 96                                       | 4.20                                 | 9.43  | 1.80                                 |
| (V07) (508) Atlanta VA Medical<br>Center  | 29,792                            |                            | 93.97%  |                                | 6.03%  |                         | 1,948                    |                           | ·                         |                            |                             |  |                                      |       |                                      |
| (V07) (508GA) Fort McPherson  | 5,138                             |                            | 97.10%  |                                |  |                         | 270                      |                           |                           |                            |                             |  | 8.16                                 |       |                                      |
| (V07) (508GE) Oakwood   | 2,921                             |                            | 98.97%  |                                |  |                         |                          |                           |                           |                            | 2                           |  |                                      |       |                                      |
| (V07) (508GF) Austell   | 1,715                             |                            | 99.53%  |                                | 0.47%  |                         | 57                       |                           |                           |                            | 0                           |  |                                      |       |                                      |
| (V07) (508GG) Stockbridge   | 2,115                             |                            | 99.20%  |                                |  |                         | 111                      |                           |                           |                            | 0                           |  |                                      |       |                                      |
| (V07) (508GH) Lawrenceville   | 2,658                             |                            | 98.01%  |                                |  |                         | 186                      |                           |                           |                            | '                           |  |                                      |       |                                      |
| (V07) (508GI) Newnan  | 1,792                             |                            | 99.22%  |                                |  |                         | 140                      |                           |                           |                            | 0                           |  | 4.04                                 |       |                                      |
| (V07) (508GJ) Blairsville   | 890                               | 887                        | 99.66%  | 3                              | 0.34%  | 825                     | 33                       | 29                        | 1                         | 2                          | 0                           | 0  | 1.94                                 | 2.12  | 1.81                                 |

| Completed Appointment Wait Times National,<br>Facility, and Division Level Summaries.<br>Wait Time Measured from Preferred Date<br>For the Reporting Period Ending: September<br>2017 | Total Completed<br>Appointments 1 | Completed within<br>30 Days 2 | Percent<br>Appts<br>Complete<br>d in 30<br>Days or<br>Less 3 | Completed in<br>Over 30 Days 4 | Percent<br>Appts<br>Complete<br>d in Over<br>30 Days 5 | Completed 0-7 Days<br>6 | Completed 8-14<br>Days 7 | Completed 15-30<br>Days 8 | Completed 31-60<br>Days 9 | Completed 61-90<br>Days 10 | Completed 91-120<br>Days 11 | Completed in<br>more than 120<br>Days 12 | PC Avg<br>Wait Time<br>in Days<br>13 | SC Avg<br>Wait Time<br>in Days<br>14 | MH Avg<br>Wait Time<br>in Days<br>15 |
|---|-----------------------------------|-------------------------------|--|--------------------------------|--|-------------------------|--------------------------|---------------------------|---------------------------|----------------------------|-----------------------------|--|--------------------------------------|--------------------------------------|--------------------------------------|
| (V07) (508GK) Trinka Davis Veterans<br>Village  | 2,153                             | 2,040                         | 94.75%   | 113                            | 5.25%  | 1,794                   | 135                      | 111                       | 104                       | 9                          | 0                           | 0  | 2.73                                 | 8.28                                 | 1.23                                 |
| (V07) (508GL) Rome  | 806                               | 785                           | 97.39%   | 21                             | 2.61%  | 702                     | 43                       | 40                        | 17                        | 2                          | 2                           | 0  | 4.44                                 | 1.86                                 | 1.94                                 |
| (V07) (508QB) East Point  | 342                               | 342                           | 100.00%  | 0                              | 0.00%  | 334                     | 5                        | 3                         | 0                         | 0                          | 0                           | 0  | 0.00                                 |                                      | 0.63                                 |
| (V07) (508QC) Henderson Mill  | 1,979                             | 1,979                         | 100.00%  | 0                              | 0.00%  | 1,944                   | 28                       | 7                         | 0                         | 0                          | 0                           | 0  |                                      |                                      | 0.67                                 |
| (V07) (508QD) Fulton County   | 599                               | 596                           | 99.50%   | 3                              | 0.50%  | 374                     | 138                      | 84                        | 1                         | 2                          | 0                           | 0  |                                      | 5.84                                 | 11.23                                |
| (V07) (508QE) Gwinnett County   | 994                               | 989                           | 99.50%   | 5                              | 0.50%  | 871                     | 60                       | 58                        | 5                         | 0                          | 0                           | 0  | 4.17                                 | 8.24                                 | 1.37                                 |
| (V07) (508QF) Atlanta VA Clinic   | 10,537                            | 10,040                        | 95.28%   | 497                            | 4.72%  | 8,537                   | 651                      | 852                       | 350                       | 130                        | 15                          | 2  | 4.31                                 | 6.37                                 | 2.71                                 |
| (V07) (509) Augusta, GA   | 28,546                            | 27,395                        | 95.97%   | 1,151                          | 4.03%  | 24,093                  | 1,601                    | 1,701                     | 862                       | 192                        | 68                          | 29                                       | 4.15                                 | 6.83                                 | 2.09                                 |
| (V07) (509) Charlie Norwood VA<br>Medical Center  | 12,396                            |                               | 95.72%   |                                |  | 10,112                  | 837                      | 917                       | 414                       |                            |                             |  |                                      | 6.82                                 |                                      |
| (V07) (509A0) Lenwood (Uptown)  | 12,609                            |                               | 95.36%   |                                |  | 10,751                  | 581                      | 692                       | 417                       |                            | 31                          | 19                                       |                                      |                                      |                                      |
| (V07) (509GA) Athens  | 1,934                             |                               | 98.81%   | 23                             |  | 1,731                   | 118                      | 62                        |                           | 0                          | 0                           | 0  | 3.25                                 | 3.74<br>8.55                         |                                      |
| (V07) (509GB) Aiken<br>(V07) (509QA) Statesboro   | 1,215                             |                               | 98.21%   |                                | 0.49%  | 1,125                   | 7                        | 20                        | 7                         | 0                          | 0                           | 0  |                                      | 0.00                                 |                                      |
| (V07) (509QA) Statesbord<br>(V07) (521) Birmingham, AL  | 48,774                            |                               |  |                                |  | 41,682                  | 2,657                    | 2,693                     | 1,244                     |                            |                             | _  |                                      |                                      |                                      |
| (V07) (521) Birmingham VA Medical   | 24,065                            |                               | 95.27%   |                                |  |                         | 1,333                    | 1,506                     | 771                       | 194                        |                             |  |                                      |                                      |                                      |
| Center<br>(V07) (521GA) Huntsville AL   | 6,401                             | 6,163                         | 96.28%   | 238                            | 3.72%  | 5,327                   | 405                      | 431                       | 193                       | 36                         | 5                           | 4  | 3.29                                 | 7.44                                 | 4.71                                 |
| (V07) (521GC) Florence AL (Shoals<br>Area)  | 1,575                             | 1,575                         | 100.00%  | 0                              | 0.00%  | 1,566                   | 9                        | 0                         | 0                         | 0                          | 0                           | 0  | 0.03                                 | 0.00                                 | 0.96                                 |
| (V07) (521GD) Rainbow City  | 1,519                             | 1,518                         | 99.93%   | 1                              | 0.07%  | 1,408                   | 76                       | 34                        | 1                         | 0                          | 0                           | 0  | 1.34                                 | 2.61                                 | 2.59                                 |
| (V07) (521GE) Anniston/Oxford AL  | 1,716                             | 1,711                         | 99.71%   | 5                              | 0.29%  | 1,515                   | 116                      | 80                        | 5                         | 0                          | 0                           | 0  | 2.19                                 | 3.10                                 | 3.78                                 |
| (V07) (521GF) Jasper AL   | 983                               | 979                           | 99.59%   | 4                              | 0.41%  | 950                     | 23                       | 6                         | 4                         | 0                          | 0                           | 0  | 1.37                                 | 1.74                                 | 0.72                                 |
| (V07) (521GG) Bessemer  | 1,214                             | 1,201                         | 98.93%   | 13                             | 1.07%  | 1,143                   | 30                       | 28                        | 12                        | 1                          | 0                           | 0  | 1.63                                 | 1.37                                 | 2.04                                 |
| (V07) (521GH) Childersburg  | 1,216                             | 1,213                         | 99.75%   | 3                              | 0.25%  | 1,176                   | 24                       | 13                        | 3                         | 0                          | 0                           | 0  | 0.81                                 | 0.34                                 | 1.82                                 |
| (V07) (521GI) Guntersville  | 1,558                             | 1,535                         | 98.52%   | 23                             |  | 1,424                   | 64                       | 47                        | 13                        | 10                         |                             |  |                                      |                                      | 2.85                                 |
| (V07) (521GJ) Birmingham VA Clinic  | 6,493                             |                               | 95.47%   | 294                            | 4.53%  | 5,331                   | 452                      | 416                       |                           | 49                         |                             |  | 3.69                                 |                                      |                                      |
| (V07) (521QA) Callahan  | 2,034                             |                               | 98.92%   | 22                             |  | 1,755                   | 125                      | 132                       |                           | 0                          | 0                           |  |                                      | 3.36                                 |                                      |
| (V07) (534) Charleston, SC  | 45,960                            |                               |  |                                |  |                         | 2,423                    |                           |                           |                            |                             |  |                                      |                                      |                                      |
| (V07) (534) Ralph H Johnsons VA<br>Medical Center   | 22,574                            | 21,938                        | 97.18%   | 636                            | 2.82%  | 19,372                  | 1,185                    | 1,381                     | 556                       | 69                         | 8                           | 3  | 1.33                                 | 5.47                                 | 2.18                                 |
| (V07) (534BY) Savannah  | 6,029                             |                               | 96.45%   |                                |  |                         | 334                      | 362                       |                           | 30                         |                             | 10                                       |                                      |                                      |                                      |
| (V07) (534GB) Myrtle Beach  | 2,834                             |                               | 99.75%   |                                | 0.25%  | 2,477                   | 185                      | 165                       |                           | 1                          | 0                           | 0  | •                                    | 6.62                                 |                                      |
| (V07) (534GC) Beaufort  | 1,992                             |                               |  |                                |  | 1,855                   | 87                       | 39                        |                           | 2                          |                             | 0  |                                      |                                      |                                      |
| (V07) (534GD) Goose Creek   | 4,479                             |                               | 98.57%   | 64                             |  | 3,913                   | 289                      | 213                       |                           | 7                          | Ŭ                           | 2  |                                      |                                      |                                      |
| (V07) (534GE) Hinesville  | 2,668                             |                               | 99.70%   |                                |  | 2,517                   | 75                       | 68                        |                           | 1                          | 0                           | 0  |                                      |                                      |                                      |
| (V07) (534GF) Trident 1   | 1,956                             |                               | 99.64%   |                                | 0.36%  | 1,829                   | 72                       | 48                        | 6                         | 1                          | 0                           | 0  |                                      |                                      |                                      |
| (V07) (534QA) Market Commons  | 2,870                             |                               | 97.28%   |                                |  | 2,471                   | 169                      | 152                       |                           |                            | 3                           | 2  |                                      | 6.30                                 |                                      |
| (V07) (534QB) Trident 2   | 451                               | 447                           |  |                                | 0.89%  | 394<br>107              | 0                        | 26                        |                           | 0                          |                             | 0  |                                      |                                      | 3.11                                 |
| (V07) (534QC) Charleston<br>(V07) (544) Columbia, SC  | 51,353                            |                               | 100.00%<br>95.93%  |                                | 0.0070   |                         | 3,001                    | 3,482                     |                           |                            |                             |  |                                      | 9.16                                 | 2.57                                 |
| (V07) (544) Columbia, SC<br>(V07) (544) Wm. Jennings Bryan  | 34,471                            |                               | 95.93%   |                                | 5.22%  |                         | 2,129                    | 2,756                     |                           |                            |                             | 110                                      |                                      |                                      |                                      |
| Dorn VA Medical Center (V07) (544BZ) Greenville SC  | 5,938                             |                               | 97.42%   |                                |  | 5,114                   | 326                      | 345                       |                           |                            |                             | 8  | 2.08                                 |                                      |                                      |
| (V07) (544B2) Greenville 3C   | 1,819                             |                               | 98.35%   |                                |  | 1,576                   | 121                      | 92                        |                           |                            |                             | 1  | 3.76                                 |                                      |                                      |
| (V07) (544GC) Rock Hill   | 2,493                             |                               | 99.44%   |                                |  | 2,350                   | 92                       | 37                        | 14                        |                            |                             | 0  |                                      |                                      |                                      |
| (V07) (544GD) Anderson  | 2,292                             | , ,                           | 98.78%   |                                |  | 1,982                   | 169                      | 113                       |                           |                            |                             | 9  |                                      |                                      |                                      |
| (, (662), (   |                                   |                               | 33.1370  | 20                             |  | 1,502                   | 100                      | 110                       |                           |                            | '                           |  | 0.44                                 |                                      | 50                                   |

| Completed Appointment Wait Times National,<br>Facility, and Division Level Summaries.<br>Wait Time Measured from Preferred Date<br>For the Reporting Period Ending: September<br>2017 | Total Completed<br>Appointments 1 | Completed within<br>30 Days 2 | Percent<br>Appts<br>Complete<br>d in 30<br>Days or<br>Less 3 | Completed in<br>Over 30 Days 4 | Percent<br>Appts<br>Complete<br>d in Over<br>30 Days 5 | Completed 0-7 Days<br>6 | Completed 8-14<br>Days 7 | Completed 15-30<br>Days 8 | Completed 31-60<br>Days 9 | Completed 61-90<br>Days 10 | Completed 91-120<br>Days 11 | Completed in<br>more than 120<br>Days 12 | PC Avg<br>Wait Time<br>in Days<br>13 |       | MH Avg<br>Wait Time<br>in Days<br>15 |
|---|-----------------------------------|-------------------------------|--|--------------------------------|--|-------------------------|--------------------------|---------------------------|---------------------------|----------------------------|-----------------------------|--|--------------------------------------|-------|--------------------------------------|
| (V07) (544GE) Orangeburg  | 896                               | 889                           | 99.22%   | 7                              | 0.78%  | 856                     | 18                       | 15                        | 3                         | 1                          | 0                           | 3  | 1.26                                 |       | 7.16                                 |
| (V07) (544GF) Sumter  | 1,547                             | 1,516                         | 98.00%   | 31                             | 2.00%  | 1,411                   | 57                       | 48                        | 26                        | 5                          | 0                           | 0  | 4.07                                 |       | 1.34                                 |
| (V07) (544GG) Spartanburg   | 1,725                             | 1,721                         | 99.77%   | 4                              | 0.23%  | 1,605                   | 77                       | 39                        | 4                         | 0                          | 0                           | 0  | 2.43                                 | 1.30  | 1.52                                 |
| (V07) (544HK) Columbia VA Mobile<br>Clinic  | 172                               | 149                           | 86.63%   | 23                             | 13.37%   | 100                     | 12                       | 37                        | 20                        | 3                          | 0                           | 0  |                                      | 12.02 |                                      |
| (V07) (557) Dublin, GA  | 21,555                            | 20,683                        | 95.95%   | 872                            | 4.05%  | 18,162                  | 1,299                    | 1,222                     | 530                       | 164                        | 93                          | 85                                       | 4.30                                 | 9.57  | 4.96                                 |
| (V07) (557) Carl Vinson VA Medical<br>Center  | 14,943                            | 14,261                        | 95.44%   | 682                            | 4.56%  | 12,578                  | 865                      | 818                       | 373                       | 137                        | 87                          | 85                                       | 5.04                                 | 9.86  | 3.72                                 |
| (V07) (557GA) Macon   | 1,615                             | 1,583                         | 98.02%   | 32                             | 1.98%  | 1,215                   | 214                      | 154                       | 28                        | 3                          | 1                           | 0  | 4.44                                 | 3.00  | 7.58                                 |
| (V07) (557GB) Albany  | 1,645                             | 1,626                         | 98.84%   | 19                             | 1.16%  | 1,540                   | 39                       | 47                        | 19                        | 0                          | 0                           | 0  | 1.07                                 | 6.95  | 1.50                                 |
| (V07) (557GC) Milledgeville   | 594                               | 590                           | 99.33%   | 4                              | 0.67%  | 567                     | 14                       | 9                         | 4                         | 0                          | 0                           | 0  | 0.56                                 | 0.00  | 4.27                                 |
| (V07) (557GE) Brunswick   | 980                               | 978                           | 99.80%   | 2                              | 0.20%  | 844                     | 70                       | 64                        | 1                         | 0                          | 1                           | 0  | 1.86                                 | 5.21  | 4.23                                 |
| (V07) (557GF) Tift County   | 1,012                             | 989                           | 97.73%   | 23                             | 2.27%  | 880                     | 50                       | 59                        | 23                        | 0                          | 0                           | 0  | 2.90                                 | 1.28  | 5.09                                 |
| (V07) (557HA) Perry   | 766                               | 656                           | 85.64%   | 110                            | 14.36%   | 538                     | 47                       | 71                        | 82                        | 24                         | 4                           | 0  | 12.02                                | 14.01 | 12.99                                |
| (V07) (619) Central Alabama Veterans HCS, AL  | 27,603                            | 25,821                        | 93.54%   | 1,782                          | 6.46%  | 22,452                  | 1,357                    | 2,012                     | 1,315                     | 309                        | 104                         | 54                                       | 5.73                                 | 10.86 | 5.09                                 |
| (V07) (619) Central Alabama VAMC -<br>Montgomery  | 6,800                             |                               | 91.60%   |                                |  | 5,118                   | 400                      | 711                       | 422                       |                            |                             |  |                                      |       |                                      |
| (V07) (619A4) Central Alabama<br>VAMC - Tuskegee  | 8,107                             | 7,580                         |  |                                |  | 6,884                   | 309                      | 387                       | 357                       |                            |                             |  |                                      |       |                                      |
| (V07) (619GA) Columbus  | 1,657                             |                               | 89.86%   |                                |  | 1,227                   | 82                       | 180                       |                           |                            |                             | 7  | 0.00                                 |       | 8.87                                 |
| (V07) (619GB) Dothan 1  | 497                               | 493                           |  |                                | 0.80%  | 388                     | 50                       | 55                        |                           |                            | ·                           | 1  | 4.70                                 |       |                                      |
| (V07) (619GD) Wiregrass   | 1,783                             |                               | 97.59%   |                                |  | 1,592                   | 86                       | 62                        | 33                        |                            |                             | 1  | 2.45                                 |       |                                      |
| (V07) (619GE) Monroe County   | 423                               | 407                           |  |                                |  | 400                     | 4                        | 3                         | 10                        |                            | ·                           | 0  |                                      |       | 0.00                                 |
| (V07) (619GF) Central Alabama<br>Montgomery VA Clinic<br>(V07) (619QA) Dothan 2   | 5,121                             |                               | 93.71%   |                                |  | 4,086                   | 291                      | 422                       | 266                       |                            |                             | 1  | 5.60                                 | 8.48  | 6.64                                 |
| (V07) (619QB) Fort Benning  | 2,343                             |                               |  |                                |  | 1,987                   | 117                      | 143                       |                           |                            | , and the second            | '  | 5.66                                 | 3.95  |                                      |
| (V07) (679) Tuscaloosa, AL  | 10,755                            |                               | 97.15%   |                                |  | 9,783                   |                          |                           |                           |                            |                             |  |                                      |       |                                      |
| (V07) (679) Tuscaloosa VA Medical<br>Center   | 10,363                            |                               | 97.05%   |                                |  | 9,396                   | 276                      | 385                       |                           |                            |                             |  |                                      |       |                                      |
| (V07) (679BU) Tuscaloosa DCHV   | 83                                | 83                            | 100.00%  | 0                              | 0.00%  | 83                      | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      |       |                                      |
| (V07) (679GA) Selma   | 220                               | 220                           | 100.00%  | 0                              | 0.00%  | 220                     | 0                        | 0                         | 0                         | 0                          | 0                           | 0  | 0.08                                 |       | 0.00                                 |
| (V07) (679HK) Tuscaloosa VA Mobile  | 85                                | 85                            | 100.00%  | 0                              | 0.00%  | 80                      | 4                        | 1                         | 0                         | 0                          | 0                           | 0  | 1.40                                 |       |                                      |
| Clinic<br>(V07) (679MA) IDES Columbus   | 4                                 | 4                             | 100.00%  | 0                              | 0.00%  | 4                       | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      | 0.00  | 0.00                                 |
| (V08) (516) Bay Pines, FL   | 58,457                            |                               | 97.12%   |                                |  | 50,563                  | 3,103                    | 3,109                     | 1,328                     | 242                        | 54                          | 58                                       | 3.31                                 |       |                                      |
| (V08) (516) C.W. Bill Young VAMC  | 33,396                            | 32,365                        |  |                                | 3.09%  | 28,945                  | 1,710                    | 1,710                     |                           |                            |                             |  |                                      |       |                                      |
| (V08) (516BZ) Lee County  | 12,193                            |                               | 95.75%   |                                |  | 10,123                  | 713                      | 839                       |                           |                            |                             |  |                                      |       | 4.65                                 |
| (V08) (516GA) Sarasota  | 2,499                             | 2,486                         | 99.48%   | 13                             | 0.52%  | 2,190                   | 153                      | 143                       | 11                        | 2                          | 0                           | 0  | 3.48                                 | 0.94  | 4.62                                 |
| (V08) (516GB) St. Petersburg  | 614                               | 613                           | 99.84%   | 1                              | 0.16%  | 596                     | 11                       | 6                         | 1                         | 0                          | 0                           | 0  | 0.57                                 | 3.80  | 1.68                                 |
| (V08) (516GC) Palm Harbor   | 1,828                             | 1,795                         | 98.19%   | 33                             | 1.81%  | 1,573                   | 116                      | 106                       | 24                        | 7                          | 2                           | 0  | 4.52                                 | 1.21  | 5.13                                 |
| (V08) (516GD) Bradenton   | 3,203                             | 3,141                         | 98.06%   | 62                             | 1.94%  | 2,820                   | 173                      | 148                       | 58                        | 3                          | 1                           | 0  | 2.20                                 | 3.63  | 5.25                                 |
| (V08) (516GE) Port Charlotte  | 2,490                             | 2,478                         | 99.52%   | 12                             | 0.48%  | 2,253                   | 144                      | 81                        | 11                        | 1                          | 0                           | 0  | 2.56                                 | 2.00  | 3.87                                 |
| (V08) (516GF) Naples  | 1,219                             | 1,213                         | 99.51%   | 6                              | 0.49%  | 1,101                   | 53                       | 59                        | 6                         | 0                          | 0                           | 0  | 1.85                                 | 4.44  | 6.19                                 |
| (V08) (516GH) Sebring   | 1,015                             | 1,009                         | 99.41%   | 6                              | 0.59%  | 962                     | 30                       | 17                        | 1                         | 0                          | 0                           | 5  | 2.85                                 | 5.67  | 4.40                                 |
| (V08) (546) Miami, FL   | 34,359                            | 33,326                        | 96.99%   | 1,033                          | 3.01%  | 30,981                  | 1,056                    | 1,289                     | 744                       | 185                        | 63                          | 41                                       | 4.86                                 | 4.81  | 1.39                                 |
| (V08) (546) Bruce W Carter VAMC   | 22,343                            | 21,754                        | 97.36%   | 589                            | 2.64%  | 20,464                  | 576                      | 714                       | 464                       | 78                         | 25                          | 22                                       | 4.63                                 | 4.00  | 0.66                                 |
| (V08) (546BZ) William Bill Kling<br>VAOC  | 8,488                             | 8,108                         | 95.52%   | 380                            | 4.48%  | 7,287                   | 332                      | 489                       | 218                       | 106                        | 38                          | 18                                       | 6.43                                 | 7.71  | 1.88                                 |
| (V08) (546GA) Miami   | 23                                | 23                            | 100.00%  | 0                              | 0.00%  | 23                      | 0                        | 0                         | 0                         | 0                          | 0                           | 0  | 0.04                                 |       |                                      |

|  | Total Completed<br>Appointments 1 | Completed within 30 Days 2 |         |       | Percent<br>Appts<br>Complete<br>d in Over<br>30 Days 5 | Completed 0-7 Days<br>6 | Completed 8-14<br>Days 7 | Completed 15-30<br>Days 8 | Completed 31-60<br>Days 9 | Completed 61-90<br>Days 10 | Completed 91-120<br>Days 11 | Completed in<br>more than 120<br>Days 12 | PC Avg<br>Wait Time<br>in Days<br>13 | SC Avg<br>Wait Time<br>in Days<br>14 | MH Avg<br>Wait Time<br>in Days<br>15 |
|--|-----------------------------------|----------------------------|---------|-------|--|-------------------------|--------------------------|---------------------------|---------------------------|----------------------------|-----------------------------|--|--------------------------------------|--------------------------------------|--------------------------------------|
| (V08) (546GB) Key West                                       | 175                               | 175                        | 100.00% | 0     | 0.00%  | 159                     | 9                        | 7                         | 0                         | 0                          | 0                           | 0  | 2.39                                 | 0.67                                 | 2.62                                 |
| (V08) (546GC) Homestead                                      | 1,130                             | 1,108                      | 98.05%  | 22    | 1.95%  | 1,005                   | 64                       | 39                        | 22                        | 0                          | 0                           | 0  | 3.51                                 | 2.38                                 | 4.58                                 |
| (V08) (546GD) Pembroke Pines                                 | 628                               | 609                        | 96.97%  | 19    | 3.03%  | 573                     | 24                       | 12                        | 18                        | 0                          | 0                           | 1  | 3.21                                 | 5.75                                 | 2.06                                 |
| (V08) (546GE) Key Largo                                      | 145                               | 141                        | 97.24%  | 4     | 2.76%  | 131                     | 8                        | 2                         | 4                         | 0                          | 0                           | 0  | 1.24                                 | 20.67                                | 0.00                                 |
| (V08) (546GF) Hollywood                                      | 953                               | 934                        | 98.01%  | 19    | 1.99%  | 885                     | 30                       | 19                        | 18                        | 1                          | 0                           | 0  | 3.70                                 | 0.94                                 | 2.47                                 |
| (V08) (546GH) Deerfield Beach                                | 474                               | 474                        | 100.00% | 0     | 0.00%  | 454                     | 13                       | 7                         | 0                         | 0                          | 0                           | 0  | 1.43                                 | 1.03                                 | 1.98                                 |
| (V08) (548) West Palm Beach, FL                              | 41,054                            | 40,316                     | 98.20%  | 738   | 1.80%  | 36,580                  | 1,938                    | 1,798                     | 620                       | 78                         | 24                          | 16                                       | 2.11                                 | 4.47                                 | 2.73                                 |
| (V08) (548) West Palm Beach VAMC                             | 32,390                            | 31,667                     | 97.77%  | 723   | 2.23%  | 28,107                  | 1,846                    | 1,714                     | 610                       | 76                         | 24                          | 13                                       | 2.97                                 | 4.85                                 | 3.00                                 |
| (V08) (548GA) Fort Pierce                                    | 1,571                             | 1,567                      | 99.75%  | 4     | 0.25%  | 1,510                   | 27                       | 30                        | 4                         | 0                          | 0                           | 0  | 1.49                                 | 1.32                                 | 1.18                                 |
| (V08) (548GB) Delray Beach                                   | 2,082                             | 2,078                      | 99.81%  | 4     | 0.19%  | 2,053                   | 14                       | 11                        | 1                         | 0                          | 0                           | 3  | 0.92                                 | 0.45                                 | 0.96                                 |
| (V08) (548GC) Stuart   | 1,915                             | 1,915                      | 100.00% | 0     | 0.00%  | 1,911                   | 2                        | 2                         | 0                         | 0                          | 0                           | 0  | 0.12                                 | 0.26                                 | 0.03                                 |
| (V08) (548GD) Boca Raton                                     | 1,163                             | 1,158                      | 99.57%  | 5     | 0.43%  | 1,136                   | 14                       | 8                         | 3                         | 2                          | 0                           | 0  | 0.86                                 | 0.58                                 | 7.26                                 |
| (V08) (548GE) Vero Beach                                     | 974                               | 974                        | 100.00% | 0     | 0.00%  | 968                     | 2                        | 4                         | 0                         | 0                          | 0                           | 0  | 0.16                                 | 0.14                                 | 0.57                                 |
| (V08) (548GF) Okeechobee                                     | 511                               | 511                        | 100.00% | 0     | 0.00%  | 487                     | 15                       | 9                         | 0                         | 0                          | 0                           | 0  | 1.38                                 | 0.00                                 | 2.12                                 |
| (V08) (548QA) Port Saint Lucie                               | 448                               | 446                        | 99.55%  | 2     | 0.45%  | 408                     | 18                       | 20                        | 2                         | 0                          | 0                           | 0  |                                      | 3.87                                 | 6.10                                 |
| (V08) (573) Gainesville, FL                                  | 69,765                            | 67,435                     | 96.66%  | 2,330 | 3.34%  | 58,411                  | 4,626                    | 4,398                     | 1,659                     | 378                        | 132                         | 161                                      | 4.06                                 | 6.95                                 | 3.14                                 |
| (V08) (573) Malcolm Randall VAMC                             | 19,812                            | 19,190                     | 96.86%  | 622   | 3.14%  | 16,907                  | 1,168                    | 1,115                     | 479                       | 99                         | 29                          | 15                                       | 3.74                                 | 5.57                                 | 3.22                                 |
| (V08) (573A4) Lake City VAMC                                 | 8,645                             | 8,500                      | 98.32%  | 145   | 1.68%  | 7,588                   | 442                      | 470                       | 84                        | 20                         | 9                           | 32                                       | 4.78                                 | 6.13                                 | 0.71                                 |
| (V08) (573BY) Jacksonville 1 VA<br>Clinic                    | 9,178                             | 8,397                      | 91.49%  | 781   | 8.51%  | 6,819                   | 725                      | 853                       | 485                       | 155                        | 43                          | 98                                       | 4.87                                 | 13.01                                | 5.10                                 |
| (V08) (573GA) Valdosta                                       | 977                               | 964                        | 98.67%  | 13    | 1.33%  | 937                     | 18                       | 9                         | 7                         | 6                          | 0                           | 0  | 1.72                                 | 1.19                                 | 0.34                                 |
| (V08) (573GD) Ocala  | 1,880                             | 1,861                      | 98.99%  | 19    | 1.01%  | 1,675                   | 114                      | 72                        | 13                        | 3                          | 2                           | 1  | 2.58                                 | 2.56                                 | 4.60                                 |
| (V08) (573GE) Saint Augustine                                | 1,687                             | 1,661                      | 98.46%  | 26    | 1.54%  | 1,384                   | 160                      | 117                       | 24                        | 2                          | 0                           | 0  | 4.15                                 | 5.41                                 | 3.36                                 |
| (V08) (573GF) Tallahassee                                    | 6,640                             | 6,435                      | 96.91%  | 205   | 3.09%  | 5,488                   | 502                      | 445                       | 154                       | 25                         | 24                          | 2  | 6.06                                 | 5.22                                 | 3.07                                 |
| (V08) (573GG) Lecanto  | 1,760                             | 1,758                      | 99.89%  | 2     | 0.11%  | 1,669                   | 66                       | 23                        | 2                         | 0                          | 0                           | 0  | 1.50                                 | 1.21                                 | 1.21                                 |
| (V08) (573GI) The Villages                                   | 6,104                             | 5,839                      | 95.66%  | 265   | 4.34%  | 4,960                   | 441                      | 438                       | 188                       | 54                         | 14                          | 9  | 5.63                                 | 5.96                                 | 3.83                                 |
| (V08) (573GJ) Saint Marys                                    | 659                               | 654                        | 99.24%  | 5     | 0.76%  | 558                     | 58                       | 38                        | 2                         | 2                          | 0                           | 1  | 3.67                                 |                                      | 4.34                                 |
| (V08) (573GK) Marianna                                       | 942                               | 938                        | 99.58%  | 4     | 0.42%  | 881                     | 44                       | 13                        | 4                         | 0                          | 0                           | 0  | 1.22                                 | 8.85                                 | 2.41                                 |
| (V08) (573GL) Palatka  | 753                               | 742                        | 98.54%  | 11    | 1.46%  | 672                     | 45                       | 25                        | 10                        | 1                          | 0                           | 0  | 2.15                                 | 6.04                                 | 4.24                                 |
| (V08) (573GM) Waycross                                       | 467                               | 463                        | 99.14%  | 4     | 0.86%  | 401                     | 44                       | 18                        | 4                         | 0                          | 0                           | 0  | 1.31                                 | 0.00                                 | 7.24                                 |
| (V08) (573GN) Perry  | 150                               | 150                        | 100.00% | 0     | 0.00%  | 149                     | 1                        | 0                         | 0                         | 0                          | 0                           | 0  | 0.43                                 |                                      | 0.00                                 |
| (V08) (573QA) Gainesville Sixteenth<br>Street VA Clinic      | 709                               | 709                        | 100.00% | 0     | 0.00%  | 708                     | 1                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      | 0.00                                 | 0.18                                 |
| (V08) (573QB) Gainesville Ninety-<br>Eighth Street VA Clinic | 489                               | 479                        | 97.96%  | 10    | 2.04%  | 402                     | 30                       | 47                        | 7                         | 3                          | 0                           | 0  |                                      | 4.29                                 |                                      |
| (V08) (573QC) Gainesville Sixty Fourth Street 1 VA Clinic    | 932                               | 930                        | 99.79%  | 2     | 0.21%  | 634                     | 108                      | 188                       | 2                         | 0                          | 0                           | 0  |                                      | 5.28                                 | 8.54                                 |
| (V08) (573QD) Alachua County                                 | 709                               | 706                        | 99.58%  | 3     | 0.42%  | 532                     | 129                      | 45                        | 3                         | 0                          | 0                           | 0  |                                      | 4.84                                 |                                      |
| (V08) (573QE) Gainesville Southwest                          | 1,010                             | 963                        | 95.35%  | 47    | 4.65%  | 754                     | 88                       | 121                       | 43                        | 3                          | 1                           | 0  |                                      | 6.40                                 |                                      |
| (V08) (573QF) Twenty Third Avenue                            | 136                               | 128                        | 94.12%  | 8     | 5.88%  | 125                     | 1                        | 2                         | 8                         | 0                          | 0                           | 0  |                                      |                                      | 0.00                                 |
| (V08) (573QG) Jacksonville                                   | 3,891                             | 3,799                      | 97.64%  | 92    | 2.36%  | 3,307                   | 245                      | 247                       | 78                        | 2                          | 9                           | 3  | 4.93                                 | 5.35                                 | 3.54                                 |
| Southpoint (V08) (573QH) Ocala West                          | 800                               | 758                        | 94.75%  | 42    | 5.25%  | 635                     | 73                       | 50                        | 39                        | 3                          | 0                           | 0  |                                      | 5.30                                 |                                      |
| (V08) (573QJ) Jacksonville 2                                 | 1,435                             |                            | 98.33%  |       |  |                         | 123                      |                           |                           |                            |                             | 0  |                                      | 2.78                                 |                                      |
| (V08) (672) San Juan, PR                                     | 36,586                            |                            | 97.53%  |       |  |                         |                          |                           |                           |                            |                             | -  |                                      |                                      |                                      |
| (V08) (672) San Juan VAMC                                    | 26,635                            | 25,834                     |         |       | 3.01%  |                         | 1,259                    |                           |                           |                            |                             |  |                                      | 6.89                                 |                                      |
|  | 3,854                             |                            | 98.34%  |       |  |                         | 175                      |                           | 47                        |                            |                             | 0  |                                      |                                      |                                      |
| (V08) (672B0) Ponce  |                                   | 0,130                      | UU.UT/0 | 04    | 1.00/0   | 0,014                   | 175                      | 101                       | 1 47                      | 17                         | U                           | ı  | 1.73                                 | 7.70                                 | 2.70                                 |

| Completed Appointment Wait Times National,<br>Facility, and Division Level Summaries.<br>Wait Time Measured from Preferred Date<br>For the Reporting Period Ending: September<br>2017 | Total Completed<br>Appointments 1 | Completed within<br>30 Days 2 | Percent<br>Appts<br>Complete<br>d in 30<br>Days or<br>Less 3 | Completed in<br>Over 30 Days 4 | Percent<br>Appts<br>Complete<br>d in Over<br>30 Days 5 | Completed 0-7 Days<br>6 | Completed 8-14<br>Days 7 | Completed 15-30<br>Days 8 | Completed 31-60<br>Days 9 | Completed 61-90<br>Days 10 | Completed 91-120<br>Days 11 | Completed in<br>more than 120<br>Days 12 | PC Avg<br>Wait Time<br>in Days<br>13 | SC Avg<br>Wait Time<br>in Days<br>14 | MH Avg<br>Wait Time<br>in Days<br>15 |
|---|-----------------------------------|-------------------------------|--|--------------------------------|--|-------------------------|--------------------------|---------------------------|---------------------------|----------------------------|-----------------------------|--|--------------------------------------|--------------------------------------|--------------------------------------|
| (V08) (672GA) St Croix  | 86                                | 85                            | 98.84%   | 1                              | 1.16%  | 79                      | 6                        | 0                         | 1                         | 0                          | 0                           | 0  | 0.29                                 |                                      | 16.14                                |
| (V08) (672GB) St Thomas   | 17                                | 17                            | 100.00%  | 0                              | 0.00%  | 16                      | 0                        | 1                         | 0                         | 0                          | 0                           | 0  | 2.08                                 |                                      | 11.00                                |
| (V08) (672GC) Arecibo   | 1,125                             | 1,119                         | 99.47%   | 6                              | 0.53%  | 1,040                   | 60                       | 19                        | 4                         | 0                          | 1                           | 1  | 1.37                                 | 14.00                                | 4.92                                 |
| (V08) (672GD) Ceiba   | 810                               | 797                           | 98.40%   | 13                             | 1.60%  | 725                     | 54                       | 18                        | 9                         | 0                          | 3                           | 1  | 3.00                                 | 29.13                                | 1.23                                 |
| (V08) (672GE) Guayama   | 355                               | 355                           | 100.00%  | 0                              | 0.00%  | 336                     | 13                       | 6                         | 0                         | 0                          | 0                           | 0  | 1.15                                 | 1.22                                 | 1.84                                 |
| (V08) (672QA) Comerio   | 69                                | 69                            | 100.00%  | 0                              | 0.00%  | 57                      | 12                       | 0                         | 0                         | 0                          | 0                           | 0  | 3.61                                 |                                      |                                      |
| (V08) (672QB) Utuado  | 42                                | 42                            | 100.00%  | 0                              | 0.00%  | 40                      | 2                        | 0                         | 0                         | 0                          | 0                           | 0  | 2.18                                 |                                      |                                      |
| (V08) (672QC) Vieques   | 28                                | 28                            | 100.00%  | 0                              | 0.00%  | 25                      | 2                        | 1                         | 0                         | 0                          | 0                           | 0  | 3.50                                 |                                      |                                      |
| (V08) (673) Tampa, FL   | 59,057                            | 58,081                        | 98.35%   | 976                            | 1.65%  | 50,172                  | 3,802                    | 4,107                     | 813                       | 108                        | 30                          | 25                                       | 2.34                                 | 5.11                                 | 2.98                                 |
| (V08) (673) James A Haley Veterans<br>Hospital  | 25,506                            | 24,816                        | 97.29%   | 690                            | 2.71%  | 21,090                  | 1,506                    | 2,220                     | 604                       | 65                         | 13                          | 8  | 2.30                                 | 5.68                                 | 0.27                                 |
| (V08) (673BV) Tampa VA Domiciliary  | 3                                 | 3                             | 100.00%  | 0                              | 0.00%  | 3                       | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      |                                      |                                      |
| (V08) (673BZ) New Port Richey   | 5,111                             | 5,077                         | 99.33%   | 34                             | 0.67%  | 4,558                   | 309                      | 210                       | 29                        | 4                          | 1                           | 0  | 1.79                                 | 4.03                                 | 3.02                                 |
| (V08) (673GB) Lakeland  | 1,696                             | 1,675                         | 98.76%   | 21                             | 1.24%  | 1,453                   | 141                      | 81                        | 21                        | 0                          | 0                           | 0  | 2.85                                 | 7.10                                 |                                      |
| (V08) (673GC) Brooksville   | 2,244                             | 2,241                         | 99.87%   | 3                              | 0.13%  | 1,977                   | 160                      | 104                       | 2                         | 1                          | 0                           | 0  | 2.34                                 | 2.31                                 | 4.35                                 |
| (V08) (673GF) Zephyrhills   | 543                               | 543                           | 100.00%  | 0                              | 0.00%  | 504                     | 21                       | 18                        | 0                         | 0                          | 0                           | 0  | 2.04                                 | 2.64                                 |                                      |
| (V08) (673QA) Forty Sixth Street<br>North   | 1,805                             | 1,799                         | 99.67%   | 6                              | 0.33%  | 1,431                   | 159                      | 209                       | 6                         | 0                          | 0                           | 0  |                                      | 3.86                                 | 5.88                                 |
| (V08) (673QB) Forty Sixth Street<br>South   | 9,365                             | 9,333                         | 99.66%   | 32                             | 0.34%  | 8,260                   | 632                      | 441                       | 25                        | 6                          | 1                           | 0  |                                      | 3.66                                 | 2.10                                 |
| (V08) (673QC) West Lakeland   | 1,729                             | 1,673                         | 96.76%   | 56                             | 3.24%  | 1,169                   | 249                      | 255                       | 33                        | 5                          | 8                           | 10                                       |                                      | 10.16                                | 6.59                                 |
| (V08) (673QD) Deer Park   | 428                               | 425                           | 99.30%   | 3                              | 0.70%  | 347                     | 35                       | 43                        | 2                         | 0                          | 1                           | 0  |                                      | 4.02                                 |                                      |
| (V08) (673QE) Highway Nineteen  | 358                               | 357                           | 99.72%   | 1                              | 0.28%  | 340                     | 11                       | 6                         | 0                         | 0                          | 0                           | 1  |                                      | 2.39                                 |                                      |
| (V08) (673QF) Winners Circle  | 722                               | 722                           | 100.00%  | 0                              | 0.00%  | 722                     | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      |                                      |                                      |
| (V08) (673QG) Little Road   | 491                               | 491                           | 100.00%  | 0                              | 0.00%  | 435                     | 30                       | 26                        | 0                         | 0                          | 0                           | 0  |                                      |                                      | 3.22                                 |
| (V08) (673QH) Bruce B Downs<br>Boulevard  | 2,582                             |                               | 99.30%   | 18                             |  |                         | 144                      | 219                       | 13                        | 1                          | 0                           | 4  |                                      | 5.74                                 |                                      |
| (V08) (673QI) Medical View Lane   | 217                               |                               | 98.62%   | 3                              |  |                         | 25                       | 12                        |                           |                            | _                           | _  |                                      |                                      | 4.41                                 |
| (V08) (673QJ) Hidden River  | 6,257                             |                               |  | 109                            |  |                         | 380                      | 263                       |                           |                            |                             | 2  | 2.59                                 | 4.71                                 | 2.04                                 |
| (V08) (675) Orlando, FL   | 67,958                            |                               | 97.12%   |                                |  |                         | 3,700                    |                           |                           |                            |                             |  |                                      |                                      |                                      |
| (V08) (675) Orlando VA Medical<br>Center<br>(V08) (675BU) Orlando Domiciliary   | 29,841                            |                               | 95.96%   |                                |  |                         | 1,945                    | 2,411                     | 986                       |                            |                             |  |                                      | 6.61                                 | 3.53                                 |
| (V08) (675GA) Viera   | 13,153                            |                               | 98.13%   |                                |  |                         | 717                      | 610                       |                           | ,                          |                             | _  | 1.36                                 | 5.38                                 | 2.36                                 |
| (V08) (675GB) William V Chappell Jr<br>VA OPC   | 7,725                             |                               | 97.50%   |                                |  |                         | 297                      | 220                       |                           |                            |                             |  | 1.75                                 | 5.33                                 |                                      |
| (V08) (675GC) Kissimee  | 1,349                             | 1,342                         | 99.48%   | 7                              | 0.52%  | 1,165                   | 88                       | 89                        | 4                         | 0                          | 2                           | 1  | 3.22                                 |                                      | 4.08                                 |
| (V08) (675GD) Orange City   | 759                               | 751                           | 98.95%   | 8                              | 1.05%  | 679                     | 40                       | 32                        | 5                         | 2                          | 0                           | 1  | 3.80                                 | 1.00                                 | 2.61                                 |
| (V08) (675GE) Tavares VA Clinic   | 1,417                             | 1,414                         | 99.79%   | 3                              | 0.21%  | 1,300                   | 79                       | 35                        | 2                         | 0                          | 1                           | 0  | 2.70                                 | 2.35                                 | 2.84                                 |
| (V08) (675GF) Clermont  | 756                               | 753                           | 99.60%   | 3                              | 0.40%  | 665                     | 55                       | 33                        | 2                         | 0                          | 1                           | 0  | 3.67                                 | 0.00                                 | 2.83                                 |
| (V08) (675GG) Lake Baldwin  | 10,340                            | 10,091                        | 97.59%   | 249                            | 2.41%  | 9,147                   | 376                      | 568                       | 156                       | 70                         | 22                          | 1  | 1.60                                 | 6.57                                 | 3.06                                 |
| (V08) (675QB) Port Orange   | 2                                 | 2                             | 100.00%  | 0                              | 0.00%  | 2                       | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      |                                      |                                      |
| (V08) (675QC) Westside Pavilion   | 1,246                             | 1,235                         | 99.12%   | 11                             |  |                         | 21                       | 33                        | 7                         | 3                          | 1                           | 0  |                                      |                                      | 1.90                                 |
| (V08) (675QD) Crossroads  | 1,335                             |                               | 97.68%   | 31                             |  |                         | 82                       |                           |                           | 1                          | 0                           | 0  |                                      | 6.23                                 | 4.14                                 |
| (V09) (581) Huntington, WV  | 25,481                            |                               | 97.78%   | 566                            |  |                         | 1,332                    |                           |                           |                            | 37                          | 18                                       | 2.83                                 |                                      |                                      |
| (V09) (581) Huntington VAMC   | 20,222                            |                               | 97.29%   |                                |  |                         | 1,024                    | 1,180                     |                           |                            |                             |  |                                      | 5.73                                 |                                      |
| (V09) (581GA) Prestonsburg  | 1,842                             |                               | 99.78%   |                                | 0.22%  |                         | 36                       | 19                        |                           | 0                          |                             |  |                                      | 11.27                                | 1.90                                 |
| (V09) (581GB) Charleston  | 2,614                             | 2,601                         | 99.50%   | 13                             | 0.50%  | 2,233                   | 244                      | 124                       | 9                         | 2                          | 2                           | 0  | 3.85                                 | 2.10                                 | 3.00                                 |
|   |                                   | I.                            |  |                                |  |                         |                          |                           | l                         | I                          | I.                          |  |                                      |                                      |                                      |

| Completed Appointment Wait Times National,<br>Facility, and Division Level Summaries.<br>Wait Time Measured from Preferred Date<br>For the Reporting Period Ending: September<br>2017 | Total Completed<br>Appointments 1 | Completed within<br>30 Days 2 | Percent<br>Appts<br>Complete<br>d in 30<br>Days or<br>Less 3 | Completed in<br>Over 30 Days 4 | Percent<br>Appts<br>Complete<br>d in Over<br>30 Days 5 | Completed 0-7 Days<br>6 | Completed 8-14<br>Days 7 | Completed 15-30<br>Days 8 | Completed 31-60<br>Days 9 | Completed 61-90<br>Days 10 | Completed 91-120<br>Days 11 | Completed in<br>more than 120<br>Days 12 | PC Avg<br>Wait Time<br>in Days<br>13 | SC Avg<br>Wait Time<br>in Days<br>14 | MH Avg<br>Wait Time<br>in Days<br>15 |
|---|-----------------------------------|-------------------------------|--|--------------------------------|--|-------------------------|--------------------------|---------------------------|---------------------------|----------------------------|-----------------------------|--|--------------------------------------|--------------------------------------|--------------------------------------|
| (V09) (581GG) Gallipolis  | 538                               | 537                           | 99.81%   | 1                              | 0.19%  | 505                     | 14                       | 18                        | 0                         | 1                          | 0                           | 0  | 1.97                                 | 14.50                                | 3.33                                 |
| (V09) (581GH) Lenore  | 156                               | 156                           | 100.00%  | 0                              | 0.00%  | 132                     | 14                       | 10                        | 0                         | 0                          | 0                           | 0  | 4.18                                 |                                      |                                      |
| (V09) (581QA) Huntington 9th Street<br>VA Clinic  | 109                               | 109                           | 100.00%  | 0                              | 0.00%  | 109                     | 0                        | 0                         | 0                         | 0                          | 0                           | 0  | 0.00                                 |                                      |                                      |
| (V09) (596) Lexington, KY   | 26,568                            | 25,603                        | 96.37%   | 965                            | 3.63%  | 21,799                  | 1,840                    | 1,964                     | 854                       | 83                         | 23                          | 5  | 1.70                                 | 8.23                                 | 2.27                                 |
| (V09) (596) Lexington VAMC-   | 10,609                            | 10,441                        | 98.42%   | 168                            | 1.58%  | 9,130                   | 740                      | 571                       | 138                       | 21                         | 8                           | 1  | 2.05                                 | 6.39                                 | 2.42                                 |
| Leestown (V09) (596A4) Lexington-Cooper Dr  | 11,738                            | 10,983                        | 93.57%   | 755                            | 6.43%  | 8,730                   | 979                      | 1,274                     | 677                       | 59                         | 15                          | 4  |                                      | 9.17                                 | 0.47                                 |
| (V09) (596BU) Lexington Domiciliary   | 40                                | 40                            | 100.00%  | 0                              | 0.00%  | 40                      | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      |                                      |                                      |
| (V09) (596GA) Somerset  | 1,689                             | 1,660                         | 98.28%   | 29                             | 1.72%  | 1,520                   | 60                       | 80                        | 26                        | 3                          | 0                           | 0  | 1.68                                 | 5.76                                 | 3.71                                 |
| (V09) (596GB) Morehead  | 583                               | 582                           | 99.83%   | 1                              | 0.17%  | 571                     | 9                        | 2                         | 1                         | 0                          | 0                           | 0  | 0.55                                 | 0.00                                 | 0.64                                 |
| (V09) (596GC) Hazard  | 691                               | 691                           | 100.00%  | 0                              | 0.00%  | 660                     | 20                       | 11                        | 0                         | 0                          | 0                           | 0  | 1.62                                 | 3.00                                 | 0.04                                 |
| (V09) (596GD) Berea   | 1,218                             | 1,206                         | 99.01%   | 12                             | 0.99%  | 1,148                   | 32                       | 26                        | 12                        | 0                          | 0                           | 0  | 1.13                                 | 3.05                                 | 0.56                                 |
| (V09) (603) Louisville, KY  | 31,988                            | 31,795                        | 99.40%   | 193                            | 0.60%  | 28,933                  | 1,595                    | 1,267                     | 173                       | 14                         | 4                           | 2  | 2.38                                 | 3.21                                 | 1.50                                 |
| (V09) (603) Robley Rex VAMC   | 16,295                            | 16,137                        | 99.03%   | 158                            | 0.97%  | 14,353                  | 954                      | 830                       | 141                       | 12                         | 4                           | 1  | 1.72                                 | 3.37                                 | 2.23                                 |
| (V09) (603BU) Louisville Domiciliary  | 19                                | 19                            | 100.00%  | 0                              | 0.00%  | 19                      | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      |                                      | 0.00                                 |
| (V09) (603GA) Fort Knox   | 1,960                             | 1,960                         | 100.00%  | 0                              | 0.00%  | 1,742                   | 88                       | 130                       | 0                         | 0                          | 0                           | 0  | 3.55                                 | 4.68                                 | 1.70                                 |
| (V09) (603GB) New Albany  | 2,506                             | 2,495                         | 99.56%   | 11                             | 0.44%  | 2,326                   | 106                      | 63                        | 10                        | 0                          | 0                           | 1  | 2.51                                 | 0.27                                 | 1.85                                 |
| (V09) (603GC) Shively   | 2,464                             | 2,455                         | 99.63%   | 9                              | 0.37%  | 2,246                   | 120                      | 89                        | 7                         | 2                          | 0                           | 0  | 2.83                                 | 1.85                                 | 1.57                                 |
| (V09) (603GD) Dupont  | 1,850                             | 1,846                         | 99.78%   | 4                              | 0.22%  | 1,800                   | 30                       | 16                        | 4                         | 0                          | 0                           | 0  | 1.32                                 | 0.00                                 | 0.71                                 |
| (V09) (603GE) Newburg   | 3,036                             | 3,033                         | 99.90%   | 3                              | 0.10%  | 2,806                   | 161                      | 66                        | 3                         | 0                          | 0                           | 0  | 2.47                                 | 4.06                                 | 1.45                                 |
| (V09) (603GF) Grayson County  | 1,965                             | 1,960                         | 99.75%   | 5                              | 0.25%  | 1,819                   | 91                       | 50                        | 5                         | 0                          | 0                           | 0  | 1.85                                 | 1.65                                 | 2.27                                 |
| (V09) (603GG) Scott County  | 1,128                             | 1,125                         | 99.73%   | 3                              | 0.27%  | 1,071                   | 35                       | 19                        | 3                         | 0                          | 0                           | 0  | 1.44                                 | 1.13                                 | 1.25                                 |
| (V09) (603GH) Carrollton  | 688                               | 688                           | 100.00%  | 0                              | 0.00%  | 678                     | 6                        | 4                         | 0                         | 0                          | 0                           | 0  | 1.10                                 | 0.12                                 | 0.09                                 |
| (V09) (603MA) IDES Fort Knox  | 77                                | 77                            | 100.00%  | 0                              | 0.00%  | 73                      | 4                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      | 0.00                                 | 2.58                                 |
| (V09) (614) Memphis, TN   | 40,829                            | 40,300                        | 98.70%   | 529                            | 1.30%  | 37,514                  | 1,517                    | 1,269                     | 416                       | 82                         | 24                          | 7  | 2.15                                 | 3.60                                 | 1.88                                 |
| (V09) (614) Memphis VAMC  | 25,930                            | 25,542                        | 98.50%   | 388                            | 1.50%  | 23,554                  | 1,048                    | 940                       | 300                       | 64                         | 22                          | 2  | 1.30                                 | 3.55                                 | 2.06                                 |
| (V09) (614GA) Tupelo  | 1,461                             | 1,458                         | 99.79%   | 3                              | 0.21%  | 1,362                   | 71                       | 25                        | 2                         | 1                          | 0                           | 0  | 2.48                                 | 0.00                                 | 2.01                                 |
| (V09) (614GB) Jonesboro   | 779                               | 779                           | 100.00%  | 0                              | 0.00%  | 736                     | 29                       | 14                        | 0                         | 0                          | 0                           | 0  | 1.82                                 | 0.05                                 | 2.49                                 |
| (V09) (614GC) Holly Springs VA<br>Clinic  | 397                               | 392                           | 98.74%   | 5                              | 1.26%  | 369                     | 18                       | 5                         | 5                         | 0                          | 0                           | 0  | 3.43                                 | 0.00                                 | 2.04                                 |
| (V09) (614GD) Savannah  | 597                               | 596                           | 99.83%   | 1                              | 0.17%  | 595                     | 0                        | 1                         | 0                         | 0                          | 0                           | 1  | 0.65                                 | 0.00                                 | 0.00                                 |
| (V09) (614GE) Covington   | 2,018                             | 2,013                         | 99.75%   | 5                              | 0.25%  | 1,949                   | 32                       | 32                        | 1                         | 1                          | 0                           | 3  | 1.68                                 | 0.00                                 | 1.95                                 |
| (V09) (614GF) Nonconnah Boulevard<br>VA Clinic  | 6,008                             | 5,932                         | 98.74%   | 76                             | 1.26%  | 5,526                   | 225                      | 181                       | 70                        | 3                          | 2                           | 1  | 2.61                                 | 3.19                                 | 1.44                                 |
| (V09) (614GG) Jackson   | 1,977                             | 1,927                         | 97.47%   | 50                             | 2.53%  | 1,811                   | 58                       | 58                        | 37                        | 13                         | 0                           | 0  | 2.74                                 | 8.68                                 | 0.40                                 |
| (V09) (614GI) Dyersburg   | 505                               | 505                           | 100.00%  | 0                              | 0.00%  | 496                     | 9                        | 0                         | 0                         | 0                          | 0                           | 0  | 1.50                                 | 0.00                                 | 0.41                                 |
| (V09) (614GN) Helena  | 319                               | 318                           | 99.69%   | 1                              | 0.31%  | 278                     | 27                       | 13                        | 1                         | 0                          | 0                           | 0  | 3.53                                 | 0.00                                 | 1.59                                 |
| (V09) (614QA) Union Avenue  | 838                               | 838                           | 100.00%  | 0                              | 0.00%  | 838                     | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      |                                      |                                      |
| (V09) (621) Mountain Home, TN   | 35,040                            | 33,962                        | 96.92%   | 1,078                          | 3.08%  | 30,508                  | 1,722                    | 1,732                     | 820                       | 178                        | 55                          | 25                                       | 2.96                                 | 6.44                                 | 1.77                                 |
| (V09) (621) James H Quillen VAMC  | 24,039                            | 23,122                        | 96.19%   | 917                            | 3.81%  | 20,856                  | 1,140                    | 1,126                     | 696                       | 163                        | 40                          | 18                                       | 2.43                                 | 6.48                                 | 1.46                                 |
| (V09) (621BU) VADOM Mountain<br>Home  | 70                                | 70                            | 100.00%  | 0                              | 0.00%  | 70                      | 0                        | 0                         | 0                         | 0                          | 0                           | 0  | 0.02                                 |                                      |                                      |
| (V09) (621BY) William C Tallent VA<br>OPC   | 5,118                             |                               | 99.61%   |                                |  |                         | 269                      | 160                       |                           | 2                          | 0                           | 1  | 2.30                                 | 3.81                                 | 1.61                                 |
| (V09) (621GA) Rogersville   | 340                               | 335                           | 98.53%   | 5                              | 1.47%  | 311                     | 16                       | 8                         | 5                         | 0                          | 0                           | 0  | 2.57                                 | 0.00                                 | 0.00                                 |
| (V09) (621GC) Norton  | 759                               | 759                           | 100.00%  | 0                              | 0.00%  | 645                     | 45                       | 69                        | 0                         | 0                          | 0                           | 0  | 3.49                                 | 0.00                                 | 1.22                                 |
| (V09) (621GG) Morristown  | 693                               | 691                           | 99.71%   | 2                              | 0.29%  | 647                     | 26                       | 18                        | 2                         | 0                          | 0                           | 0  | 1.59                                 | 0.00                                 | 2.46                                 |

| Completed Appointment Wait Times National,<br>Facility, and Division Level Summaries.<br>Wait Time Measured from Preferred Date<br>For the Reporting Period Ending: September<br>2017 | Total Completed<br>Appointments 1 | Completed within<br>30 Days 2 | Percent<br>Appts<br>Complete<br>d in 30<br>Days or<br>Less 3 |       | Percent<br>Appts<br>Complete<br>d in Over<br>30 Days 5 | Completed 0-7 Days<br>6 | Completed 8-14<br>Days 7 | Completed 15-30<br>Days 8 | Completed 31-60<br>Days 9 | Completed 61-90<br>Days 10 | Completed 91-120<br>Days 11 | Completed in<br>more than 120<br>Days 12 | PC Avg<br>Wait Time<br>in Days<br>13 | SC Avg<br>Wait Time<br>in Days<br>14 | MH Avg<br>Wait Time<br>in Days<br>15 |
|---|-----------------------------------|-------------------------------|--|-------|--|-------------------------|--------------------------|---------------------------|---------------------------|----------------------------|-----------------------------|--|--------------------------------------|--------------------------------------|--------------------------------------|
| (V09) (621GI) Sevierville   | 1,301                             | 1,251                         | 96.16%   | 50    | 3.84%  | 1,113                   | 53                       | 85                        | 47                        | 0                          | 3                           | (  | 5.18                                 | 0.26                                 | 2.81                                 |
| (V09) (621GJ) Bristol   | 947                               | 909                           | 95.99%   | 38    | 4.01%  | 805                     | 56                       | 48                        | 28                        | 7                          | 3                           | (  | 5.64                                 | 0.00                                 | 2.49                                 |
| (V09) (621GK) Campbell County   | 417                               | 402                           | 96.40%   | 15    | 3.60%  | 366                     | 23                       | 13                        | 9                         | 5                          | 1                           | (  | 3.95                                 | 0.00                                 | 6.73                                 |
| (V09) (621QA) Jonesville  | 130                               | 127                           | 97.69%   | 3     | 2.31%  | 94                      | 10                       | 23                        | 2                         | 0                          | 1                           | (  | 7.20                                 |                                      |                                      |
| (V09) (621QB) Marion  | 62                                | 58                            | 93.55%   | 4     | 6.45%  | 51                      | 1                        | 6                         | 4                         | 0                          | 0                           | (  | 6.31                                 |                                      |                                      |
| (V09) (621QC) Vansant   | 72                                | 72                            | 100.00%  | 0     | 0.00%  | 58                      | 4                        | 10                        | 0                         | 0                          | 0                           | (  | 3.92                                 |                                      |                                      |
| (V09) (621QD) Knox County   | 793                               | 785                           | 98.99%   | 8     | 1.01%  | 555                     | 69                       | 161                       | 7                         | 1                          | 0                           | (  |                                      | 7.04                                 | 3.05                                 |
| (V09) (621QE) Downtown West VA<br>Clinic  | 299                               | 283                           | 94.65%   | 16    | 5.35%  | 268                     | 10                       | 5                         | 3                         | 0                          | 7                           | 6  | 6                                    | 6.42                                 |                                      |
| V09) (626) Middle Tennessee HCS, TN   | 62,897                            | 60,269                        | 95.82%   | 2,628 | 4.18%  | 53,919                  | 3,277                    | 3,073                     | 1,764                     | 548                        | 157                         | 159                                      | 4.80                                 | 6.71                                 | 2.78                                 |
| (V09) (626) Nashville VAMC  | 25,509                            | 24,382                        | 95.58%   | 1,127 | 4.42%  | 21,744                  | 1,356                    | 1,282                     | 720                       | 241                        | 74                          | 92                                       | 7.34                                 | 6.44                                 | 2.87                                 |
| (V09) (626A4) Alvin C York VAMC   | 16,726                            | 15,905                        | 95.09%   | 821   | 4.91%  | 14,416                  | 639                      | 850                       | 590                       | 149                        | 51                          | 31                                       | 2.88                                 | 7.66                                 | 1.06                                 |
| (V09) (626GA) Dover   | 397                               | 374                           | 94.21%   | 23    | 5.79%  | 316                     | 39                       | 19                        | 19                        | 2                          | 1                           | 1  | 7.26                                 | 15.60                                | 2.66                                 |
| (V09) (626GC) Bowling Green   | 928                               | 921                           | 99.25%   | 7     | 0.75%  | 885                     | 23                       | 13                        | 5                         | 1                          | 1                           | (  | 1.38                                 | 1.03                                 | 1.34                                 |
| (V09) (626GE) Clarksville   | 3,586                             | 3,381                         | 94.28%   | 205   | 5.72%  | 2,981                   | 232                      | 168                       | 83                        | 89                         | 21                          | 12                                       | 4.89                                 | 12.70                                | 5.44                                 |
| (V09) (626GF) Chattanooga   | 5,265                             | 5,108                         | 97.02%   | 157   | 2.98%  | 4,520                   | 329                      | 259                       | 98                        | 36                         | 2                           | 21                                       | 5.73                                 | 2.64                                 | 5.78                                 |
| (V09) (626GG) Tullahoma   | 291                               | 289                           | 99.31%   | 2     | 0.69%  | 275                     | 8                        | 6                         | 2                         | 0                          | 0                           | (  | 0.88                                 | 9.00                                 | 5.44                                 |
| (V09) (626GH) Cookeville  | 1,069                             | 1,054                         | 98.60%   | 15    | 1.40%  | 1,034                   | 15                       | 5                         | 15                        | 0                          | 0                           | (  | 1.57                                 | 0.68                                 | 0.14                                 |
| (V09) (626GJ) Hopkinsville  | 1,532                             | 1,465                         | 95.63%   | 67    | 4.37%  | 1,315                   | 93                       | 57                        | 44                        | 20                         | 3                           | (  | 6.53                                 | 4.29                                 | 3.95                                 |
| (V09) (626GK) McMinnville   | 726                               | 715                           | 98.48%   | 11    | 1.52%  | 672                     | 22                       | 21                        | 8                         | 3                          | 0                           | (  | 1.87                                 | 10.18                                | 1.36                                 |
| (V09) (626GL) Roane County  | 313                               | 310                           | 99.04%   | 3     | 0.96%  | 256                     | 26                       | 28                        | 2                         | 1                          | 0                           | (  | 5.10                                 | 0.00                                 |                                      |
| (V09) (626GM) Maury County  | 859                               | 778                           | 90.57%   | 81    | 9.43%  | 566                     | 116                      | 96                        | 74                        | 4                          | 2                           | 1  | 11.42                                | 15.36                                | 10.35                                |
| (V09) (626GN) Athens  | 505                               | 495                           | 98.02%   | 10    | 1.98%  | 449                     | 34                       | 12                        | 10                        | 0                          | 0                           | (  | 3.28                                 | 0.00                                 | 1.89                                 |
| (V09) (626GO) International Plaza VA<br>Clinic  | 935                               | 927                           | 99.14%   | 8     | 0.86%  | 844                     | 49                       | 34                        | 7                         | 1                          | 0                           | (  | 3.38                                 | 1.91                                 | 1.20                                 |
| (V09) (626MA) IDES Fort Campbell  | 187                               | 187                           | 100.00%  | 0     | 0.00%  | 158                     | 23                       | 6                         | 0                         | 0                          | 0                           | (  | )                                    | 2.97                                 | 1.39                                 |
| (V09) (626QA) Albion Street   | 788                               | 770                           | 97.72%   | 18    | 2.28%  | 639                     | 71                       | 60                        | 16                        | 1                          | 1                           | (  | 4.73                                 |                                      | 0.00                                 |
| (V09) (626QB) Charlotte Avenue  | 1,453                             | 1,409                         | 96.97%   | 44    | 3.03%  | 1,243                   | 94                       | 72                        | 42                        | 0                          | 1                           | 1  | 5.20                                 | 4.13                                 | 1.57                                 |
| (V09) (626QC) Pointe Center VA  | 1,295                             | 1,266                         | 97.76%   | 29    | 2.24%  | 1,075                   | 106                      | 85                        | 29                        | 0                          | 0                           | (  | )                                    | 5.24                                 | 4.02                                 |
| Clinic (V09) (626QD) Glenis Drive VA Clinic   | 533                               | 533                           | 100.00%  | 0     | 0.00%  | 531                     | 2                        | 0                         | 0                         | 0                          | 0                           | (  | )                                    |                                      | 0.13                                 |
| 10) (538) Chillicothe, OH   | 16,387                            |                               | 94.15%   |       |  | 13,649                  | 869                      |                           |                           |                            |                             |  |                                      | 9.47                                 |                                      |
| (V10) (538) Chillicothe VAMC  | 10,194                            |                               | 92.32%   |       |  | 8,133                   | 582                      |                           |                           |                            |                             |  |                                      |                                      |                                      |
| (V10) (538GA) Athens  | 1,222                             |                               | 98.45%   |       |  | 1,070                   | 73                       |                           |                           |                            |                             | (  |                                      |                                      |                                      |
| (V10) (538GB) Portsmouth  | 1,406                             |                               | 94.95%   | 71    | 5.05%  | 1,245                   | 40                       |                           |                           |                            |                             | (  |                                      |                                      |                                      |
| (V10) (538GC) Marietta  | 854                               |                               | 99.30%   | 6     |  | 778                     | 52                       |                           |                           |                            |                             | (  | 1.41                                 |                                      |                                      |
| (V10) (538GD) Lancaster   | 1,421                             |                               | 96.06%   | 56    |  | 1,235                   | 76                       |                           |                           | 9                          | 1                           | (  |                                      |                                      |                                      |
| (V10) (538GE) Cambridge   | 914                               |                               | 97.59%   | 22    |  | 838                     | 35                       | 19                        | 22                        | 0                          | 0                           | (  | 0.66                                 | 7.43                                 | 2.42                                 |
| (V10) (538GF) Wilmington  | 376                               | 374                           | 99.47%   | 2     | 0.53%  | 350                     | 11                       |                           |                           |                            | 0                           | (  | 1.82                                 |                                      |                                      |
| 10) (539) Cincinnati, OH  | 34,944                            | 33,986                        | 97.26%   | 958   | 2.74%  | 30,841                  | 1,711                    | 1,434                     | 705                       | 172                        | 61                          | 20                                       |                                      |                                      | 1.11                                 |
| (V10) (539) Cincinnati VAMC   | 21,812                            |                               | 96.23%   |       |  | 18,701                  | 1,208                    |                           |                           |                            |                             |  |                                      |                                      |                                      |
| (V10) (539A4) Cincinnati VAMC-Fort  | 833                               | 811                           | 97.36%   | 22    | 2.64%  | 766                     | 12                       | 33                        | 22                        | 0                          | 0                           | (  | )                                    | 6.31                                 | 0.11                                 |
| Thomas (V10) (539BV) Fort Thomas PRRTP  | 2                                 | 2                             | 100.00%  | 0     | 0.00%  | 2                       | 0                        | 0                         | 0                         | 0                          | 0                           | (  | )                                    |                                      |                                      |
| (V10) (539GA) Bellevue  | 1,420                             |                               | 99.72%   | 4     | 0.28%  | 1,356                   | 42                       |                           |                           | 0                          |                             |  |                                      | 0.29                                 | 1.51                                 |
| (V10) (539GB) Clermont County   | 3,000                             |                               | 99.13%   | 26    |  | 2,773                   | 127                      |                           |                           |                            | 0                           | 1  | 1.72                                 |                                      |                                      |
| (V10) (539GC) Dearborn  | 1,715                             |                               | 99.13%   | 12    |  | 1,610                   | 60                       |                           |                           |                            |                             |  | 2.22                                 |                                      |                                      |
| (vio) (559GC) Dearborn  | 1,715                             | 1,703                         | 99.30%   | 12    | 0.70%  | 1,010                   | 60                       | 33                        | 11                        | 0                          | 0                           | 1  | 2.22                                 | 2.58                                 | 2.21                                 |

| Completed Appointment Wait Times National,<br>Facility, and Division Level Summaries.<br>Wait Time Measured from Preferred Date<br>For the Reporting Period Ending: September<br>2017 | Total Completed<br>Appointments 1 | Completed within<br>30 Days 2 | Percent<br>Appts<br>Complete<br>d in 30<br>Days or<br>Less 3 | Completed in<br>Over 30 Days 4 | Percent<br>Appts<br>Complete<br>d in Over<br>30 Days 5 | Completed 0-7 Days<br>6 | Completed 8-14<br>Days 7 | Completed 15-30<br>Days 8 | Completed 31-60<br>Days 9 | Completed 61-90<br>Days 10 | Completed 91-120<br>Days 11 | Completed in<br>more than 120<br>Days 12 | PC Avg<br>Wait Time<br>in Days<br>13 | SC Avg<br>Wait Time<br>in Days<br>14 | MH Avg<br>Wait Time<br>in Days<br>15 |
|---|-----------------------------------|-------------------------------|--|--------------------------------|--|-------------------------|--------------------------|---------------------------|---------------------------|----------------------------|-----------------------------|--|--------------------------------------|--------------------------------------|--------------------------------------|
| (V10) (539GD) Florence  | 2,040                             | 2,025                         | 99.26%   | 15                             | 0.74%  | 1,828                   | 115                      | 82                        | 13                        | 0                          | 1                           | 1  | 2.69                                 | 3.74                                 | 1.83                                 |
| (V10) (539GE) Hamilton  | 1,980                             | 1,953                         | 98.64%   | 27                             | 1.36%  | 1,842                   | 41                       | 70                        | 21                        | 5                          | 0                           | 1  | 1.83                                 | 3.25                                 | 1.16                                 |
| (V10) (539GF) Georgetown  | 492                               | 489                           | 99.39%   | 3                              | 0.61%  | 440                     | 18                       | 31                        | 3                         | 0                          | 0                           | 0  | 4.59                                 | 0.38                                 | 0.00                                 |
| (V10) (539QB) Highland Avenue   | 1,650                             | 1,624                         | 98.42%   | 26                             | 1.58%  | 1,523                   | 88                       | 13                        | 26                        | 0                          | 0                           | 0  |                                      | 2.71                                 |                                      |
| (V10) (541) Cleveland, OH   | 82,356                            | 77,598                        | 94.22%   | 4,758                          | 5.78%  | 65,275                  | 5,654                    | 6,669                     | 3,943                     | 571                        | 125                         | 119                                      | 3.97                                 | 9.06                                 | 3.60                                 |
| (V10) (541) Louis Stokes Cleveland<br>VAMC  | 34,829                            | 32,141                        | 92.28%   | 2,688                          | 7.72%  | 25,810                  | 2,728                    | 3,603                     | 2,354                     | 219                        | 46                          | 69                                       | 6.28                                 | 9.68                                 | 5.51                                 |
| (V10) (541BY) Canton  | 5,991                             | 5,638                         | 94.11%   | 353                            | 5.89%  | 4,732                   | 421                      | 485                       | 216                       | 122                        | 14                          | 1  | 3.53                                 | 12.35                                | 2.41                                 |
| (V10) (541BZ) Youngstown  | 5,144                             | 5,007                         | 97.34%   | 137                            | 2.66%  | 4,396                   | 324                      | 287                       | 126                       | 10                         | 1                           | 0  | 3.63                                 | 6.18                                 | 2.06                                 |
| (V10) (541GB) Lorain  | 3,087                             | 3,026                         | 98.02%   | 61                             | 1.98%  | 2,685                   | 156                      | 185                       | 58                        | 3                          | 0                           | 0  | 3.51                                 | 5.36                                 | 1.58                                 |
| (V10) (541GC) Sandusky  | 1,797                             | 1,714                         | 95.38%   | 83                             | 4.62%  | 1,550                   | 65                       | 99                        | 57                        | 25                         | 1                           | 0  | 3.35                                 | 8.41                                 | 1.27                                 |
| (V10) (541GD) David F Winder VA<br>CBOC   | 3,981                             | 3,918                         | 98.42%   | 63                             | 1.58%  | 3,569                   | 192                      | 157                       | 53                        | 3                          | 5                           | 2  | 1.82                                 | 4.67                                 | 1.72                                 |
| (V10) (541GE) McCafferty  | 684                               | 680                           | 99.42%   | 4                              | 0.58%  | 620                     | 39                       | 21                        | 3                         | 1                          | 0                           | 0  | 1.54                                 | 5.12                                 | 2.04                                 |
| (V10) (541GF) Painesville   | 1,927                             | 1,831                         | 95.02%   | 96                             | 4.98%  | 1,709                   | 64                       | 58                        | 69                        | 25                         | 1                           | 1  | 4.23                                 | 6.50                                 | 2.94                                 |
| (V10) (541GG) Akron   | 6,813                             | 6,453                         | 94.72%   | 360                            | 5.28%  | 5,316                   | 561                      | 576                       | 313                       | 36                         | 10                          | 1  | 4.51                                 | 7.13                                 | 4.99                                 |
| (V10) (541GH) East Liverpool  | 1,293                             | 1,213                         | 93.81%   | 80                             | 6.19%  | 1,127                   | 47                       | 39                        | 46                        | 27                         | 7                           | 0  | 4.93                                 | 8.19                                 | 3.58                                 |
| (V10) (541GI) Warren  | 1,921                             | 1,835                         | 95.52%   | 86                             | 4.48%  | 1,590                   | 133                      | 112                       | 79                        | 6                          | 1                           | 0  | 4.74                                 | 7.26                                 | 1.93                                 |
| (V10) (541GJ) New Philadelphia  | 1,635                             | 1,613                         | 98.65%   | 22                             | 1.35%  | 1,452                   | 93                       | 68                        | 19                        | 3                          | 0                           | 0  | 1.59                                 | 4.18                                 | 1.96                                 |
| (V10) (541GK) Ravenna   | 1,744                             | 1,669                         | 95.70%   | 75                             | 4.30%  | 1,520                   | 87                       | 62                        | 54                        | 9                          | 6                           | 6  | 2.61                                 | 5.99                                 | 6.57                                 |
| (V10) (541GL) Parma   | 9,302                             | 8,781                         | 94.40%   | 521                            | 5.60%  | 7,331                   | 652                      | 798                       | 462                       | 50                         | 9                           | 0  | 3.76                                 | 8.27                                 | 3.50                                 |
| (V10) (541GM) Cleveland VA Clinic-<br>Superior  | 73                                | 67                            | 91.78%   | 6                              | 8.22%  | 15                      | 5                        | 47                        | 6                         | 0                          | 0                           | 0  |                                      |                                      |                                      |
| (V10) (541GN) State Street  | 882                               | 850                           | 96.37%   | 32                             | 3.63%  | 748                     | 52                       | 50                        | 13                        | 17                         | 1                           | 1  |                                      | 7.54                                 | 2.96                                 |
| (V10) (541QA) Summit County   | 1                                 | 1                             | 100.00%  | 0                              | 0.00%  | 1                       | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      |                                      |                                      |
| (V10) (541QB) Cleveland VA Clinic-<br>Euclid  | 1,059                             | 1,056                         | 99.72%   | 3                              | 0.28%  | 1,007                   | 32                       | 17                        | 3                         | 0                          | 0                           | 0  |                                      |                                      |                                      |
| (V10) (541QF) Cuyahoga County 4<br>VA Mobile Clinic   | 193                               | 105                           | 54.40%   | 88                             | 45.60%   | 97                      | 3                        | 5                         | 12                        | 15                         | 23                          | 38                                       |                                      | 49.11                                |                                      |
| (V10) (552) Dayton, OH  | 28,187                            | 27,050                        | 95.97%   | 1,137                          | 4.03%  | 23,911                  | 1,696                    | 1,443                     | 884                       | 170                        | 69                          | 14                                       | 1.76                                 | 8.03                                 | 2.24                                 |
| (V10) (552) Dayton VAMC   | 22,255                            | 21,304                        | 95.73%   | 951                            | 4.27%  | 18,768                  | 1,339                    | 1,197                     | 727                       | 144                        | 66                          | 14                                       | 1.94                                 | 7.80                                 | 1.88                                 |
| (V10) (552GA) Middletown  | 1,441                             | 1,376                         | 95.49%   | 65                             | 4.51%  | 1,181                   | 115                      | 80                        | 61                        | 4                          | 0                           | 0  | 2.15                                 | 9.21                                 | 2.83                                 |
| (V10) (552GB) Lima  | 1,690                             | 1,648                         | 97.51%   | 42                             | 2.49%  | 1,547                   | 64                       | 37                        | 26                        | 13                         | 3                           | 0  | 0.86                                 | 12.73                                | 3.39                                 |
| (V10) (552GC) Richmond  | 1,432                             | 1,391                         | 97.14%   | 41                             | 2.86%  | 1,234                   | 89                       | 68                        | 34                        | 7                          | 0                           | 0  | 1.64                                 | 9.47                                 | 4.75                                 |
| (V10) (552GD) Springfield   | 1,369                             | 1,331                         | 97.22%   | 38                             | 2.78%  | 1,181                   | 89                       | 61                        | 36                        | 2                          | 0                           | 0  | 1.67                                 | 7.83                                 | 3.61                                 |
| (V10) (757) Columbus, OH  | 33,161                            | 31,277                        | 94.32%   | 1,884                          | 5.68%  | 26,390                  | 2,211                    | 2,676                     | 1,439                     | 361                        | 61                          | 23                                       | 4.76                                 | 8.70                                 | 3.26                                 |
| (V10) (757) Chalmers P Wylie<br>Veterans OC   | 26,905                            | 25,316                        | 94.09%   | 1,589                          | 5.91%  | 21,246                  | 1,794                    | 2,276                     | 1,188                     | 321                        | 60                          | 20                                       | 4.08                                 | 8.80                                 | 2.70                                 |
| (V10) (757GA) Zanesville  | 1,091                             | 1,014                         | 92.94%   | 77                             | 7.06%  | 851                     | 68                       | 95                        | 63                        | 14                         | 0                           | 0  | 8.47                                 | 9.07                                 | 1.68                                 |
| (V10) (757GB) Grove City  | 1,042                             | 1,037                         | 99.52%   | 5                              | 0.48%  | 926                     | 86                       | 25                        | 5                         | 0                          | 0                           | 0  | 2.33                                 | 3.42                                 | 1.45                                 |
| (V10) (757GC) Marion  | 1,032                             | 1,018                         | 98.64%   | 14                             | 1.36%  | 932                     | 58                       | 28                        | 12                        | 2                          | 0                           | 0  | 2.93                                 | 4.50                                 | 1.67                                 |
| (V10) (757GD) Newark  | 1,589                             | 1,450                         | 91.25%   | 139                            | 8.75%  | 1,096                   | 161                      | 193                       | 116                       | 19                         | 1                           | 3  | 8.70                                 | 9.93                                 | 11.77                                |
| (V10) (757QC) Columbus VA Clinic  | 1,502                             | 1,442                         | 96.01%   | 60                             | 3.99%  | 1,339                   | 44                       | 59                        | 55                        | 5                          | 0                           | 0  |                                      |                                      | 3.64                                 |
| (V11) (506) Ann Arbor, MI   | 37,522                            | 35,513                        | 94.65%   | 2,009                          | 5.35%  | 31,709                  | 1,842                    | 1,962                     | 1,335                     | 416                        | 126                         | 132                                      | 4.08                                 | 8.04                                 | 2.91                                 |
| (V11) (506) Ann Arbor VAMC  | 27,450                            | 25,923                        | 94.44%   | 1,527                          | 5.56%  | 23,487                  | 1,174                    | 1,262                     | 971                       | 356                        | 80                          | 120                                      | 3.45                                 | 7.74                                 | 3.14                                 |
| (V11) (506GA) Toledo  | 7,049                             | 6,595                         | 93.56%   | 454                            | 6.44%  | 5,681                   | 399                      | 515                       | 339                       | 57                         | 46                          | 12                                       | 5.13                                 | 9.77                                 | 1.83                                 |
| (V11) (506GB) Flint   | 1,376                             | 1,359                         | 98.76%   | 17                             | 1.24%  | 1,183                   | 79                       | 97                        | 15                        | 2                          | 0                           | 0  | 4.37                                 | 2.49                                 | 3.76                                 |
| (V11) (506GC) Jackson   | 1,146                             | 1,136                         | 99.13%   | 10                             | 0.87%  | 961                     | 118                      | 57                        | 9                         | 1                          | 0                           | 0  | 3.56                                 | 1.16                                 | 3.50                                 |

| Completed Appointment Wait Times National,<br>Facility, and Division Level Summaries.<br>Wait Time Measured from Preferred Date<br>For the Reporting Period Ending: September<br>2017 | Total Completed<br>Appointments 1 | Completed within<br>30 Days 2 | Percent<br>Appts<br>Complete<br>d in 30<br>Days or<br>Less 3 | Completed in<br>Over 30 Days 4 | Percent<br>Appts<br>Complete<br>d in Over<br>30 Days 5 |        | Completed 8-14<br>Days 7 | Completed 15-30<br>Days 8 | Completed 31-60<br>Days 9 | Completed 61-90<br>Days 10 | Completed 91-120<br>Days 11 | Completed in<br>more than 120<br>Days 12 | PC Avg<br>Wait Time<br>in Days<br>13 | SC Avg<br>Wait Time<br>in Days<br>14 | MH Avg<br>Wait Time<br>in Days<br>15 |
|---|-----------------------------------|-------------------------------|--|--------------------------------|--|--------|--------------------------|---------------------------|---------------------------|----------------------------|-----------------------------|--|--------------------------------------|--------------------------------------|--------------------------------------|
| (V11) (506QA) Ann Arbor VA Clinic   | 501                               |                               |  |                                | 0.20%  |        | 72                       |                           | 1                         | 0                          |                             |  |                                      | 9.99                                 |                                      |
| (V11) (515) Battle Creek, MI  | 24,217                            |                               |  |                                |  |        |                          |                           |                           |                            |                             | 6  |                                      |                                      | 3.73                                 |
| (V11) (515) Battle Creek VAMC   | 10,965                            |                               | 95.96%   |                                |  |        |                          |                           | 377                       | 55                         |                             |  | 2.55                                 | 9.57                                 | 3.66                                 |
| (V11) (515BU) Battle Creek<br>Domiciliary   | 82                                | 82                            | 100.00%  | 0                              | 0.00%  | 82     | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      |                                      |                                      |
| (V11) (515BY) Wyoming   | 9,385                             | 8,686                         | 92.55%   | 699                            | 7.45%  | 7,149  | 719                      | 818                       | 441                       | 177                        | 77                          | 4  | 3.06                                 | 11.18                                | 4.28                                 |
| (V11) (515GA) Muskegon  | 1,504                             | 1,496                         | 99.47%   | 8                              | 0.53%  | 1,407  | 68                       | 21                        | 8                         | 0                          | 0                           | 0  | 1.65                                 | 0.16                                 | 2.49                                 |
| (V11) (515GB) Lansing South   | 1,354                             | 1,339                         | 98.89%   | 15                             | 1.11%  | 1,174  | 91                       | 74                        | 15                        | 0                          | 0                           | 0  | 2.66                                 | 2.56                                 | 4.46                                 |
| (V11) (515GC) Benton Harbor   | 848                               | 844                           | 99.53%   | 4                              | 0.47%  | 806    | 31                       | 7                         | 4                         | 0                          | 0                           | 0  | 1.71                                 | 0.41                                 | 2.22                                 |
| (V11) (515QA) Lansing North   | 44                                | 44                            | 100.00%  | 0                              | 0.00%  | 44     | 0                        | 0                         | 0                         | 0                          | 0                           | 0  | 1.86                                 |                                      |                                      |
| (V11) (515QB) Century Avenue  | 35                                | 35                            | 100.00%  | 0                              | 0.00%  | 35     | 0                        | 0                         | 0                         | 0                          | 0                           | 0  | 1.46                                 |                                      |                                      |
| (V11) (550) Danville, IL  | 17,948                            | 17,354                        | 96.69%   | 594                            | 3.31%  | 15,754 | 646                      | 954                       | 471                       | 118                        | 4                           | 1  | 2.21                                 | 7.18                                 | 1.04                                 |
| (V11) (550) Danville VAMC   | 10,386                            | 10,168                        | 97.90%   | 218                            | 2.10%  | 9,356  | 320                      | 492                       | 199                       | 17                         | 1                           | 1  | 1.25                                 | 5.08                                 | 0.35                                 |
| (V11) (550BY) Bob Michel VA OPC   | 4,493                             | 4,138                         | 92.10%   | 355                            | 7.90%  | 3,552  | 252                      | 334                       | 252                       | 101                        | 2                           | 0  | 3.93                                 | 13.02                                | 2.60                                 |
| (V11) (550GA) Decatur   | 1,292                             | 1,276                         | 98.76%   | 16                             | 1.24%  | 1,176  | 28                       | 72                        | 16                        | 0                          | 0                           | 0  | 1.29                                 | 5.83                                 | 0.75                                 |
| (V11) (550GD) Springfield   | 1,300                             | 1,297                         | 99.77%   | 3                              | 0.23%  | 1,236  | 34                       | 27                        | 2                         | 0                          | 1                           | 0  | 1.24                                 | 2.35                                 | 0.75                                 |
| (V11) (550GF) Charleston  | 477                               | 475                           | 99.58%   | 2                              | 0.42%  | 434    | 12                       | 29                        | 2                         | 0                          | 0                           | 0  | 3.40                                 | 0.88                                 | 0.93                                 |
| (V11) (553) Detroit, MI   | 28,494                            | 27,225                        | 95.55%   | 1,269                          | 4.45%  | 23,244 | 1,614                    | 2,367                     | 1,009                     | 135                        | 63                          | 62                                       | 5.49                                 | 6.51                                 | 2.41                                 |
| (V11) (553) John D Dingell VAMC   | 26,567                            | 25,356                        | 95.44%   | 1,211                          | 4.56%  | 21,668 | 1,482                    | 2,206                     | 960                       | 129                        | 62                          | 60                                       | 5.93                                 | 6.46                                 | 2.41                                 |
| (V11) (553GA) Yale  | 895                               | 867                           | 96.87%   | 28                             | 3.13%  | 742    | 56                       | 69                        | 28                        | 0                          | 0                           | 0  | 4.51                                 |                                      | 0.00                                 |
| (V11) (553GB) Pontiac   | 945                               | 915                           | 96.83%   | 30                             | 3.17%  | 753    | 73                       | 89                        | 21                        | 6                          | 1                           | 2  | 4.56                                 | 8.60                                 | 6.00                                 |
| (V11) (553QA) Piquette Street   | 87                                | 87                            | 100.00%  | 0                              | 0.00%  | 81     | 3                        | 3                         | 0                         | 0                          | 0                           | 0  | 0.04                                 |                                      |                                      |
| (V11) (583) Indianapolis, IN  | 42,593                            | 41,369                        | 97.13%   | 1,224                          | 2.87%  | 36,704 | 2,219                    | 2,446                     | 958                       | 179                        | 34                          | 53                                       | 2.47                                 | 4.67                                 | 4.18                                 |
| (V11) (583) Richard L Roudebush<br>VAMC   | 36,634                            | 35,468                        | 96.82%   | 1,166                          | 3.18%  | 31,246 | 1,970                    | 2,252                     | 908                       | 174                        | 31                          | 53                                       | 3.27                                 | 4.78                                 | 4.36                                 |
| (V11) (583BU) Indianapolis VADOM  | 1                                 | 1                             | 100.00%  | 0                              | 0.00%  | 1      | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      |                                      |                                      |
| (V11) (583GA) Terre Haute   | 1,006                             | 1,006                         | 100.00%  | 0                              | 0.00%  | 979    | 10                       | 17                        | 0                         | 0                          | 0                           | 0  | 0.09                                 | 4.29                                 |                                      |
| (V11) (583GB) Bloomington   | 785                               | 779                           | 99.24%   | 6                              | 0.76%  | 724    | 16                       | 39                        | 5                         | 1                          | 0                           | 0  | 1.65                                 | 2.21                                 |                                      |
| (V11) (583GC) Martinsville  | 621                               | 621                           | 100.00%  | 0                              | 0.00%  | 598    | 21                       | 2                         | 0                         | 0                          | 0                           | 0  | 0.69                                 | 1.36                                 | 0.21                                 |
| (V11) (583GD) Indianapolis West VA<br>Clinic  | 1,347                             | 1,324                         | 98.29%   | 23                             | 1.71%  | 1,258  | 44                       | 22                        | 19                        | 3                          | 1                           | 0  | 1.05                                 | 1.81                                 | 0.53                                 |
| (V11) (583GE) West Lafayette  | 721                               | 714                           | 99.03%   | 7                              | 0.97%  | 637    | 37                       | 40                        | 7                         | 0                          | 0                           | 0  | 2.32                                 | 0.43                                 | 3.75                                 |
| (V11) (583GF) Wakeman   | 731                               | 725                           | 99.18%   | 6                              | 0.82%  | 632    | 66                       | 27                        | 4                         | 1                          | 1                           | 0  | 2.39                                 | 3.86                                 | 2.99                                 |
| (V11) (583QA) Monroe County   | 394                               | 393                           | 99.75%   | 1                              | 0.25%  | 352    | 20                       | 21                        | 1                         | 0                          | 0                           | 0  |                                      |                                      | 2.97                                 |
| (V11) (583QB) Indianapolis VA Clinic  | 29                                | 29                            | 100.00%  | 0                              | 0.00%  | 29     | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      |                                      |                                      |
| (V11) (583QC) Vigo County   | 324                               | 309                           | 95.37%   | 15                             | 4.63%  | 248    | 35                       | 26                        | 14                        | 0                          | 1                           | 0  |                                      |                                      | 6.01                                 |
| (V11) (610) Northern Indiana HCS, IN  | 28,194                            | 27,153                        | 96.31%   | 1,041                          | 3.69%  | 23,920 | 1,515                    | 1,718                     | 783                       | 189                        | 56                          | 13                                       | 4.82                                 | 8.56                                 | 2.15                                 |
| (V11) (610) Marion VAMC   | 7,801                             | 7,516                         | 96.35%   | 285                            | 3.65%  | 6,465  | 427                      | 624                       | 241                       | 27                         | 8                           | 9  | 6.17                                 | 8.77                                 | 3.08                                 |
| (V11) (610A4) Fort Wayne VAMC   | 11,555                            | 10,933                        | 94.62%   | 622                            | 5.38%  | 9,361  | 717                      | 855                       | 464                       | 112                        | 43                          | 3  | 5.36                                 | 8.43                                 | 1.61                                 |
| (V11) (610BU) Marion VADOM  | 36                                | 36                            | 100.00%  | 0                              | 0.00%  | 33     | 3                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      |                                      |                                      |
| (V11) (610BY) St. Joseph County VA  | 1,237                             | 1,237                         | 100.00%  | 0                              | 0.00%  | 1,201  | 36                       | 0                         | 0                         | 0                          | 0                           | 0  | 1.19                                 |                                      | 0.60                                 |
| Clinic<br>(V11) (610GA) South Bend  | 850                               | 842                           | 99.06%   | 8                              | 0.94%  | 784    | 41                       | 17                        | 8                         | 0                          | 0                           | 0  | 2.11                                 | 5.77                                 | 0.61                                 |
| (V11) (610GB) Muncie  | 1,676                             |                               | 98.21%   |                                |  |        |                          |                           |                           |                            | 0                           |  |                                      | 6.95                                 | 3.04                                 |
| (V11) (610GC) Goshen  | 988                               |                               | 98.79%   |                                |  |        | 56                       |                           |                           | 2                          |                             | 0  |                                      |                                      | 4.09                                 |
| (V11) (610GD) Peru  | 1,016                             |                               |  |                                |  |        | 69                       |                           | 21                        | 42                         |                             |  | 10.82                                |                                      | 1.42                                 |
| (V11) (610QA) Fort Wayne VA Clinic  | 2,675                             |                               |  |                                |  |        | 74                       |                           | 11                        | 5                          |                             | 0  |                                      | 15.08                                | 1.78                                 |
| (V.1) (010 so y) 1 oft waying VA Offillo  | 2,073                             | 2,000                         | 00.0070  | 17                             | 0.04/0   | 2,540  | '4                       | 44                        | - 11                      |                            | <u>'</u>                    |  |                                      | 10.00                                | 1.75                                 |

| Completed Appointment Wait Times National, Facility, and Division Level Summaries. Wait Time Measured from Preferred Date For the Reporting Period Ending: September 2017 | Total Completed<br>Appointments 1 | Completed within<br>30 Days 2 | Percent<br>Appts<br>Complete<br>d in 30<br>Days or<br>Less 3 | Completed in<br>Over 30 Days 4 | Percent<br>Appts<br>Complete<br>d in Over<br>30 Days 5 |        | Completed 8-14<br>Days 7 | Completed 15-30<br>Days 8 | Completed 31-60<br>Days 9 | Completed 61-90<br>Days 10 | Completed 91-120<br>Days 11 | Completed in<br>more than 120<br>Days 12 | PC Avg<br>Wait Time<br>in Days<br>13 | SC Avg<br>Wait Time<br>in Days<br>14 | MH Avg<br>Wait Time<br>in Days<br>15 |
|---|-----------------------------------|-------------------------------|--|--------------------------------|--|--------|--------------------------|---------------------------|---------------------------|----------------------------|-----------------------------|--|--------------------------------------|--------------------------------------|--------------------------------------|
| (V11) (610QB) Columbia Place  | 360                               | 360                           | 100.00%  | 0                              | 0.00%  | 360    | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      |                                      | 0.00                                 |
| (V11) (655) Saginaw, MI   | 23,111                            | 21,735                        | 94.05%   | 1,376                          | 5.95%  | 18,814 | 1,290                    | 1,631                     | 1,107                     | 195                        | 48                          | 26                                       | 3.42                                 | 8.26                                 | 2.87                                 |
| (V11) (655) Aleda E Lutz VAMC   | 12,607                            | 11,530                        | 91.46%   | 1,077                          | 8.54%  | 9,834  | 706                      | 990                       | 852                       | 154                        | 46                          | 25                                       | 3.26                                 | 9.19                                 | 0.51                                 |
| (V11) (655GA) Gaylord   | 1,069                             | 1,030                         | 96.35%   | 39                             | 3.65%  | 884    | 64                       | 82                        | 34                        | 5                          | 0                           | 0  | 5.18                                 | 2.42                                 | 1.59                                 |
| (V11) (655GB) Traverse City   | 823                               | 766                           | 93.07%   | 57                             | 6.93%  | 687    | 39                       | 40                        | 51                        | 6                          | 0                           | 0  | 3.22                                 | 9.18                                 | 0.86                                 |
| (V11) (655GC) Oscoda  | 578                               | 560                           | 96.89%   | 18                             | 3.11%  | 525    | 17                       | 18                        | 17                        | 1                          | 0                           | 0  | 1.60                                 | 2.92                                 | 1.64                                 |
| (V11) (655GD) Lt Col Clement Van<br>Wagoner VA Clinic   | 854                               | 822                           | 96.25%   | 32                             | 3.75%  | 695    | 48                       | 79                        | 28                        | 3                          | 1                           | 0  | 3.16                                 | 4.37                                 | 6.12                                 |
| (V11) (655GE) Clare   | 1,265                             | 1,215                         | 96.05%   | 50                             | 3.95%  | 1,059  | 67                       | 89                        | 43                        | 7                          | 0                           | 0  | 2.08                                 | 5.09                                 | 6.75                                 |
| (V11) (655GF) Bad Axe   | 603                               | 577                           | 95.69%   | 26                             | 4.31%  | 481    | 39                       | 57                        | 17                        | 8                          | 1                           | 0  | 7.16                                 | 4.60                                 | 2.27                                 |
| (V11) (655GG) Cadillac  | 1,073                             | 1,072                         | 99.91%   | 1                              | 0.09%  | 922    | 75                       | 75                        | 1                         | 0                          | 0                           | 0  | 2.50                                 | 3.42                                 | 2.11                                 |
| (V11) (655GH) Cheboygan   | 533                               | 519                           | 97.37%   | 14                             | 2.63%  | 471    | 23                       | 25                        | 12                        | 2                          | 0                           | 0  | 2.04                                 | 3.23                                 | 2.91                                 |
| (V11) (655GI) Grayling  | 517                               | 491                           | 94.97%   | 26                             | 5.03%  | 394    | 54                       | 43                        | 22                        | 3                          | 0                           | 1  | 5.75                                 | 2.81                                 | 6.75                                 |
| (V11) (655QA) Saginaw VA Clinic   | 2,468                             | 2,458                         | 99.59%   | 10                             | 0.41%  | 2,285  | 107                      | 66                        | 8                         | 2                          | 0                           | 0  |                                      | 0.06                                 | 2.20                                 |
| (V11) (655QB) Grand Traverse  | 721                               | 695                           | 96.39%   | 26                             | 3.61%  | 577    | 51                       | 67                        | 22                        | 4                          | 0                           | 0  |                                      | 9.06                                 | 3.67                                 |
| (V12) (537) Jesse Brown VAMC (Chicago), IL  | 37,236                            | 36,077                        | 96.89%   | 1,159                          | 3.11%  | 31,799 | 2,102                    | 2,176                     | 948                       | 127                        | 57                          | 27                                       | 4.41                                 | 5.54                                 | 1.56                                 |
| (V12) (537) Jesse Brown VAMC  | 28,855                            | 27,979                        | 96.96%   | 876                            | 3.04%  | 24,701 | 1,531                    | 1,747                     | 703                       | 93                         | 53                          | 27                                       | 6.41                                 | 5.00                                 | 1.27                                 |
| (V12) (537BY) Adam Benjamin Jr VA<br>OPC  | 6,029                             | 5,750                         | 95.37%   | 279                            | 4.63%  | 5,093  | 350                      | 307                       | 242                       | 33                         | 4                           | 0  | 1.96                                 | 9.45                                 | 2.16                                 |
| (V12) (537GA) Chicago Heights   | 677                               | 674                           | 99.56%   | 3                              | 0.44%  | 586    | 56                       | 32                        | 3                         | 0                          | 0                           | 0  | 3.13                                 | 0.00                                 | 0.86                                 |
| (V12) (537GD) Lakeside  | 1,081                             | 1,081                         | 100.00%  | 0                              | 0.00%  | 917    | 101                      | 63                        | 0                         | 0                          | 0                           | 0  | 3.70                                 |                                      | 0.62                                 |
| (V12) (537HA) Auburn Gresham  | 594                               | 593                           | 99.83%   | 1                              | 0.17%  | 502    | 64                       | 27                        | 0                         | 1                          | 0                           | 0  | 3.46                                 | 0.00                                 | 2.69                                 |
| (V12) (556) Captain James A Lovell FHCC   | 24,882                            | 24,755                        | 99.49%   | 127                            | 0.51%  | 22,907 | 1,106                    | 742                       | 100                       | 19                         | 5                           | 3  | 2.05                                 | 2.94                                 | 2.03                                 |
| (V12) (556) Captain James A Lovell FHCC   | 22,076                            | 21,958                        | 99.47%   | 118                            | 0.53%  | 20,395 | 933                      | 630                       | 94                        | 16                         | 5                           | 3  | 1.73                                 | 2.90                                 | 1.72                                 |
| (V12) (556GA) Evanston  | 508                               | 508                           | 100.00%  | 0                              | 0.00%  | 478    | 19                       | 11                        | 0                         | 0                          | 0                           | 0  | 1.09                                 | 7.31                                 | 2.13                                 |
| (V12) (556GC) McHenry   | 1,507                             | 1,500                         | 99.54%   | 7                              | 0.46%  | 1,314  | 116                      | 70                        | 4                         | 3                          | 0                           | 0  | 3.22                                 | 4.62                                 | 4.05                                 |
| (V12) (556GD) Kenosha   | 791                               | 789                           | 99.75%   | 2                              | 0.25%  | 720    | 38                       | 31                        | 2                         | 0                          | 0                           | 0  | 2.34                                 | 2.57                                 | 2.20                                 |
| V12) (578) Hines, IL  | 45,081                            | 43,900                        | 97.38%   | 1,181                          | 2.62%  | 38,759 | 2,448                    | 2,693                     | 941                       | 163                        | 56                          | 21                                       | 4.78                                 | 5.10                                 | 1.95                                 |
| (V12) (578) Edward Hines Junior<br>Hospital   | 35,817                            | 34,869                        | 97.35%   | 948                            | 2.65%  | 30,906 | 1,870                    | 2,093                     | 741                       | 144                        | 47                          | 16                                       | 5.92                                 | 4.90                                 | 2.12                                 |
| (V12) (578GA) Joliet  | 3,587                             | 3,429                         | 95.60%   | 158                            | 4.40%  | 2,846  | 284                      | 299                       | 133                       | 13                         | 7                           | 5  | 6.24                                 | 7.61                                 | 1.22                                 |
| (V12) (578GC) Kankakee County   | 903                               | 875                           | 96.90%   | 28                             | 3.10%  | 680    | 68                       | 127                       | 25                        | 3                          | 0                           | 0  | 7.57                                 | 5.15                                 |                                      |
| (V12) (578GD) Aurora  | 1,443                             | 1,430                         | 99.10%   | 13                             | 0.90%  |        | 66                       | 59                        |                           | 0                          | 0                           | 0  | 1.73                                 |                                      |                                      |
| (V12) (578GE) Hoffman Estates   | 1,009                             | 1,000                         | 99.11%   | 9                              | 0.89%  |        | 59                       | 46                        |                           | 1                          | 0                           | 0  | 2.84                                 | 4.71                                 |                                      |
| (V12) (578GF) LaSalle   | 1,032                             |                               | 98.74%   | 13                             |  |        | 48                       |                           |                           | 1                          | 0                           | 0  | 1.74                                 |                                      |                                      |
| (V12) (578GG) Oak Lawn  | 1,290                             |                               |  | 12                             |  |        |                          |                           |                           | 1                          | 2                           | 0  | 2.36                                 |                                      |                                      |
| (V12) (585) Iron Mountain, MI   | 10,504                            |                               |  |                                |  |        |                          |                           |                           | 41                         |                             |  | 3.37                                 |                                      |                                      |
| (V12) (585) Oscar G Johnson VAMC  | 6,790                             |                               |  | 233                            |  |        | 508                      |                           |                           | 32                         |                             | 2  |                                      | 6.79                                 |                                      |
| (V12) (585GA) Hancock   | 526                               |                               |  |                                | 0.76%  |        | 23                       |                           |                           | 1                          | 0                           | 0  | 2.22                                 |                                      |                                      |
| (V12) (585GB) Rhinelander   | 817                               |                               |  | 23                             |  |        | 68                       |                           |                           | 4                          | 1                           | 0  | 7.13                                 |                                      |                                      |
| (V12) (585GC) Menominee   | 479                               |                               | 99.37%   | 3                              |  |        |                          |                           |                           | 1                          | 1                           | 0  | 1.48                                 |                                      |                                      |
| (V12) (585GD) Ironwood  | 317                               |                               | 99.37%   | 2                              |  |        |                          |                           | _                         | 0                          |                             | 0  | 0.96                                 |                                      |                                      |
| (V12) (585GF) Manistique  | 253                               |                               |  | 5                              | 1.98%  |        |                          |                           |                           | 0                          |                             | 0  | 4.43                                 |                                      |                                      |
| (V12) (585HA) Marquette MI  | 859                               |                               |  |                                |  |        | 60                       |                           |                           | 3                          |                             | 0  | 3.68                                 |                                      |                                      |
| (V12) (585HB) Sault Saint Marie   | 463                               |                               |  |                                | 0.86%  |        | 13                       |                           |                           | 0                          |                             | 0  | 1.00                                 |                                      |                                      |
| (V12) (607) Madison, WI   | 25,092                            | 23,622                        | 94.14%   | 1,470                          | 5.86%  | 20,118 | 1,657                    | 1,847                     | 1,082                     | 247                        | 71                          | 70                                       | 5.39                                 | 10.93                                | 1.67                                 |

| Completed Appointment Wait Times National,<br>Facility, and Division Level Summaries.<br>Wait Time Measured from Preferred Date<br>For the Reporting Period Ending: September<br>2017 | Total Completed<br>Appointments 1 | Completed within<br>30 Days 2 | Percent<br>Appts<br>Complete<br>d in 30<br>Days or<br>Less 3 | Completed in<br>Over 30 Days 4 | Percent<br>Appts<br>Complete<br>d in Over<br>30 Days 5 | Completed 0-7 Days<br>6 | Completed 8-14<br>Days 7 | Completed 15-30<br>Days 8 | Completed 31-60<br>Days 9 | Completed 61-90<br>Days 10 | Completed 91-120<br>Days 11 | Completed in<br>more than 120<br>Days 12 | PC Avg<br>Wait Time<br>in Days<br>13 |       | MH Avg<br>Wait Time<br>in Days<br>15 |
|---|-----------------------------------|-------------------------------|--|--------------------------------|--|-------------------------|--------------------------|---------------------------|---------------------------|----------------------------|-----------------------------|--|--------------------------------------|-------|--------------------------------------|
| (V12) (607) William S. Middleton<br>Memorial Veterans Hospital  | 16,717                            | 15,491                        | 92.67%   | 1,226                          | 7.33%  | 12,906                  | 1,135                    | 1,450                     | 866                       | 224                        | 68                          | 68                                       | 7.21                                 | 11.31 | 1.78                                 |
| (V12) (607GC) Janesville  | 967                               | 951                           | 98.35%   | 16                             | 1.65%  | 823                     | 88                       | 40                        | 16                        | 0                          | 0                           | 0  | 5.99                                 | 0.43  | 0.49                                 |
| (V12) (607GD) Baraboo   | 602                               | 587                           | 97.51%   | 15                             | 2.49%  | 527                     | 28                       | 32                        | 15                        | 0                          | 0                           | 0  | 4.11                                 | 4.55  | 0.21                                 |
| (V12) (607GE) Beaver Dam  | 635                               | 631                           | 99.37%   | 4                              | 0.63%  | 590                     | 13                       | 28                        | 4                         | 0                          | 0                           | 0  | 2.64                                 | 3.42  | 0.47                                 |
| (V12) (607GF) Freeport  | 503                               | 500                           | 99.40%   | 3                              | 0.60%  | 461                     | 29                       | 10                        | 3                         | 0                          | 0                           | 0  | 3.45                                 | 0.42  | 0.00                                 |
| (V12) (607GG) Madison West VA<br>Clinic   | 2,343                             | 2,259                         | 96.41%   | 84                             | 3.59%  | 1,956                   | 156                      | 147                       | 73                        | 9                          | 2                           | 0  | 6.33                                 | 9.55  | 2.76                                 |
| (V12) (607HA) Rockford  | 3,325                             | 3,203                         | 96.33%   | 122                            | 3.67%  | 2,855                   | 208                      | 140                       | 105                       | 14                         | 1                           | 2  | 4.83                                 | 8.64  | 1.43                                 |
| (V12) (676) Tomah, WI   | 14,399                            | 14,007                        | 97.28%   | 392                            | 2.72%  | 12,876                  | 609                      | 522                       | 298                       | 67                         | 24                          | 3  | 2.35                                 | 7.73  | 2.20                                 |
| (V12) (676) Tomah VAMC  | 9,361                             | 9,058                         | 96.76%   | 303                            | 3.24%  | 8,351                   | 375                      | 332                       | 225                       | 54                         | 21                          | 3  | 2.29                                 | 8.26  | 1.54                                 |
| (V12) (676GA) Wausau  | 1,417                             | 1,412                         | 99.65%   | 5                              | 0.35%  | 1,337                   | 54                       | 21                        | 4                         | 1                          | 0                           | 0  | 1.78                                 | 0.00  | 1.65                                 |
| (V12) (676GC) River Valley  | 1,498                             | 1,468                         | 98.00%   | 30                             | 2.00%  | 1,305                   | 84                       | 79                        | 25                        | 5                          | 0                           | 0  | 2.79                                 | 8.02  | 3.56                                 |
| (V12) (676GD) Wisconsin Rapids  | 1,872                             | 1,821                         | 97.28%   | 51                             | 2.72%  | 1,647                   | 86                       | 88                        | 41                        | 7                          | 3                           | 0  | 2.68                                 | 5.94  | 2.70                                 |
| (V12) (676GE) Clark County  | 251                               | 248                           | 98.80%   | 3                              | 1.20%  | 236                     | 10                       | 2                         | 3                         | 0                          | 0                           | 0  | 2.40                                 | 0.00  | 1.92                                 |
| (V12) (695) Milwaukee, WI   | 53,695                            | 52,054                        | 96.94%   | 1,641                          | 3.06%  | 45,728                  | 3,162                    | 3,164                     | 1,379                     | 206                        | 39                          | 17                                       | 4.41                                 | 6.03  | 2.26                                 |
| (V12) (695) Clement J Zablocki<br>VAMC  | 36,157                            | 35,171                        | 97.27%   | 986                            | 2.73%  | 31,024                  | 2,141                    | 2,006                     | 826                       | 124                        | 27                          | 9  | 3.80                                 | 5.56  | 1.26                                 |
| (V12) (695BU) VADOM Milwaukee   | 71                                | 71                            | 100.00%  | 0                              | 0.00%  | 71                      | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      |       |                                      |
| (V12) (695BY) Appleton  | 6,007                             | 5,833                         | 97.10%   | 174                            | 2.90%  | 5,090                   | 341                      | 402                       | 155                       | 16                         | 1                           | 2  | 3.87                                 | 10.60 | 5.23                                 |
| (V12) (695GA) Union Grove WI  | 1,018                             | 1,013                         | 99.51%   | 5                              | 0.49%  | 962                     | 38                       | 13                        | 5                         | 0                          | 0                           | 0  | 1.96                                 | 0.71  | 0.78                                 |
| (V12) (695GC) Cleveland   | 1,159                             | 1,098                         | 94.74%   | 61                             | 5.26%  | 894                     | 73                       | 131                       | 56                        | 1                          | 3                           | 1  | 9.81                                 | 1.33  | 4.78                                 |
| (V12) (695GD) Milo C Huempfner VA<br>OPC  | 9,163                             | 8,748                         | 95.47%   | 415                            | 4.53%  | 7,567                   | 569                      | 612                       | 337                       | 65                         | 8                           | 5  | 5.44                                 | 6.33  | 3.49                                 |
| (V12) (695QA) Milwaukee VA Clinic   | 120                               | 120                           | 100.00%  | 0                              | 0.00%  | 120                     | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      |       |                                      |
| (V15) (589) Columbia, MO  | 23,648                            | 22,423                        | 94.82%   | 1,225                          | 5.18%  | 19,035                  | 1,601                    | 1,787                     | 913                       | 199                        | 68                          | 45                                       | 4.26                                 | 8.83  | 3.77                                 |
| (V15) (589A4) Harry S. Truman<br>VAMC   | 18,239                            | 17,135                        | 93.95%   | 1,104                          | 6.05%  | 14,430                  | 1,229                    | 1,476                     | 813                       | 183                        | 65                          | 43                                       | 4.23                                 | 9.37  | 4.59                                 |
| (V15) (589BX) Harry S. Truman<br>Domiciliary  | 14                                | 14                            | 100.00%  | 0                              | 0.00%  | 14                      | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      |       |                                      |
| (V15) (589G8) Jefferson City, MO  | 1,202                             | 1,148                         | 95.51%   | 54                             | 4.49%  | 952                     | 107                      | 89                        | 47                        | 6                          | 0                           | 1  | 5.31                                 | 7.00  | 2.60                                 |
| (V15) (589GE) Kirksville  | 484                               | 483                           | 99.79%   | 1                              | 0.21%  | 439                     | 28                       | 16                        | 0                         | 0                          | 0                           | 1  | 2.75                                 | 4.22  | 0.33                                 |
| (V15) (589GF) Fort Leonard Wood<br>VA Clinic  | 1,158                             | 1,148                         | 99.14%   | 10                             | 0.86%  | 994                     | 90                       | 64                        | 10                        | 0                          | 0                           | 0  | 3.52                                 | 3.69  | 2.30                                 |
| (V15) (589GH) Lake of the Ozarks  | 561                               | 560                           | 99.82%   | 1                              | 0.18%  | 511                     | 24                       | 25                        | 1                         | 0                          | 0                           | 0  | 2.35                                 | 0.13  | 1.59                                 |
| (V15) (589GX) Mexico  | 366                               | 365                           | 99.73%   | 1                              | 0.27%  | 323                     | 32                       | 10                        | 1                         | 0                          | 0                           | 0  | 3.25                                 | 0.00  | 1.49                                 |
| (V15) (589GY) St. James   | 529                               | 509                           | 96.22%   | 20                             | 3.78%  | 415                     | 43                       | 51                        | 17                        | 3                          | 0                           | 0  | 7.47                                 | 0.00  | 5.12                                 |
| (V15) (589JA) Sedalia   | 469                               | 440                           | 93.82%   | 29                             | 6.18%  | 400                     | 21                       | 19                        | 20                        | 6                          | 3                           | 0  | 7.12                                 | 5.95  | 1.16                                 |
| (V15) (589JD) Marshfield  | 626                               | 621                           | 99.20%   | 5                              | 0.80%  | 557                     | 27                       | 37                        | 4                         | 1                          | 0                           | 0  | 2.73                                 | 3.31  | 2.40                                 |
| (V15) (589) Kansas City, MO   | 29,611                            | 29,221                        | 98.68%   | 390                            | 1.32%  | 26,405                  | 1,417                    | 1,399                     | 340                       | 43                         | 3                           | 4  | 2.23                                 | 3.35  | 2.42                                 |
| (V15) (589) Kansas City VAMC  | 22,563                            | 22,198                        | 98.38%   | 365                            | 1.62%  | 19,824                  | 1,153                    | 1,221                     | 319                       | 39                         | 3                           | 4  | 3.09                                 | 3.58  | 1.88                                 |
| (V15) (589G1) Warrensburg   | 1,101                             | 1,101                         | 100.00%  | 0                              | 0.00%  | 1,018                   | 57                       | 26                        | 0                         | 0                          | 0                           | 0  | 1.46                                 | 1.65  | 3.35                                 |
| (V15) (589GB) Belton  | 511                               | 511                           | 100.00%  | 0                              | 0.00%  | 510                     |                          | 0                         | 0                         | 0                          | 0                           | 0  | 0.07                                 | 0.00  | 0.00                                 |
| (V15) (589GC) Paola   | 277                               |                               | 100.00%  |                                | 0.0070   | 248                     |                          | 9                         | 0                         |                            | 0                           | 0  |                                      |       |                                      |
| (V15) (589GD) Nevada  | 471                               |                               | 100.00%  |                                | 0.0070   | 454                     | 14                       | 3                         | 0                         |                            |                             |  |                                      |       | 2.44                                 |
| (V15) (589GZ) Cameron   | 158                               |                               | 100.00%  |                                | 0.0070   | 158                     |                          | 0                         | 0                         |                            |                             |  |                                      |       | 0.00                                 |
| (V15) (589HK) Kansas City VA<br>Mobile Clinic   | 90                                | 90                            | 100.00%  | 0                              | 0.00%  | 90                      | 0                        | 0                         | 0                         | 0                          | 0                           | 0  | 0.09                                 |       |                                      |
| (V15) (589JB) Excelsior Springs   | 635                               | 634                           | 99.84%   | 1                              | 0.16%  | 586                     | 36                       | 12                        | 1                         | 0                          | 0                           | 0  | 2.94                                 | 0.22  | 1.11                                 |
| (V15) (589JF) Honor   | 3,198                             | 3,175                         | 99.28%   | 23                             | 0.72%  | 2,915                   | 134                      | 126                       | 19                        | 4                          | 0                           | 0  | 2.32                                 | 1.16  | 3.83                                 |

| Completed Appointment Wait Times National,<br>Facility, and Division Level Summaries.<br>Wait Time Measured from Preferred Date<br>For the Reporting Period Ending: September<br>2017 | Total Completed<br>Appointments 1 | Completed within<br>30 Days 2 | Percent<br>Appts<br>Complete<br>d in 30<br>Days or<br>Less 3 | Completed in<br>Over 30 Days 4 | Percent<br>Appts<br>Complete<br>d in Over<br>30 Days 5 | Completed 0-7 Days<br>6 | Completed 8-14<br>Days 7 | Completed 15-30<br>Days 8 | Completed 31-60<br>Days 9 | Completed 61-90<br>Days 10 | Completed 91-120<br>Days 11 | Completed in<br>more than 120<br>Days 12 | PC Avg<br>Wait Time<br>in Days<br>13 | SC Avg<br>Wait Time<br>in Days<br>14 | MH Avg<br>Wait Time<br>in Days<br>15 |
|---|-----------------------------------|-------------------------------|--|--------------------------------|--|-------------------------|--------------------------|---------------------------|---------------------------|----------------------------|-----------------------------|--|--------------------------------------|--------------------------------------|--------------------------------------|
| (V15) (589MC) IDES Whiteman AFB   | 7                                 | 7                             | 100.00%  | 0                              | 0.00%  | 7                       | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      | 0.00                                 |                                      |
| (V15) (589QA) Overland Park   | 600                               | 599                           | 99.83%   | 1                              | 0.17%  | 595                     | 2                        | 2                         | 1                         | 0                          | 0                           | 0  | 0.49                                 | 0.21                                 |                                      |
| (V15) (589) Eastern KS HCS, KS  | 26,234                            | 24,816                        | 94.59%   | 1,418                          | 5.41%  | 22,057                  | 1,182                    | 1,577                     | 1,126                     | 225                        | 36                          | 31                                       | 6.33                                 | 8.40                                 | 2.93                                 |
| (V15) (589A5) Colmery-O'Neil VAMC   | 12,665                            | 12,171                        | 96.10%   | 494                            | 3.90%  | 10,652                  | 624                      | 895                       | 409                       | 63                         | 16                          | 6  | 5.00                                 | 6.83                                 | 2.69                                 |
| (V15) (589A6) Dwight D. Eisenhower VAMC   | 9,747                             | 8,912                         | 91.43%   | 835                            | 8.57%  | 8,038                   | 374                      | 500                       | 642                       | 157                        | 18                          | 18                                       | 9.19                                 | 10.20                                | 2.55                                 |
| (V15) (589BU) Leavenworth DCHV  | 1,115                             | 1,114                         | 99.91%   | 1                              | 0.09%  | 1,098                   | 11                       | 5                         | 1                         | 0                          | 0                           | 0  |                                      | 0.00                                 | 0.54                                 |
| (V15) (589G9) Ft. Riley   | 27                                | 27                            | 100.00%  | 0                              | 0.00%  | 1                       | 8                        | 18                        | 0                         | 0                          | 0                           | 0  |                                      | 18.33                                |                                      |
| (V15) (589GI) St. Joseph  | 759                               | 750                           | 98.81%   | 9                              | 1.19%  | 712                     | 24                       | 14                        | 7                         | 1                          | 1                           | 0  | 1.41                                 | 1.40                                 | 3.07                                 |
| (V15) (589GJ) Wyandotte County  | 389                               | 377                           | 96.92%   | 12                             | 3.08%  | 339                     | 27                       | 11                        | 3                         | 1                          | 1                           | 7  | 14.21                                | 0.00                                 | 5.05                                 |
| (V15) (589GM) Chanute   | 63                                | 44                            | 69.84%   | 19                             | 30.16%   | 28                      | 5                        | 11                        | 17                        | 2                          | 0                           | 0  | 25.04                                |                                      | 5.75                                 |
| (V15) (589GN) Emporia   | 74                                | 74                            | 100.00%  | 0                              | 0.00%  | 68                      | 4                        | 2                         | 0                         | 0                          | 0                           | 0  | 1.64                                 |                                      | 3.07                                 |
| (V15) (589GP) Garnett   | 39                                | 34                            | 87.18%   | 5                              | 12.82%   | 18                      | 5                        | 11                        | 5                         | 0                          | 0                           | 0  | 16.87                                |                                      | 4.89                                 |
| (V15) (589GR) Lieutenant General<br>Richard J. Seitz Community-Based<br>Outpatient Clinic   | 727                               | 715                           | 98.35%   | 12                             | 1.65%  | 648                     | 37                       | 30                        | 12                        | 0                          | 0                           | 0  | 1.31                                 | 2.76                                 | 5.30                                 |
| (V15) (589GU) Lawrence  | 193                               | 191                           | 98.96%   | 2                              | 1.04%  |                         | 1                        | 1                         | 2                         | 0                          | 0                           | 0  | 0.01                                 |                                      | 1.88                                 |
| (V15) (589GV) Ft. Scott   | 216                               |                               |  | 9                              |  |                         | 18                       | 25                        |                           | 0                          | 0                           | 0  | 6.19                                 | 0.00                                 | 7.79                                 |
| (V15) (589JE) Platte City   | 105                               |                               | 85.71%   | 15                             | 14.29%   |                         | 4                        | 12                        | 14                        | 1                          | 0                           | 0  | 11.33                                | 0.00                                 | 0.32                                 |
| (V15) (589MA) Ft. Riley DES Clinic  | 101                               |                               | 95.05%   | 5                              |  |                         | 40                       | 40                        | 5                         | 0                          | 0                           | 0  |                                      | 15.30                                | 15.00                                |
| (V15) (589MD) IDES Fort<br>Leavenworth  | 14                                | 14                            | 100.00%  | 0                              | 0.00%  | 12                      | 0                        | 2                         | 0                         | 0                          | 0                           | 0  |                                      | 2.77                                 | 0.00                                 |
| (V15) (589) Wichita, KS   | 16,963                            | 16,282                        | 95.99%   | 681                            | 4.01%  | 14,329                  | 910                      | 1,043                     | 472                       | 111                        | 32                          | 66                                       | 3.29                                 | 8.07                                 | 2.71                                 |
| (V15) (589A7) Robert J. Dole VAMC   | 14,049                            | 13,388                        | 95.30%   | 661                            | 4.70%  | 11,801                  | 700                      | 887                       | 456                       | 109                        | 32                          | 64                                       | 3.67                                 | 8.83                                 | 2.87                                 |
| (V15) (589G2) Dodge City  | 215                               | 215                           | 100.00%  | 0                              | 0.00%  | 210                     | 3                        | 2                         | 0                         | 0                          | 0                           | 0  | 0.65                                 | 0.00                                 | 1.85                                 |
| (V15) (589G3) Liberal   | 43                                | 41                            | 95.35%   | 2                              | 4.65%  | 37                      | 2                        | 2                         | 2                         | 0                          | 0                           | 0  | 4.32                                 | 0.00                                 | 0.00                                 |
| (V15) (589G4) Hays  | 290                               | 290                           | 100.00%  | 0                              | 0.00%  | 273                     | 13                       | 4                         | 0                         | 0                          | 0                           | 0  | 1.73                                 | 0.06                                 | 0.75                                 |
| (V15) (589G5) Parsons   | 314                               |                               | 99.68%   | 1                              | 0.32%  | 271                     | 32                       | 10                        | 0                         | 1                          | 0                           | 0  | 3.02                                 | 5.22                                 | 0.52                                 |
| (V15) (589G7) Hutchinson  | 441                               | 440                           | 99.77%   | 1                              | 0.23%  | 409                     | 19                       | 12                        | 1                         | 0                          | 0                           | 0  | 2.24                                 | 0.19                                 | 1.94                                 |
| (V15) (589GW) Salina  | 707                               | 705                           | 99.72%   | 2                              | 0.28%  | 652                     | 32                       | 21                        | 1                         | 0                          | 0                           | 1  | 3.78                                 | 0.29                                 | 3.83                                 |
| (V15) (589MB) IDES McConnel AFB   | 6                                 | 6                             | 100.00%  | 0                              | 0.00%  | 6                       | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      | 0.00                                 | 0.00                                 |
| (V15) (589QB) Sedgwick County   | 18                                | 18                            | 100.00%  | 0                              | 0.00%  | 18                      | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      |                                      |                                      |
| (V15) (589QC) South Parklane  | 880                               |                               |  | 14                             | 1.59%  |                         | 109                      | 105                       |                           |                            | 0                           | 1  |                                      | 5.67                                 |                                      |
| (V15) (657) Marion, IL  | 22,395                            |                               |  |                                |  |                         | 1,574                    |                           |                           |                            | 17                          | 25                                       |                                      |                                      | 3.90                                 |
| (V15) (657A5) Marion VAMC   | 9,046                             |                               | 96.74%   |                                |  |                         | 548                      | 842                       |                           |                            |                             | 16                                       |                                      | 7.27                                 | 2.14                                 |
| (V15) (657GJ) Evansville  | 6,578                             |                               |  | 367                            | 5.58%  |                         | 595                      | 764                       | 294                       |                            |                             |  | 3.62                                 | 10.26                                | 7.15                                 |
| (V15) (657GK) Mt. Vernon  | 593                               |                               |  | 6                              | 1.01%  |                         | 36                       | 32                        |                           | 3                          |                             | 0  | 4.30                                 |                                      | 1.05                                 |
| (V15) (657GL) Paducah   | 1,145                             |                               | 99.13%   | 10                             |  |                         | 51                       | 50                        |                           | 1                          | 0                           | 0  | 1.66                                 |                                      | 5.05                                 |
| (V15) (657GM) Effingham   | 660                               |                               |  | 29                             |  |                         | 53                       | 67                        | 29                        |                            |                             | 0  | 7.01                                 | 0.25                                 | 3.36                                 |
| (V15) (657GO) Hanson  | 192                               |                               | 98.44%   | 3                              |  |                         | 6                        | 3                         |                           | 0                          |                             | 0  | 1.39                                 |                                      | 0.00                                 |
| (V15) (657GP) Owensboro   | 960                               |                               |  | 9                              |  |                         | 77                       | 23                        |                           | 1                          | 0                           | 0  | 2.80                                 | 1.00                                 | 1.96                                 |
| (V15) (657GQ) Vincennes   | 538                               |                               |  | 8                              |  |                         | 52                       | 57                        | 8                         | 0                          |                             | 0  | 6.54                                 |                                      | 2.70                                 |
| (V15) (657GR) Mayfield  | 656                               |                               | 99.39%   | 4                              | 0.61%  |                         | 21                       | 14                        |                           | 0                          |                             | 0  | 1.10                                 |                                      | 2.78                                 |
| (V15) (657GT) Carbondale  | 639                               |                               | 99.37%   | 4                              | 0.63%  |                         | 28                       | 10                        | 2                         | 2                          |                             | 0  | 2.26                                 |                                      | 1.22                                 |
| (V15) (657GU) Harrisburg  | 324                               |                               | 99.69%   | 1                              | 0.31%  |                         | 28                       | 11                        | 1                         | 0                          |                             | 0  | 2.61                                 |                                      | 2.06                                 |
| (V15) (657QC) Enterprise Way  | 31                                | 31                            | 100.00%  | 0                              | 0.00%  | 30                      | 1                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      |                                      |                                      |
|   |                                   |                               |  |                                |  |                         |                          |                           |                           |                            |                             |  |                                      |                                      |                                      |

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|---|-----------------------------------|----------------------------|--|--------------------------------|--|-------------------------|--------------------------|---------------------------|---------------------------|----------------------------|-----------------------------|--|--------------------------------------|--------------------------------------|--------------------------------------|
| (V15) (657QD) Heartland Street  | 1,033                             | 1,031                      | 99.81%   | 2                              | 0.19%  | 920                     | 78                       | 33                        | 2                         | 0                          | 0                           | 0  | 2.36                                 | 6.57                                 | 1.29                                 |
| (V15) (657) Poplar Bluff, MO  | 13,135                            | 12,786                     | 97.34%   | 349                            | 2.66%  | 11,490                  | 528                      | 768                       | 286                       | 46                         | 11                          | 6  | 2.10                                 | 8.68                                 | 5.04                                 |
| (V15) (657A4) John J. Pershing<br>VAMC  | 7,688                             | 7,386                      | 96.07%   | 302                            | 3.93%  | 6,417                   | 350                      | 619                       | 267                       | 27                         | 6                           | 2  | 3.75                                 | 8.92                                 | 4.81                                 |
| (V15) (657GF) West Plains   | 1,221                             | 1,214                      | 99.43%   | 7                              | 0.57%  | 1,161                   | 24                       | 29                        | 5                         | 2                          | 0                           | 0  | 0.58                                 | 11.50                                | 5.04                                 |
| (V15) (657GG) Paragould   | 797                               | 793                        | 99.50%   | 4                              | 0.50%  | 738                     | 34                       | 21                        | 1                         | 3                          | 0                           | 0  | 1.55                                 | 9.83                                 | 2.29                                 |
| (V15) (657GH) Cape Girardeau  | 1,299                             | 1,269                      | 97.69%   | 30                             | 2.31%  | 1,140                   | 72                       | 57                        | 9                         | 12                         | 5                           | 4  | 2.37                                 | 9.00                                 | 9.54                                 |
| (V15) (657GI) Farmington  | 1,210                             | 1,207                      | 99.75%   | 3                              | 0.25%  | 1,167                   | 27                       | 13                        | 1                         | 2                          | 0                           | 0  | 0.94                                 | 3.40                                 | 2.34                                 |
| (V15) (657GN) Salem   | 126                               | 126                        | 100.00%  | 0                              | 0.00%  | 126                     | 0                        | 0                         | 0                         | 0                          | 0                           | 0  | 0.67                                 |                                      |                                      |
| (V15) (657GV) Sikeston  | 643                               | 640                        | 99.53%   | 3                              | 0.47%  | 616                     | 10                       | 14                        | 3                         | 0                          | 0                           | 0  | 0.87                                 | 1.01                                 | 3.47                                 |
| (V15) (657GW) Pocahontas  | 151                               | 151                        | 100.00%  | 0                              | 0.00%  | 125                     | 11                       | 15                        | 0                         | 0                          | 0                           | 0  | 4.25                                 |                                      | 3.38                                 |
| (V15) (657) St. Louis, MO   | 37,600                            | 36,101                     | 96.01%   | 1,499                          | 3.99%  | 31,068                  | 2,494                    | 2,539                     | 1,228                     | 160                        | 59                          | 52                                       | 4.41                                 | 6.74                                 | 4.69                                 |
| (V15) (657) John J. Cochran VAMC  | 18,919                            | 17,871                     | 94.46%   | 1,048                          | 5.54%  | 15,062                  | 1,253                    | 1,556                     | 891                       | 112                        | 25                          | 20                                       | 6.25                                 | 6.89                                 | 6.19                                 |
| (V15) (657A0) St Louis-Jeff Bks.  | 11,205                            | 10,884                     | 97.14%   | 321                            | 2.86%  | 9,617                   | 657                      | 610                       | 226                       | 39                         | 29                          | 27                                       | 3.17                                 | 7.50                                 | 4.76                                 |
| (V15) (657GA) Belleville  | 788                               | 774                        | 98.22%   | 14                             | 1.78%  | 659                     | 78                       | 37                        | 12                        | 1                          | 1                           | 0  | 3.29                                 | 0.00                                 | 5.73                                 |
| (V15) (657GB) St. Louis County  | 910                               | 908                        | 99.78%   | 2                              | 0.22%  | 868                     | 26                       | 14                        | 2                         | 0                          | 0                           | 0  | 1.69                                 | 0.00                                 | 1.23                                 |
| (V15) (657GD) St. Charles   | 902                               | 881                        | 97.67%   | 21                             | 2.33%  | 793                     | 62                       | 26                        | 11                        | 4                          | 2                           | 4  | 5.20                                 | 14.55                                | 2.71                                 |
| (V15) (657GS) Washington  | 495                               | 492                        | 99.39%   | 3                              | 0.61%  | 454                     | 23                       | 15                        | 2                         | 1                          | 0                           | 0  | 3.25                                 | 1.31                                 | 0.12                                 |
| (V15) (657GX) St. Louis VA Clinic   | 901                               | 860                        | 95.45%   | 41                             | 4.55%  | 754                     | 55                       | 51                        | 39                        | 2                          | 0                           | 0  | 5.75                                 | 3.56                                 | 1.51                                 |
| (V15) (657GY) Manchester  | 1,178                             | 1,154                      | 97.96%   | 24                             | 2.04%  | 941                     | 117                      | 96                        | 22                        | 1                          | 1                           | 0  | 5.29                                 | 5.75                                 | 7.40                                 |
| (V15) (657MA) IDES Scott AFB  | 54                                |                            | 100.00%  | 0                              | 0.00%  |                         | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      | 0.04                                 |                                      |
| (V15) (657QA) Olive Street  | 1,485                             |                            | 99.33%   |                                |  |                         | 167                      | 98                        |                           |                            | 1                           | 0  | 4.87                                 |                                      |                                      |
| (V15) (657QB) Washington Boulevard  | 608                               |                            |  | 14                             |  |                         | 38                       | 27                        | 13                        | 0                          | 0                           | 1  | 4.98                                 |                                      |                                      |
| (V15) (657QE) Scott AFB   | 155                               |                            |  | 1                              | 0.65%  |                         | 18                       | 9                         | 1                         | 0                          | 0                           | 0  |                                      | 3.18                                 |                                      |
| (V16) (502) Alexandria, LA  | 18,004                            |                            |  |                                |  |                         | 1,051                    | 1,193                     |                           |                            |                             |  |                                      |                                      |                                      |
| (V16) (502) Alexandria VAMC   | 11,504                            |                            | 93.85%   |                                |  |                         | 574                      | 667                       | 506                       |                            | 30                          | 60                                       |                                      |                                      |                                      |
| (V16) (502GA) Jennings  | 614                               |                            |  | 51                             | 8.31%  |                         | 30                       | 22                        |                           |                            | 1                           | 1  | 6.94                                 |                                      |                                      |
| (V16) (502GB) Lafayette   | 2,971                             |                            |  |                                | 6.29%  |                         | 237                      | 295                       |                           |                            |                             |  |                                      |                                      |                                      |
| (V16) (502GE) Lake Charles  | 739                               |                            |  |                                | 5.95%  |                         | 68                       | 53                        |                           |                            | 0                           | _  |                                      |                                      |                                      |
| (V16) (502GF) Fort Polk   | 930                               |                            |  |                                |  |                         | 48                       | 55                        |                           |                            | 0                           | _  |                                      |                                      |                                      |
| (V16) (502GG) Natchitoches  | 528                               |                            |  |                                |  |                         | 52                       | 12                        |                           |                            | 0                           | _  | 6.17                                 | 0.00                                 |                                      |
| (V16) (502QB) Lafayette Campus B  | 718                               |                            |  |                                | 11.56%   |                         | 42                       | 89                        |                           |                            | 3                           |  | 0.00                                 | 4.00                                 | 10.34                                |
| (V16) (520) Gulf Coast HCS, MS  | 44,917                            |                            |  |                                |  |                         | 2,063                    | 2,297                     |                           |                            |                             |  |                                      |                                      |                                      |
| (V16) (520) Biloxi VAMC   | 21,438                            |                            | 97.21%   |                                |  |                         | 729                      | 871                       | 443                       |                            | 41                          |  |                                      |                                      |                                      |
| (V16) (520BZ) Pensacola   | 14,015                            |                            |  |                                |  |                         | 859                      | 948                       |                           |                            | 6                           |  |                                      | 6.71<br>2.82                         | 1.45                                 |
| (V16) (520GA) Mobile<br>(V16) (520GB) Panama City Beach   | 4,812                             |                            |  |                                |  |                         | 167                      | 103                       |                           |                            |                             | _  | -                                    |                                      |                                      |
|   | 1,453                             |                            |  |                                |  |                         | 188                      | 219                       |                           |                            | 5                           |  |                                      |                                      |                                      |
| (V16) (520GC) Eglin AFB<br>(V16) (520QA) Panama City Beach  | 2,342                             |                            |  |                                | 4.23%<br>0.58%   |                         | 188                      | 16                        |                           |                            | 0                           | 19                                       | 8.38                                 | 4.03<br>0.00                         |                                      |
| West VA Clin  |                                   |                            |  |                                |  |                         |                          |                           |                           |                            |                             | 0  |                                      |                                      |                                      |
| (V16) (564) Fayetteville, AR  | 28,811                            |                            | 97.74%   |                                | 2.26%  |                         | 1,378                    | 1,585                     |                           |                            |                             |  |                                      |                                      |                                      |
| (V16) (564) Fayetteville VAMC   | 14,950                            | ·                          | 97.08%   |                                |  |                         | 866                      | 1,054                     |                           |                            | 4                           | 0  |                                      |                                      |                                      |
| (V16) (564BY) Gene Taylor   | 6,348                             |                            | 98.80%   |                                |  |                         | 251                      | 174                       | 51                        | 23                         | 1                           | 1  | 1.91                                 | 3.13                                 |                                      |
| (V16) (564GA) Harrison  | 175                               |                            | 100.00%  |                                | 0.00%  |                         | 0                        | 0                         | 0                         |                            | 0                           | 0  | 0.05                                 |                                      | 0.00                                 |
| (V16) (564GB) Fort Smith  | 2,615                             | 2,589                      | 99.01%   | 26                             | 0.99%  | 2,476                   | 58                       | 55                        | 24                        | 1                          | 1                           | 0  | 1.58                                 | 3.64                                 | 1.81                                 |

| Completed Appointment Wait Times National,<br>Facility, and Division Level Summaries.<br>Wait Time Measured from Preferred Date<br>For the Reporting Period Ending: September<br>2017 | Total Completed<br>Appointments 1 | Completed within<br>30 Days 2 | Percent<br>Appts<br>Complete<br>d in 30<br>Days or<br>Less 3 | Over 30 Days 4 | Percent<br>Appts<br>Complete<br>d in Over<br>30 Days 5 | Completed 0-7 Days<br>6 | Completed 8-14<br>Days 7 | Completed 15-30<br>Days 8 | Completed 31-60<br>Days 9 | Completed 61-90<br>Days 10 | Completed 91-120<br>Days 11 | Completed in<br>more than 120<br>Days 12 | PC Avg<br>Wait Time<br>in Days<br>13 | SC Avg<br>Wait Time<br>in Days<br>14 | MH Avg<br>Wait Time<br>in Days<br>15 |
|---|-----------------------------------|-------------------------------|--|----------------|--|-------------------------|--------------------------|---------------------------|---------------------------|----------------------------|-----------------------------|--|--------------------------------------|--------------------------------------|--------------------------------------|
| (V16) (564GC) Branson   | 2,459                             | 2,405                         | 97.80%   | 54             | 2.20%  | 2,157                   | 109                      | 139                       | 49                        | 5                          | 0                           | 0  | 1.97                                 | 4.38                                 | 4.12                                 |
| (V16) (564GD) Ozark   | 361                               | 358                           | 99.17%   | 3              | 0.83%  | 337                     | 10                       | 11                        | 2                         | 1                          | 0                           | 0  | 1.73                                 | 4.25                                 | 2.57                                 |
| (V16) (564GE) Jay   | 526                               | 522                           | 99.24%   | 4              | 0.76%  | 514                     | 6                        | 2                         | 3                         | 1                          | 0                           | 0  | 0.86                                 | 2.35                                 | 1.17                                 |
| (V16) (564QA) Township  | 502                               | 502                           | 100.00%  | 0              | 0.00%  | 500                     | 2                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      |                                      |                                      |
| (V16) (564QB) Sunbridge   | 875                               | 824                           | 94.17%   | 51             | 5.83%  | 598                     | 76                       | 150                       | 49                        | 1                          | 0                           | 1  |                                      | 9.16                                 |                                      |
| V16) (580) Houston, TX  | 66,716                            | 65,358                        | 97.96%   | 1,358          | 2.04%  | 58,585                  | 3,294                    | 3,479                     | 1,150                     | 153                        | 41                          | 14                                       | 3.68                                 | 4.05                                 | 2.22                                 |
| (V16) (580) Michael E DeBakey<br>VAMC   | 46,734                            | 45,789                        | 97.98%   | 945            | 2.02%  | 41,165                  | 2,341                    | 2,283                     | 802                       | 113                        | 21                          | 9  | 3.68                                 | 3.92                                 | 1.80                                 |
| (V16) (580BY) Beaumont  | 94                                | 93                            | 98.94%   | 1              | 1.06%  | 89                      | 2                        | 2                         | 1                         | 0                          | 0                           | 0  | 1.08                                 | 14.00                                | 2.22                                 |
| (V16) (580BZ) Charles Wilson VA<br>OPC  | 2,484                             | 2,431                         | 97.87%   | 53             | 2.13%  | 2,056                   | 191                      | 184                       | 22                        | 9                          | 18                          | 4  | 4.52                                 | 12.54                                | 1.99                                 |
| (V16) (580GC) Galveston County  | 717                               | 712                           | 99.30%   | 5              | 0.70%  | 673                     | 25                       | 14                        | 4                         | 0                          | 0                           | 1  | 1.89                                 | 0.33                                 | 3.11                                 |
| (V16) (580GD) Conroe  | 4,418                             | 4,333                         | 98.08%   | 85             | 1.92%  | 3,955                   | 185                      | 193                       | 79                        | 5                          | 1                           | 0  | 2.40                                 | 3.75                                 | 1.85                                 |
| (V16) (580GE) Katy  | 3,447                             | 3,396                         | 98.52%   | 51             | 1.48%  | 2,916                   | 190                      | 290                       | 45                        | 6                          | 0                           | 0  | 4.30                                 | 4.01                                 | 2.49                                 |
| (V16) (580GF) Lake Jackson  | 1,075                             | 1,063                         | 98.88%   | 12             | 1.12%  | 962                     | 37                       | 64                        | 12                        | . 0                        | 0                           | 0  | 3.48                                 |                                      | 2.33                                 |
| (V16) (580GG) Richmond  | 2,207                             | 2,135                         | 96.74%   | 72             | 3.26%  | 1,838                   | 128                      | 169                       | 68                        | 4                          | 0                           | 0  | 4.75                                 | 5.47                                 | 5.38                                 |
| (V16) (580GH) Tomball   | 3,819                             | 3,711                         | 97.17%   | 108            | 2.83%  | 3,349                   | 151                      | 211                       | 91                        | 16                         | 1                           | 0  | 4.11                                 | 3.50                                 | 2.95                                 |
| (V16) (580GJ) Texas City VA Clinic  | 1,721                             | 1,695                         | 98.49%   | 26             | 1.51%  | 1,582                   | 44                       | 69                        | 26                        | 0                          | 0                           | 0  | 3.25                                 | 1.85                                 | 2.92                                 |
| /16) (586) Jackson, MS  | 26,129                            | 25,518                        | 97.66%   | 611            | 2.34%  | 23,100                  | 1,269                    | 1,149                     | 449                       | 74                         | 70                          | 18                                       | 4.84                                 | 4.79                                 | 0.55                                 |
| (V16) (586) G. V. (Sonny)<br>Montgomery VAMC  | 21,212                            | 20,668                        | 97.44%   | 544            | 2.56%  | 18,895                  | 833                      | 940                       | 390                       | 67                         | 70                          | 17                                       | 6.71                                 | 4.50                                 | 0.63                                 |
| (V16) (586GA) Durant (Kosciusko)  | 460                               | 459                           | 99.78%   | 1              | 0.22%  | 377                     | 67                       | 15                        | 1                         | 0                          | 0                           | 0  | 3.46                                 |                                      | 0.89                                 |
| (V16) (586GB) Meridian  | 483                               | 481                           | 99.59%   | 2              | 0.41%  | 370                     | 67                       | 44                        | 2                         | . 0                        | 0                           | 0  | 4.96                                 | 0.00                                 | 0.02                                 |
| (V16) (586GC) Greenville  | 368                               | 366                           | 99.46%   | 2              | 0.54%  | 259                     | 81                       | 26                        | 2                         | . 0                        | 0                           | 0  | 5.84                                 | 0.00                                 | 0.74                                 |
| (V16) (586GD) Hattiesburg   | 1,611                             | 1,609                         | 99.88%   | 2              | 0.12%  | 1,559                   | 29                       | 21                        | 2                         | . 0                        | 0                           | 0  | 1.14                                 | 0.00                                 | 0.02                                 |
| (V16) (586GE) Natchez (Adams<br>County)   | 313                               | 312                           | 99.68%   | 1              | 0.32%  | 256                     | 42                       | 14                        | 1                         | 0                          | 0                           | 0  | 3.29                                 |                                      | 1.13                                 |
| (V16) (586GF) Columbus  | 504                               | 503                           | 99.80%   | 1              | 0.20%  | 463                     | 37                       | 3                         | 0                         | 0                          | 0                           | 1  | 2.95                                 | 0.00                                 | 0.06                                 |
| (V16) (586GG) McComb  | 422                               | 422                           | 100.00%  | 0              | 0.00%  | 395                     | 20                       | 7                         | 0                         | 0                          | 0                           | 0  | 1.90                                 | 0.00                                 | 0.71                                 |
| (V16) (586QB) Dogwood View<br>Parkway VA Clinic   | 629                               | 571                           | 90.78%   | 58             | 9.22%  | 399                     | 93                       | 79                        | 51                        | 7                          | 0                           | 0  |                                      | 8.88                                 |                                      |
| (V16) (586QC) Lakeland Drive VA<br>Clinic   | 127                               | 127                           | 100.00%  | 0              | 0.00%  | 127                     | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      |                                      |                                      |
| /16) (598) Little Rock, AR  | 44,228                            | 43,470                        | 98.29%   | 758            | 1.71%  | 38,969                  | 2,330                    | 2,171                     | 593                       | 102                        | 33                          | 30                                       | 3.13                                 | 4.80                                 | 2.10                                 |
| (V16) (598) John L McClellan<br>Memorial Veterans Hospital  | 17,284                            | 16,762                        | 96.98%   | 522            | 3.02%  | 14,695                  | 940                      | 1,127                     | 401                       | 85                         | 20                          | 16                                       | 1.64                                 | 5.31                                 | 1.02                                 |
| (V16) (598A0) Central AR. Veterans<br>HCS NLR   | 18,269                            | 18,086                        | 99.00%   | 183            | 1.00%  | 16,375                  | 969                      | 742                       | 158                       | 12                         | 6                           | 7  | 4.11                                 | 3.88                                 | 2.09                                 |
| (V16) (598GA) Mountain Home   | 995                               | 994                           | 99.90%   | 1              | 0.10%  | 916                     | 64                       | 14                        | 1                         | 0                          | 0                           | 0  | 1.82                                 | 0.00                                 | 1.28                                 |
| (V16) (598GB) El Dorado   | 991                               | 982                           | 99.09%   | 9              | 0.91%  | 914                     | 32                       | 36                        | 7                         | 0                          | 1                           | 1  | 3.56                                 | 1.75                                 | 1.46                                 |
| (V16) (598GC) Hot Springs   | 1,666                             | 1,660                         | 99.64%   | 6              | 0.36%  | 1,503                   | 77                       | 80                        | 2                         | 2                          | 1                           | 1  | 2.00                                 | 3.42                                 | 4.95                                 |
| (V16) (598GD) Mena  | 413                               | 412                           | 99.76%   | 1              | 0.24%  | 407                     | 4                        | 1                         | 1                         | 0                          | 0                           | 0  | 0.58                                 | 0.00                                 | 1.20                                 |
| (V16) (598GE) Pine Bluff  | 1,042                             | 1,039                         | 99.71%   | 3              | 0.29%  | 991                     | 36                       | 12                        | 3                         | 0                          | 0                           | 0  | 2.16                                 | 0.00                                 | 3.59                                 |
| (V16) (598GF) Searcy  | 1,033                             | 1,025                         | 99.23%   | 8              | 0.77%  | 943                     | 53                       | 29                        | 8                         | 0                          | 0                           | 0  | 3.27                                 | 4.00                                 | 0.07                                 |
| (V16) (598GG) Conway  | 1,745                             | 1,721                         | 98.62%   | 24             | 1.38%  | 1,485                   | 117                      | 119                       | 11                        | 3                          | 5                           | 5  | 4.06                                 | 6.66                                 | 1.13                                 |
| (V16) (598GH) Russellville  | 789                               | 788                           | 99.87%   | 1              | 0.13%  | 739                     | 38                       | 11                        | 1                         | 0                          | 0                           | 0  | 1.70                                 | 3.30                                 | 1.49                                 |
| (V16) (598QA) Little Rock VA Clinic   | 1                                 | 1                             | 100.00%  | 0              | 0.00%  | 1                       | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      |                                      |                                      |
| /16) (623) Muskogee, OK   | 23,403                            | 22,418                        | 95.79%   | 985            | 4.21%  | 19,818                  | 1,247                    | 1,353                     | 851                       | 113                        | 15                          | 6  | 3.03                                 | 6.74                                 | 4.31                                 |
| (V16) (623) Jack C Montgomery<br>VAMC   | 11,244                            | 10,743                        | 95.54%   | 501            | 4.46%  | 9,498                   | 594                      | 651                       | 432                       | 56                         | 9                           | 4  | 1.82                                 | 6.23                                 | 4.31                                 |
|   | 7,789                             |                               | 95.19%   | 375            | 4.81%  | 6,359                   | 519                      | 536                       | 318                       | 50                         | 6                           |  | 4.21                                 | 7.52                                 | 1.35                                 |

| Completed Appointment Wait Times National,<br>Facility, and Division Level Summaries.<br>Wait Time Measured from Preferred Date<br>For the Reporting Period Ending: September<br>2017 | Total Completed<br>Appointments 1 | Completed within<br>30 Days 2 | Percent<br>Appts<br>Complete<br>d in 30<br>Days or<br>Less 3 | Over 30 Days 4 | Percent<br>Appts<br>Complete<br>d in Over<br>30 Days 5 | 6      | Completed 8-14<br>Days 7 | Completed 15-30<br>Days 8 | Completed 31-60<br>Days 9 | Completed 61-90<br>Days 10 | Completed 91-120<br>Days 11 | Completed in<br>more than 120<br>Days 12 | PC Avg<br>Wait Time<br>in Days<br>13 | SC Avg<br>Wait Time<br>in Days<br>14 | MH Avg<br>Wait Time<br>in Days<br>15 |
|---|-----------------------------------|-------------------------------|--|----------------|--|--------|--------------------------|---------------------------|---------------------------|----------------------------|-----------------------------|--|--------------------------------------|--------------------------------------|--------------------------------------|
| (V16) (623GA) Hartshorne  | 512                               | 512                           | 100.00%  | 0              | 0.00%  | 497    | 12                       | 3                         | 0                         | 0                          | 0                           | 0  | 0.87                                 | 0.00                                 | 0.40                                 |
| (V16) (623GB) Vinita  | 749                               | 747                           | 99.73%   | 2              | 0.27%  | 742    | 3                        | 2                         | 2                         | 0                          | 0                           | 0  | 0.99                                 | 0.50                                 | 0.05                                 |
| (V16) (623GC) McCurtain County VA<br>Clinic   | 202                               | 202                           | 100.00%  | 0              | 0.00%  | 194    | 4                        | 4                         | 0                         | 0                          | 0                           | 0  | 0.77                                 |                                      |                                      |
| (V16) (623QA) Jack C. Montgomery<br>East VA Clinic  | 841                               | 835                           | 99.29%   | 6              | 0.71%  | 772    | 33                       | 30                        | 4                         | 1                          | 0                           | 1  |                                      |                                      | 2.99                                 |
| (V16) (623QB) Tulsa Eleventh Street<br>VA Clinic  | 2,066                             | 1,965                         | 95.11%   | 101            | 4.89%  | 1,756  | 82                       | 127                       | 95                        | 6                          | 0                           | 0  |                                      |                                      | 6.61                                 |
| (V16) (629) New Orleans, LA   | 39,758                            | 39,027                        | 98.16%   | 731            | 1.84%  | 34,222 | 2,503                    | 2,302                     | 638                       | 73                         | 19                          | 1  | 4.00                                 | 5.09                                 | 2.32                                 |
| (V16) (629) New Orleans VAMC  | 26,411                            | 25,882                        | 98.00%   | 529            | 2.00%  | 22,574 | 1,658                    | 1,650                     | 471                       | 50                         | 8                           | 0  | 5.30                                 | 5.30                                 | 1.43                                 |
| (V16) (629BY) Baton Rouge   | 4,160                             | 4,094                         | 98.41%   | 66             | 1.59%  | 3,493  | 353                      | 248                       | 57                        | 5                          | 3                           | 1  | 2.89                                 | 5.30                                 | 0.83                                 |
| (V16) (629GA) Houma   | 1,407                             | 1,388                         | 98.65%   | 19             | 1.35%  | 1,172  | 130                      | 86                        | 18                        | 1                          | 0                           | 0  | 4.98                                 | 2.56                                 | 5.06                                 |
| (V16) (629GB) Hammond   | 2,143                             | 2,132                         | 99.49%   | 11             | 0.51%  | 1,931  | 103                      | 98                        | 9                         | 0                          | 2                           | 0  | 4.58                                 | 1.96                                 | 0.28                                 |
| (V16) (629GC) Slidell   | 1,645                             | 1,618                         | 98.36%   | 27             | 1.64%  | 1,523  | 62                       | 33                        | 18                        | 3                          | 6                           | 0  | 2.82                                 | 4.08                                 | 0.33                                 |
| (V16) (629GD) St. John  | 824                               | 814                           | 98.79%   | 10             | 1.21%  | 781    | 28                       | 5                         | 10                        | 0                          | 0                           | 0  | 1.93                                 | 0.28                                 | 1.41                                 |
| (V16) (629GE) Franklin  | 409                               | 406                           | 99.27%   | 3              | 0.73%  | 385    | 17                       | 4                         | 3                         | 0                          | 0                           | 0  | 2.97                                 | 2.20                                 | 4.32                                 |
| (V16) (629GF) Bogalusa  | 367                               | 364                           | 99.18%   | 3              | 0.82%  | 352    | 9                        | 3                         | 2                         | 1                          | 0                           | 0  | 0.60                                 | 0.00                                 | 3.53                                 |
| (V16) (629QA) Baton Rouge South   | 2,392                             | 2,329                         | 97.37%   | 63             | 2.63%  | 2,011  | 143                      | 175                       | 50                        | 13                         | 0                           | 0  |                                      | 4.58                                 | 6.05                                 |
| (V16) (635) Oklahoma City, OK   | 39,576                            | 38,477                        | 97.22%   | 1,099          | 2.78%  | 35,156 | 1,501                    | 1,820                     | 831                       | 211                        | 44                          | 13                                       | 4.99                                 | 5.51                                 | 2.05                                 |
| (V16) (635) Oklahoma City VAMC  | 31,170                            | 30,336                        | 97.32%   | 834            | 2.68%  | 27,675 | 1,213                    | 1,448                     | 650                       | 157                        | 24                          | 3  | 4.02                                 | 5.66                                 | 2.40                                 |
| (V16) (635GA) Lawton  | 2,282                             | 2,098                         | 91.94%   | 184            | 8.06%  | 1,841  | 71                       | 186                       | 137                       | 44                         | 3                           | 0  | 13.06                                | 0.74                                 | 0.83                                 |
| (V16) (635GB) Wichita Falls   | 747                               | 707                           | 94.65%   | 40             | 5.35%  | 642    | 40                       | 25                        | 10                        | 7                          | 16                          | 7  | 11.32                                | 14.00                                | 1.11                                 |
| (V16) (635GC) Blackwell   | 124                               | 124                           | 100.00%  | 0              | 0.00%  | 123    | 1                        | 0                         | 0                         | 0                          | 0                           | 0  | 0.13                                 | 0.00                                 | 4.25                                 |
| (V16) (635GD) Ada   | 362                               | 361                           | 99.72%   | 1              | 0.28%  |        | 1                        | 2                         | 1                         | 0                          | 0                           | 0  | 0.01                                 | 2.63                                 | 3.70                                 |
| (V16) (635GE) Stillwater  | 424                               | 424                           | 100.00%  | 0              | 0.00%  | 405    | 15                       | 4                         | 0                         | 0                          | 0                           | 0  | 1.29                                 | 0.00                                 | 1.48                                 |
| (V16) (635GF) Altus   | 252                               | 240                           | 95.24%   | 12             | 4.76%  | 208    | 9                        | 23                        | 6                         | 2                          | 1                           | 3  | 9.61                                 | 3.72                                 | 0.60                                 |
| (V16) (635GG) Enid  | 178                               | 177                           | 99.44%   | 1              | 0.56%  | 172    | 1                        | 4                         | 1                         | 0                          | 0                           | 0  | 0.31                                 | 17.67                                | 2.43                                 |
| (V16) (635HB) Ardmore   | 338                               | 338                           | 100.00%  | 0              | 0.00%  | 310    | 23                       | 5                         | 0                         | 0                          | 0                           | 0  | 1.39                                 | 1.78                                 | 4.07                                 |
| (V16) (635PA) Oklahoma City<br>PRRTP  | 100                               | 100                           | 100.00%  | 0              | 0.00%  | 100    | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      |                                      |                                      |
| (V16) (635QA) North May   | 1,218                             | 1,193                         | 97.95%   | 25             | 2.05%  | 1,056  | 64                       | 73                        | 24                        | 1                          | 0                           | 0  | 3.99                                 | 0.00                                 | 0.00                                 |
| (V16) (635QB) South Oklahoma City   | 2,381                             | 2,379                         | 99.92%   | 2              | 0.08%  | 2,266  | 63                       | 50                        | 2                         | 0                          | 0                           | 0  | 1.66                                 | 0.96                                 | 0.57                                 |
| (V16) (667) Shreveport, LA  | 23,122                            | 22,728                        | 98.30%   | 394            | 1.70%  | 20,322 | 1,417                    | 989                       | 275                       | 85                         | 24                          | 10                                       | 3.67                                 | 4.27                                 | 2.47                                 |
| (V16) (667) Overton Brooks VAMC   | 17,891                            | 17,559                        | 98.14%   | 332            | 1.86%  | 15,592 | 1,157                    | 810                       | 217                       | 82                         | 23                          | 10                                       | 4.11                                 | 4.75                                 | 2.67                                 |
| (V16) (667GA) Texarkana   | 1,823                             | 1,780                         | 97.64%   | 43             | 2.36%  | 1,553  | 121                      | 106                       | 43                        | 0                          | 0                           | 0  | 4.87                                 | 1.00                                 | 3.44                                 |
| (V16) (667GB) Monroe  | 1,420                             | 1,405                         | 98.94%   | 15             | 1.06%  | 1,306  | 67                       | 32                        | 11                        | 3                          | 1                           | 0  | 2.25                                 | 0.77                                 | 1.69                                 |
| (V16) (667GC) Longview  | 1,727                             | 1,723                         | 99.77%   | 4              | 0.23%  | 1,613  | 69                       | 41                        | 4                         | 0                          | 0                           | 0  | 2.10                                 | 0.75                                 | 1.51                                 |
| (V16) (667MA) IDES Barksdale AFB  | 3                                 | 3                             | 100.00%  | 0              | 0.00%  | 3      | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      | 0.00                                 |                                      |
| (V16) (667QA) Knight Street   | 258                               | 258                           | 100.00%  | 0              | 0.00%  | 255    | 3                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      | 0.18                                 |                                      |
| (V17) (549) Dallas, TX  | 75,456                            | 73,685                        | 97.65%   | 1,771          | 2.35%  | 66,165 | 4,119                    | 3,401                     | 1,481                     | 214                        | 56                          | 20                                       | 5.42                                 | 3.58                                 | 1.68                                 |
| (V17) (549) Dallas VAMC   | 46,074                            | 45,036                        | 97.75%   | 1,038          | 2.25%  | 41,320 | 1,839                    | 1,877                     | 844                       | 124                        | 51                          | 19                                       | 5.08                                 | 3.71                                 | 0.74                                 |
| (V17) (549A4) Sam Rayburn<br>Memorial Veterans Center   | 6,772                             | 6,640                         | 98.05%   | 132            | 1.95%  | 6,025  | 259                      | 356                       | 114                       | 17                         | 1                           | 0  | 5.05                                 | 3.40                                 | 1.41                                 |
| (V17) (549BY) Fort Worth VA Clinic  | 14,643                            | 14,372                        | 98.15%   | 271            | 1.85%  | 12,195 | 1,415                    | 762                       | 247                       | 24                         | 0                           | 0  | 5.11                                 | 3.33                                 | 3.21                                 |
| (V17) (549GD) Denton  | 1,467                             | 1,433                         | 97.68%   | 34             | 2.32%  | 1,058  | 241                      | 134                       | 33                        | 1                          | 0                           | 0  | 6.47                                 | 0.00                                 | 3.07                                 |
| (V17) (549GE) Bridgeport  | 223                               | 223                           | 100.00%  | 0              | 0.00%  | 176    | 44                       | 3                         | 0                         | 0                          | 0                           | 0  | 4.10                                 | 0.00                                 | 1.41                                 |
| (V17) (549GF) Granbury  | 145                               | 135                           | 93.10%   | 10             | 6.90%  | 92     | 26                       | 17                        | 10                        | 0                          | 0                           | 0  | 8.74                                 |                                      | 0.00                                 |
| (V17) (549GH) Greenville  | 436                               | 434                           | 99.54%   | 2              | 0.46%  | 409    | 22                       | 3                         | 1                         | 1                          | 0                           | 0  | 2.13                                 | 0.00                                 | 4.50                                 |

| Completed Appointment Wait Times National,<br>Facility, and Division Level Summaries.<br>Wait Time Measured from Preferred Date<br>For the Reporting Period Ending: September<br>2017 | Total Completed<br>Appointments 1 | Completed within 30 Days 2 | Percent<br>Appts<br>Complete<br>d in 30<br>Days or<br>Less 3 | Completed in<br>Over 30 Days 4 | Percent<br>Appts<br>Complete<br>d in Over<br>30 Days 5 | Completed 0-7 Days<br>6 | Completed 8-14<br>Days 7 | Completed 15-30<br>Days 8 | Completed 31-60<br>Days 9 | Completed 61-90<br>Days 10 | Completed 91-120<br>Days 11 | Completed in<br>more than 120<br>Days 12 | PC Avg<br>Wait Time<br>in Days<br>13 |       | MH Avg<br>Wait Time<br>in Days<br>15 |
|---|-----------------------------------|----------------------------|--|--------------------------------|--|-------------------------|--------------------------|---------------------------|---------------------------|----------------------------|-----------------------------|--|--------------------------------------|-------|--------------------------------------|
| (V17) (549GJ) Sherman   | 709                               | 618                        | 87.17%   | 91                             | 12.83%   | 565                     | 30                       | 23                        | 49                        | 40                         | 2                           | 0  | 11.85                                | 0.00  | 0.51                                 |
| (V17) (549GK) Polk Street   | 966                               | 959                        | 99.28%   | 7                              | 0.72%  | 910                     | 34                       | 15                        | 7                         | 0                          | 0                           | 0  | 1.43                                 | 1.71  | 0.00                                 |
| (V17) (549GL) Plano   | 1,844                             | 1,693                      | 91.81%   | 151                            | 8.19%  | 1,491                   | 85                       | 117                       | 145                       | 5                          | 0                           | 1  | 9.71                                 | 2.03  | 3.04                                 |
| (V17) (549QC) Broadway  | 2,177                             | 2,142                      | 98.39%   | 35                             | 1.61%  | 1,924                   | 124                      | 94                        | 31                        | 2                          | 2                           | 0  | 5.41                                 | 1.51  | 2.49                                 |
| (V17) (671) San Antonio, TX   | 57,347                            | 55,055                     | 96.00%   | 2,292                          | 4.00%  | 48,296                  | 3,042                    | 3,717                     | 1,808                     | 262                        | 112                         | 110                                      | 4.65                                 | 6.47  | 3.31                                 |
| (V17) (671) Audie L Murphy Memorial<br>Veterans Hospital  | 30,910                            | 29,722                     | 96.16%   | 1,188                          | 3.84%  | 26,145                  | 1,563                    | 2,014                     | 956                       | 128                        | 57                          | 47                                       | 8.07                                 | 5.25  | 2.70                                 |
| (V17) (671A4) Kerrville VAMC  | 3,629                             | 3,529                      | 97.24%   | 100                            | 2.76%  | 3,156                   | 190                      | 183                       | 67                        | 19                         | 7                           | 7  | 2.41                                 | 10.60 | 3.41                                 |
| (V17) (671BU) San Antonio<br>Domiciliary  | 295                               | 295                        | 100.00%  | 0                              | 0.00%  | 294                     | 0                        | 1                         | 0                         | 0                          | 0                           | 0  |                                      |       | 0.13                                 |
| (V17) (671BY) Frank M Tejeda VA<br>OPC  | 6,298                             |                            | 97.38%   |                                |  | 5,243                   | 360                      | 530                       | 144                       |                            | 3                           |  |                                      |       | 3.44                                 |
| (V17) (671GB) Victoria  | 807                               |                            | 98.39%   |                                |  | 631                     | 85                       | 78                        |                           |                            | 0                           | 0  | -                                    |       | 6.80                                 |
| (V17) (671GF) South Bexar County  | 1,027                             |                            | 95.81%   |                                |  | 870<br>195              | 0                        | 70                        | 36                        |                            | 0                           | 0  | 2.92                                 |       | 10.91                                |
| (V17) (671GH) Beeville<br>(V17) (671GK) San Antonio   | 1,688                             |                            | 98.93%   |                                |  | 1,319                   | 248                      | 103                       | 17                        |                            | 1                           | 0  |                                      |       |                                      |
| (V17) (671GL) New Braunfels VA  | 412                               |                            | 99.76%   | 1                              | 0.24%  | 354                     | 24                       | 33                        | 0                         | 1                          | 0                           | 0  |                                      |       |                                      |
| Clinic<br>(V17) (671GN) Seguin  | 154                               | 154                        | 100.00%  | 0                              | 0.00%  | 152                     | 2                        | 0                         | 0                         | 0                          | 0                           | 0  | 0.38                                 |       |                                      |
| (V17) (671GO) North Central Federal   | 2,416                             | 2,305                      | 95.41%   | 111                            |  | 2,029                   | 121                      | 155                       | 94                        | 9                          | 7                           | 1  | 5.46                                 |       | 3.89                                 |
| VA Clinic<br>(V17) (671GP) Balcones Heights   | 1,939                             | 1,898                      | 97.89%   | 41                             | 2.11%  | 1,667                   | 93                       | 138                       | 39                        | 2                          | 0                           | 0  | 3.88                                 | 6.02  | 1.33                                 |
| (V17) (671GQ) Shavano Park  | 1,492                             | 1,466                      | 98.26%   | 26                             | 1.74%  | 1,364                   | 43                       | 59                        | 24                        | 1                          | 1                           | 0  | 2.56                                 |       | 1.93                                 |
| (V17) (671PA) San Antonio SARRTP  | 63                                | 63                         | 100.00%  | 0                              | 0.00%  | 26                      | 12                       | 25                        | 0                         | 0                          | 0                           | 0  |                                      |       |                                      |
| (V17) (671QB) Data Point  | 6,021                             | 5,435                      | 90.27%   | 586                            | 9.73%  | 4,851                   | 257                      | 327                       | 418                       | 82                         | 35                          | 51                                       |                                      | 7.93  |                                      |
| (V17) (674) Temple, TX  | 69,174                            | 66,649                     | 96.35%   | 2,525                          | 3.65%  | 57,862                  | 3,928                    | 4,859                     | 1,911                     | 421                        | 111                         | 82                                       | 5.89                                 | 6.41  | 4.10                                 |
| (V17) (674) Olin E Teague Veterans<br>Center  | 37,629                            | 36,194                     | 96.19%   | 1,435                          | 3.81%  | 31,416                  | 1,973                    | 2,805                     | 1,056                     | 241                        | 85                          | 53                                       | 8.13                                 | 6.15  | 4.90                                 |
| (V17) (674A4) Doris Miller VAMC   | 6,544                             | 6,447                      | 98.52%   | 97                             | 1.48%  | 5,683                   | 386                      | 378                       | 81                        | 7                          | 6                           | 3  | 4.49                                 | 4.40  | 1.75                                 |
| (V17) (674BY) Austin  | 17,942                            | 17,141                     | 95.54%   | 801                            | 4.46%  | 14,687                  | 1,135                    | 1,319                     | 626                       | 136                        | 17                          | 22                                       | 4.18                                 | 7.69  | 3.90                                 |
| (V17) (674GA) Palestine   | 917                               | 907                        | 98.91%   | 10                             | 1.09%  | 761                     | 92                       | 54                        | 10                        | 0                          | 0                           | 0  | 4.50                                 | 0.00  | 2.83                                 |
| (V17) (674GB) Brownwood   | 1,267                             | 1,263                      | 99.68%   | 4                              | 0.32%  | 1,213                   | 23                       | 27                        | 2                         | 1                          | 0                           | 1  | 9.89                                 | 1.93  | 0.88                                 |
| (V17) (674GC) Bryan   | 1,745                             | 1,736                      | 99.48%   | 9                              | 0.52%  | 1,577                   | 110                      | 49                        | 7                         | 0                          | 1                           | 1  | 2.66                                 | 1.52  | 5.28                                 |
| (V17) (674GD) Cedar Park  | 1,762                             | 1,641                      | 93.13%   | 121                            | 6.87%  | 1,373                   | 114                      | 154                       | 93                        | 24                         | 2                           | 2  | 8.26                                 | 3.33  | 6.68                                 |
| (V17) (674GF) Temple VA Clinic  | 1,144                             | 1,100                      | 96.15%   | 44                             | 3.85%  | 972                     | 74                       | 54                        | 32                        | 12                         | 0                           | 0  | 4.94                                 | 3.38  | 2.65                                 |
| (V17) (674HB) LaGrange  | 224                               |                            | 98.21%   |                                | 1.79%  | 180                     | 21                       | 19                        |                           | 0                          | 0                           |  |                                      |       | 1.54                                 |
| (V17) (740) VA Texas Valley Coastal Bend HCS  |                                   |                            | 97.23%   |                                |  | 17,458                  |                          |                           |                           |                            |                             | 20                                       |                                      |       |                                      |
| (V17) (740) Harlingen VA Clinic   | 3,269                             |                            | 95.81%   |                                |  | 2,759                   | 186                      | 187                       | 120                       |                            | 4                           | 4  |                                      |       | 2.32                                 |
| (V17) (740GA) Harlingen   | 4,622                             |                            | 98.36%   |                                |  | 4,272                   |                          | 136                       |                           |                            | 12                          |  |                                      |       | 1.63                                 |
| (V17) (740GB) McAllen   | 5,421                             |                            | 98.23%   |                                |  | 4,892                   | 240                      | 193                       |                           |                            | 3                           |  | 2.79                                 |       | 1.94                                 |
| (V17) (740GC) Corpus Christi  | 2,253                             |                            | 94.81%   |                                |  | 1,932                   |                          | 108                       | 72                        |                            | 11                          |  |                                      |       | 0.42                                 |
| (V17) (740GD) Laredo  | 1,532                             |                            | 98.37%   |                                |  | 1,401                   | 57                       | 49                        | 17                        |                            | 1                           | 3  |                                      |       | 1.45                                 |
| (V17) (740GH) South Enterprize (V17) (740GI) Old Brownsville  | 2,255                             |                            | 95.61%   |                                |  | 1,785                   | 156                      | 215                       | 99                        | 0                          | 0                           | 0  |                                      | 6.60  | 2.75                                 |
| (V17) (740GI) Old Brownsville (V17) (740GJ) North Tenth Street  | 20                                |                            | 95.00%   |                                | 5.00%  | 14                      |                          | 5                         | 1                         | 0                          | 0                           |  |                                      |       | 2.31                                 |
| (V18) (501) New Mexico HCS  | 33,442                            |                            | 95.56%   |                                |  | 27,447                  |                          | 2,257                     | 1,009                     | 277                        | 116                         | 82                                       | 6.40                                 | 7.23  | 3.82                                 |
| (V18) (501) Raymond G Murphy<br>VAMC  | 27,083                            |                            | 95.29%   |                                |  | 22,065                  | 1,833                    | 1,909                     | 875                       |                            | 92                          |  |                                      |       | 3.83                                 |
| (V18) (501G2) Las Vegas   | 571                               | 539                        | 94.40%   | 32                             | 5.60%  | 455                     | 55                       | 29                        | 8                         | 10                         | 12                          | 2  | 8.31                                 | 0.00  | 11.75                                |

| Completed Appointment Wait Times National,<br>Facility, and Division Level Summaries.<br>Wait Time Measured from Preferred Date<br>For the Reporting Period Ending: September<br>2017 | Total Completed<br>Appointments 1 | Completed within<br>30 Days 2 |         | Completed in<br>Over 30 Days 4 | Percent<br>Appts<br>Complete<br>d in Over<br>30 Days 5 | Completed 0-7 Days<br>6 | Completed 8-14<br>Days 7 | Completed 15-30<br>Days 8 | Completed 31-60<br>Days 9 | Completed 61-90<br>Days 10 | Completed 91-120<br>Days 11 | Completed in<br>more than 120<br>Days 12 | PC Avg<br>Wait Time<br>in Days<br>13 | SC Avg<br>Wait Time<br>in Days<br>14 | MH Avg<br>Wait Time<br>in Days<br>15 |
|---|-----------------------------------|-------------------------------|---------|--------------------------------|--|-------------------------|--------------------------|---------------------------|---------------------------|----------------------------|-----------------------------|--|--------------------------------------|--------------------------------------|--------------------------------------|
| (V18) (501GA) Artesia   | 482                               | 437                           | 90.66%  | 45                             | 9.34%  | 349                     | 44                       | 44                        | 28                        | 8                          | 4                           | 5  | 12.00                                | 0.00                                 | 8.03                                 |
| (V18) (501GB) Farmington  | 735                               | 723                           | 98.37%  | 12                             | 1.63%  | 624                     | 61                       | 38                        | 11                        | 0                          | 0                           | 1  | 4.43                                 | 0.00                                 | 0.53                                 |
| (V18) (501GC) Silver City   | 234                               | 207                           | 88.46%  | 27                             | 11.54%   | 124                     | 16                       | 67                        | 27                        | 0                          | 0                           | 0  | 12.81                                | 0.00                                 | 0.94                                 |
| (V18) (501GD) Gallup NM   | 336                               | 329                           | 97.92%  | 7                              | 2.08%  | 321                     | 7                        | 1                         | 4                         | 1                          | 2                           | 0  | 0.48                                 | 0.00                                 | 22.39                                |
| (V18) (501GE) Espanola  | 306                               | 301                           | 98.37%  | 5                              | 1.63%  | 256                     | 23                       | 22                        | 5                         | 0                          | 0                           | 0  | 3.82                                 | 0.00                                 | 4.58                                 |
| (V18) (501GH) Truth or<br>Consequences  | 418                               | 418                           | 100.00% | 0                              | 0.00%  | 415                     | 3                        | 0                         | 0                         | 0                          | 0                           | 0  | 0.32                                 |                                      | 0.00                                 |
| (V18) (501GI) Alamogordo  | 378                               | 373                           | 98.68%  | 5                              | 1.32%  | 333                     | 28                       | 12                        | 4                         | 1                          | 0                           | 0  | 3.18                                 | 0.50                                 | 0.67                                 |
| (V18) (501GJ) Durango   | 503                               | 499                           | 99.20%  | 4                              | 0.80%  | 488                     | 5                        | 6                         | 4                         | 0                          | 0                           | 0  | 0.51                                 | 0.00                                 | 1.96                                 |
| (V18) (501GK) Santa Fe  | 634                               | 626                           | 98.74%  | 8                              | 1.26%  | 559                     | 43                       | 24                        | 5                         | 1                          | 0                           | 2  | 3.90                                 | 0.00                                 | 2.71                                 |
| (V18) (501GM) Northwest Metro VA<br>Clinic  | 1,531                             | 1,469                         | 95.95%  | 62                             | 4.05%  | 1,261                   | 116                      | 92                        | 37                        | 18                         | 6                           | 1  | 3.03                                 | 13.09                                | 3.09                                 |
| (V18) (501HB) Raton   | 215                               | 214                           | 99.53%  | 1                              | 0.47%  | 181                     | 20                       | 13                        | 1                         | 0                          | 0                           | 0  | 3.09                                 | 7.00                                 | 10.64                                |
| (V18) (501MA) IDES Kirtland AFB   | 16                                |                               | 100.00% |                                | 0.00%  | 16                      | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      | 0.00                                 | 0.00                                 |
| V18) (504) Amarillo, TX   | 16,073                            | 14,932                        | 92.90%  | 1,141                          | 7.10%  | 12,896                  | 932                      | 1,104                     | 811                       | 203                        | 59                          | 68                                       | 8.96                                 | 10.74                                | 3.22                                 |
| (V18) (504) Thomas E Creek VAMC   | 11,563                            |                               |         |                                |  | 9,248                   |                          | 798                       | 664                       |                            | 49                          |  |                                      |                                      | 2.67                                 |
| (V18) (504BY) Lubbock TX  | 3,892                             |                               | 94.32%  | 221                            | 5.68%  | 3,106                   | 287                      | 278                       | 137                       | 50                         | 8                           | 26                                       | 6.78                                 | 9.09                                 | 4.28                                 |
| (V18) (504BZ) Clovis  | 511                               | 502                           | 98.24%  | 9                              | 1.76%  | 450                     | 28                       | 24                        | 7                         | 0                          | 2                           | 0  | 2.63                                 |                                      | 3.75                                 |
| (V18) (504GA) Childress   | 81                                | 79                            | 97.53%  | 2                              | 2.47%  | 69                      | 7                        | 3                         | 2                         | 0                          | 0                           | 0  | 3.95                                 |                                      | 0.00                                 |
| (V18) (504HB) Dalhart   | 26                                | 25                            | 96.15%  | 1                              | 3.85%  | 23                      | 1                        | 1                         | 1                         | 0                          | 0                           | 0  | 2.76                                 | 18.00                                | 0.00                                 |
| /18) (519) Big Spring, TX   | 7,210                             | 7,073                         | 98.10%  | 137                            | 1.90%  | 6,073                   | 489                      | 511                       | 101                       | 17                         | 18                          | 1  | 4.99                                 | 4.11                                 | 3.80                                 |
| (V18) (519) George H OBrien Jr<br>VAMC  | 3,091                             | 3,063                         | 99.09%  | 28                             | 0.91%  | 2,646                   | 200                      | 217                       | 26                        | 2                          | 0                           | 0  | 4.44                                 | 3.93                                 | 1.96                                 |
| (V18) (519GA) Permian Basin   | 1,404                             | 1,384                         | 98.58%  | 20                             | 1.42%  | 1,151                   | 133                      | 100                       | 18                        | 1                          | 1                           | 0  | 3.20                                 | 6.93                                 | 5.67                                 |
| (V18) (519GB) Hobbs   | 162                               | 159                           | 98.15%  | 3                              | 1.85%  | 139                     | 7                        | 13                        | 2                         | 0                          | 0                           | 1  | 3.75                                 | 13.60                                | 5.50                                 |
| (V18) (519GD) Fort Stockton   | 39                                | 26                            | 66.67%  | 13                             | 33.33%   | 20                      | 2                        | 4                         | 13                        | 0                          | 0                           | 0  | 16.63                                |                                      |                                      |
| (V18) (519HC) Abilene   | 1,708                             | 1,682                         | 98.48%  | 26                             | 1.52%  | 1,422                   | 107                      | 153                       | 24                        | 0                          | 2                           | 0  | 4.65                                 | 3.11                                 | 5.08                                 |
| (V18) (519HD) Stamford  | 25                                | 25                            | 100.00% | 0                              | 0.00%  | 20                      | 4                        | 1                         | 0                         | 0                          | 0                           | 0  | 3.36                                 | ;                                    |                                      |
| (V18) (519HF) San Angelo  | 781                               | 734                           | 93.98%  | 47                             | 6.02%  | 675                     | 36                       | 23                        | 18                        | 14                         | 15                          | 0  | 8.22                                 | 9.44                                 | 3.82                                 |
| /18) (644) Phoenix, AZ  | 59,640                            | 56,502                        | 94.74%  | 3,138                          | 5.26%  | 48,603                  | 3,568                    | 4,331                     | 2,350                     | 565                        | 117                         | 106                                      | 5.61                                 | 7.99                                 | 3.42                                 |
| (V18) (644) Carl T Hayden VAMC  | 37,578                            | 35,423                        | 94.27%  | 2,155                          | 5.73%  | 30,180                  | 2,257                    | 2,986                     | 1,593                     | 400                        | 80                          | 82                                       | 2.54                                 | 8.66                                 | 3.39                                 |
| (V18) (644BY) Southeast   | 8,763                             | 8,283                         | 94.52%  | 480                            | 5.48%  | 7,168                   | 554                      | 561                       | 360                       | 93                         | 16                          | 11                                       | 7.79                                 | 6.08                                 | 4.74                                 |
| (V18) (644GA) Sun City  | 4,849                             | 4,773                         | 98.43%  | 76                             | 1.57%  | 4,370                   | 189                      | 214                       | 61                        | 5                          | 10                          | 0  | 2.20                                 | 3.85                                 | 3.74                                 |
| (V18) (644GB) Show Low  | 1,082                             | 1,067                         | 98.61%  | 15                             | 1.39%  | 926                     | 81                       | 60                        | 12                        | 2                          | 0                           | 1  | 2.92                                 | 12.96                                | 1.44                                 |
| (V18) (644GC) Southwest   | 983                               | 922                           | 93.79%  | 61                             | 6.21%  | 749                     | 62                       | 111                       | 38                        | 19                         | 1                           | 3  | 11.15                                | 4.22                                 | 3.50                                 |
| (V18) (644GD) Payson  | 267                               | 267                           | 100.00% | 0                              | 0.00%  | 267                     | 0                        | 0                         | 0                         | 0                          | 0                           | 0  | 0.95                                 | 0.00                                 | 0.89                                 |
| (V18) (644GE) Thunderbird   | 1,670                             | 1,628                         | 97.49%  | 42                             | 2.51%  | 1,474                   | 98                       | 56                        | 30                        | 11                         | 1                           | 0  | 5.06                                 | 3.97                                 | 1.02                                 |
| (V18) (644GF) Globe   | 227                               | 225                           | 99.12%  | 2                              | 0.88%  | 202                     | 18                       | 5                         | 1                         | 1                          | 0                           | 0  | 1.96                                 | 25.00                                | 0.76                                 |
| (V18) (644GG) Northeast Phoenix VA  | 837                               | 798                           | 95.34%  | 39                             | 4.66%  | 665                     | 68                       | 65                        | 38                        | 1                          | 0                           | 0  | 7.85                                 | 1.50                                 | 4.59                                 |
| Clinic<br>(V18) (644GH) Phoenix Midtown   | 3,384                             | 3.116                         | 92.08%  | 268                            | 7.92%  | 2,602                   | 241                      | 273                       | 217                       | 33                         | 9                           | 9  | 11.28                                | 0.00                                 | 1.48                                 |
| V18) (649) Northern Arizona HCS   | 14,680                            |                               | 96.66%  |                                |  | 12,533                  |                          |                           |                           |                            |                             | -  |                                      |                                      |                                      |
| (V18) (649) Bob Stump VAMC  | 11,016                            |                               |         |                                |  | 9,497                   |                          | 606                       |                           |                            |                             |  |                                      |                                      |                                      |
| (V18) (649GA) Kingman   | 1,101                             |                               |         |                                |  | 901                     |                          | 79                        |                           |                            |                             |  |                                      |                                      | 0.78                                 |
| (V18) (649GB) Flagstaff   | 640                               |                               |         |                                |  | 534                     |                          | 45                        |                           |                            | 0                           | _  |                                      |                                      |                                      |
| (V18) (649GC) Lake Havasu   | 895                               |                               | 97.99%  |                                |  | 768                     |                          | 48                        | 15                        |                            | 2                           |  |                                      |                                      | 0.39                                 |
| (V18) (649GD) Anthem  | 394                               |                               | 97.21%  |                                |  | 342                     |                          | 11                        | 11                        |                            |                             | _  |                                      |                                      | 0.52                                 |
| (v 10) (048GD) AlluleIII  | 394                               | 363                           | 31.2170 | "                              | 2.1970   | 342                     | 30                       | 11                        |                           |                            | 0                           |  | 3.54                                 | 0.47                                 | 0.32                                 |

| Completed Appointment Wait Times National,<br>Facility, and Division Level Summaries.<br>Wait Time Measured from Preferred Date<br>For the Reporting Period Ending: September<br>2017 | Total Completed<br>Appointments 1 | Completed within<br>30 Days 2 | Percent<br>Appts<br>Complete<br>d in 30<br>Days or<br>Less 3 |       | Percent<br>Appts<br>Complete<br>d in Over<br>30 Days 5 | Completed 0-7 Days<br>6 | Completed 8-14<br>Days 7 | Completed 15-30<br>Days 8 | Completed 31-60<br>Days 9 | Completed 61-90<br>Days 10 | Completed 91-120<br>Days 11 | Completed in<br>more than 120<br>Days 12 | PC Avg<br>Wait Time<br>in Days<br>13 | SC Avg<br>Wait Time<br>in Days<br>14 | MH Avg<br>Wait Time<br>in Days<br>15 |
|---|-----------------------------------|-------------------------------|--|-------|--|-------------------------|--------------------------|---------------------------|---------------------------|----------------------------|-----------------------------|--|--------------------------------------|--------------------------------------|--------------------------------------|
| (V18) (649GE) Cottonwood  | 634                               | 604                           | 95.27%   | 30    | 4.73%  | 491                     | 54                       | 59                        | 26                        | 3                          | 0                           | 1  | 8.21                                 |                                      | 1.32                                 |
| (V18) (678) Southern Arizona HCS  | 36,225                            | 35,017                        | 96.67%   | 1,208 | 3.33%  | 30,030                  | 2,744                    | 2,243                     | 955                       | 190                        | 52                          | 11                                       | 3.90                                 | 6.74                                 | 2.77                                 |
| (V18) (678) Tucson VAMC   | 27,469                            | 26,379                        | 96.03%   | 1,090 | 3.97%  | 22,451                  | 2,134                    | 1,794                     | 850                       | 181                        | 49                          | 10                                       | 3.93                                 | 7.53                                 | 2.91                                 |
| (V18) (678GA) Sierra Vista  | 1,770                             | 1,703                         | 96.21%   | 67    | 3.79%  | 1,414                   | 149                      | 140                       | 58                        | 8                          | 1                           | 0  | 4.45                                 | 6.29                                 | 3.03                                 |
| (V18) (678GB) Yuma  | 1,526                             | 1,521                         | 99.67%   | 5     | 0.33%  | 1,431                   | 55                       | 35                        | 5                         | 0                          | 0                           | 0  | 1.94                                 | 1.59                                 | 1.04                                 |
| (V18) (678GC) Casa Grande   | 1,751                             | 1,741                         | 99.43%   | 10    | 0.57%  | 1,615                   | 69                       | 57                        | 9                         | 0                          | 1                           | 0  | 2.20                                 | 1.39                                 | 3.77                                 |
| (V18) (678GD) Safford   | 213                               | 213                           | 100.00%  | 0     | 0.00%  | 165                     | 29                       | 19                        | 0                         | 0                          | 0                           | 0  | 5.37                                 | 3.83                                 | 2.41                                 |
| (V18) (678GE) Green Valley  | 257                               |                               |  |       |  |                         | 29                       | 18                        |                           |                            | 0                           | 0  |                                      |                                      | 0.96                                 |
| (V18) (678GF) Northwest Tucson VA<br>Clinic   | 1,870                             | 1,857                         | 99.30%   | 13    | 0.70%  | 1,601                   | 162                      | 94                        | 12                        | 0                          | 1                           | 0  | 4.42                                 | 2.64                                 | 2.46                                 |
| (V18) (678GG) Southeast Tucson VA<br>Clinic   | 1,342                             | 1,322                         | 98.51%   | 20    | 1.49%  | 1,121                   | 115                      | 86                        | 18                        | 1                          | 0                           | 1  | 5.36                                 | 4.26                                 | 1.95                                 |
| (V18) (678MA) IDES Davis-Monthan<br>AFB   | 8                                 | 8                             | 100.00%  | 0     | 0.00%  | 8                       | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      | 0.00                                 | 0.00                                 |
| (V18) (678MB) IDES Fort Huachuca  | 19                                | 19                            | 100.00%  |       |  | 17                      | 2                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      | 2.67                                 | 4.75                                 |
| (V18) (756) El Paso, TX   | 21,990                            |                               |  |       |  |                         |                          |                           |                           | 109                        |                             |  |                                      |                                      |                                      |
| (V18) (756) El Paso VA Clinic   | 18,246                            | 17,521                        | 96.03%   | 725   | 3.97%  | 15,231                  | 1,048                    | 1,242                     | 504                       | 106                        | 102                         | 13                                       | 7.36                                 |                                      | 6.34                                 |
| (V18) (756GA) Las Cruces  | 1,484                             |                               |  |       |  |                         | 103                      |                           |                           |                            | 0                           |  |                                      |                                      | 3.70                                 |
| (V18) (756GB) El Paso Eastside  | 2,047                             |                               | 97.66%   |       |  |                         | 143                      | 109                       |                           | 3                          |                             |  | 3.89                                 |                                      | 3.83                                 |
| (V18) (756MA) IDES Fort Bliss   | 213                               |                               | 100.00%  |       |  |                         |                          | 0                         | 0                         |                            | 0                           | -  |                                      | 3.15                                 |                                      |
| (V19) (436) Montana HCS   | 18,445                            |                               | 93.97%   |       |  |                         |                          |                           |                           | 234                        |                             |  |                                      |                                      |                                      |
| (V19) (436) Fort Harrison VA Medical<br>Center  | 7,093                             | 6,572                         | 92.65%   | 521   | 7.35%  | 5,767                   | 341                      | 464                       | 329                       | 94                         | 38                          | 60                                       | 7.99                                 | 11.00                                | 1.94                                 |
| (V19) (436A4) Miles City VA Medical<br>Center   | 315                               |                               |  |       |  |                         |                          | 9                         | 5                         | 1                          | 1                           | 0  |                                      | 1.03                                 | 0.33                                 |
| (V19) (436BU) VADOM Fort Harrison   | 62                                |                               | 87.10%   |       | 12.90%   |                         |                          | 7                         | 5                         | 3                          |                             |  |                                      |                                      |                                      |
| (V19) (436GA) Anaconda  | 419                               |                               |  |       |  |                         | 9                        | 13                        |                           | 3                          |                             |  | 3.10                                 |                                      | 3.50                                 |
| (V19) (436GB) Great Falls   | 1,337                             |                               | 97.08%   |       |  |                         | 26                       | 28                        |                           | 11                         | 0                           |  |                                      |                                      | 1.65                                 |
| (V19) (436GC) Missoula  | 1,897                             |                               | 95.36%   |       |  |                         | 71                       | 109                       |                           | 26                         |                             |  |                                      |                                      | 3.00                                 |
| (V19) (436GD) Bozeman   | 1,004                             |                               |  |       |  |                         |                          | 56                        |                           | 22                         | 8                           |  |                                      |                                      | 1.50                                 |
| (V19) (436GF) Kalispell   | 3,787                             |                               | 97.07%   |       |  |                         | 236                      | 53<br>272                 |                           | 54                         |                             |  | 3.35<br>6.08                         |                                      | 2.80                                 |
| (V19) (436GH) Billings<br>(V19) (436GI) Glasgow   | 3,787                             |                               | 100.00%  |       |  |                         |                          | 0                         | 0                         | 0                          | 0                           |  |                                      |                                      | 0.38                                 |
| (V19) (436GJ) Miles City VA Clinic  | 3                                 |                               | 100.00%  |       |  |                         |                          | 1                         | 0                         |                            | 0                           |  |                                      | 0.00                                 | 0.30                                 |
| (V19) (436GK) Glendive  | 57                                |                               | 96.49%   |       |  |                         |                          | 1                         | 2                         |                            | 0                           |  |                                      | 32.00                                | 1.29                                 |
| (V19) (436GL) Cut Bank  | 164                               |                               | 95.12%   |       |  |                         | 8                        | 1                         | 6                         |                            | 0                           | 0  |                                      |                                      | 0.25                                 |
| (V19) (436GM) Lewistown   | 244                               |                               | 89.34%   |       | 10.66%   |                         | 3                        | 6                         | 11                        | 5                          | 4                           | 6  |                                      |                                      |                                      |
| (V19) (436HC) Merril Lundman VA<br>OPC  | 201                               |                               | 100.00%  |       |  |                         |                          | 0                         | 0                         | 0                          | 0                           | 0  |                                      |                                      | 0.85                                 |
| (V19) (436MA) IDES Malmstrom AFB  | 2                                 | 2                             | 100.00%  | 0     | 0.00%  | 2                       | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      | 0.00                                 |                                      |
| (V19) (436QA) Hamilton  | 115                               | 113                           | 98.26%   | 2     | 1.74%  | 107                     | 3                        | 3                         | 0                         | 1                          | 1                           | 0  | 2.53                                 | 0.00                                 | 1.43                                 |
| (V19) (436QB) Plentywood  | 25                                | 24                            | 96.00%   | 1     | 4.00%  | 23                      | 1                        | 0                         | 1                         | 0                          | 0                           | 0  | 0.00                                 |                                      | 9.00                                 |
| (V19) (436QC) Helena  | 240                               | 218                           | 90.83%   | 22    | 9.17%  | 186                     | 10                       | 22                        | 13                        | 5                          | 4                           | 0  |                                      |                                      |                                      |
| (V19) (442) Cheyenne, WY  | 14,169                            | 13,218                        | 93.29%   | 951   | 6.71%  | 11,415                  | 821                      | 982                       | 684                       | 202                        | 40                          | 25                                       | 2.92                                 | 8.64                                 | 5.29                                 |
| (V19) (442) Cheyenne VA Medical<br>Center   | 8,499                             |                               | 93.59%   |       |  |                         |                          | 596                       |                           | 78                         |                             |  |                                      |                                      | 4.18                                 |
| (V19) (442GB) Sidney  | 141                               |                               | 92.91%   |       |  |                         |                          |                           | 9                         | 1                          | 0                           |  |                                      |                                      |                                      |
| (V19) (442GC) Fort Collins  | 2,371                             |                               | 91.48%   |       |  |                         |                          | 186                       |                           |                            |                             |  | 2.91                                 | 13.04                                | 5.31                                 |
| (V19) (442GD) Greeley   | 2,787                             | 2,596                         | 93.15%   | 191   | 6.85%  | 2,249                   | 170                      | 177                       | 114                       | 48                         | 17                          | 12                                       | 4.07                                 | 8.84                                 | 7.81                                 |

| Completed Appointment Wait Times National,<br>Facility, and Division Level Summaries.<br>Wait Time Measured from Preferred Date<br>For the Reporting Period Ending: September<br>2017 | Total Completed<br>Appointments 1 | Completed within<br>30 Days 2 | Percent<br>Appts<br>Complete<br>d in 30<br>Days or<br>Less 3 | Completed in<br>Over 30 Days 4 | Percent<br>Appts<br>Complete<br>d in Over<br>30 Days 5 | Completed 0-7 Days<br>6 | Completed 8-14<br>Days 7 | Completed 15-30<br>Days 8 | Completed 31-60<br>Days 9 | Completed 61-90<br>Days 10 | Completed 91-120<br>Days 11 | Completed in<br>more than 120<br>Days 12 | PC Avg<br>Wait Time<br>in Days<br>13 | SC Avg<br>Wait Time<br>in Days<br>14 | MH Avg<br>Wait Time<br>in Days<br>15 |
|---|-----------------------------------|-------------------------------|--|--------------------------------|--|-------------------------|--------------------------|---------------------------|---------------------------|----------------------------|-----------------------------|--|--------------------------------------|--------------------------------------|--------------------------------------|
| (V19) (442HK) Wheatland VA Mobile<br>Clinic   | 178                               | 177                           | 99.44%   | 1                              | 0.56%  | 166                     | 3                        | 8                         | 1                         | 0                          | 0                           | 0  | 1.50                                 |                                      | 3.95                                 |
| (V19) (442QA) Rawlins   | 97                                | 95                            | 97.94%   | 2                              | 2.06%  | 88                      | 2                        | 5                         | 2                         | 0                          | 0                           | 0  | 2.04                                 | 10.50                                | 1.75                                 |
| (V19) (442QB) Torrington VA Mobile<br>Clinic  | 96                                | 96                            | 100.00%  | 0                              | 0.00%  | 94                      | 1                        | 1                         | 0                         | 0                          | 0                           | 0  | 0.94                                 |                                      | 1.14                                 |
| (V19) (554) Denver, CO  | 51,181                            | 46,529                        | 90.91%   | 4,652                          | 9.09%  | 38,559                  | 3,627                    | 4,343                     | 3,314                     | 972                        | 249                         | 117                                      | 9.62                                 | 10.65                                | 5.05                                 |
| (V19) (554) Denver VA Medical<br>Center   | 25,985                            | 23,543                        | 90.60%   | 2,442                          | 9.40%  | 19,296                  | 1,940                    | 2,307                     | 1,804                     | 418                        | 150                         | 70                                       | 11.01                                | 10.33                                | 6.10                                 |
| (V19) (554GB) Aurora  | 1,852                             | 1,679                         | 90.66%   | 173                            | 9.34%  | 1,369                   | 141                      | 169                       | 162                       | 9                          | 2                           | 0  | 8.55                                 | 9.74                                 | 7.54                                 |
| (V19) (554GC) Golden  | 5,237                             | 5,040                         | 96.24%   | 197                            | 3.76%  | 4,366                   | 349                      | 325                       | 180                       | 14                         | 3                           | 0  | 6.26                                 | 4.74                                 | 1.08                                 |
| (V19) (554GD) Pueblo  | 4,047                             | 3,656                         | 90.34%   | 391                            | 9.66%  | 3,061                   | 252                      | 343                       | 306                       | 73                         | 10                          | 2  | 11.80                                | 11.99                                | 7.19                                 |
| (V19) (554GE) PFC Floyd K<br>Lindstrom VA Clinic  | 11,364                            | 10,181                        | 89.59%   | 1,183                          | 10.41%   | 8,629                   | 720                      | 832                       | 658                       | 407                        | 75                          | 43                                       | 10.51                                | 13.79                                | 5.11                                 |
| (V19) (554GF) Alamosa   | 317                               | 298                           | 94.01%   | 19                             | 5.99%  | 264                     | 18                       | 16                        | 16                        | 2                          | 0                           | 1  | 13.13                                | 10.90                                | 0.69                                 |
| (V19) (554GG) La Junta  | 453                               | 415                           | 91.61%   | 38                             | 8.39%  | 379                     | 16                       | 20                        | 20                        | 9                          | 9                           | 0  | 11.04                                | 13.07                                | 3.24                                 |
| (V19) (554GH) Lamar   | 158                               | 157                           | 99.37%   | 1                              | 0.63%  | 119                     | 17                       | 21                        | 1                         | 0                          | 0                           | 0  | 5.85                                 |                                      | 0.00                                 |
| (V19) (554GI) Burlington  | 99                                |                               | 98.99%   | 1                              | 1.01%  | 90                      | 5                        | 3                         | 0                         | 0                          | 0                           | 1  | 5.59                                 | 0.00                                 | 2.83                                 |
| (V19) (554MA) IDES Fort Carson  | 177                               |                               |  | 1                              | 0.56%  | 128                     | 32                       |                           |                           | 0                          | 0                           | 0  |                                      | 3.77                                 | 7.07                                 |
| (V19) (554QB) Jewell  | 1,421                             |                               | 85.50%   | 206                            |  | 793                     | 133                      |                           |                           |                            | 0                           | 0  |                                      | 17.07                                |                                      |
| (V19) (554QC) Salida  | 71                                |                               | 100.00%  | 0                              | 0.00%  | 65                      | 4                        | 2                         |                           | 0                          | 0                           | 0  | 2.98                                 | 2.43                                 | 0.00                                 |
| (V19) (575) Grand Junction, CO  | 9,562                             |                               |  |                                |  |                         | 564                      |                           |                           |                            |                             |  |                                      | 6.54                                 | 2.08                                 |
| (V19) (575) Grand Junction VAMC   | 8,691                             |                               | 94.73%   |                                |  | 7,234                   | 514                      |                           |                           |                            |                             |  | 13.32                                | 6.32                                 |                                      |
| (V19) (575GA) Montrose  | 629                               |                               |  | 21                             |  | 521                     | 37                       | 50                        |                           |                            |                             | 2  | 23.32                                | 8.86                                 | 0.33                                 |
| (V19) (575GB) Major William Edward<br>Adams VA Clinic   | 82                                |                               | 100.00%  | 0                              |  | 78                      | 2                        | 2                         |                           | 0                          | 0                           | 0  | 0.85                                 | 2.78                                 | 2.00                                 |
| (V19) (575QA) Glenwood Springs  | 118                               |                               | 89.83%   |                                | 10.17%   |                         | 7                        | 8                         | 10                        |                            |                             | 0  | 8.98                                 | 13.78                                | 0.17                                 |
| (V19) (575QB) Moab  | 42                                |                               | 100.00%  | 0                              | 0.0070   |                         | 4                        | 1                         | 0                         | 0                          | 0                           | 0  | 0.20                                 | 1.60                                 | 4.13                                 |
| (V19) (660) Salt Lake City, UT  | 29,536                            |                               | 94.17%   |                                |  |                         | 1,938                    |                           |                           |                            |                             | 69                                       | 5.16                                 |                                      | 3.40                                 |
| (V19) (660) George E. Wahlen VAMC   | 22,110                            |                               | 92.90%   |                                |  |                         | 1,589                    | 2,164                     |                           |                            |                             | 57                                       | 6.68                                 | 8.99                                 | 3.40                                 |
| (V19) (660GA) Pocatello   | 1,403                             |                               | 98.22%   |                                |  | 1,182                   | 113                      |                           |                           |                            | 0                           | 1  | 5.08                                 | 10.50                                | 3.95                                 |
| (V19) (660GB) Ogden   | 1,599                             |                               | 98.69%   | 21                             |  |                         | 69                       | 46                        |                           |                            |                             | 3  | 3.40                                 | 4.86                                 | 5.40                                 |
| (V19) (660GD) Roosevelt   | 109                               |                               | 99.08%   | 1                              | 0.92%  | 107                     | 1                        | 0                         |                           | 0                          |                             | 0  | 0.00                                 | 15.50                                | 1.50                                 |
| (V19) (660GE) Orem  | 1,161                             |                               | 99.31%   |                                |  | 1,093                   | 31                       | 29                        |                           | 17                         |                             | 1  | 2.87                                 | 5.31                                 | 1.80                                 |
| (V19) (660GG) St. George<br>(V19) (660GJ) Western Salt Lake   | 1,295<br>1,283                    |                               | 97.37%<br>96.26%   |                                |  |                         | 83                       | 53                        |                           |                            |                             | 6  | 2.97<br>5.05                         | 2.87                                 | 0.99                                 |
| (V19) (660GK) Elko, NV  | 55                                |                               | 98.18%   | 1                              | 1.82%  | 51                      | 3                        |                           |                           | 12                         | 0                           | 0  | 3.25                                 | 0.00                                 | 10.00                                |
| (V19) (660MA) IDES Hill AFB   | 12                                |                               | 100.00%  | 0                              |  | 12                      | 0                        | 0                         | _                         | 0                          |                             | 0  | 0.20                                 | 0.00                                 | 0.00                                 |
| (V19) (660QA) Idaho Falls   | 375                               |                               | 98.93%   | -                              | 1.07%  | 364                     | 6                        | 1                         | 3                         | 1                          | 0                           | 0  | 0.90                                 | 0.00                                 | 4.38                                 |
| (V19) (660QB) Price   | 134                               |                               | 92.54%   |                                |  |                         | 6                        | 5                         | _                         | 0                          |                             |  | 10.53                                | 0.00                                 | 2.38                                 |
| (V19) (666) Sheridan, WY  | 6,057                             |                               | 97.34%   |                                |  |                         | 308                      | 322                       |                           |                            | 3                           | 3  | 4.50                                 |                                      |                                      |
| (V19) (666) Sheridan VA Medical<br>Center   | 3,524                             |                               | 97.64%   |                                |  |                         | 200                      |                           |                           |                            |                             |  | 5.52                                 | 4.71                                 | 2.05                                 |
| (V19) (666GB) Casper  | 768                               | 737                           | 95.96%   | 31                             | 4.04%  | 667                     | 35                       | 35                        | 22                        | 8                          | 0                           | 1  | 4.59                                 | 0.40                                 | 3.95                                 |
| (V19) (666GC) Riverton  | 492                               | 487                           | 98.98%   | 5                              | 1.02%  | 464                     | 10                       | 13                        | 3                         | 2                          | 0                           | 0  | 1.32                                 | 1.57                                 | 3.81                                 |
| (V19) (666GD) Powell  | 353                               | 334                           | 94.62%   | 19                             | 5.38%  | 292                     | 19                       | 23                        | 16                        | 3                          | 0                           | 0  | 6.25                                 | 0.75                                 | 1.10                                 |
| (V19) (666GE) Gillette  | 355                               | 352                           | 99.15%   | 3                              | 0.85%  | 329                     | 12                       | 11                        | 2                         | 1                          | 0                           | 0  | 2.57                                 | 0.00                                 | 0.94                                 |
| (V19) (666GF) Rock Springs  | 374                               | 365                           | 97.59%   | 9                              | 2.41%  | 321                     | 25                       | 19                        | 8                         | 1                          | 0                           | 0  | 4.28                                 | 0.60                                 | 1.27                                 |
| (V19) (666QA) Afton VA Clinic   | 122                               | 112                           | 91.80%   | 10                             | 8.20%  | 103                     | 5                        | 4                         | 7                         | 3                          | 0                           | 0  | 6.37                                 |                                      | 0.67                                 |
|   |                                   | 1                             |  |                                |  |                         |                          |                           | 1                         |                            |                             |  |                                      |                                      |                                      |

| Completed Appointment Wait Times National,<br>Facility, and Division Level Summaries.<br>Wait Time Measured from Preferred Date<br>For the Reporting Period Ending: September<br>2017 | Total Completed<br>Appointments 1 | Completed within<br>30 Days 2 | Percent<br>Appts<br>Complete<br>d in 30<br>Days or<br>Less 3 | Completed in<br>Over 30 Days 4 | Percent<br>Appts<br>Complete<br>d in Over<br>30 Days 5 | Completed 0-7 Days<br>6 | Completed 8-14<br>Days 7 | Completed 15-30<br>Days 8 | Completed 31-60<br>Days 9 | Completed 61-90<br>Days 10 | Completed 91-120<br>Days 11 | Completed in<br>more than 120<br>Days 12 | PC Avg<br>Wait Time<br>in Days<br>13 | SC Avg<br>Wait Time<br>in Days<br>14 | MH Avg<br>Wait Time<br>in Days<br>15 |
|---|-----------------------------------|-------------------------------|--|--------------------------------|--|-------------------------|--------------------------|---------------------------|---------------------------|----------------------------|-----------------------------|--|--------------------------------------|--------------------------------------|--------------------------------------|
| (V19) (666QB) Evanston  | 23                                | 23                            | 100.00%  | 0                              | 0.00%  | 22                      | 1                        | 0                         | 0                         | 0                          | 0                           | 0  | 1.57                                 | 0.00                                 | 0.00                                 |
| (V19) (666QC) Worland   | 46                                | 45                            | 97.83%   | 1                              | 2.17%  | 42                      | 1                        | 2                         | 0                         | 1                          | 0                           | 0  | 3.17                                 | 7.00                                 | 1.00                                 |
| (V20) (463) Anchorage, AK   | 7,736                             | 7,683                         | 99.31%   | 53                             | 0.69%  | 7,190                   | 279                      | 214                       | 42                        | 7                          | 3                           | 1  | 1.80                                 | 2.35                                 | 1.92                                 |
| (V20) (463) Alaska VA Medical<br>Center   | 5,065                             | 5,018                         | 99.07%   | 47                             | 0.93%  | 4,631                   | 222                      | 165                       | 38                        | 5                          | 3                           | 1  | 2.01                                 | 2.36                                 | 2.71                                 |
| (V20) (463BU) Anchorage DCHV  | 674                               | 674                           | 100.00%  | 0                              | 0.00%  | 673                     | 1                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      |                                      | 0.00                                 |
| (V20) (463GA) Fairbanks   | 778                               | 775                           | 99.61%   | 3                              | 0.39%  | 733                     | 17                       | 25                        | 1                         | 2                          | 0                           | 0  | 1.63                                 | 3.09                                 | 0.29                                 |
| (V20) (463GB) Kenai   | 692                               | 689                           | 99.57%   | 3                              | 0.43%  | 660                     | 11                       | 18                        | 3                         | 0                          | 0                           | 0  | 1.46                                 | 1.40                                 | 0.60                                 |
| (V20) (463GC) Mat-Su  | 527                               | 527                           | 100.00%  | 0                              | 0.00%  | 493                     | 28                       | 6                         | 0                         | 0                          | 0                           | 0  | 1.70                                 | 0.00                                 | 0.94                                 |
| (V20) (531) Boise, ID   | 20,752                            | 19,625                        | 94.57%   | 1,127                          | 5.43%  | 16,961                  | 1,079                    | 1,585                     | 923                       | 152                        | 40                          | 12                                       | 7.07                                 | 7.02                                 | 1.59                                 |
| (V20) (531) Boise VA Medical Center   | 18,095                            | 17,125                        | 94.64%   | 970                            | 5.36%  | 14,681                  | 1,002                    | 1,442                     | 805                       | 120                        | 34                          | 11                                       | 7.40                                 | 7.09                                 | 1.46                                 |
| (V20) (531GE) Twin Falls  | 929                               | 899                           | 96.77%   | 30                             | 3.23%  | 857                     | 17                       | 25                        | 15                        | 8                          | 6                           | 1  | 4.31                                 | 0.44                                 | 1.86                                 |
| (V20) (531GG) Caldwell  | 1,235                             | 1,115                         | 90.28%   | 120                            | 9.72%  | 961                     | 46                       | 108                       | 98                        | 22                         | 0                           | 0  | 10.36                                | 7.94                                 | 3.46                                 |
| (V20) (531GH) Burns   | 100                               | 100                           | 100.00%  | 0                              | 0.00%  | 96                      | 3                        | 1                         | 0                         | 0                          | 0                           | 0  | 0.82                                 | 0.00                                 | 0.00                                 |
| (V20) (531GI) Mountain Home   | 279                               | 276                           | 98.92%   | 3                              | 1.08%  | 262                     | 10                       | 4                         | 3                         | 0                          | 0                           | 0  | 1.60                                 | 0.00                                 | 0.00                                 |
| (V20) (531GJ) Salmon  | 105                               | 101                           | 96.19%   | 4                              | 3.81%  | 95                      | 1                        | 5                         | 2                         | 2                          | 0                           | 0  | 6.20                                 | 5.25                                 | 0.50                                 |
| (V20) (531MA) IDES Mt Home AFB  | 5                                 | 5                             | 100.00%  | 0                              | 0.00%  | 5                       | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      | 0.00                                 | 0.00                                 |
| (V20) (531MB) IDES Idaho ANG  | 4                                 | 4                             | 100.00%  | 0                              | 0.00%  | 4                       | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      | 0.00                                 | 0.00                                 |
| (V20) (648) Portland, OR  | 48,105                            | 44,558                        | 92.63%   | 3,547                          | 7.37%  | 37,421                  | 3,210                    | 3,927                     | 2,677                     | 644                        | 119                         | 107                                      | 7.78                                 | 11.64                                | 2.38                                 |
| (V20) (648) Portland VA Medical<br>Center   | 24,065                            | 21,996                        | 91.40%   | 2,069                          | 8.60%  | 18,693                  | 1,399                    | 1,904                     | 1,463                     | 467                        | 92                          | 47                                       | 10.07                                | 11.35                                | 1.53                                 |
| (V20) (648A4) Vancouver   | 8,206                             | 7,484                         | 91.20%   | 722                            | 8.80%  | 5,964                   | 682                      | 838                       | 592                       | 105                        | 11                          | 14                                       | 7.39                                 | 14.54                                | 2.64                                 |
| (V20) (648BU) VADOM Vancouver   | 55                                | 55                            | 100.00%  | 0                              | 0.00%  | 55                      | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      |                                      |                                      |
| (V20) (648GA) Bend  | 2,888                             | 2,821                         | 97.68%   | 67                             | 2.32%  | 2,458                   | 210                      | 153                       | 59                        | 4                          | 1                           | 3  | 2.98                                 | 4.78                                 | 6.12                                 |
| (V20) (648GB) Salem   | 4,147                             | 3,717                         | 89.63%   | 430                            | 10.37%   | 2,879                   | 348                      | 490                       | 349                       | 34                         | 8                           | 39                                       | 21.94                                | 15.23                                | 5.65                                 |
| (V20) (648GD) North Coast   | 454                               | 446                           | 98.24%   | 8                              | 1.76%  | 385                     | 25                       | 36                        | 7                         | 0                          | 0                           | 1  | 6.81                                 | 0.00                                 | 0.37                                 |
| (V20) (648GE) Fairview  | 2,375                             | 2,306                         | 97.09%   | 69                             | 2.91%  | 2,079                   | 136                      | 91                        | 55                        | 12                         | 2                           | 0  | 4.42                                 | 9.02                                 | 1.35                                 |
| (V20) (648GF) Hillsboro   | 3,164                             | 3,044                         | 96.21%   | 120                            | 3.79%  | 2,595                   | 209                      | 240                       | 102                       | 13                         | 5                           | 0  | 6.00                                 | 7.10                                 | 1.56                                 |
| (V20) (648GG) West Linn   | 1,821                             | 1,783                         | 97.91%   | 38                             | 2.09%  | 1,537                   | 128                      | 118                       | 30                        | 5                          | 0                           | 3  | 5.02                                 | 11.31                                | 3.74                                 |
| (V20) (648GH) Newport   | 302                               | 286                           | 94.70%   | 16                             | 5.30%  | 237                     | 29                       | 20                        | 13                        | 3                          | 0                           | 0  | 7.43                                 |                                      | 0.00                                 |
| (V20) (648GI) Portland VA Clinic  | 156                               | 156                           | 100.00%  | 0                              | 0.00%  | 138                     | 10                       | 8                         | 0                         | 0                          | 0                           | 0  | 1.87                                 |                                      |                                      |
| (V20) (648GJ) Loren R. Kaufman VA<br>Clinic   | 472                               | 464                           | 98.31%   | 8                              | 1.69%  | 401                     | 34                       | 29                        | 7                         | 1                          | 0                           | 0  | 3.60                                 | 21.88                                | 0.00                                 |
| (V20) (653) Roseburg, OR  | 18,739                            | 18,060                        | 96.38%   | 679                            | 3.62%  | 15,703                  | 1,112                    | 1,245                     | 583                       | 81                         | 10                          | 5  | 6.14                                 | 7.36                                 | 1.60                                 |
| (V20) (653) Roseburg VA Medical<br>Center   | 9,153                             | 8,740                         | 95.49%   | 413                            | 4.51%  | 7,612                   | 481                      | 647                       | 359                       | 48                         | 5                           | 1  | 10.80                                | 7.75                                 | 1.87                                 |
| (V20) (653BY) Eugene  | 8,009                             | 7,757                         | 96.85%   | 252                            | 3.15%  | 6,738                   | 516                      | 503                       | 215                       | 28                         | 5                           | 4  | 4.56                                 | 6.81                                 | 1.06                                 |
| (V20) (653GA) North Bend  | 1,120                             | 1,112                         | 99.29%   | 8                              | 0.71%  | 932                     | 100                      | 80                        | 6                         | 2                          | 0                           | 0  | 3.94                                 | 13.00                                | 3.08                                 |
| (V20) (653GB) Brookings   | 457                               | 451                           | 98.69%   | 6                              | 1.31%  | 421                     | 15                       | 15                        | 3                         | 3                          | 0                           | 0  | 2.84                                 | 0.00                                 | 0.57                                 |
| (V20) (663) VA Puget Sound, WA  | 58,069                            | 54,735                        | 94.26%   | 3,334                          | 5.74%  | 47,698                  | 3,113                    | 3,924                     | 2,492                     | 646                        | 153                         | 43                                       |                                      |                                      |                                      |
| (V20) (663) Seattle VA Medical  | 28,630                            |                               | 94.33%   |                                | 5.67%  |                         | 1,431                    | 2,051                     | 1,248                     |                            |                             |  |                                      | 9.06                                 |                                      |
| Center<br>(V20) (663A4) American Lake   | 22,413                            | 21.091                        | 94.10%   | 1,322                          | 5.90%  | 18,470                  | 1,161                    | 1,460                     | 974                       | 269                        | 64                          | 15                                       | 6.67                                 | 10.04                                | 1.09                                 |
| (V20) (663GA) Bellevue  | 1,893                             |                               | 97.36%   |                                |  |                         | 144                      | 64                        |                           |                            |                             |  |                                      | 2.52                                 |                                      |
| (V20) (663GB) Bremerton   | 939                               |                               |  |                                |  |                         | 62                       | 48                        |                           |                            | 0                           |  | 4.78                                 |                                      |                                      |
| (V20) (663GC) Mount Vernon  | 2,611                             |                               | 93.80%   |                                |  |                         | 181                      | 138                       |                           |                            |                             |  | 4.20                                 |                                      |                                      |
| (V20) (663GD) South Sound   | 1,333                             |                               | 88.45%   |                                | 11.55%   |                         | 125                      | 156                       |                           |                            |                             |  | 14.96                                |                                      | 9.44                                 |
| . ,, , ,  |                                   | , ,                           |  |                                |  |                         |                          |                           |                           | 1                          |                             |  |                                      |                                      |                                      |

| Completed Appointment Wait Times National,<br>Facility, and Division Level Summaries.<br>Wait Time Measured from Preferred Date<br>For the Reporting Period Ending: September<br>2017 | Total Completed<br>Appointments 1 | Completed within<br>30 Days 2 | Percent<br>Appts<br>Complete<br>d in 30<br>Days or<br>Less 3 |       | Percent<br>Appts<br>Complete<br>d in Over<br>30 Days 5 | Completed 0-7 Days<br>6 | Completed 8-14<br>Days 7 | Completed 15-30<br>Days 8 | Completed 31-60<br>Days 9 | Completed 61-90<br>Days 10 | Completed 91-120<br>Days 11 | Completed in<br>more than 120<br>Days 12 | PC Avg<br>Wait Time<br>in Days<br>13 | SC Avg<br>Wait Time<br>in Days<br>14 | MH Avg<br>Wait Time<br>in Days<br>15 |
|---|-----------------------------------|-------------------------------|--|-------|--|-------------------------|--------------------------|---------------------------|---------------------------|----------------------------|-----------------------------|--|--------------------------------------|--------------------------------------|--------------------------------------|
| (V20) (663GE) North Olympic<br>Peninsula  | 12                                | 12                            | 100.00%  | 0     | 0.00%  | 12                      | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      |                                      |                                      |
| (V20) (663HK) Puget Sound VA<br>Mobile Clinic   | 231                               | 224                           | 96.97%   | 7     | 3.03%  | 211                     | 7                        | 6                         | 7                         | 0                          | 0                           | 0  | 2.37                                 |                                      |                                      |
| (V20) (663MA) IDES Fort Lewis   | 7                                 | 7                             | 100.00%  | 0     | 0.00%  | 4                       | 2                        | 1                         | 0                         | 0                          | 0                           | 0  |                                      | 6.50                                 | 14.00                                |
| (V20) (668) Spokane, WA   | 20,205                            | 19,177                        | 94.91%   | 1,028 | 5.09%  | 16,861                  | 922                      | 1,394                     | 764                       | 189                        | 51                          | 24                                       | 3.11                                 | 8.52                                 | 2.15                                 |
| (V20) (668) Mann-Grandstaff VAMC  | 17,057                            | 16,114                        | 94.47%   | 943   | 5.53%  | 14,001                  | 842                      | 1,271                     | 699                       | 175                        | 47                          | 22                                       | 3.01                                 | 9.13                                 | 2.23                                 |
| (V20) (668GA) Wenatchee   | 1,109                             | 1,076                         | 97.02%   | 33    | 2.98%  | 996                     | 35                       | 45                        | 25                        | 5                          | 2                           | 1  | 4.84                                 | 2.11                                 | 3.73                                 |
| (V20) (668GB) Coeur d'Alene   | 1,991                             | 1,939                         | 97.39%   | 52    | 2.61%  | 1,817                   | 45                       | 77                        | 40                        | 9                          | 2                           | 1  | 2.66                                 | 4.55                                 | 1.20                                 |
| (V20) (668HK) Spokane Mobile OPC  | 48                                | 48                            | 100.00%  | 0     | 0.00%  | 47                      | 0                        | 1                         | 0                         | 0                          | 0                           | 0  | 0.58                                 |                                      |                                      |
| (V20) (687) Walla Walla, WA   | 7,924                             | 7,566                         | 95.48%   | 358   | 4.52%  | 6,673                   | 461                      | 432                       | 285                       | 50                         | 12                          | 11                                       | 7.39                                 | 6.13                                 | 1.58                                 |
| (V20) (687) Jonathan M Wainwright VAMC  | 4,393                             | 4,141                         | 94.26%   | 252   | 5.74%  | 3,623                   | 244                      | 274                       | 195                       | 38                         | 9                           | 10                                       | 11.53                                |                                      |                                      |
| (V20) (687GA) Richland  | 1,064                             | 1,025                         | 96.33%   | 39    | 3.67%  | 943                     | 47                       | 35                        |                           |                            | 1                           | 0  | 5.40                                 | 1.56                                 |                                      |
| (V20) (687GB) Lewiston  | 846                               |                               |  | 40    |  |                         | 103                      | 71                        | 36                        | 3                          | 1                           | 0  |                                      |                                      |                                      |
| (V20) (687GC) La Grande   | 272                               |                               |  | 2     | 0.74%  |                         | 12                       | 2                         | 1                         | 0                          | 0                           | 1  | 3.23                                 |                                      |                                      |
| (V20) (687HA) Yakima  | 1,349                             |                               |  | 25    |  | 1,219                   | 55                       | 50                        |                           |                            | 1                           | 0  | 4.41                                 | 0.08                                 |                                      |
| (V20) (692) White City, OR  | 9,450                             |                               |  | 302   |  |                         | 415                      | 369                       |                           |                            | 23                          |  |                                      |                                      |                                      |
| (V20) (692) White City VA Medical<br>Center   | 8,099                             |                               | 96.56%   | 279   |  | 7,162                   | 353                      | 305                       |                           |                            | 22                          |  |                                      | 5.48                                 |                                      |
| (V20) (692GA) Klamath Falls   | 932                               |                               | 97.85%   | 20    |  |                         | 33                       | 46                        |                           | 0                          | 1                           | 2  |                                      |                                      |                                      |
| (V20) (692GB) Grants Pass   | 419                               |                               |  | 3     | 0.72%  | 369                     | 29                       | 18                        |                           | 0                          | 0                           | -  | 20                                   |                                      |                                      |
| (V21) (358) Manila, PI  | 1,699                             |                               |  | 95    |  | 1,346                   | 118                      | 140                       |                           |                            | 11                          |  |                                      |                                      |                                      |
| (V21) (358) Manila  | 1,699                             |                               |  | 95    | 5.59%  | 1,346                   | 118                      | 140                       |                           |                            | 11                          |  |                                      |                                      |                                      |
| (V21) (459) Honolulu, HI  | 14,844                            |                               |  | 591   | 3.98%  |                         | 972                      | 782                       |                           |                            |                             |  |                                      |                                      |                                      |
| (V21) (459) Spark M Matsunaga<br>VAMC   | 9,580                             | 9,263                         | 96.69%   | 317   |  |                         | 566                      | 476                       |                           | 46                         | 8                           | 2  | 5.91                                 | 4.48                                 |                                      |
| (V21) (459GA) Maui  | 1,127                             | 1,085                         | 96.27%   | 42    | 3.73%  | 1,008                   | 39                       | 38                        | 30                        | 9                          | 1                           | 2  | 1.02                                 | 16.50                                | 4.82                                 |
| (V21) (459GB) Hilo  | 840                               |                               |  | 54    | 6.43%  |                         | 93                       | 57                        | 41                        | 7                          | 4                           | 2  |                                      |                                      |                                      |
| (V21) (459GC) Kona  | 659                               | 650                           | 98.63%   | 9     | 1.37%  | 589                     | 40                       | 21                        | 4                         | 2                          | 3                           | 0  | 2.33                                 |                                      |                                      |
| (V21) (459GD) Kauai   | 568                               |                               |  | 12    |  |                         | 29                       | 25                        |                           |                            | 2                           |  |                                      | 4.75                                 |                                      |
| (V21) (459GE) Guam  | 597                               |                               | 91.46%   | 51    |  |                         | 41                       | 57                        |                           |                            | 14                          |  |                                      |                                      |                                      |
| (V21) (459GF) Faleomavaega Hunkin<br>VA Clinic  | 536                               | 497                           | 92.72%   | 39    | 7.28%  | 385                     | 67                       | 45                        | 14                        | 11                         | 6                           | 8  | 7.24                                 | 43.74                                | 1.19                                 |
| (V21) (459GG) Leeward Oahu  | 935                               | 868                           | 92.83%   | 67    | 7.17%  | 708                     | 97                       | 63                        | 30                        | 26                         | 10                          | 1  | 9.65                                 | 27.63                                | 8.29                                 |
| (V21) (459MA) IDES Honolulu C&P   | 2                                 | 2                             | 100.00%  | 0     | 0.00%  | 2                       | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      | 0.00                                 |                                      |
| (V21) (570) Fresno, CA  | 20,927                            | 20,073                        | 95.92%   | 854   | 4.08%  | 17,938                  | 1,086                    | 1,049                     | 535                       | 257                        | 44                          | 18                                       | 1.35                                 | 8.91                                 | 0.42                                 |
| (V21) (570) Fresno VAMC   | 18,183                            | 17,349                        | 95.41%   | 834   | 4.59%  | 15,314                  | 1,020                    | 1,015                     | 522                       | 250                        | 44                          | 18                                       | 1.90                                 | 9.11                                 | 0.40                                 |
| (V21) (570GA) Merced  | 875                               | 862                           | 98.51%   | 13    | 1.49%  | 810                     | 34                       | 18                        | 8                         | 5                          | 0                           | 0  | 0.36                                 | 8.99                                 | 0.15                                 |
| (V21) (570GB) Tulare  | 1,364                             | 1,363                         | 99.93%   | 1     | 0.07%  | 1,346                   | 13                       | 4                         | 0                         | 1                          | 0                           | 0  | 0.31                                 | 0.19                                 | 0.91                                 |
| (V21) (570GC) Oakhurst  | 505                               | 499                           | 98.81%   | 6     | 1.19%  | 468                     | 19                       | 12                        | 5                         | 1                          | 0                           | 0  | 0.55                                 | 8.44                                 | 0.12                                 |
| (V21) (612) N. California, CA   | 65,084                            | 61,895                        | 95.10%   | 3,189 | 4.90%  | 55,499                  | 2,917                    | 3,479                     | 2,471                     | 465                        | 160                         | 93                                       | 4.71                                 | 7.81                                 | 1.43                                 |
| (V21) (612A4) Sacramento VAMC   | 23,754                            | 22,693                        | 95.53%   | 1,061 | 4.47%  | 20,648                  | 959                      | 1,086                     | 739                       | 231                        | 63                          | 28                                       | 3.49                                 | 7.72                                 | 1.70                                 |
| (V21) (612B4) Redding   | 5,401                             | 5,042                         | 93.35%   | 359   | 6.65%  | 4,460                   | 291                      | 291                       | 291                       | 38                         | 16                          | 14                                       | 5.42                                 | 12.44                                | 3.48                                 |
| (V21) (612BY) Oakland   | 3,277                             | 3,018                         | 92.10%   | 259   | 7.90%  | 2,600                   | 223                      | 195                       | 237                       | 14                         | 3                           | 5  | 5.51                                 | 10.79                                | 1.21                                 |
| (V21) (612GD) Fairfield   | 1,946                             | 1,868                         | 95.99%   | 78    | 4.01%  | 1,672                   | 89                       | 107                       | 54                        | 12                         | 7                           | 5  | 6.72                                 | 7.05                                 | 0.05                                 |
| (V21) (612GE) Mare Island   | 2,082                             | 2,051                         | 98.51%   | 31    | 1.49%  | 1,943                   | 45                       | 63                        | 23                        | 7                          | 0                           | 1  | 4.04                                 | 2.05                                 | 0.20                                 |
| (V21) (612GF) Martinez  | 12,323                            | 11,635                        | 94.42%   | 688   | 5.58%  | 10,009                  | 692                      | 934                       | 531                       | 80                         | 53                          | 24                                       | 4.88                                 | 9.81                                 | 0.63                                 |

| Completed Appointment Wait Times National,<br>Facility, and Division Level Summaries.<br>Wait Time Measured from Preferred Date<br>For the Reporting Period Ending: September<br>2017 | Total Completed<br>Appointments 1 | Completed within<br>30 Days 2 | Percent<br>Appts<br>Complete<br>d in 30<br>Days or<br>Less 3 | Completed in<br>Over 30 Days 4 | Percent<br>Appts<br>Complete<br>d in Over<br>30 Days 5 | Completed 0-7 Days<br>6 | Completed 8-14<br>Days 7 | Completed 15-30<br>Days 8 | Completed 31-60<br>Days 9 | Completed 61-90<br>Days 10 | Completed 91-120<br>Days 11 | Completed in<br>more than 120<br>Days 12 | PC Avg<br>Wait Time<br>in Days<br>13 |       | MH Avg<br>Wait Time<br>in Days<br>15 |
|---|-----------------------------------|-------------------------------|--|--------------------------------|--|-------------------------|--------------------------|---------------------------|---------------------------|----------------------------|-----------------------------|--|--------------------------------------|-------|--------------------------------------|
| (V21) (612GG) Chico   | 1,939                             | 1,846                         | 95.20%   | 93                             | 4.80%  | 1,704                   | 58                       | 84                        | 69                        | 14                         | 6                           | 4  | 6.11                                 | 3.23  | 0.00                                 |
| (V21) (612GH) McClellan   | 8,024                             | 7,626                         | 95.04%   | 398                            | 4.96%  | 6,804                   | 354                      | 468                       | 314                       | 64                         | 10                          | 10                                       | 4.84                                 | 6.34  | 2.92                                 |
| (V21) (612GI) Yuba City   | 1,111                             | 1,088                         | 97.93%   | 23                             | 2.07%  | 970                     | 46                       | 72                        | 19                        | 3                          | 0                           | 1  | 6.20                                 | 9.22  | 0.88                                 |
| (V21) (612GJ) Yreka   | 269                               | 268                           | 99.63%   | 1                              | 0.37%  | 260                     | 3                        | 5                         | 1                         | 0                          | 0                           | 0  | 0.32                                 | 6.80  | 0.94                                 |
| (V21) (612MA) IDES McClellan OPC  | 30                                | 30                            | 100.00%  | 0                              | 0.00%  | 30                      | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      | 0.00  |                                      |
| (V21) (612QA) Cohasset  | 946                               | 898                           | 94.93%   | 48                             | 5.07%  | 821                     | 41                       | 36                        | 45                        | 1                          | 2                           | 0  |                                      | 5.56  | 1.16                                 |
| (V21) (612QB) Twenty First Street   | 1,907                             | 1,907                         | 100.00%  | 0                              | 0.00%  | 1,892                   | 9                        | 6                         | 0                         | 0                          | 0                           | 0  |                                      |       | 0.28                                 |
| (V21) (612QC) Cypress Avenue  | 1,623                             | 1,473                         | 90.76%   | 150                            | 9.24%  | 1,234                   | 107                      | 132                       | 148                       | 1                          | 0                           | 1  |                                      | 6.82  |                                      |
| (V21) (612QD) Howe Road VA Clinic   | 452                               | 452                           | 100.00%  | 0                              | 0.00%  | 452                     | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      |       |                                      |
| (V21) (640) Palo Alto, CA   | 40,820                            | 39,161                        | 95.94%   | 1,659                          | 4.06%  | 32,557                  | 2,941                    | 3,663                     | 1,359                     | 221                        | 47                          | 32                                       | 7.07                                 | 6.85  | 3.38                                 |
| (V21) (640) Palo Alto VAMC  | 17,120                            | 16,499                        | 96.37%   | 621                            | 3.63%  | 14,079                  | 1,135                    | 1,285                     | 495                       | 78                         | 28                          | 20                                       | 6.82                                 | 6.16  | 3.23                                 |
| (V21) (640A0) Palo Alto-Menlo Pk  | 2,185                             | 2,172                         | 99.41%   | 13                             | 0.59%  | 2,017                   | 83                       | 72                        | 13                        | 0                          | 0                           | 0  | 6.69                                 | 5.60  | 1.27                                 |
| (V21) (640A4) Palo Alto VAMC-<br>Livermore  | 5,953                             | 5,638                         | 94.71%   | 315                            | 5.29%  | 4,397                   | 585                      | 656                       | 270                       | 32                         | 9                           | 4  | 3.86                                 | 8.50  | 3.05                                 |
| (V21) (640BY) San Jose  | 4,703                             | 4,607                         | 97.96%   | 96                             | 2.04%  | 3,695                   | 364                      | 548                       | 87                        | 5                          | 2                           | 2  | 6.46                                 | 6.33  | 4.17                                 |
| (V21) (640GA) Capitola  | 137                               | 136                           | 99.27%   | 1                              | 0.73%  | 69                      | 10                       | 57                        | 1                         | 0                          | 0                           | 0  | 11.32                                |       | 4.50                                 |
| (V21) (640GB) Sonora  | 737                               | 694                           | 94.17%   | 43                             | 5.83%  | 515                     | 73                       | 106                       | 37                        | 6                          | 0                           | 0  | 9.85                                 | 0.00  | 3.05                                 |
| (V21) (640GC) Fremont   | 837                               | 830                           | 99.16%   | 7                              | 0.84%  | 726                     | 45                       | 59                        | 6                         | 1                          | 0                           | 0  | 4.20                                 |       | 3.41                                 |
| (V21) (640HA) Stockton  | 2,227                             | 2,061                         | 92.55%   | 166                            | 7.45%  | 1,762                   | 138                      | 161                       | 143                       | 19                         | 3                           | 1  | 9.50                                 | 7.13  | 5.92                                 |
| (V21) (640HB) Modesto   | 2,682                             | 2,590                         | 96.57%   | 92                             | 3.43%  | 2,167                   | 157                      | 266                       | 57                        | 31                         | 2                           | 2  | 7.22                                 | 4.08  | 4.49                                 |
| (V21) (640HC) Monterey  | 4,159                             | 3,854                         | 92.67%   | 305                            | 7.33%  | 3,050                   | 351                      | 453                       | 250                       | 49                         | 3                           | 3  | 7.44                                 | 9.56  | 3.77                                 |
| (V21) (640QA) Palo Alto 1 VA Mobile<br>Clinic   | 68                                | 68                            | 100.00%  | 0                              | 0.00%  | 68                      | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      | 0.00  |                                      |
| (V21) (640QB) Palo Alto 2 VA Mobile<br>Clinic   | 12                                | 12                            | 100.00%  | 0                              | 0.00%  | 12                      | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      | 0.00  |                                      |
| (V21) (654) Reno, NV  | 22,866                            | 22,219                        | 97.17%   | 647                            | 2.83%  | 20,171                  | 1,051                    | 997                       | 540                       | 60                         | 18                          | 29                                       | 4.76                                 | 4.43  | 1.25                                 |
| (V21) (654) Ioannis A Lougaris VAMC   | 19,373                            | 18,799                        | 97.04%   | 574                            | 2.96%  | 17,134                  | 830                      | 835                       | 484                       | 51                         | 16                          | 23                                       | 4.48                                 | 4.74  | 1.12                                 |
| (V21) (654GA) Sierra Foothills  | 1,025                             | 1,002                         | 97.76%   | 23                             | 2.24%  | 893                     | 70                       | 39                        | 18                        | 2                          | 1                           | 2  | 4.52                                 | 0.35  | 1.45                                 |
| (V21) (654GB) Carson Valley   | 589                               | 578                           | 98.13%   | 11                             | 1.87%  | 455                     | 58                       | 65                        | 9                         | 1                          | 0                           | 1  | 6.22                                 | 3.20  | 3.19                                 |
| (V21) (654GC) Lahontan Valley   | 829                               | 796                           | 96.02%   | 33                             | 3.98%  | 713                     | 48                       | 35                        | 24                        | 5                          | 1                           | 3  | 6.18                                 | 2.31  | 1.85                                 |
| (V21) (654GD) Diamond View  | 314                               | 313                           | 99.68%   | 1                              | 0.32%  | 304                     | 4                        | 5                         | 1                         | 0                          | 0                           | 0  | 1.04                                 | 0.00  | 1.06                                 |
| (V21) (654GE) Reno East   | 19                                | 19                            | 100.00%  | 0                              | 0.00%  | 13                      | 5                        | 1                         | 0                         | 0                          | 0                           | 0  | 6.28                                 |       | 0.00                                 |
| (V21) (654QD) Virginia Street VA  | 717                               | 712                           | 99.30%   | 5                              | 0.70%  | 659                     | 36                       | 17                        | 4                         | 1                          | 0                           | 0  |                                      | 1.88  |                                      |
| Clinic<br>(V21) (662) San Francisco, CA   | 36,327                            | 35,375                        | 97.38%   | 952                            | 2.62%  | 32,131                  | 1,643                    | 1,601                     | 751                       | 143                        | 39                          | 19                                       | 6.19                                 | 5.07  | 2.60                                 |
| (V21) (662) San Francisco VAMC  | 26,747                            |                               |  |                                |  |                         | 1,006                    | 1,097                     |                           | 51                         |                             |  |                                      | 4.78  |                                      |
| (V21) (662GA) Santa Rosa  | 3,527                             | 3,262                         | 92.49%   | 265                            | 7.51%  | 2,772                   | 270                      | 220                       | 177                       | 75                         | 9                           | 4  | 9.13                                 | 8.12  | 7.75                                 |
| (V21) (662GC) Eureka  | 2,389                             | 2,293                         | 95.98%   | 96                             | 4.02%  | 2,015                   | 149                      | 129                       | 84                        | 10                         | 2                           | 0  | 6.99                                 | 4.07  | 5.04                                 |
| (V21) (662GD) Ukiah   | 1,037                             | 1,019                         | 98.26%   | 18                             | 1.74%  | 876                     | 85                       | 58                        | 16                        | 1                          | 0                           | 1  | 4.63                                 | 5.28  | 5.90                                 |
| (V21) (662GE) San Bruno   | 893                               |                               | 98.54%   | 13                             | 1.46%  | 839                     | 32                       | 9                         | 9                         | 4                          | 0                           | 0  | 1.54                                 | 3.53  | 1.76                                 |
| (V21) (662GF) San Francisco VA  | 906                               | 902                           | 99.56%   | 4                              | 0.44%  | 809                     | 57                       | 36                        | 4                         | 0                          | 0                           | 0  | 1.88                                 | 6.56  | 3.63                                 |
| Clinic<br>(V21) (662GG) Clearlake   | 828                               | 782                           | 94.44%   | 46                             | 5.56%  | 686                     | 44                       | 52                        | 39                        | 2                          | 0                           | 5  | 11.92                                | 1.96  | 4.57                                 |
| (V22) (593) Las Vegas, NV   | 44,137                            |                               | 94.05%   |                                |  |                         | 2,451                    |                           |                           | 479                        |                             |  |                                      | 8.78  |                                      |
| (V22) (593) Las Vegas VA Medical  | 29,407                            |                               | 92.98%   |                                |  |                         | 1,580                    | 2,209                     |                           | 371                        |                             |  |                                      | 8.59  |                                      |
| Center (V22) (593GC) Pahrump  | 987                               |                               |  |                                |  |                         | 21                       | 35                        |                           | 2                          | 0                           | 0  |                                      | 4.76  |                                      |
| (V22) (593GD) Northwest Las Vegas<br>VA Clinic  | 3,879                             |                               | 95.28%   |                                |  | 3,313                   | 242                      | 141                       | 128                       | 50                         |                             | 1  | 3.64                                 | 19.84 |                                      |

| Completed Appointment Wait Times National,<br>Facility, and Division Level Summaries.<br>Wait Time Measured from Preferred Date<br>For the Reporting Period Ending: September<br>2017 | Total Completed<br>Appointments 1 | Completed within 30 Days 2 | Percent<br>Appts<br>Complete<br>d in 30<br>Days or<br>Less 3 |       | Percent<br>Appts<br>Complete<br>d in Over<br>30 Days 5 | Completed 0-7 Days<br>6 | Completed 8-14<br>Days 7 | Completed 15-30<br>Days 8 | Completed 31-60<br>Days 9 | Completed 61-90<br>Days 10 | Completed 91-120<br>Days 11 | Completed in<br>more than 120<br>Days 12 | PC Avg<br>Wait Time<br>in Days<br>13 | SC Avg<br>Wait Time<br>in Days<br>14 | MH Avg<br>Wait Time<br>in Days<br>15 |
|---|-----------------------------------|----------------------------|--|-------|--|-------------------------|--------------------------|---------------------------|---------------------------|----------------------------|-----------------------------|--|--------------------------------------|--------------------------------------|--------------------------------------|
| (V22) (593GE) Southeast Las Vegas<br>VA Clinic  | 3,085                             | 3,035                      | 98.38%   | 50    | 1.62%  | 2,691                   | 192                      | 152                       | 34                        | 15                         | 1                           | 0  | 2.73                                 | 11.05                                | 3.55                                 |
| (V22) (593GF) Southwest Las Vegas<br>VA Clinic  | 3,939                             | 3,713                      | 94.26%   | 226   | 5.74%  | 3,122                   | 249                      | 342                       | 178                       | 26                         | 20                          | 2  | 6.62                                 | 20.91                                | 5.06                                 |
| (V22) (593GG) Northeast Las Vegas<br>VA Clinic  | 2,567                             | 2,501                      | 97.43%   | 66    | 2.57%  | 2,195                   | 145                      | 161                       | 49                        | 15                         | 2                           | 0  | 2.57                                 | 12.61                                | 3.46                                 |
| (V22) (593GH) Jesse Dean VA Clinic  | 236                               | 236                        | 100.00%  | 0     | 0.00%  | 212                     | 21                       | 3                         | 0                         | 0                          | 0                           | 0  | 2.45                                 | 1.60                                 | 2.21                                 |
| (V22) (593QC) West Cheyenne VA<br>Clinic  | 37                                | 36                         | 97.30%   | 1     | 2.70%  | 34                      | 1                        | 1                         | 1                         | 0                          | 0                           | 0  |                                      |                                      | 3.16                                 |
| (V22) (600) Long Beach, CA  | 54,586                            | 52,794                     | 96.72%   | 1,792 | 3.28%  | 47,492                  | 2,513                    | 2,789                     | 1,567                     | 138                        | 51                          | 36                                       | 4.61                                 | 5.35                                 | 3.72                                 |
| (V22) (600) Long Beach VA Medical<br>Center   | 48,278                            | 46,696                     | 96.72%   | 1,582 | 3.28%  | 42,316                  | 2,030                    | 2,350                     | 1,369                     | 129                        | 49                          | 35                                       | 4.58                                 | 5.13                                 | 3.38                                 |
| (V22) (600GA) Anaheim   | 1,131                             | 1,074                      | 94.96%   | 57    | 5.04%  | 953                     | 55                       | 66                        | 55                        | 1                          | 0                           | 1  | 5.87                                 | 1.07                                 | 3.34                                 |
| (V22) (600GB) Santa Ana   | 2,217                             | 2,110                      | 95.17%   | 107   | 4.83%  | 1,652                   | 208                      | 250                       | 100                       | 5                          | 2                           | 0  | 4.08                                 | 12.26                                | 4.71                                 |
| (V22) (600GC) Cabrillo  | 1,032                             | 1,030                      | 99.81%   | 2     | 0.19%  | 1,026                   | 2                        | 2                         | 2                         | 0                          | 0                           | 0  | 0.87                                 |                                      | 1.85                                 |
| (V22) (600GD) Santa Fe Springs VA<br>Clinic   | 1,004                             | 986                        | 98.21%   | 18    | 1.79%  | 893                     | 55                       | 38                        | 17                        | 1                          | 0                           | 0  | 2.97                                 | 6.83                                 | 4.01                                 |
| (V22) (600GE) Laguna Hills  | 924                               | 898                        | 97.19%   | 26    | 2.81%  | 652                     | 163                      | 83                        | 24                        | 2                          | 0                           | 0  | 6.03                                 | 0.00                                 | 8.54                                 |
| (V22) (605) Loma Linda, CA  | 48,826                            | 46,172                     | 94.56%   | 2,654 | 5.44%  | 40,177                  | 2,645                    | 3,350                     | 2,073                     | 372                        | 161                         | 48                                       | 3.89                                 | 7.96                                 | 4.71                                 |
| (V22) (605) Jerry L Pettis Memorial<br>Veterans Hospital  | 22,979                            | 21,377                     | 93.03%   | 1,602 | 6.97%  | 18,441                  | 1,225                    | 1,711                     | 1,194                     | 253                        | 124                         | 31                                       | 2.03                                 | 8.39                                 | 4.72                                 |
| (V22) (605BZ) Loma Linda VA Clinic  | 18,301                            | 17,373                     | 94.93%   | 928   | 5.07%  | 14,877                  | 1,092                    | 1,404                     | 774                       | 108                        | 32                          | 14                                       | 5.68                                 | 7.22                                 | 4.61                                 |
| (V22) (605GA) Victorville   | 1,168                             | 1,135                      | 97.17%   | 33    | 2.83%  | 1,006                   | 73                       | 56                        | 28                        | 3                          | 2                           | 0  | 1.88                                 | 7.75                                 | 8.97                                 |
| (V22) (605GB) Murrieta  | 1,661                             | 1,645                      | 99.04%   | 16    | 0.96%  | 1,522                   | 75                       | 48                        | 11                        | 4                          | 0                           | 1  | 2.96                                 | 1.12                                 | 2.49                                 |
| (V22) (605GC) Palm Desert   | 2,072                             | 2,031                      | 98.02%   | 41    | 1.98%  | 1,922                   | 67                       | 42                        | 40                        | 1                          | 0                           | 0  | 1.16                                 | 4.56                                 | 1.69                                 |
| (V22) (605GD) Corona  | 918                               | 909                        | 99.02%   | 9     | 0.98%  | 796                     | 62                       | 51                        | 8                         | 1                          | 0                           | 0  | 0.45                                 | 0.00                                 | 9.21                                 |
| (V22) (605GE) Rancho Cucamonga  | 1,727                             | 1,702                      | 98.55%   | 25    | 1.45%  | 1,613                   | 51                       | 38                        | 18                        | 2                          | 3                           | 2  | 0.95                                 | 2.70                                 | 4.24                                 |
| (V22) (664) San Diego, CA   | 55,278                            | 53,393                     | 96.59%   | 1,885 | 3.41%  | 47,777                  | 2,472                    | 3,144                     | 1,565                     | 253                        | 52                          | 15                                       | 1.86                                 | 6.48                                 | 2.85                                 |
| (V22) (664) San Diego VA Medical<br>Center  | 33,981                            | 32,619                     | 95.99%   | 1,362 | 4.01%  | 29,513                  | 1,353                    | 1,753                     | 1,089                     | 217                        | 44                          | 12                                       | 2.16                                 | 6.17                                 | 1.56                                 |
| (V22) (664BU) San Diego Domiciliary   | 163                               |                            | 100.00%  | 0     | 0.00%  |                         | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      |                                      |                                      |
| (V22) (664BY) Mission Valley  | 10,626                            | 10,400                     | 97.87%   | 226   | 2.13%  | 9,052                   | 542                      | 806                       | 197                       | 21                         | 6                           | 2  | 1.51                                 | 8.82                                 |                                      |
| (V22) (664GA) Imperial Valley   | 451                               | 447                        |  |       | 0.89%  |                         | 34                       | 6                         | 3                         | 1                          | 0                           |  | 1.76                                 | 0.00                                 |                                      |
| (V22) (664GB) Oceanside   | 7,303                             |                            |  |       | 3.09%  |                         | 342                      | 451                       | 215                       | 9                          | 2                           |  | 1.66                                 | 6.12                                 |                                      |
| (V22) (664GC) Chula Vista   | 1,838                             |                            | 97.28%   |       | 2.72%  |                         | 124                      | 76                        |                           | 5                          | 0                           |  | 1.17                                 | 6.51                                 | 5.62                                 |
| (V22) (664GD) Escondido   | 916                               |                            |  |       | 1.86%  |                         |                          | 52                        |                           | 0                          | 0                           |  | 4.52                                 | 0.00                                 |                                      |
| (V22) (691) Greater Los Angeles HCS   | 61,606                            |                            | 94.54%   |       |  |                         |                          | 4,039                     |                           | 580                        |                             |  |                                      | 8.75                                 |                                      |
| (V22) (691) West Los Angeles VA<br>Medical Center<br>(V22) (691A4) Sepulveda VA Medical<br>Center   | 27,230<br>14,372                  |                            | 94.07%   |       |  |                         | 1,244                    | 1,849                     | ·                         | 271                        | 60                          |  |                                      | 7.66                                 |                                      |
| (V22) (691GB) Santa Barbara   | 811                               | 809                        | 99.75%   | 2     | 0.25%  | 768                     | 24                       | 17                        | 2                         | 0                          | 0                           | 0  | 1.47                                 | 3.85                                 | 0.83                                 |
| (V22) (691GC) Gardena   | 714                               | 714                        | 100.00%  | 0     | 0.00%  | 710                     | 4                        | 0                         | 0                         | 0                          | 0                           | 0  | 0.04                                 | 0.00                                 | 0.18                                 |
| (V22) (691GD) Bakersfield   | 3,483                             | 3,415                      | 98.05%   | 68    | 1.95%  | 3,035                   | 131                      | 249                       | 44                        | 6                          | 3                           | 15                                       | 3.78                                 | 5.45                                 | 3.87                                 |
| (V22) (691GE) Los Angeles   | 7,901                             | 7,774                      | 98.39%   | 127   | 1.61%  | 7,100                   | 399                      | 275                       | 108                       | 11                         | 8                           | 0  | 2.54                                 | 4.82                                 | 2.84                                 |
| (V22) (691GF) East Los Angeles  | 836                               | 832                        | 99.52%   | 4     | 0.48%  | 829                     | 2                        | 1                         | 3                         | 1                          | 0                           | 0  | 0.40                                 |                                      | 0.65                                 |
| (V22) (691GG) Antelope Valley   | 863                               | 805                        | 93.28%   | 58    | 6.72%  | 624                     | 80                       | 101                       | 55                        | 3                          | 0                           | 0  | 6.92                                 | 13.27                                | 3.51                                 |
| (V22) (691GK) San Luis Obispo   | 1,193                             | 1,021                      | 85.58%   | 172   | 14.42%   | 863                     | 67                       | 91                        | 152                       | 10                         | 8                           | 2  | 10.77                                | 30.91                                | 13.04                                |
| (V22) (691GL) Santa Maria   | 2,108                             | 2,042                      | 96.87%   | 66    | 3.13%  | 1,685                   | 176                      | 181                       | 44                        | 22                         | 0                           | 0  | 5.58                                 | 5.82                                 | 4.35                                 |
| (V22) (691GM) Oxnard  | 2,095                             | 2,059                      | 98.28%   | 36    | 1.72%  | 1,625                   | 212                      | 222                       | 22                        | 9                          | 4                           | 1  | 7.53                                 | 5.00                                 | 3.05                                 |
| (V23) (437) Fargo, ND   | 18,396                            | 17,981                     | 97.74%   | 415   | 2.26%  | 16,597                  | 727                      | 657                       | 314                       | 76                         | 17                          | 8  | 2.44                                 | 4.75                                 | 2.13                                 |
|   |                                   |                            |  |       |  |                         |                          |                           |                           |                            |                             |  |                                      |                                      |                                      |

| Completed Appointment Wait Times National,<br>Facility, and Division Level Summaries.<br>Wait Time Measured from Preferred Date<br>For the Reporting Period Ending: September<br>2017 | Total Completed<br>Appointments 1 | Completed within 30 Days 2 | Percent<br>Appts<br>Complete<br>d in 30<br>Days or<br>Less 3 | Completed in<br>Over 30 Days 4 | Percent<br>Appts<br>Complete<br>d in Over<br>30 Days 5 |        | Completed 8-14<br>Days 7 | Completed 15-30<br>Days 8 | Completed 31-60<br>Days 9 | Completed 61-90<br>Days 10 | Completed 91-120<br>Days 11 | Completed in<br>more than 120<br>Days 12 | PC Avg<br>Wait Time<br>in Days<br>13 | SC Avg<br>Wait Time<br>in Days<br>14 | MH Avg<br>Wait Time<br>in Days<br>15 |
|---|-----------------------------------|----------------------------|--|--------------------------------|--|--------|--------------------------|---------------------------|---------------------------|----------------------------|-----------------------------|--|--------------------------------------|--------------------------------------|--------------------------------------|
| (V23) (437) Fargo VAMC  | 12,575                            | 12,207                     | 97.07%   | 368                            | 2.93%  | 11,133 | 560                      | 514                       | 283                       | 63                         | 15                          | 7  | 3.29                                 | 4.74                                 | 2.39                                 |
| (V23) (437GA) Grafton   | 247                               | 246                        | 99.60%   | 1                              | 0.40%  | 241    | 1                        | 4                         | 1                         | 0                          | C                           | 0  | 1.02                                 | 0.00                                 | 0.00                                 |
| (V23) (437GB) Bismarck  | 1,463                             | 1,450                      | 99.11%   | 13                             | 0.89%  | 1,344  | 66                       | 40                        | 6                         | 7                          | C                           | C  | 1.85                                 | 4.54                                 | 1.41                                 |
| (V23) (437GC) Fergus Falls  | 484                               | 480                        | 99.17%   | 4                              | 0.83%  | 471    | 2                        | 7                         | 4                         | 0                          | C                           | C  | 0.22                                 | 11.78                                | 1.73                                 |
| (V23) (437GD) Minot   | 597                               | 588                        | 98.49%   | 9                              | 1.51%  | 567    | 9                        | 12                        | 3                         | 5                          | C                           | 1  | 3.93                                 | 2.94                                 | 1.21                                 |
| (V23) (437GE) Bemidji   | 1,103                             | 1,092                      | 99.00%   | 11                             | 1.00%  | 1,024  | 27                       | 41                        | 10                        | 0                          | 1                           | C  | 2.82                                 | 6.22                                 | 1.97                                 |
| (V23) (437GF) Williston   | 420                               | 420                        | 100.00%  | 0                              | 0.00%  | 399    | 16                       | 5                         | 0                         | 0                          | 0                           | 0  | 2.27                                 | 0.00                                 | 2.47                                 |
| (V23) (437GI) Grand Forks   | 796                               | 792                        | 99.50%   | 4                              | 0.50%  | 756    | 17                       | 19                        | 2                         | 1                          | 1                           | 0  | 1.12                                 | 3.63                                 | 2.08                                 |
| (V23) (437GJ) Dickinson   | 297                               | 296                        | 99.66%   | 1                              | 0.34%  | 268    | 21                       | 7                         | 1                         | 0                          | 0                           | 0  | 2.25                                 | 6.09                                 | 0.35                                 |
| (V23) (437GK) Jamestown   | 284                               | 283                        | 99.65%   | 1                              | 0.35%  | 269    | 6                        | 8                         | 1                         | 0                          | 0                           | 0  | 1.60                                 | 1.00                                 | 1.28                                 |
| (V23) (437GL) Devils Lake   | 130                               | 127                        | 97.69%   | 3                              | 2.31%  | 125    | 2                        | 0                         | 3                         | 0                          | C                           | 0  | 0.50                                 | 23.67                                | 2.53                                 |
| (V23) (438) Sioux Falls, SD   | 20,107                            | 19,309                     | 96.03%   | 798                            | 3.97%  | 16,970 | 1,169                    | 1,170                     | 593                       | 159                        | 32                          | 14                                       | 3.18                                 | 7.21                                 | 3.65                                 |
| (V23) (438) Royal C. Johnson VAMC   | 15,980                            | 15,286                     | 95.66%   | 694                            | 4.34%  | 13,317 | 956                      | 1,013                     | 507                       | 151                        | 27                          | g  | 3.74                                 | 7.05                                 | 3.43                                 |
| (V23) (438GA) Spirit Lake   | 891                               | 872                        | 97.87%   | 19                             | 2.13%  | 815    | 31                       | 26                        | 15                        | 3                          | 0                           | 1  | 2.45                                 | 5.46                                 | 9.95                                 |
| (V23) (438GC) Sioux City  | 1,181                             | 1,153                      | 97.63%   | 28                             | 2.37%  | 1,042  | 64                       | 47                        | 26                        | 0                          | 2                           | . 0                                      | 2.24                                 | 8.42                                 | 8.50                                 |
| (V23) (438GD) Aberdeen  | 792                               | 761                        | 96.09%   | 31                             | 3.91%  | 670    | 50                       | 41                        | 25                        | 2                          | 2                           | 2  | 4.39                                 | 8.31                                 | 3.60                                 |
| (V23) (438GE) Wagner  | 193                               | 192                        | 99.48%   | 1                              | 0.52%  | 173    | 12                       | 7                         | 1                         | 0                          | 0                           | 0  | 3.19                                 | 6.54                                 | 3.50                                 |
| (V23) (438GF) Watertown   | 1,070                             | 1,045                      | 97.66%   | 25                             | 2.34%  | 953    | 56                       | 36                        | 19                        | 3                          | 1                           | 2  | 1.00                                 | 11.59                                | 1.85                                 |
| (V23) (568) Black Hills HCS, SD   | 11,539                            | 10,837                     | 93.92%   | 702                            | 6.08%  | 9,247  | 751                      | 839                       | 552                       | 111                        | 21                          | 18                                       | 5.71                                 | 9.12                                 | 2.88                                 |
| (V23) (568) Fort Meade VAMC   | 6,301                             | 5,807                      | 92.16%   | 494                            | 7.84%  | 4,762  | 474                      | 571                       | 387                       | 83                         | 11                          | 13                                       | 8.54                                 | 9.39                                 | 2.08                                 |
| (V23) (568A4) Hot Springs   | 2,898                             | 2,770                      | 95.58%   | 128                            | 4.42%  | 2,446  | 138                      | 186                       | 111                       | 13                         | 3                           | 1  | 7.76                                 | 7.17                                 | 2.20                                 |
| (V23) (568GA) Rapid City  | 1,671                             | 1,607                      | 96.17%   | 64                             | 3.83%  | 1,452  | 92                       | 63                        | 47                        | 14                         | 2                           | . 1                                      | 2.76                                 | 16.22                                | 4.00                                 |
| (V23) (568GB) Pierre  | 158                               | 156                        | 98.73%   | 2                              | 1.27%  | 134    | 19                       | 3                         | 1                         | 0                          | 1                           | C  | 2.61                                 |                                      | 12.33                                |
| (V23) (568HA) Newcastle   | 13                                | 11                         | 84.62%   | 2                              | 15.38%   | 7      | 1                        | 3                         | 2                         | 0                          | C                           | O  | 14.13                                |                                      | 12.00                                |
| (V23) (568HB) Gordon CBOC   | 20                                | 20                         | 100.00%  | 0                              | 0.00%  | 17     | 2                        | 1                         | 0                         | 0                          | C                           | 0  | 2.89                                 |                                      | 18.00                                |
| (V23) (568HF) Pine Ridge  | 12                                | 12                         | 100.00%  | 0                              | 0.00%  | 6      | 3                        | 3                         | 0                         | 0                          | C                           | O  | 9.00                                 |                                      | 6.00                                 |
| (V23) (568HH) Scottsbluff   | 335                               | 323                        | 96.42%   | 12                             | 3.58%  | 301    | 16                       | 6                         | 4                         | 1                          | 4                           | 3  | 5.63                                 | 0.00                                 | 0.81                                 |
| (V23) (568HJ) Mission   | 22                                | 22                         | 100.00%  | 0                              | 0.00%  | 22     | 0                        | 0                         | 0                         | 0                          | C                           | O  | 0.00                                 | 0.00                                 |                                      |
| (V23) (568HP) Winner  | 99                                | 99                         | 100.00%  | 0                              | 0.00%  | 99     | 0                        | 0                         | 0                         | 0                          | C                           | O  | 0.27                                 |                                      | 2.00                                 |
| (V23) (568MA) IDES Ellsworth AFB  | 10                                | 10                         | 100.00%  | 0                              | 0.00%  | 1      | 6                        | 3                         | 0                         | 0                          | C                           | C  |                                      | 13.17                                | 13.50                                |
| (V23) (618) Minneapolis, MN   | 60,566                            | 58,766                     | 97.03%   | 1,800                          | 2.97%  | 51,942 | 3,346                    | 3,478                     |                           |                            |                             | 19                                       | 3.94                                 | 6.13                                 | 1.10                                 |
| (V23) (618) Minneapolis VAMC  | 43,836                            | 42,393                     | 96.71%   | 1,443                          | 3.29%  | 37,179 | 2,433                    |                           | 1,206                     | 179                        | 40                          | 18                                       | 4.37                                 | 6.14                                 | 0.62                                 |
| (V23) (618BY) Twin Ports  | 3,405                             |                            | 93.77%   |                                |  |        |                          |                           |                           |                            |                             |  | 5.13                                 |                                      |                                      |
| (V23) (618GA) St. James   | 208                               |                            | 100.00%  |                                |  |        |                          |                           |                           |                            |                             |  |                                      |                                      |                                      |
| (V23) (618GB) Hibbing   | 972                               |                            | 100.00%  |                                |  |        |                          |                           |                           |                            |                             |  |                                      |                                      |                                      |
| (V23) (618GD) Maplewood   | 1,948                             |                            | 98.51%   |                                |  |        | 145                      |                           |                           |                            |                             |  |                                      |                                      | 1.06                                 |
| (V23) (618GE) Chippewa Valley   | 1,620                             |                            | 99.94%   |                                | 0.06%  | ·      | 31                       | 34                        |                           |                            |                             |  |                                      |                                      |                                      |
| (V23) (618GG) Rochester   | 1,329                             |                            | 99.02%   |                                |  |        |                          |                           |                           |                            |                             |  |                                      |                                      |                                      |
| (V23) (618GH) Hayward   | 277                               |                            | 100.00%  |                                |  |        | 19                       |                           |                           |                            |                             |  |                                      |                                      |                                      |
| (V23) (618GI) Northwest Metro   | 3,024                             |                            | 99.14%   |                                |  | ·      | 178                      |                           |                           |                            |                             |  |                                      |                                      |                                      |
| (V23) (618GJ) Shakopee  | 691                               |                            |  |                                | 9.70%  |        |                          |                           |                           | 43                         |                             |  |                                      |                                      |                                      |
| (V23) (618GK) Albert Lea  | 480                               | 479                        | 99.79%   | 1                              | 0.21%  | 433    | 34                       | 12                        | 1                         | 0                          | C                           | 0  | 1.45                                 | 5.63                                 | 3.47                                 |
| (V23) (618GL) Minneapolis VA Clinic   | 790                               | 789                        | 99.87%   | 1                              | 0.13%  | 783    | 3                        | 3                         | 1                         | 0                          | C                           | C  | 0.42                                 |                                      | 0.00                                 |
| (V23) (618GM) Rice Lake   | 646                               | 641                        | 99.23%   | 5                              | 0.77%  | 546    | 61                       | 34                        | 5                         | 0                          | С                           | C  | 4.42                                 | 0.00                                 | 1.48                                 |

| Completed Appointment Wait Times National,<br>Facility, and Division Level Summaries.<br>Wait Time Measured from Preferred Date<br>For the Reporting Period Ending: September<br>2017 | Total Completed<br>Appointments 1 | Completed within<br>30 Days 2 | Percent<br>Appts<br>Complete<br>d in 30<br>Days or<br>Less 3 | Completed in<br>Over 30 Days 4 | Percent<br>Appts<br>Complete<br>d in Over<br>30 Days 5 | Completed 0-7 Days<br>6 | Completed 8-14<br>Days 7 | Completed 15-30<br>Days 8 | Completed 31-60<br>Days 9 | Completed 61-90<br>Days 10 | Completed 91-120<br>Days 11 | Completed in<br>more than 120<br>Days 12 | PC Avg<br>Wait Time<br>in Days<br>13 | Wait Time | MH Avg<br>Wait Time<br>in Days<br>15 |
|---|-----------------------------------|-------------------------------|--|--------------------------------|--|-------------------------|--------------------------|---------------------------|---------------------------|----------------------------|-----------------------------|--|--------------------------------------|-----------|--------------------------------------|
| (V23) (618GN) Lyle C Pearson CBOC   | 876                               | 874                           | 99.77%   | 2                              | 0.23%  | 786                     | 55                       | 33                        | 2                         | 0                          | 0                           | 0  | 3.24                                 | 0.00      | 0.66                                 |
| (V23) (618QA) Fort Snelling   | 464                               | 464                           | 100.00%  | 0                              | 0.00%  | 314                     | 98                       | 52                        | 0                         | 0                          | 0                           | 0  |                                      | 5.73      |                                      |
| (V23) (636) Central Iowa, IA  | 22,617                            | 21,774                        | 96.27%   | 843                            | 3.73%  | 19,041                  | 1,319                    | 1,414                     | 678                       | 129                        | 17                          | 19                                       | 4.27                                 | 6.32      | 2.89                                 |
| (V23) (636A6) Des Moines VAMC   | 16,616                            | 15,894                        | 95.65%   | 722                            | 4.35%  | 13,607                  | 1,076                    | 1,211                     | 572                       | 120                        | 15                          | 15                                       | 4.56                                 | 6.58      | 3.50                                 |
| (V23) (636BU) VADOM Des Moines<br>IA  | 765                               | 765                           | 100.00%  | 0                              | 0.00%  | 765                     | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      | 0.04      |                                      |
| (V23) (636GC) Mason City  | 1,421                             | 1,333                         | 93.81%   | 88                             | 6.19%  | 1,134                   | 101                      | 98                        | 80                        | 5                          | 2                           | 1  | 8.31                                 | 5.86      | 2.73                                 |
| (V23) (636GD) Marshalltown  | 651                               | 649                           | 99.69%   | 2                              | 0.31%  | 586                     | 43                       | 20                        | 2                         | 0                          | 0                           | 0  | 2.30                                 | 3.80      | 0.23                                 |
| (V23) (636GK) Fort Dodge  | 1,310                             | 1,290                         | 98.47%   | 20                             | 1.53%  | 1,245                   | 14                       | 31                        | 14                        | 4                          | 0                           | 2  | 2.19                                 | 4.14      | 0.54                                 |
| (V23) (636GM) Carroll   | 515                               | 515                           | 100.00%  | 0                              | 0.00%  | 473                     | 35                       | 7                         | 0                         | 0                          | 0                           | 0  | 2.68                                 | 0.10      | 0.95                                 |
| (V23) (636GR) Knoxville   | 1,059                             | 1,048                         | 98.96%   | 11                             | 1.04%  | 951                     | 50                       | 47                        | 10                        | 0                          | 0                           | 1  | 2.63                                 | 4.99      | 2.35                                 |
| (V23) (636QB) Des Moines VA Clinic  | 280                               | 280                           | 100.00%  | 0                              | 0.00%  | 280                     | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      |           |                                      |
| (V23) (636) Iowa City, IA   | 24,916                            | 23,702                        | 95.13%   | 1,214                          | 4.87%  | 20,586                  | 1,578                    | 1,538                     | 990                       | 148                        | 46                          | 30                                       | 3.19                                 | 7.95      | 2.55                                 |
| (V23) (636A8) Iowa City VAMC  | 13,443                            | 12,329                        | 91.71%   | 1,114                          | 8.29%  | 10,285                  | 880                      | 1,164                     | 904                       | 135                        | 45                          | 30                                       | 5.25                                 | 8.74      | 6.00                                 |
| (V23) (636GF) Quad Cities   | 1,643                             | 1,629                         | 99.15%   | 14                             | 0.85%  | 1,493                   | 112                      | 24                        | 12                        | 2                          | 0                           | 0  | 2.18                                 | 2.43      | 2.77                                 |
| (V23) (636GG) Quincy  | 648                               | 637                           | 98.30%   | 11                             | 1.70%  | 518                     | 82                       | 37                        | 10                        | 1                          | 0                           | 0  | 4.88                                 | 6.28      | 3.35                                 |
| (V23) (636GH) Waterloo  | 1,098                             | 1,080                         | 98.36%   | 18                             | 1.64%  | 936                     | 98                       | 46                        | 17                        | 1                          | 0                           | 0  | 3.33                                 | 4.84      | 4.66                                 |
| (V23) (636GI) Lane A Evans CBOC   | 1,116                             | 1,111                         | 99.55%   | 5                              | 0.45%  | 1,004                   | 68                       | 39                        | 4                         | 0                          | 1                           | 0  | 2.04                                 | 2.50      | 3.22                                 |
| (V23) (636GJ) Dubuque   | 604                               | 602                           | 99.67%   | 2                              | 0.33%  | 531                     | 41                       | 30                        | 2                         | 0                          | 0                           | 0  | 3.05                                 | 0.11      | 3.87                                 |
| (V23) (636GN) Cedar Rapids  | 1,392                             | 1,373                         | 98.64%   | 19                             | 1.36%  | 1,145                   | 119                      | 109                       | 14                        | 5                          | 0                           | 0  | 4.54                                 | 5.07      | 5.10                                 |
| (V23) (636GS) Ottumwa   | 598                               | 595                           | 99.50%   | 3                              | 0.50%  | 512                     | 67                       | 16                        | 3                         | 0                          | 0                           | 0  | 3.19                                 | 5.87      | 3.21                                 |
| (V23) (636GT) Sterling  | 894                               | 886                           | 99.11%   | 8                              | 0.89%  | 824                     | 41                       | 21                        | 7                         | 1                          | 0                           | 0  | 0.77                                 | 3.04      | 4.53                                 |
| (V23) (636GU) Decorah   | 445                               | 445                           | 100.00%  | 0                              | 0.00%  | 411                     | 22                       | 12                        | 0                         | 0                          | 0                           | 0  | 2.61                                 | 0.89      | 1.82                                 |
| (V23) (636GW) Coralville  | 2,452                             | 2,436                         | 99.35%   | 16                             | 0.65%  | 2,387                   | 26                       | 23                        | 13                        | 3                          | 0                           | 0  | 1.56                                 | 0.10      | 0.81                                 |
| (V23) (636QC) Linn County   | 54                                | 54                            | 100.00%  | 0                              | 0.00%  | 50                      | 1                        | 3                         | 0                         | 0                          | 0                           | 0  |                                      |           | 3.71                                 |
| (V23) (636QG) Iowa City VA Mobile<br>Clinic   | 83                                | 79                            | 95.18%   | 4                              | 4.82%  | 73                      | 3                        | 3                         | 4                         | 0                          | 0                           | 0  |                                      | 3.83      |                                      |
| (V23) (636QI) Davenport VA Clinic   | 446                               | 446                           | 100.00%  | 0                              | 0.00%  | 417                     | 18                       | 11                        | 0                         | 0                          | 0                           | 0  |                                      |           | 3.48                                 |
| (V23) (636) Nebraska-W Iowa, NE   | 41,565                            | 40,941                        | 98.50%   | 624                            | 1.50%  | 37,737                  | 1,693                    | 1,511                     | 494                       | 107                        | 14                          | 9  | 2.19                                 | 4.30      | 1.36                                 |
| (V23) (636) Omaha VAMC  | 22,005                            | 21,570                        | 98.02%   | 435                            | 1.98%  | 19,542                  | 963                      | 1,065                     | 344                       | 78                         | 10                          | 3  | 2.04                                 | 5.15      | 2.17                                 |
| (V23) (636A4) Grand Island VAMC   | 6,942                             | 6,924                         | 99.74%   | 18                             | 0.26%  | 6,627                   | 212                      | 85                        | 15                        | 1                          | 1                           | 1  | 1.53                                 | 1.38      | 0.52                                 |
| (V23) (636A5) Lincoln   | 7,959                             | 7,822                         | 98.28%   | 137                            | 1.72%  | 7,219                   | 363                      | 240                       | 103                       | 26                         | 3                           | 5  | 3.35                                 | 4.73      | 0.63                                 |
| (V23) (636BW) Grand Island<br>Domiciliary   | 250                               | 250                           | 100.00%  | 0                              | 0.00%  | 250                     | 0                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      |           | 0.00                                 |
| (V23) (636BX) Omaha Domiciliary   | 400                               | 400                           | 100.00%  | 0                              | 0.00%  | 399                     | 1                        | 0                         | 0                         | 0                          | 0                           | 0  |                                      |           |                                      |
| (V23) (636GA) Norfolk   | 578                               | 573                           | 99.13%   | 5                              | 0.87%  | 522                     | 35                       | 16                        | 5                         | 0                          | 0                           | 0  | 2.31                                 | 1.33      | 2.03                                 |
| (V23) (636GB) North Platte  | 846                               | 844                           | 99.76%   | 2                              | 0.24%  | 778                     | 34                       | 32                        | 2                         | 0                          | 0                           | 0  | 2.71                                 | 1.01      | 0.41                                 |
| (V23) (636GL) Bellevue  | 958                               | 952                           | 99.37%   | 6                              | 0.63%  | 874                     | 45                       | 33                        | 4                         | 2                          | 0                           | 0  | 2.53                                 | 3.21      | 0.13                                 |
| (V23) (636GP) Shenandoah  | 431                               | 431                           | 100.00%  | 0                              | 0.00%  | 411                     | 15                       | 5                         | 0                         | 0                          | 0                           | 0  | 1.43                                 | 0.43      | 0.36                                 |
| (V23) (636GQ) Holdrege  | 382                               | 382                           | 100.00%  | 0                              | 0.00%  | 374                     | 7                        | 1                         | 0                         | 0                          | 0                           | 0  | 0.51                                 | 1.08      | 0.00                                 |
| (V23) (636GV) ONeill  | 63                                | 63                            | 100.00%  | 0                              | 0.00%  | 63                      | 0                        | 0                         | 0                         | 0                          | 0                           | 0  | 0.00                                 |           | 0.00                                 |
| (V23) (636QA) Omaha VA Clinic   | 751                               | 730                           | 97.20%   | 21                             | 2.80%  | 678                     | 18                       | 34                        | 21                        | 0                          | 0                           | 0  |                                      |           |                                      |
| (V23) (656) St. Cloud, MN   | 35,344                            | 34,074                        | 96.41%   | 1,270                          | 3.59%  | 30,804                  | 1,582                    | 1,688                     | 1,002                     | 200                        | 60                          | 8  | 3.09                                 | 8.54      | 3.29                                 |
| (V23) (656) St Cloud VAMC   | 31,141                            | 29,984                        | 96.28%   | 1,157                          | 3.72%  | 27,120                  | 1,344                    | 1,520                     | 922                       | 173                        | 55                          | 7  | 2.99                                 | 8.42      | 3.42                                 |
| (V23) (656GA) Brainerd  | 2,218                             | 2,174                         | 98.02%   | 44                             | 1.98%  | 1,951                   | 135                      | 88                        | 36                        | 5                          | 2                           | 1  | 3.65                                 | 4.71      | 4.01                                 |
| (V23) (656GB) Montevideo  | 700                               | 686                           | 98.00%   | 14                             | 2.00%  | 642                     | 26                       | 18                        | 11                        | 3                          | 0                           | 0  | 3.24                                 | 2.70      | 3.47                                 |

|   | Total Completed<br>Appointments 1 | 30 Days 2 |        | Over 30 Days 4 |        | Completed 0-7 Days<br>6 | Completed 8-14<br>Days 7 | Completed 15-30<br>Days 8 | Completed 31-60<br>Days 9 | Completed 61-90<br>Days 10 | Completed 91-120<br>Days 11 |   | Wait Time | SC Avg<br>Wait Time<br>in Days<br>14 | Wait Time |
|---|-----------------------------------|-----------|--------|----------------|--------|-------------------------|--------------------------|---------------------------|---------------------------|----------------------------|-----------------------------|---|-----------|--------------------------------------|-----------|
| (V23) (656GC) Max J. Beilke VA OPC          | 1,113                             | 1,108     | 99.55% | 5              | 0.45%  | 1,029                   | 59                       | 20                        | 5                         | 0                          | 0                           | 0 | 2.39      | 9.30                                 | 1.09      |
| (V23) (656QA) St. Cloud VA Mobile<br>Clinic | 172                               | 122       | 70.93% | 50             | 29.07% | 62                      | 18                       | 42                        | 28                        | 19                         | 3                           | 0 |           | 24.33                                |           |

| Retrospective/Completed Appointment Wait Times National Summary. | Total Completed<br>Appointments 1 | Completed within 30 Days 2 | Percent<br>Appts<br>Complete<br>d in 30<br>Days or<br>Less 3 | Completed in<br>Over 30 Days 4 | Percent<br>Appts<br>Complete<br>d in Over<br>30 Days 5 | Completed 0-7 Days<br>6 | Completed 8-14<br>Days 7 | Completed 15-30<br>Days 8 | Completed 31-60<br>Days 9 | Completed 61-90<br>Days 10 | Completed 91-120<br>Days 11 | Completed in<br>more than 120<br>Days 12 |      | SC Avg<br>Wait Time<br>in Days<br>14 | MH Avg<br>Wait Time<br>in Days<br>15 |
|--|-----------------------------------|----------------------------|--|--------------------------------|--|-------------------------|--------------------------|---------------------------|---------------------------|----------------------------|-----------------------------|--|------|--------------------------------------|--------------------------------------|
|  |                                   |                            |  |                                |  |                         |                          |                           |                           |                            |                             |  |      |                                      |                                      |
| National: 9/2017   | 4,552,842                         | 4,383,140                  | 96.27%   | 169,702                        | 3.73%  | 3,859,133               | 252,939                  | 271,068                   | 129,865                   | 27,032                     | 7,916                       | 4,889                                    | 4.23 | 6.75                                 | 2.84                                 |
| National: 8/2017   | 5,236,501                         | 5,045,457                  | 96.35%   | 191,044                        | 3.65%  | 4,431,492               | 295,549                  | 318,416                   | 141,666                   | 34,464                     | 9,422                       | 5,492                                    | 4.38 | 6.64                                 | 2.83                                 |
| National: 7/2017   | 4,504,077                         | 4,341,092                  | 96.38%   | 162,985                        | 3.62%  | 3,818,506               | 253,331                  | 269,255                   | 121,618                   | 28,818                     | 7,848                       | 4,701                                    | 4.35 | 6.62                                 | 2.86                                 |
| National: 6/2017   | 5,050,626                         | 4,874,656                  | 96.52%   | 175,970                        | 3.48%  | 4,297,459               | 279,344                  | 297,853                   | 133,244                   | 29,019                     | 8,821                       | 4,886                                    | 4.28 | 6.39                                 | 2.76                                 |
| National: 5/2017   | 5,186,397                         | 5,022,137                  | 96.83%   | 164,260                        | 3.17%  | 4,437,304               | 281,998                  | 302,835                   | 121,937                   | 29,569                     | 8,075                       | 4,679                                    | 4.20 | 6.11                                 | 2.53                                 |
| National: 4/2017   | 4,709,974                         | 4,560,211                  | 96.82%   | 149,763                        | 3.18%  | 4,039,481               | 251,794                  | 268,936                   | 112,230                   | 25,829                     | 6,699                       | 5,005                                    | 4.15 | 6.11                                 | 2.50                                 |
| National: 3/2017   | 5,323,093                         | 5,153,653                  | 96.82%   | 169,440                        | 3.18%  | 4,539,403               | 297,735                  | 316,515                   | 125,874                   | 28,829                     | 8,823                       | 5,914                                    | 4.17 | 6.27                                 | 2.61                                 |
| National: 2/2017   | 4,530,060                         | 4,385,617                  | 96.81%   | 144,443                        | 3.19%  | 3,883,444               | 251,092                  | 251,081                   | 101,681                   | 28,558                     | 8,742                       | 5,462                                    | 4.16 | 6.35                                 | 2.60                                 |
| National: 1/2017   | 4,709,148                         | 4,527,353                  | 96.14%   | 181,795                        | 3.86%  | 3,990,589               | 264,579                  | 272,185                   | 130,911                   | 34,283                     | 10,431                      | 6,170                                    | 4.67 | 7.00                                 | 2.93                                 |
| National: 12/2016  | 4,430,678                         | 4,273,719                  | 96.46%   | 156,959                        | 3.54%  | 3,791,184               | 236,096                  | 246,439                   | 112,762                   | 30,776                     | 8,531                       | 4,890                                    | 4.37 | 6.53                                 | 2.67                                 |
| National: 11/2016  | 4,600,860                         | 4,440,178                  | 96.51%   | 160,682                        | 3.49%  | 3,928,442               | 251,034                  | 260,702                   | 117,792                   | 29,777                     | 8,512                       | 4,601                                    | 4.41 | 6.45                                 | 2.67                                 |
| National: 10/2016  | 4,695,677                         | 4,536,753                  | 96.62%   | 158,924                        | 3.38%  | 4,020,117               | 250,143                  | 266,493                   | 116,256                   | 29,936                     | 8,305                       | 4,427                                    | 4.17 | 6.49                                 | 2.62                                 |
| National: 9/2016   | 4,880,317                         | 4,708,924                  | 96.49%   | 171,393                        | 3.51%  | 4,157,090               | 273,423                  | 278,411                   | 125,321                   | 31,908                     | 9,301                       | 4,863                                    | 4.44 | 6.52                                 | 2.67                                 |
| National: 8/2016   | 5,219,984                         | 5,027,900                  | 96.32%   | 192,084                        | 3.68%  | 4,431,252               | 289,612                  | 307,036                   | 137,388                   | 39,015                     | 10,731                      | 4,950                                    | 4.71 | 6.68                                 | 2.75                                 |
| National: 7/2016   | 4,438,995                         | 4,277,326                  | 96.36%   | 161,669                        | 3.64%  | 3,775,216               | 244,855                  | 257,255                   | 117,121                   | 32,674                     | 7,973                       | 3,901                                    | 4.72 | 6.60                                 | 2.77                                 |
| National: 6/2016   | 4,989,814                         | 4,810,457                  | 96.41%   | 179,357                        | 3.59%  | 4,249,171               | 274,867                  | 286,419                   | 132,472                   | 33,940                     | 8,667                       | 4,278                                    | 4.66 | 6.45                                 | 2.76                                 |
| National: 5/2016   | 4,877,166                         | 4,716,541                  | 96.71%   | 160,625                        | 3.29%  | 4,176,545               | 265,421                  | 274,575                   | 116,939                   | 31,182                     | 8,061                       | 4,443                                    | 4.57 | 6.16                                 | 2.51                                 |
| National: 4/2016   | 4,931,526                         | 4,764,941                  | 96.62%   | 166,585                        | 3.38%  | 4,235,062               | 260,000                  | 269,879                   | 123,402                   | 31,352                     | 6,895                       | 4,936                                    | 4.68 | 6.19                                 | 2.43                                 |
| National: 3/2016   | 5,353,597                         | 5,177,734                  | 96.72%   | 175,863                        | 3.28%  | 4,592,329               | 286,950                  | 298,455                   | 128,719                   | 32,444                     | 8,996                       | 5,704                                    | 4.66 | 6.13                                 | 2.64                                 |
| National: 2/2016   | 4,744,626                         | 4,576,434                  | 96.46%   | 168,192                        | 3.54%  | 4,058,457               | 248,628                  | 269,349                   | 115,206                   | 38,428                     | 9,410                       | 5,148                                    | 4.92 | 6.44                                 | 3.03                                 |
| National: 1/2016   | 4,497,268                         | 4,309,895                  | 95.83%   | 187,373                        | 4.17%  | 3,833,679               | 234,543                  | 241,673                   | 130,990                   | 41,268                     | 10,030                      | 5,085                                    | 5.20 | 6.90                                 | 3.29                                 |
| National: 12/2015  | 4,672,667                         | 4,493,236                  | 96.16%   | 179,431                        | 3.84%  | 3,996,052               | 243,148                  | 254,036                   | 128,757                   | 37,495                     | 9,077                       | 4,102                                    | 4.87 | 6.44                                 | 3.03                                 |
| National: 11/2015  | 4,388,187                         | 4,228,217                  | 96.35%   | 159,970                        | 3.65%  | 3,767,085               | 223,891                  | 237,241                   | 117,739                   | 31,389                     | 7,526                       | 3,316                                    | 4.57 | 6.28                                 | 3.03                                 |
| National: 10/2015  | 4,966,790                         | 4,804,228                  | 96.73%   | 162,562                        | 3.27%  | 4,300,175               | 242,986                  | 261,067                   | 119,186                   | 32,079                     | 7,643                       | 3,654                                    | 4.01 | 6.03                                 | 3.02                                 |
| National: 9/2015   | 4,883,045                         | 4,721,707                  | 96.70%   | 161,338                        | 3.30%  | 4,221,358               | 247,570                  | 252,779                   | 119,391                   | 30,631                     | 7,996                       | 3,320                                    | 4.37 | 5.81                                 | 3.07                                 |
| National: 8/2015   | 4,719,582                         | 4,568,688                  | 96.80%   | 150,894                        | 3.20%  | 4,091,006               | 233,283                  | 244,399                   | 111,150                   | 29,922                     | 6,849                       | 2,973                                    | 4.50 | 5.67                                 | 3.01                                 |
| National: 7/2015   | 4,828,643                         | 4,683,157                  | 96.99%   | 145,486                        | 3.01%  | 4,201,368               | 237,391                  | 244,398                   | 107,431                   | 28,846                     | 6,504                       | 2,705                                    | 4.38 | 5.40                                 | 2.94                                 |
| National: 6/2015   | 4,985,100                         | 4,840,357                  | 97.10%   | 144,743                        | 2.90%  | 4,370,890               | 233,718                  | 235,749                   | 109,220                   | 26,807                     | 6,266                       | 2,450                                    | 4.19 | 5.14                                 | 2.85                                 |
| National: 5/2015   | 4,546,635                         | 4,426,685                  | 97.36%   | 119,950                        | 2.64%  | 4,009,888               | 209,459                  | 207,338                   | 90,638                    | 22,481                     | 4,744                       | 2,087                                    | 4.09 | 4.84                                 | 2.68                                 |
| National: 4/2015   | 5,063,122                         | 4,923,164                  | 97.24%   | 139,958                        | 2.76%  | 4,456,684               | 229,968                  | 236,512                   | 107,548                   | 24,886                     | 4,823                       | 2,701                                    | 4.15 | 4.87                                 | 2.82                                 |
| National: 3/2015   | 5,046,853                         | 4,905,459                  | 97.20%   | 141,394                        | 2.80%  | 4,421,214               | 239,184                  | 245,061                   | 106,768                   | 24,758                     | 6,450                       | 3,418                                    | 4.24 | 5.02                                 | 3.18                                 |
| National: 2/2015   | 4,265,529                         | 4,146,447                  | 97.21%   | 119,082                        | 2.79%  | 3,752,551               | 197,251                  | 196,645                   | 83,656                    | 25,964                     | 6,573                       | 2,889                                    | 4.28 | 4.96                                 | 3.15                                 |
| National: 1/2015   | 4,549,212                         | 4,395,590                  | 96.62%   | 153,622                        | 3.38%  | 3,991,738               | 204,071                  | 199,781                   | 108,801                   | 33,289                     | 7,433                       | 4,099                                    | 4.61 | 5.47                                 | 3.44                                 |
| National: 12/2014  | 4,578,871                         | 4,447,602                  | 97.13%   | 131,269                        | 2.87%  |                         |                          | 191,232                   | 98,978                    | 26,128                     | 4,645                       | 1,518                                    | 4.03 | 4.71                                 | 2.75                                 |
| National: 11/2014  | 4,059,004                         | 3,946,192                  | 97.22%   | 112,812                        | 2.78%  |                         |                          | 165,191                   | 87,469                    | 20,281                     | 3,873                       | 1,189                                    | 3.88 | 4.61                                 | 2.58                                 |
| National: 10/2014  | 5,216,606                         | 5,091,134                  | 97.59%   | 125,472                        | 2.41%  |                         |                          | 202,876                   | 94,692                    | 24,903                     | 4,511                       | 1,366                                    | 3.27 | 4.32                                 | 2.49                                 |
|  |                                   |                            |  |                                |  |                         |                          |                           |                           |                            |                             |  |      |                                      |                                      |

| Retrospective/Completed Appointment Wait<br>Times National Summary. | Total Completed<br>Appointments 1 | Completed within<br>30 Days 2 |        | Over 30 Days 4 | Percent<br>Appts<br>Complete<br>d in Over<br>30 Days 5 | Completed 8-14<br>Days 7 | Completed 15-30<br>Days 8 | Completed 31-60<br>Days 9 | Completed 61-90<br>Days 10 | Completed 91-120<br>Days 11 | Completed in<br>more than 120<br>Days 12 | Wait Time |      |      |
|---|-----------------------------------|-------------------------------|--------|----------------|--|--------------------------|---------------------------|---------------------------|----------------------------|-----------------------------|--|-----------|------|------|
| National: 9/2014  | 4,871,976                         | 4,739,653                     | 97.28% | 132,323        | 2.72%  |                          | 183,439                   | 100,729                   | 24,871                     | 5,264                       | 1,459                                    | 3.72      | 4.42 | 2.51 |
| National: 8/2014  | 4,625,958                         | 4,513,660                     | 97.57% | 112,298        | 2.43%  |                          | 167,327                   | 84,618                    | 22,209                     | 4,495                       | 976                                      | 3.57      | 4.15 | 2.36 |
| National: 7/2014  | 4,867,639                         | 4,761,816                     | 97.83% | 105,823        | 2.17%  |                          | 169,508                   | 81,602                    | 18,973                     | 4,423                       | 825                                      | 3.15      | 3.87 | 2.12 |
| National: 6/2014  | 4,723,099                         | 4,637,872                     | 98.20% | 85,227         | 1.80%  |                          | 136,897                   | 63,313                    | 16,952                     | 4,199                       | 763                                      | 2.57      | 3.39 | 1.84 |
| National: 5/2014  | 4,676,707                         | 4,601,367                     | 98.39% | 75,340         | 1.61%  |                          | 126,582                   | 57,338                    | 13,995                     | 3,459                       | 548                                      | 2.20      | 3.20 | 1.71 |

Retrospective Wait Times Desired Date by Division CDW\_PDFReady

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## **FOOTNOTES**

- \*Preferred Date (PD): The date for the appointment that is deemed medically appropriate by the Veteran's physician or if no such determination has been made, the date a veteran prefers to be seen by a health care provider capable of furnishing the hospital care or medical services required by the veteran. Also referred to as the date the Veteran indicates they want to be seen.
- \* Clinically Indicated Date (CID): The date the provider indicates a patient should return for a future appointment.

\*Completed Appointment: The date an appointment has been completed.

- NOTE: Note: As of 04/30/2015 the Appts completed between 0 -14 days was broken out into 0-7 and 8-14. The breakout is not available prior to 01/31/2015
- 1. Total Appointments Completed: Every completed appointment at that facility except surgery and procedures.
- 2. Appointments completed in 30 Days or under: Number of appointments completed between 0-30 days of preferred date
- 3. Percent of Appointments Completed 30 Days or under: The percent of total appointments completed within 30 days
- 4. Appointments completed in over 30 Days: Number of appointments scheduled greater than 30 days of the preferred date
- 5. Percent of Appointments Completed in over 30 Days: The percent of total appointments scheduled beyond 30 days
- 6. Appointments completed between 0-7 Days: Number of appointments completed between 0-7 days of the preferred date.
- 7. Appointments completed between 8-14 Days: Number of appointments completed between 8-14 days of the preferred date.
- 8. Appointments completed between 15-30 Days: Number of appointments completed between 15-30 days of the preferred date.
- 9. Appointments completed between 31-60 Days: Number of appointments completed between 31-60 days of the preferred date. 10. Appointments completed between 61-90 Days: Number of appointments completed between 61-90 days of the preferred date.
- 11. Appointments completed between 91-120 Days: Number of appointments completed between 91-120 days of the preferred date.
- 12. Appointments Completed in Greater Than 120 Days: Number of appointments completed in greater than 120 days of the preferred date. 13. PC Avg Wait Time: Average waiting time for Primary Care appointments that were completed for the month of October 2014.
- 14. SC Avg Wait Time: Average waiting time for Specialty Care appointments that were completed for the month of October 2014.
- 15. MH Avg Wait Time: Average waiting time for Mental Health appointments that were completed for the month of October 2014.

NOTE: The zero means there are no patients or appointments in that category.

NOTE: The blank cells mean that there is no data – for example, is the Average MH wait Time is blank, that means that the station didn't have any MH Appts pending from which to calculate an average. Additional definitions:

1. Create Date: The date the appointment entry itself was created, or made.

NOTE: The Data Source for this report was altered to use the Corporate Data Warehouse on 3/20/2015. The new data source is displayed in the data beginning January 2015NOTE: The Data Source for this report was altered to use the

Warehouse on 4/1/2015. The new data source is displayed in the data beginning 4/1/2015.