

Appointments - Cancellations

Friday, December 17, 2021 11:42 AM



Overview

Purpose	The purpose of the VA Online Scheduling report is to display data related to appointments made and/or cancelled via the VA Online Scheduling (VAOS) application This report uses the Appointments - model Power BI Semantic Model Appointments Model/Report (Web view)
What's New	n/a
Model Data Dictionary	Appointments - Report - Power BI
Primary Data Sources	• Appt.Appointment • Sstaff.Sstaff
Update Frequency	This report is updated daily
VSSC Website Location	VSSC - VHA Support Service Center
Helpdesk	https://vssc.med.va.gov/troubleshooter/default.aspx?ramplID=5179
Power BI Data hub	
Power BI End Point	Data Source=powerbi://api.powerbigov.us/v1.0/myorg/VSSC_Access?readonly;Initial Catalog=Appointments - model;

Report Page Catalog

Report Page	Description
At a Glance	The purpose of this page is to show summarized data related to VAOS.
Facility Usage	The purpose of this page is to show the number of unique facilities using VAOS.
Appts Made - By Facility	The purpose of this page is to show the number of appointments made via VAOS by facility and over time.
Appts Made - By Service	The purpose of this page is to show the number of appointments made via VAOS by medical service over time.
Appts Cancelled - By Facility	The purpose of this page is to show the number of appointments cancelled via VAOS by facility and over time.
Appts Cancelled - by Service	The purpose of this page is to show the number of appointments cancelled via VAOS by medical service over time.
Appointment Details	The purpose of this page is to show the appointment/patient details of the appointments made and/or cancelled via VAOS.
Location Details	The purpose of this page is to show the clinic locations at each facility and the VAOS configuration properties.

Appointment - Cancellation Follow Up

Tuesday, March 22, 2022 1:01 PM

Purpose

The purpose of this report is to help identify if patients who have had an appointment cancelled or no showed and whether or not they may have been followed up with. This report is a tool to help prioritize who to follow up with and should not be the sole report used for tracking/follow-up purposes.

This report only includes a rolling 365 days of cancelled appointments.

Tables

Table Name	Description
Appointment Date	This table contains the dates associated with the date the cancelled appointment was scheduled to occur.
Appointment Made Date	This table contains the dates associated with the date the cancelled appointment was made.
Appt Status	This table contains the appointment status of the cancelled appointment.
Cancel Date	This table contains all dates associated with the date the cancelled appointment was cancelled.
Cancellation Reason	This table contains the cancellation reason associated with the cancelled appointment.
Cancelled Appointments	This table contains details about the cancelled appointment.
Facility	The table contains the facilities associated with the hospital locations associated with the cancelled appointments.
Location	The table contains the hospital locations associated with the cancelled appointments.
Patient	The table contains details about the patient associated with the cancelled appointment.
Primary Stop Code	This table contains the primary stop code associated with the hospital location associated with the cancelled appointment.
Specialty Stop Code	This table contains the "specialty" stop code associated with the location associated with the cancelled appointment. The "specialty" stop code is either the primary or secondary stop code, which is more granular.

Measure Definitions

* In general, "passes approved criteria", means the patient has activity in the same location, stop code, or group of stop codes, or with the same default provider, within a specific period of time on or after the appointment was cancelled.

This activity includes:

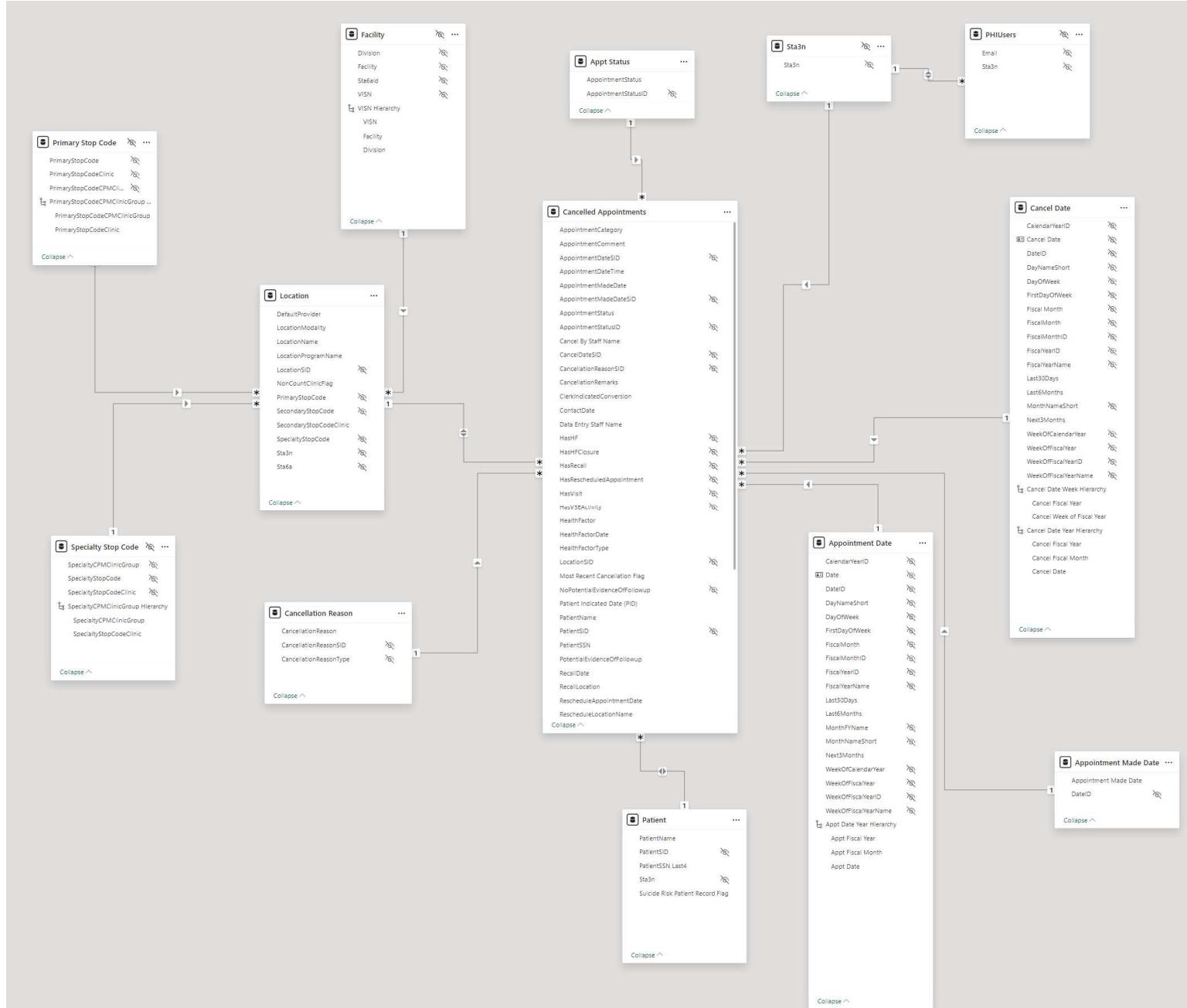
Potential Activity	The number of cancelled appointments with potential activity. Potential activity is activity in the same location, stop code, or group of stop codes, or with the same default provider within a specified time period and includes: <ul style="list-style-type: none">• #VVC# or #TELE# in the cancellation remarks• A completed or pending appointment• A completed encounter• An open recall reminder• Contact attempts documented in VSE• A national health factor used during COVID
Potential Loss	The number of cancelled appointments without a potential activity.
Clerk Indicated Conversion - VVC	#VVC# is in the cancellation remarks of the cancelled appointment.
Clerk Indicated Conversion - Telephone	#TELE# is in the cancellation remarks of the cancelled appointment.
# with Potential Reschedule	The patient has a non-cancelled rescheduled appointment in the same location, default provider, or stop code combination. The appointment may be completed or pending.
# with Potential Visit	The patient has checked out visit in the same location, default provider, or stop code combination.
# with Potential Recall	The patient has an open recall reminder with a recall date in the next 30 days in the same location, default provider, or stop code combination.
# with Potential VSE Activity	The patient has a contact date time documented in VSE on or after the cancellation in the same location, default provider, or stop code combination.
# with Health Factors (Closure)	The patient has a health factor applied to their chart that passes approved criteria by the Integrated Veterans Care program office.
Has Closure Factor	The patient has a "closure" or "potential activity" health factor applied to their chart. The health factor must be associated with a visit in the same location as the cancelled appointment and the date/time of the visit must be on or after the cancelled or appointment date. Closure Health Factors: VA-C19 CARE RENDERED IN VA VA-C19 CLINICAL REVIEW NEEDED VA-C19 COMPLETED MIN SCHEDULE ATTEMPTS VA-C19 SCHEDULING ACTION NEEDED VA-C19 VET NO LONGER DESIRES CARE VA-COVID-19 APPT NO LONGER NEEDED VA-COVID-19 CARE REFERRED TO COMMUNITY VA-COVID-19 CARE RENDERED IN VA VA-COVID-19 COMPLETED MIN SCHED ATTEMPTS

	VA-COVID-19 NO ACTION OTHER REASON VA-COVID-19 SCHEDULING ERROR VA-COVID-19 VET NO LONGER DESIRES CARE VA-COVID-19 VETERAN DISCHARGED/WITHDREW VA-COVID-19 VETERAN MOVE/RELOCATED VA-COVID-19 VETERAN NOT ELIGIBLE FOR CARE
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Additional Information

Primary Data Sources	<ul style="list-style-type: none"> • Appt.Appointment • Appt.Renewal • Appt.VSEContactDateTime • Outpat.Visit
Update Frequency	Daily
Helpdesk	https://vssc.med.va.gov/troubleshooter/default.aspx?ramplD=6579
Link to VSSC Website Location	https://vssc.med.va.gov/VSSCMainApp/products.aspx?PgmArea=48

Model ERD



Appointment - Multiple Pending

Tuesday, March 22, 2022 1:02 PM

What's New

Purpose

This report helps identifies multiple pending appointments 6 month into the future for a patient in the same primary stop code and secondary stop code grouping as identified below. If an appointment is in the same primary stop code (for example "323") with any of the secondary stop codes grouping listed below (for example "MD, NP, PA and Resident Clinics"), then those appointments for a patient with "323" Primary Stop Code and "null, 185, 186, 187 or 188" Secondary Stop Code will be displayed. These pending appointments in the clinic group have been scheduled within the same primary stop code. This report will assist in creating better access by identifying potential multiple pending appointments for a patient in the same stop code within next 6 months. This report may help identify appointments that might not be necessary.

Secondary Stop Code Grouping:

- Provider Secondary Stop Code: null, 185, 186, 187, 188 and 509
- Nurse Secondary Stop Code: 117
- Pharmacy Secondary Stop Code: 160
- Mental Health Secondary Stop Code: 125 and 510

Additional Information

Primary Data Sources	CDWWork.SStaff.SStaff CDWWork.Dim.Location CDWWork.Dim.Division CDWWork.Dim.StopCode CDWWork.Appt.WaitList CDWWork.Spatient.Spatient CDWWork.SPatient.AppointmentComment CDWWork.Outpat.Workload
Update Frequency	Daily
Helpdesk	http://vaww.vssc.med.va.gov/troubleshooter/default.aspx?ramplID=5155
Link to VSSC Website Location	https://vssc.med.va.gov/VSSCMainApp/products.aspx?PgmArea=48
SSAS Server	Appts Cube: vhacdwdwhmdm08.vha.med.va.gov

Appointment – Patient Details

Friday, December 17, 2021 11:43 AM

What's New

Updated data def

Purpose

The purpose of this dashboard is to enable a flexible method for viewing appointment details.

For additional information please see the Appointments Cube Dashboard data definition:
[Appointments Cube Dashboard](#)

Additional Information

Primary Data Sources	<ul style="list-style-type: none">• VSSC Consult Cube• CDWWork.Con.ConsultActivity
Update Frequency	Daily
Helpdesk	http://vaww.vssc.med.va.gov/troubleshooter/default.aspx?rampID=5050
Link to VSSC Website Location	https://vssc.med.va.gov/VSSCMainApp/products.aspx?PgmArea=48

Appointment - Pending Summary

Tuesday, March 22, 2022 1:04 PM

What's New

Purpose

Reports on appointments, wait times, and other measures, to assist in scheduling, measuring and optimizing access for our patients.

*VSSC appointment data is generally limited to appointments made in COUNT locations for non-test patients (CDWPossibleTestPatientFlag = N).

PHI Access

The level of access you need is granted either locally by your CUPS/NSSD point of contact (POC) or by National Data Systems (NDS).

- You will find a complete set of instructions and forms for submitting a request for the access you need at the following link:
<http://vaww.vhadataportal.med.va.gov/Support/FAQs.aspx#DataAccessVSSC>
- This report will tell you who your local NSSD contacts are, complete with phone number and email address:
https://reports.vssc.med.va.gov/ReportServer/Pages/ReportViewer.aspx?%2fApps%2fNSSD%2fProd%2fNSSD_POCs&rs:Command=Render
- Also, you can check your access at any time with the following report:
<https://reports.vssc.med.va.gov/ReportServer/Pages/ReportViewer.aspx?%2fNSSDReports%2fCprsNssdUserCredsProd&rs:Command=Render>

Appointment - Provider Double Booked

Tuesday, March 22, 2022 1:05 PM

What's New

FY19 - In order for an appointment to be considered "completed" the associated workload visit is no longer required. The 14 day refresh window has also been increased to 60 days (and will eventually cease to exist) in order to stay in sync with activity in VistA after 14 days.

Purpose

This report helps identify when multiple appointments are scheduled at the same time for a given provider. This report displays patient and appointment details and primary stop code clinic when a provider has multiple appointments scheduled at the exact same time.

Provider for clinics are defined by the default provider assigned to the clinic. This report excludes appointments scheduled in non-count clinics, groups and multiple appointment slot clinics.

*VSSC appointment data is generally limited to appointments made in COUNT locations for non-test patients (CDWPossibleTestPatientFlag = N).

PHI Access

The level of access you need is granted either locally by your CUPS/NSSD point of contact (POC) or by National Data Systems (NDS).

- You will find a complete set of instructions and forms for submitting a request for the access you need at the following link:
<http://vaww.vhadataportal.med.va.gov/Support/FAQs.aspx#DataAccessVSSC>
- This report will tell you who your local NSSD contacts are, complete with phone number and email address:
https://reports.vssc.med.va.gov/ReportServer/Pages/ReportViewer.aspx?%2fApps%2fNSSD%2fProd%2fNSSD_POCs&rs:Command=Render
- Also, you can check your access at any time with the following report:
<https://reports.vssc.med.va.gov/ReportServer/Pages/ReportViewer.aspx?%2fNSSDReports%2fCprsNssdUserCredsProd&rs:Command=Render>

Appointments Cube Dashboard

Friday, December 17, 2021 11:43 AM



What's New

02/07/2025 - added section on Freely Associated States (FAS)

04/25/2024 - starting added data definitions for new Power BI Semantic Model/Report

07/05/2022 - added Access to Care website specialty stop code groupings

Purpose

VSSC Appointment products classify appointments into three primary categories for reporting purposes: Pending, Completed, and No Show/Cancellations.

Data is available for both new and established patient appointments in the Pending and Completed datasets. Wait times are calculated from appointment create (made) date and Patient Indicated Date (PID) for all Pending and Completed appointments.

Drill down to SSN level details is available in most products and requires NSSD Real SSN access (<http://vaww.vhadataportal.med.va.gov/Support/FAQs.aspx#DataAccessVSSC>).

This data definitions document covers the primary concepts of VSSC appointment products and also supports:

1. Appointment - Patient Details

General Appointment Methodology:

VSSC appointment data is generally limited to appointments made in COUNT locations for non-test patients (CDWPossibleTestPatientFlag = N).

A Pending Appointment is an appointment that has a null cancel no show code (yet to be no-showed or cancelled) and has an appointment date/time greater than the refresh date/time of the dataset (typically in the evening). Both patient side and provider side telehealth appointments are included in the pending appointment dataset so they can be managed. Inpatient appointments are excluded.

A Completed Appointment is an appointment with a null cancel no show code (not cancelled or no showed), a checkout date time, and an appointment date/time less than the refresh date/time of the dataset (i.e. an appointment date time in the past). To avoid double counting appointments, only the patient side (or provider side only) of a telehealth appointment is included in the completed appointment dataset.

Please note: Starting in FY19, in order for an appointment to be considered "completed" the associated workload visit is no longer required. The 14 day refresh window has also been increased to 60 days (and will eventually cease to exist) in order to stay in sync with activity in VistA after 14 days.

A No Show or Cancelled appointment is an appointment with a cancel no show code equal to n, na, c, ca, pc, or pca and a cancel date time. To avoid double counting appointments, only the patient side (or provider side only) of a telehealth appointment is included in the cancellation data set.

Cancel No Show Code	Description
N	No Show
NA	No Show & Auto Re-book
C	Cancelled by Clinic
CA	Cancelled by Clinic & Auto Re-book
PC	Cancelled by Patient
PCA	Cancelled by Patient & Auto Re-book

Additional Definitions:

A deceased patient is a patient where the Deceased Flag = Y (has a date of death).

A test patient is a patient where the CDWPossibleTestPatientFlag = Y.

A Time Sensitive Appointment is identified by the existence of #NLT# in the appointment comment.

VA Online Scheduling (VAOS) appointments are identified by the use of the "DEPARTMENT OF DEFENSE,USER" account associated with the data entry staff or cancel by staff.

Vetext cancellations are identified by the use of the site specific Vetext service account as the cancel by staff.

A Same Day Appt is an appointment where the appointment create date equals the appointment date.

#Hashtag# Notation:

##	Description
#COO#	in the appointment comment indicates the patient opted out of community care.

#COI#	in the appointment comment indicates the patient opted into community care.
#NLT#	in the appointment comment indicates the appointment has flagged as "time sensitive".
#VVC#	in the appointment comment indicates the VA Video Connect (VVC) appointment is a "recovery" from a cancelled appointment. in the cancellation remarks indicates the appointment was cancelled and converted to a VA Video Connect (VVC) appointment.
#TELE#	in the appointment comment indicates the telephone appointment is a "recovery" from a cancelled appointment. in the cancellation remarks indicates the appointment was cancelled and converted to a telephone appointment.
#VETPREF#	Veteran Preference Flag. In the appointment comment #VETPREF# indicates the veteran is okay with their current appointment date.

New and Established Methodology:

Every appointment is categorized as either a New or Established appointment.

An appointment is categorized as Established if the patient has had a qualifying visit in the past three years. A qualifying visit is a visit that:

- Occurred within three years of the appointment date time.
- Is considered workload, e.g. the visit is checked out and has a documented provider, ICD Code, and CPT Code (WorkloadLogicFlag = Y)
- Is in the same "specialty stop code" or group of codes of the appointment
 - The "specialty stop code" is an evaluation of the primary and secondary stop codes. If the primary stop code is "generic" the "specialty stop code" will be the secondary stop code. For example the "specialty stop code" for locations with a generic telephone primary stop code (e.g. 147, 216, 324, 424, etc.) is the secondary stop code.

The logical groupings of stop codes used to determine new and established appointments can be found here: [Clinic Stop Code Groupings](#). Please note that due to COVID MH Telephone and Mental Health General are grouped together.

For Primary Care and MH - an appointment with a Primary stop code of PC or MH and a secondary of pharmacy 160 , the appointment will be considered established, if the patient has had a qualifying established appointment in that stop code (MH or PC)

Exclusions:

A workload visit to a location with any of the secondary stop codes listed below are excluded from establishing an appointment.

Stop Code	Stop Code Name
111	TELE-PATHOLOGY
117	NURSING (2ND ONLY)
119	CNH FOLLOW-UP
120	HEALTH SCREENING
121	COMMUNITY RES CARE
160	CLINICAL PHARMACY (excluding mental health)
370	GEC LTSS
371	HT SCREENING
443	DBQ REFERRAL CLINIC
444	C&P VIA CVT PT SITE
445	C&P VIA CVT PROV SITE
446	IDES VIA CVT PT SITE
447	IDES VIA CVT PROV SITE
448	INTGRTED DIS EVAL (IDES) EXAM
450	COMP & PENS (C&P) EXAMS
474	RESEARCH
504	GRANT & PER DIEM GROUP
507	HUD/VASH GROUP
508	HCHV/HCMI GROUP
511	GRANT & PER DIEM INDIV
522	HUD/VASH INDIV
529	HCHV/HCMI INDIV
555	HOMELESS VT COM EMP SVC INDIV
556	HOMELESS VT COM EMP SVC GRP
590	COMM OUTREACH HOMELESS VETS
591	INCARCERATED VETERANS RE-ENTRY
592	VETERANS JUSTICE OUTREACH
669	COMMUNITY CARE CONSULT

673	CLINICAL TEAM CONFERENCE
685	HT PROGRAM PATIENTS
697	CHART CONSULT
701	BP EVAL
708	TELE SMOKE CESS PROV SITE
710	PREVENTIVE IMMUNIZATION
717	PPD CLINIC (2ND ONLY)
719	MHV SECURE MESSAGING
720	OTHER ED GRP
724	OEND ED CVT PRV SITE

Wait Time Methodology:

An appointment has several "wait times". Negative values are set to zero. The end point of the calculation is the appointment date. The starting point is:

Patient Indicated Date (PID):

Starting January 2018, due to VS GUI implementation, any newly scheduled appointment will not be assigned a different PID based on a prior cancellation. The PID entered and seen in VS GUI and Vista will be the PID used in the wait time calculation.

Create/Made Date (CD):

The create date from a prior cancellation may be re-used for purposes of calculating a wait time if the appointment was cancelled by clinic, was not a scheduling conflict/error, is for the same patient and location, and has a matching PID to the referenced appointment, or is associated with an EWL entry.

Reference Date (RD):

Reference Date (RD) just refers to a point in time. The wait time for new appointments from reference date (RD) is calculated from the appointment made/create date, if the appointment is not linked to a consult, or the consult file entry date, if the appointment is linked to a consult.



Rescheduled Appointments:

An appointment is considered rescheduled if there is a subsequent appointment scheduled for the same patient in the same location or stop code combination within 14 days of the cancel date. This is an assumption because there is no direct relationship between any two appointments in the Corporate Data Warehouse (CDW).



Freely Associated States (FAS)

Patients that live in Freely Associated States (FAS) can be identified by Zip Code or State/Province (when a zip code does not exist) of their address.

- Zip Codes: 96939, 96940, 96941, 96942, 96943, 96944, 96960, 96970
- State/Province: MH, FM, PW

Appointments for patients who live in FAS can be isolated using the "Specialty Population" parameter on the Appointment - Patient Details report.

Additionally, the "Patient County" and "Patient PCMM Team" dimensions in the Appointments Cube can be used to filter to specific cohorts of patient appointments.

This data can be viewed in aggregate or at the patient/appointment detail level.

The Office of Integrated Veteran Care (IVC) has provided guidance to the applicable health care systems as it relates to generating utilization and timeliness of care data by veteran location

Dimension/Slicer Definitions

Dimension	Description
Age	Age of patient as of the appointment date
Appointment Classification	<ul style="list-style-type: none"> • Cancelled <ul style="list-style-type: none"> • The appointment has a cancel date time. This includes appointments with a status of no show, cancelled by clinic, and cancelled by patient • Completed <ul style="list-style-type: none"> • The appointment status is null, the appointment date is in the past, and the appointment has a checkout date time • Pending <ul style="list-style-type: none"> • The appointment status is null and the appointment date is in the future. • Other <ul style="list-style-type: none"> • All other appointments not classified as cancelled, completed, or pending.
Appointment Create Date	Date appointment is created (made) Note: For a small percentage of appointments this may be the appointment made date of a prior appointment cancelled by clinic or the originating date of an associated electronic wait list (EWL) record.
Appointment Date	Date of Appointment
Appointment Date – Hour of Day	Hour of day of scheduled appointment date time
Appointment Location	The location of the appointment. Includes hierarchies for facility and stop code, and other attributes associated with a location.

	<p>Location Modality is a best guess on the modality of the appointment.</p> <p>Values:</p> <ul style="list-style-type: none"> • VVC • Other Telehealth <ul style="list-style-type: none"> ◦ CVT, SFT • Other Non-InPerson <ul style="list-style-type: none"> ◦ Primary stop code 683 ◦ Secondary stop code 673, 697, 719 • Telephone <ul style="list-style-type: none"> ◦ Based on MCAO Category • Presumed InPerson <ul style="list-style-type: none"> ◦ All locations that do not fall into a category above
Appt Category	New or Established appointment
Length of Appointment	Length of the appointment
Appointment Length	Length of the appointment in the clinic build, this does not indicate if variable appointment lengths are possible.
Billable Insurance	Yes/No, patient has billable insurance
Cancel Date	The date an appointment was cancelled or flagged as a no show
Choice Opt In	Yes/No, appointment comment contains #COI#, indicates if the patient opted in to Choice when the appointment was scheduled
Choice Opt Out	Yes/No, appointment comment contains #COO#, indicates if the patient opted out of Choice when the appointment was scheduled
Clinic	<p>DSS Primary Stop Code</p> <ul style="list-style-type: none"> • Clinic Group: These include the performance measure groups – PC, SC, MH, Other • Top 50 Clinics – List of top 50 high volume clinics (No longer used for performance scores) • Clinic All – All clinics grouped by Category-Class-Primary Clinic Stop • Credit Stop – All secondary stop codes • Attention Score <ul style="list-style-type: none"> ◦ Please see the following document for an explanation: http://fcdm.vssc.med.va.gov/Definitions/Document%20Library/Primary%20Stop%20Codes%20and%20Attention%20Levels.xlsx • CnP DES Category <ul style="list-style-type: none"> ◦ All Other Not Excluding CnP and DES only includes the following Primary Stop Codes: 137, 444, 445, 446, 447, 448, 450. ◦ CnP and DES Excluded includes all Primary Stop Codes except for the following: 137, 444, 445, 446, 447, 448, 450.
Facility District	Facility where appointment is scheduled to take place
Patient Sex	Patient's sex
Linked to Consult	Yes/No, the appointment is associated with a valid ConsultSID
Location Program Name	<p>Location Program Name further defines a location based on its name, stop code combination, and/or CHAR4 Code.</p> <p>Clinical Resource Hub: Location Name contains CRH or CHAR4 is in 'CDSC','CGEC','CGNC','CGPC','CGWC','CNSP','DEBC','DEDC','DEEC','DEFC','DELC','DEMC','DENC','DEPS','DEQC','DERC','DESC','DETC','DEV'C','DEWC','DMAC','DMBC','DMDC','DMEC','DMFC','DMGC','DMJC','DMKC','DMLC','DMQC','DMRC','DMSC','DMVC','DMWC','NASP','SCHC','SCVT','SNVC'</p>
Means Test	Patient Means Test status
MTF2VA	Yes/No, the patient was discharged from a Military Treatment Facility
OEOFIF	Identifies whether the patient is designated by the Health Eligibility Center (HEC), or the Defense Management Data Center (DMDC), or both, as an OEF/OIF veteran.
Patient Ethnicity	Ethnicity of patient
Patient Race	Race of patient
Priority	Patient enrollment priority group
Priority Appointment	Yes/No, appointment comment contains #NLT#, indicates if an appointment is "time sensitive"
Purpose of Visit	The reason for the appointment
Regular or Extended Hours	Yes/No
Rurality	Most recent classification of the location of the patient's address based on geocoded data
SC Percent	Service Connected Percentage rating of veteran – 0-100%, Not Service Connected
Telehealth Exclusion	Indicates the appointment is excluded from completed appointment metrics to avoid double counting telehealth appointments. This is based on secondary stop

	code of the location associated with the appointment.
Wait Time From Preferred Date	Wait time group from Patient Indicated Date
Wait Time Appt	<p>Yes/No</p> <p>This dimension applies logic to filter appointments based on the Access to Care and North Star business rules.</p> <p>The following appointments are filtered:</p> <ul style="list-style-type: none"> • Military Treatment to VA Transfers • C&P and IDES • Research and Immunizations • Provider side telehealth

Measure Definitions

Measure	Description
All - PID - Average Wait Time	The average wait time for all appointments measured from the appointment PID to the appointment date.
Cancelled – No Shows Combined	No shows clerk indicated + cancelled by clinic after appointment time + cancelled by patient after appointment time
Cancelled – No Shows Combined - Rate	Cancelled – No Shows Combined / (Cancelled – No Shows Combined + checked out appointments)
Cancelled - No Shows Clerk Indicated - Rate	Cancelled – No Shows Clerk Indicated / (Cancelled – No Shows Combined + checked out appointments)
Cancelled - No Shows Clerk Indicated	The number of appointments where the appointment status (cancel no show code) is No Show or No Show Auto-rebooked.
Cancelled - Cancelled By Clinic - Rate	Cancelled- Cancelled By Clinic Rate = Cancelled - Cancelled by Clinic]/[Cancelled - Cancellation Cube Flag]
Completed – All – Est to New Appt Ratio (octane ratio)	Completed – Est – Appointments / Completed – New - Appointments
Completed – All – New to Est Appt Ratio	Completed – New – Appointments / Completed – Est - Appointments
Completed – All – Revisit Rate	Completed – All – Appointments / Completed – Unique Patients
Cancelled – Cancelled Due To COVID19	COVID or CORONA is found in the appointment cancellation remarks
Cancelled – Converted to VVC	#VVC# is found in the appointment cancellation remarks
Cancelled – Converted to Telephone	#TELE# is found in the appointment cancellation remarks
New - RD - FED - Average Wait Time	<p>The average wait time for appointments categorized as New.</p> <p>If the appointment is not linked to a consult the wait time is measured from the appointment create date to the appointment date.</p> <p>If the appointment is linked to a consult the wait time is measured from the consult file entry date to the appointment date.</p>
New - RD - PID - Average Wait Time	<p>The average wait time for appointments categorized as New.</p> <p>If the appointment is not linked to a consult the wait time is measured from the appointment create date to the appointment date.</p> <p>If the appointment is linked to a consult the wait time is measured from the consult patient indicated date (PID) to the appointment date.</p>
Completed - New - RD - Average Wait Time	<p>The average wait time for completed appointments categorized as New.</p> <p>If the appointment is not linked to a consult the wait time is measured from the appointment create date to the appointment date.</p> <p>If the appointment is linked to a consult the wait time is measured from the consult file entry date to the appointment date.</p>

Additional Information

Primary Data Sources	<ul style="list-style-type: none"> • CDWWork.Appt.Appointment • CDWWork.SStaff.SStaff
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	<ul style="list-style-type: none"> • CDWWork.Dim.Location • CDWWork.Dim.Division • CDWWork.Dim.StopCode • CDWWork.Appt.WaitList • CDWWork.SPatient.SPatient • CDWWork.SPatient.AppointmentComment • CDWWork.Outpat.Workload
Update Frequency	VSSC Appointment data and all cubes except the Pending Appointment Summary cube, are updated daily. The Pending Appointment Summary cube is updated twice a month, the 2 nd and 16 th of the month, based on snapshots taken on the 1 st and 15 th .
Helpdesk	http://vaww.vssc.med.va.gov/troubleshooter/default.aspx?ramplID=4912
Link to VSSC Website Location	https://vssc.med.va.gov/VSSCMainApp/products.aspx?PgmArea=48
Cube Location	<p>Server: vhacdwdwhmdm08.vha.med.va.gov</p> <p>Database: VSSC_AccessCubes_Appointments</p>

Appendix A – Access to Care Dataset

Appointment Cohort:

The Access to Care website appointment dataset is limited to appointments made in the last 30 days. It only includes appointments that are currently completed, pending, or no-showed.

The appointments listed below are not included:

- Cancelled by Clinic
- Cancelled by Patient
- Military Treatment to VA Transfers
- C&P and IDES
- Research and Immunizations
- Provider side telehealth

Wait Time Calculations:

- Appointments categorized as Established are measured from the Appointment Patient Indicated Date (PID).
- Appointments categorized as New and not linked to a Consult are measured from the Appointment made date.
- Appointments categorized as New and linked to a Consult are measured from the Consult File Entry Date (FED)

The Access to Care Medical Service is based on the appointment location primary stop code or "specialty" stop code (evaluation of both primary and secondary). For example, 303/0, 303/179, and 324/303 would all be grouped under 303 (Cardiology).

Clinic Type Stop Code Groupings:

Specialty	VistA Stop Codes	Cerner Medical Service (coming soon)
Audiology	Specialty stop code 203	
Cardiology	Specialty stop code 303	
Dental	Specialty stop code 180, 181	
Dermatology	Specialty stop code 304	
Endocrinology	Specialty stop code 305	
Gastroenterology	Specialty stop code 307, 337	
Mental Health Group	Primary Stop Code 550	
Mental Health Individual	Primary Stop Code 502, 527 Excludes secondary stop code 534	
Neurology	Specialty stop code 315, 325	
OB/GYN	Specialty stop code 339, 404	
Occupational Therapy	Specialty stop code 206	
Oncology	Specialty stop code 308, 316	
Ophthalmology	Specialty stop code 407	

Optometry	Specialty stop code 408, 428	
Orthopedics	Specialty stop code 409	
Pain Clinic	Specialty stop code 420	
Physical Therapy	Specialty stop code 205	
Podiatry	Specialty stop code 411	
Primary Care	CPM Clinic Group Primary Care	
Primary Care - Mental Health Integrated Care	Primary stop code 534, 539 Stop code combination 527/534	
PTSD Specific Group Programs	Primary Stop Code 516 Excludes secondary stop codes 586, 587, 588, 595, 596, 598	
PTSD Specific Individual Programs	Primary stop code 542, 562 Excludes secondary stop codes 586, 587, 588, 595, 596, 598	
Pulmonology	Specialty stop code 312	
Sleep Medicine	Specialty stop code 349	
Substance Use Disorder Group	Primary stop code 560	
Substance Use Disorder Individual	Primary stop code 513, 545	
Urology	Specialty stop code 414	
Women's Health	Specialty stop code 322, 704	

Appendix B – Public Data Reporting Groups

Primary Care:

1. (322) Comprehensive Women's Primary Care Clinic
2. (323) PRIMARY CARE/MEDICINE
3. (350) GeriPACT

Specialty Care:

1. (123) NUTRITION/DIETETICS-INDIVIDUAL
2. (149) RADIATION THERAPY TREATMENT
3. (180) DENTAL
4. (197) POLYTRAUMA/TRAUMATIC BRAIN INJURY (TBI)-INDIVIDUAL
5. (201) PHYSICAL MED & REHAB SVC
6. (203) AUDIOLOGY
7. (204) SPEECH LANGUAGE PATHOLOGY
8. (205) PHYSICAL THERAPY
9. (206) OCCUPATIONAL THERAPY
10. (210) SPINAL CORD INJURY
11. (214) KINESIOTHERAPY
12. (301) GENERAL INTERNAL MEDICINE
13. (302) ALLERGY IMMUNOLOGY
14. (303) CARDIOLOGY
15. (304) DERMATOLOGY
16. (305) ENDO./METAB (EXCEPT DIABETES)
17. (306) DIABETES
18. (307) GASTROENTEROLOGY
19. (308) HEMATOLOGY
20. (310) INFECTIOUS DISEASE
21. (312) PULMONARY/CHEST
22. (313) RENAL/NEPHROL(EXCEPT DIALYSIS)
23. (314) RHEUMATOLOGY/ARTHRITIS
24. (315) NEUROLOGY
25. (316) ONCOLOGY/TUMOR
26. (317) ANTI-COAGULATION CLINIC
27. (318) Geriatric Problem-Focused Clinic
28. (337) HEPATOLOGY CLINIC
29. (401) GENERAL SURGERY
30. (403) ENT
31. (404) GYNECOLOGY
32. (406) NEUROSURGERY
33. (407) OPHTHALMOLOGY
34. (408) OPTOMETRY

- 35. (409) ORTHOPEDICS
- 36. (410) PLASTIC SURGERY
- 37. (411) PODIATRY
- 38. (413) THORACIC SURGERY
- 39. (414) UROLOGY
- 40. (415) VASCULAR SURGERY
- 41. (420) PAIN CLINIC

Mental Health:

- 1. (502) MH CLINIC IND
- 2. (509) PSYCHIATRY INDIV
- 3. (510) PSYCHOLOGY IND
- 4. (513) SUB USE DISORDER INDIV
- 5. (534) MH INTGRTD CARE IND
- 6. (540) PCT-PTSD IND
- 7. (562) PTSD-INDIV

Appendix C - Access Clinic Groups



Access
Clinic Gro...

Appointments Model/Report

Friday, December 17, 2021 11:42 AM



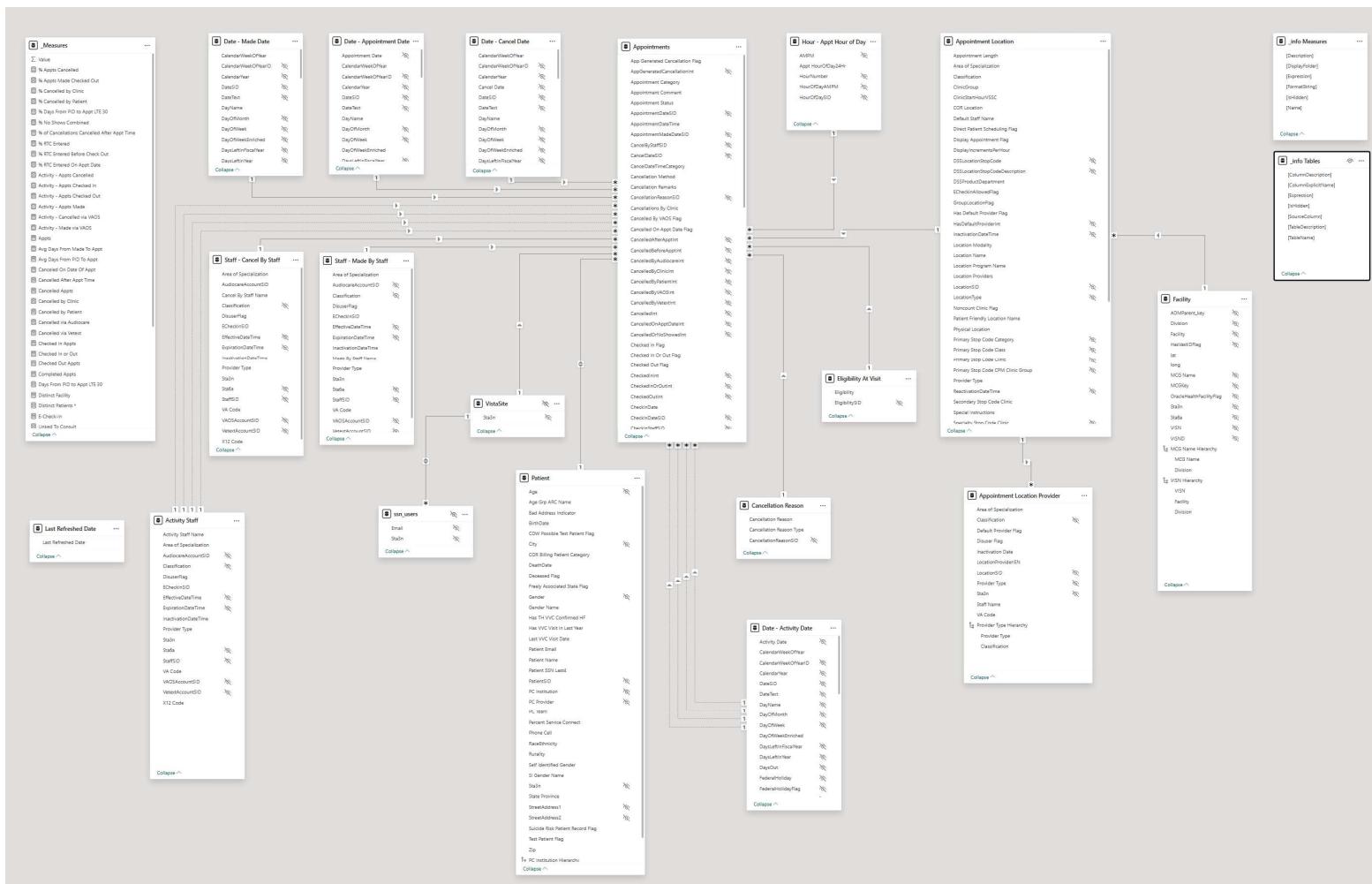
Overview

Purpose	The purpose of the Appointments Model/Report is to display data associated with appointments stored in Vista. The appointments stored in Vista includes appointments booked in Appointment Management in Vista, VSE GUI, ISS, and VA Online Scheduling. The model includes appointments in count and non-count locations.
What's New	n/a
Model Data Dictionary	Appointments - Report - Power BI
Primary Data Sources	<ul style="list-style-type: none"> • Appt.Appointment • SPatient.AppointmentComment
Update Frequency	This report is updated daily
VSSC Website Location	VSSC - VHA Support Service Center
Helpdesk	https://vssc.med.va.gov/troubleshooter/default.aspx?ramplD=5179
Power BI Data hub	
Power BI End Point	Data Source=powerbi://api.powerbigov.us/v1.0/myorg/VSSC_Access?readonly;Initial Catalog=Appointments - model;

Report Page Catalog

Report Page	Description
Cancellation Method	The purpose of this page is to show aggregate data on appointment cancellation method. Cancellation method includes cancelled by clinic, cancelled by patient, clerk entered no show, and third party self cancellation methods including Audiocare, VA online Scheduling (VAOS), and Vetext.
Pending Appts	The purpose of this page is to display a trend of pending appointments by facility or medical service.
Pending VVC Appts	The purpose of this page is to display pending VVC appointments. The unique features of this page is that it shows if the patient has had a prior VVC visit in the last year and whether or not that have the national TH VVC Confirmed health factor. It's intended purpose is to help verify the patients VVC capabilities and avoid cancellations.
UAT - CVT PID Review	The purpose of this page is to identify pair patient/provider telehealth appointments so staff can verify the Patient Indicated Date (PID) of the appointments match.
UAT - COR Billing Helper	The purpose of this page is to assist in generating a billable roster for the Contracting Officer's Representative (COR). An accompanying user guide has been developed by the stakeholders.
Location Profile	This page displays configuration details of a hospital location (clinic profile).
UAT - RTC Entry	This UAT - RTC Entry page displays measures related to Return to Clinic Order (RTC) entry at or shortly after an appointment. It attempts to match a with the appointment it was entered at. The RTC must be entered within three days of the appointment in order to be potentially matched.
UAT - Multiple Cancellations	The UAT - Multiple Cancellations page percentage of cancelled by clinic appointments by facility and specialty stop code where the patient had multiple cancellations by clinic.
UAT - Reclaimed Appt Times	The purpose of this page is to show the rate at which appointment times that are cancelled by before the appointment are re-used ("reclaimed").
Appointment Details	The Appointment Details page is plays appointment/patient level details for individual appointments.
Patient Demographics - Details	The Patient Demographics - Details page displays a list of patients and their demographics.

Model ERD



No Show and Cancellation Patient Detail Report

Tuesday, March 22, 2022 1:13 PM

Data Definitions for this report in One Note coming soon.

Until then, please click on the Data Definitions button in the report to read the original Word version of the definitions.

No Show and Cancellation Summary

Wednesday, January 26, 2022 2:02 PM

Purpose

This report displays information on the cancellation rate of appointments and the reschedule rate of cancelled appointments. A canceled appointment is an appointment with a status of cancellee Id by clinic or canceled by patient. An appointment is classified as rescheduled if another appointment is made within 14 days of the cancel date time in the same location, specialty stop code, or stop code combination.

Product Description

Summary Section:

Aggregated report shows the number of cancel by clinic, cancel by patient, no show and rescheduled appointment associated to a VISN, Facility, stop code and clinic level.

Detail Section:

Detail report provides appointment and patient detail for the cancelled and no show appointments. Patient detail can be accessed by clicking on the "Patient Detail" icon on top of the report or by selecting any underline values under "Total Cancellation and No Show Appts" column.

NOTE: you must have SSN-level access to view patient detail section of the report. [Click here](#) to request SSN-level access.

Slicer Definitions

Parameters	Description
Summary Level	The user may select one summary level of either National, VISN, Administrative Parent, or Division
Level Selection	The Summary Section will display aggregate data based on Summary Level
Appointment Month	Appt months you would like to see aggregate data
Primary Stop Code	Appt primary stop code you would like to see aggregate data
Columns to Display in Table	By selecting options in this slicer, you can select which column you would like to display in the aggerate data

Measures

Measure	Description
Total Appts	Total number of appointments scheduled. Total appts: cancelled by clinic + cancelled by patients + no show + checked out
Cancelled by Clinic Prior to Appt	Total number of appointments cancelled by clinic before the appointment
Cancelled by Clinic After Appt	Total number of appointments cancelled by clinic after the appointment
Cancel by Clinic Rate	Total number of appointments cancelled by clinic (C or CA). Cancel by clinic rate: cancelled by clinic divided by cancellation after appt + check out + no show
Cancelled by Patient Prior to Appt	Total number of appointments cancelled by patient before the appointment
Cancelled by Patient After Appt	Total number of appointments cancelled by patient after the appointment
Cancel by Patient Rate	Total number of appointments cancelled by patient (PC or PCA). Cancel by patient rate: cancelled by patient divided by cancellation after appt + check out + no show
Cancellation Rate	Total number of cancel by clinic and cancel by patient divided by total number of cancel by clinic, cancel by patient and completed appointments
No Show	Total number of appointments with No Shows (N or NA). No show rate: Total number no show by clinic after appt, cancelled by patient after appt and no shows
No Show Combined	Total number of appointments with cancelled by clinic after appt, cancelled by patient after appt and no shows
Rescheduled	number of appointments that have been rescheduled within 14 days of cancellation. Reschedule rate: reschedule appointment divided by cancelled by clinic + cancelled by patients + no show
Rescheduled Rate When Cancel by Clinic	Total number of appointments marked as cancel by clinic that are classified as rescheduled. See the <u>Purpose</u> for the definition of a rescheduled appointment.
Rescheduled Rate When Cancel by Patient	Total Number of appointments marked as cancel by patient that are classified as rescheduled. See the Purpose for the definition of a rescheduled appointment.
No Action Taken	Total number of appointment with No Action Take in appointment status.

No Show Methodology:

Rates are calculated by month. We keep all appointments with the following CancelNoShowCode values:

Cancel No Show Code	Description
N	No Show
NA	No Show & Auto Re-book

C	Cancelled by Clinic
CA	Cancelled by Clinic & Auto Re-book
PC	Cancelled by Patient
PCA	Cancelled by Patient & Auto Re-book

Note: All appointments with a CancelNoShowCode value of NULL and valid CheckOutDateTime are considered complete.

Exclusions:

We also exclude all appointments at clinics designated as Non Count. Appointments with a provider site telehealth credit stop (645,647,648,692,693,695,696,698) are also excluded so that appointments are not counted twice.

We exclude all appointments at clinics designated as Non Count.

Deceased patients are excluded.

The date/time of the cancellation is compared to the date/time of the appointment. Any appointment cancelled after the appointment time has passed is technically a No Show and included in the numerator of the No Show Rate.

Additional Information

Primary Data Sources	<ul style="list-style-type: none"> • VSSC Appointment Cube • CDWWork.Appt.Appointment
Update Frequency	Daily
Helpdesk	http://vaww.vssc.med.va.gov/troubleshooter/default.aspx?ramplID=4368
Link to VSSC Website Location	https://vssc.med.va.gov/VSSCMainApp/products.aspx?PgmArea=48&sub_ID=269

Self Referral Appointments

Wednesday, January 14, 2026 7:05 AM

Purpose

This report displays information on the number of completed appointments where there is no consult, RTC or Recall Reminder associated with the completed appointment

Product Description

Summary Section:

Aggregated report shows the number completed appointments associated to a VISN, Facility, stop code and clinic level as well how many have a consult, Recall Reminder, RTC or none. The data also looks at the type of request the appointment came in when it was scheduled using ISS (VSE)

Detail Section:

Detail report provides appointment and patient detail for the completed appointments. Patient detail can be accessed by clicking on the "Patient Detail" icon on top of the report or by selecting any underline values under NOTE: you must have SSN-level access to view patient detail section of the report. [Click here](#) to request SSN-level access.

Business Specifications/Business Rules

- Cohort includes only appointments that were completed at non Federal EHR Sites (Cerner sites are not included)
- Non Count clinics are not included
- If an appointment is linked to a consult, then it is flagged as having a consult associated with it
- An appointment is considered to have an RTC if an ISS (VSE) Request of type RTC is found and the appointment was made on the same day as what the ISS (VSE Request) shows it was made on and the appointment made was in the same location as where the appointment was completed
- An appointment is considered to have a Recall if an appointment is found in the same location within 45 of days of the recall date
- For New/Established Categorization and wait time business rules, please refer to the appointments cube Dashboard Data Definitions - [Appointment Cube Dashboard Definitions](#)
 - Wait Time Calculations:
 - Appointments categorized as Established are measured from the Appointment Patient Indicated Date (PID).
 - Appointments categorized as New and not linked to a Consult are measured from the Appointment made date.
 - Appointments categorized as New and linked to a Consult are measured from the Consult File Entry Date (FED)
- Best Guess logic is used for Determination of whether appointment was scheduled with an RTC or Recall Reminder as Consult are the only type that are linked directly to an appointment.

PHI Access

The level of access you need is granted either locally by your CUPS/NSSD point of contact (POC) or by National Data Systems (NDS).

- You will find a complete set of instructions and forms for submitting a request for the access you need at the following link:
<http://vaww.vhadataportal.med.va.gov/Support/FAQs.aspx#DataAccessVSSC>
- This report will tell you who your local NSSD contacts are, complete with phone number and email address:
https://reports.vssc.med.va.gov/ReportServer/Pages/ReportViewer.aspx?%2fApps%2fNSSD%2fProd%2fNSSD_POCs&rs:Command=Render
- Also, you can check your access at any time with the following report:
<https://reports.vssc.med.va.gov/ReportServer/Pages/ReportViewer.aspx?%2fNSSDReports%2fCprsNssdUserCredsProd&rs:Command=Render>

Dimensions/Slicer Definitions

Dimension	Description
Appointment Date	Date of Appointment
Specialty Care CPM Clinic Group	The location of the appointment. Includes hierarchies for facility and stop code, and other attributes associated with a location.
Appt Category	New or Established appointment
Facility District	Facility where appointment is scheduled to take place
APPT_Scheduling Type	How was the appointment scheduled- with a consult, RTC, Recall or Other (most likely none)
Request Type Code	What Type of ISS (VSE) Request was used to schedule the appointment (Veteran, RTC, Appointment)

• Measures

Measure	Description
# Completed Appts	Total number of appointments with a null cancel no show code (not cancelled or no showed), a checkout date time, and an appointment date/time less than the refresh date/time of the dataset (i.e. an appointment date time in the past). To avoid double counting appointments, only the patient side (or provider side only) of a telehealth appointment is included in the completed appointment dataset.
# RTC Consult or Recall Entered	Total number of completed appointments where an appointment was flagged as being identified as possibly having RTC, Recall or a consult
# No RTC Consult or Recall Entered	Total number of completed appointments where there is no evidence of having RTC, Recall or a consult used to

	schedule the appointment
% of Appts with Consult RTC or Recall	# RTC Consult or Recall Entered/ # Completed Appointments
% of Appts with No Consult RTC or Recall	# No RTC Consult or Recall Entered/ # Completed Appointments
New Average Wait Time From RD	Used to measure New Patient Wait Times. Reference Date (RD) just refers to a point in time. The wait time for new appointments from reference date (RD) is calculated from the appointment made/create date, if the appointment is not linked to a consult, or the consult file entry date, if the appointment is linked to a consult.
Established Avg Wait time From PID	Used to Measure Established Patient Wait times. The average wait time for all appointments measured from the appointment PID to the appointment date.

Additional Information

Primary Data Sources	<ul style="list-style-type: none"> • CDWWork.Appt.Appointment • CDWWork.Dim.Location • CDWWork.Dim.Division • CDWWork.Dim.StopCode • CDWWork.Appt.VSERequest • CDWWork.Appt.VSEAAppointment • CDWWork.Appt. VSEResource
Update Frequency	Daily
Link to VSSC Website Location	
Power BI Server:	

VA Online Scheduling

Friday, December 17, 2021 11:42 AM



Overview

Purpose	The purpose of the VA Online Scheduling report is to display data related to appointments made and/or cancelled via the VA Online Scheduling (VAOS) application This report uses the Appointments - model Power BI Semantic Model Appointments Model/Report (Web view)
What's New	n/a
Model Data Dictionary	Appointments - Report - Power BI
Primary Data Sources	• Appt.Appointment • Sstaff.Sstaff
Update Frequency	This report is updated daily
VSSC Website Location	VSSC - VHA Support Service Center
Helpdesk	https://vssc.med.va.gov/troubleshooter/default.aspx?ramplID=5179
Power BI Data hub	
Power BI End Point	Data Source=powerbi://api.powerbigov.us/v1.0/myorg/VSSC_Access?readonly;Initial Catalog=Appointments - model;

Report Page Catalog

Report Page	Description
At a Glance	The purpose of this page is to show summarized data related to VAOS.
Facility Usage	The purpose of this page is to show the number of unique facilities using VAOS.
Appts Made - By Facility	The purpose of this page is to show the number of appointments made via VAOS by facility and over time.
Appts Made - By Service	The purpose of this page is to show the number of appointments made via VAOS by medical service over time.
Appts Cancelled - By Facility	The purpose of this page is to show the number of appointments cancelled via VAOS by facility and over time.
Appts Cancelled - by Service	The purpose of this page is to show the number of appointments cancelled via VAOS by medical service over time.
Appointment Details	The purpose of this page is to show the appointment/patient details of the appointments made and/or cancelled via VAOS.
Location Details	The purpose of this page is to show the clinic locations at each facility and the VAOS configuration properties.

zzAppointment - Completed Summary

Tuesday, March 22, 2022 1:01 PM

What's New

FY19 - In order for an appointment to be considered "completed" the associated workload visit is no longer required. The 14 day refresh window has also been increased to 60 days (and will eventually cease to exist) in order to stay in sync with activity in VistA after 14 days.

Purpose

Reports on appointments, wait times, and other measures, to assist in scheduling, measuring and optimizing access for our patients.

*VSSC appointment data is generally limited to appointments made in COUNT locations for non-test patients (CDWPossibleTestPatientFlag = N).

PHI Access

The level of access you need is granted either locally by your CUPS/NSSD point of contact (POC) or by National Data Systems (NDS).

- You will find a complete set of instructions and forms for submitting a request for the access you need at the following link:
<http://vaww.vhadataportal.med.va.gov/Support/FAQs.aspx#DataAccessVSSC>
- This report will tell you who your local NSSD contacts are, complete with phone number and email address:
https://reports.vssc.med.va.gov/ReportServer/Pages/ReportViewer.aspx?%2fApps%2fNSSD%2fProd%2fNSSD_POCs&rs:Command=Render
- Also, you can check your access at any time with the following report:
<https://reports.vssc.med.va.gov/ReportServer/Pages/ReportViewer.aspx?%2fNSSDReports%2fCprsNssdUserCredsProd&rs:Command=Render>

Dimensions

Dimension	Description
Age	Age of patient as of the appointment date
Appointment Create Date	Date appointment is created (made) Note: For a small percentage of appointments this may be the appointment made date of a prior appointment cancelled by clinic or the originating date of an associated electronic wait list (EWL) record.
Appointment Date	Date of Appointment
Appointment Date – Hour of Day	Hour of day of scheduled appointment date time
Appointment Location	The location of the appointment. Includes hierarchies for facility and stop code, and other attributes associated with a location. Location Modality is a best guess on the modality of the appointment. Values: <ul style="list-style-type: none">• VVC• Other Telehealth<ul style="list-style-type: none">○ CVT, SFT• Other Non-Inperson<ul style="list-style-type: none">○ Primary stop code 683○ Secondary stop code 673, 697, 719• Telephone<ul style="list-style-type: none">○ Based on MCAO Category• Presumed InPerson<ul style="list-style-type: none">○ All locations that do not fall into a category above
Appt Category	New or Established appointment – See Appendix B
Billable Insurance	Yes/No, patient has billable insurance
Cancel Date	The date an appointment was cancelled or flagged as a no show
Choice Opt In	Yes/No, appointment comment contains #COI#, indicates if the patient opted in to Choice when the appointment was scheduled
Choice Opt Out	Yes/No, appointment comment contains #COO#, indicates if the patient opted out of Choice when the appointment was scheduled
Clinic	DSS Primary Stop Code <ul style="list-style-type: none">• Clinic Group: These include the performance measure groups – PC, SC, MH, Other• Top 50 Clinics – List of top 50 high volume clinics (No longer used for performance scores)• Clinic All – All clinics grouped by Category-Class-Primary Clinic Stop• Credit Stop – All secondary stop codes

	<ul style="list-style-type: none"> • Attention Score <ul style="list-style-type: none"> ○ Please see the following document for an explanation: http://fcdm.vssc.med.va.gov/Definitions/Document%20Library/Primary%20Stop%20Codes%20and%20Attention%20Levels.xlsx • CnP DES Category <ul style="list-style-type: none"> ○ All Other Not Excluding CnP and DES only includes the following Primary Stop Codes: 137, 444, 445, 446, 447, 448, 450. ○ CnP and DES Excluded includes all Primary Stop Codes except for the following: 137, 444, 445, 446, 447, 448, 450. 												
Create/Made Date	<p>The create date from a prior cancellation may be re-used for purposes of calculating a wait time if the appointment was cancelled by clinic, was not a scheduling conflict/error, is for the same patient and location, and has a matching PID to the referenced appointment, or is associated with an EWL entry.</p> <p>An appointment has two wait times: wait time from Create/Made Date and wait time from Patient Indicated Date (PID). Negative wait times are set to zero.</p>												
Deceased Patient	A deceased patient is a patient where the Deceased Flag = Y (has a date of death).												
Facility District	Facility where appointment is scheduled to take place												
Hashtag Notation	<table border="1"> <thead> <tr> <th>##</th><th>Description</th></tr> </thead> <tbody> <tr> <td>#COO#</td><td>in the appointment comment indicates the patient opted out of community care.</td></tr> <tr> <td>#COI#</td><td>in the appointment comment indicates the patient opted into community care.</td></tr> <tr> <td>#NLT#</td><td>in the appointment comment indicates the appointment has flagged as "time sensitive".</td></tr> <tr> <td>#VVC#</td><td>in the appointment comment indicates the VA Video Connect (VVC) appointment is a "recovery" from a cancelled appointment. in the cancellation remarks indicates the appointment was cancelled and converted to a VA Video Connect (VVC) appointment.</td></tr> <tr> <td>#TELE#</td><td>in the appointment comment indicates the telephone appointment is a "recovery" from a cancelled appointment. in the cancellation remarks indicates the appointment was cancelled and converted to a telephone appointment.</td></tr> </tbody> </table>	##	Description	#COO#	in the appointment comment indicates the patient opted out of community care.	#COI#	in the appointment comment indicates the patient opted into community care.	#NLT#	in the appointment comment indicates the appointment has flagged as "time sensitive".	#VVC#	in the appointment comment indicates the VA Video Connect (VVC) appointment is a "recovery" from a cancelled appointment. in the cancellation remarks indicates the appointment was cancelled and converted to a VA Video Connect (VVC) appointment.	#TELE#	in the appointment comment indicates the telephone appointment is a "recovery" from a cancelled appointment. in the cancellation remarks indicates the appointment was cancelled and converted to a telephone appointment.
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#TELE#	in the appointment comment indicates the telephone appointment is a "recovery" from a cancelled appointment. in the cancellation remarks indicates the appointment was cancelled and converted to a telephone appointment.												
Linked to Consult	Yes/No, the appointment is associated with a valid ConsultSID												
Means Test	Patient Means Test status												
MTF2VA	Yes/No, the patient was discharged from a Military Treatment Facility												
OEFOIF	Identifies whether the patient is designated by the Health Eligibility Center (HEC), or the Defense Management Data Center (DMDC), or both, as an OEF/OIF veteran.												
Patient Ethnicity	Ethnicity of patient												
Patient Generated Cancellations	Cancelled by audiocare OR cancelled by VAOS (VA Online Scheduling) OR cancelled by Vetext *Audiocare, VAOS, and Vetext are identified by the cancel by staff.												
Patient Indicated Date	<p>Starting January 2018, due to VS GUI implementation, any newly scheduled appointment will not be assigned an different PID based on a prior cancellation. The PID entered and seen in VS GUI and Vista will be the PID used in the wait time calculation.</p> <p>An appointment has two wait times: wait time from Create/Made Date and wait time from Patient Indicated Date (PID). Negative wait times are set to zero.</p>												
Patient Race	Race of patient												
Priority	Patient enrollment priority group												
Priority Appointment	Yes/No, appointment comment contains #NLT#, indicates if an appointment is "time sensitive"												
Purpose of Visit	The reason for the appointment												
Regular or Extended Hours	Yes/No												
Rescheduled Appointments	An appointment is considered rescheduled if there is a subsequent appointment scheduled for the same patient in the same location within 24 hours of the cancel date. This is an assumption because there is no direct relationship between any two appointments in the Corporate Data Warehouse (CDW).												
Rurality	Most recent classification of the location of the patient's address based on geocoded data												
SC Percent	Service Connected Percentage rating of veteran – 0-100%, Not Service Connected												
Test Patient	CDWPossibleTestPatientFlag = Y												
Time Sensitive Appointment	Identified by the existence of #NLT# in the appointment comment												
VA Online Scheduling (VAOS) appointments	Identified by the use of the "DEPARTMENT OF DEFENSE,USER" account associated with the data entry staff or cancel by staff												
Vetext cancellations	Identified by the use of the site specific Vetext service account as the cancel by staff												
Wait Time From Preferred Date	Wait time group from Patient Indicated Date												

Measures

Measure	Description
Cancelled – No Shows Combined	No shows clerk indicated + cancelled by clinic after appointment time + cancelled by patient after appointment time
Cancelled – No Shows Combined - Rate	Cancelled – No Shows Combined / (Cancelled – No Shows Combined + checked out appointments)

Completed – All – Est to New Appt Ratio (octane ratio)	Completed – Est – Appointments / Completed – New - Appointments														
Completed – All – New to Est Appt Ratio	Completed – New – Appointments / Completed – Est - Appointments														
Completed – All – Revisit Rate	Completed – All – Appointments / Completed – Unique Patients														
Completed Appointment	Has a null cancel no show code, a checkout date time, and an appointment date/time less than the refresh date/time of the dataset. To avoid double counting appointments, only the patient side (or provider side only) of a telehealth appointment is included in the completed appointment dataset.														
Cancelled – Cancelled Due To COVID19	COVID or CORONA is found in the appointment cancellation remarks														
Cancelled – Converted to VVC	#VVC# is found in the appointment cancellation remarks														
Cancelled – Converted to Telephone	#TELE# is found in the appointment cancellation remarks														
No Show or Cancelled appointment	Contains a cancel no show code equal to n, na, c, ca, pc, or pca and a cancel date time. To avoid double counting appointments, only the patient side (or provider side only) of a telehealth appointment is included in the cancellation data set. <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Cancel No Show Code</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>N</td> <td>No Show</td> </tr> <tr> <td>NA</td> <td>No Show & Auto Re-book</td> </tr> <tr> <td>C</td> <td>Cancelled by Clinic</td> </tr> <tr> <td>CA</td> <td>Cancelled by Clinic & Auto Re-book</td> </tr> <tr> <td>PC</td> <td>Cancelled by Patient</td> </tr> <tr> <td>PCA</td> <td>Cancelled by Patient & Auto Re-book</td> </tr> </tbody> </table>	Cancel No Show Code	Description	N	No Show	NA	No Show & Auto Re-book	C	Cancelled by Clinic	CA	Cancelled by Clinic & Auto Re-book	PC	Cancelled by Patient	PCA	Cancelled by Patient & Auto Re-book
Cancel No Show Code	Description														
N	No Show														
NA	No Show & Auto Re-book														
C	Cancelled by Clinic														
CA	Cancelled by Clinic & Auto Re-book														
PC	Cancelled by Patient														
PCA	Cancelled by Patient & Auto Re-book														
Pending Appointment	Has a null cancel no show code (yet to be no-showed or cancelled) and has an appointment date/time greater than the refresh date/time of the dataset (typically in the evening). Both patient side and provider side telehealth appointments are included in the pending appointment dataset so they can be managed. Inpatient appointments are excluded.														
Same Day Appt	Appointment create date equals the appointment date.														

Additional Information

Primary Data Sources	CDWWork.Appt.Appointment CDWWork.SStaff.SStaff CDWWork.Dim.Location CDWWork.Dim.Division CDWWork.Dim.StopCode CDWWork.Appt.WaitList CDWWork.SPatient.SPatient CDWWork.SPatient.AppointmentComment CDWWork.Outpat.Workload
Update Frequency	Daily
Helpdesk	http://vaww.vssc.med.va.gov/troubleshooter/default.aspx?ramplID=4370
Link to VSSC Website Location	Appointment - Completed Summary - Report Viewer (va.gov)
SSAS Server:	vhacdwdwhmdm08.vha.med.va.gov

Appendix A

Public Data Reporting Groups:

- Primary Care:
 - (322) Comprehensive Women's Primary Care Clinic
 - (323) PRIMARY CARE/MEDICINE
 - (350) GeriPACT
 - Specialty Care:
 - (123) NUTRITION/DIETETICS-INDIVIDUAL
 - (149) RADIATION THERAPY TREATMENT
 - (180) DENTAL
 - (197) POLYTRAUMA/TRAUMATIC BRAIN INJURY (TBI)-INDIVIDUAL
 - (201) PHYSICAL MED & REHAB SVC
 - (203) AUDIOLOGY
 - (204) SPEECH LANGUAGE PATHOLOGY
 - (205) PHYSICAL THERAPY

- (206) OCCUPATIONAL THERAPY
- (210) SPINAL CORD INJURY
- (214) KINESIOTHERAPY
- (301) GENERAL INTERNAL MEDICINE
- (302) ALLERGY IMMUNOLOGY
- (303) CARDIOLOGY
- (304) DERMATOLOGY
- (305) ENDO./METAB (EXCEPT DIABETES)
- (306) DIABETES
- (307) GASTROENTEROLOGY
- (308) HEMATOLOGY
- (310) INFECTIOUS DISEASE
- (312) PULMONARY/CHEST
- (313) RENAL/NEPHROL(EXCEPT DIALYSIS)
- (314) RHEUMATOLOGY/ARTHRITIS
- (315) NEUROLOGY
- (316) ONCOLOGY/TUMOR
- (317) ANTI-COAGULATION CLINIC
- (318) Geriatric Problem-Focused Clinic
- (337) HEPATOLOGY CLINIC
- (401) GENERAL SURGERY
- (403) ENT
- (404) GYNECOLOGY
- (406) NEUROSURGERY
- (407) OPHTHALMOLOGY
- (408) OPTOMETRY
- (409) ORTHOPEDICS
- (410) PLASTIC SURGERY
- (411) PODIATRY
- (413) THORACIC SURGERY
- (414) UROLOGY
- (415) VASCULAR SURGERY
- (420) PAIN CLINIC

- Mental Health:

- (502) MH CLINIC IND
- (509) PSYCHIATRY INDIV
- (510) PSYCHOLOGY IND
- (513) SUB USE DISORDER INDIV
- (534) MH INTGRTD CARE IND
- (540) PCT-PTSD IND
- (562) PTSD-INDIV

Appendix B

New and Established Methodology:

Historical information: [New and Established Appointment Methodology](#)

An appointment is categorized as Established if the patient has had a qualifying visit in the past three years. A qualifying visit is any visit that:

1. Occurred within three years of the appointment date time.
2. Is considered workload, e.g. the visit is checked out and has a documented provider, ICD Code, and CPT Code.
3. Is in the same specialty of the appointment
 - a. Same primary stop code or logical grouping of stop codes
 - b. A telephone visit with a secondary stop code that matches the primary stop code (or logical grouping) of the appointment

The logical groupings of primary stop codes used to determine new and established appointments can be found here: [Clinic Stop Code Groupings](#)

Telephone primary stop codes included in the secondary stop code check: 216, 324, 424

Exclusions: A workload visit to a location with any of the secondary stop codes listed below are excluded from establishing an appointment.

Stop Code	Stop Code Name
111	TELE-PATHOLOGY
117	NURSING (2ND ONLY)
119	CNH FOLLOW-UP
120	HEALTH SCREENING
121	COMMUNITY RES CARE
370	GEC LTSS
371	HT SCREENING
443	DBQ REFERRAL CLINIC
444	C&P VIA CVT PT SITE
445	C&P VIA CVT PROV SITE
446	IDES VIA CVT PT SITE
447	IDES VIA CVT PROV SITE
448	INTGRTED DIS EVAL (IDES) EXAM
449	FITTING & ADJSTMNTS 2ND ONLY
450	COMP & PENS (C&P) EXAMS
474	RESEARCH
504	GRANT & PER DIEM GROUP
507	HUD/VASH GROUP
508	HCHV/HCMI GROUP
511	GRANT & PER DIEM INDIV
522	HUD/VASH INDIV
529	HCHV/HCMI INDIV
555	HOMELESS VT COM EMP SVC INDIV
556	HOMELESS VT COM EMP SVC GRP
590	COMM OUTREACH HOMELESS VETS
591	INCARCERATED VETERANS RE-ENTRY
592	VETERANS JUSTICE OUTREACH
669	COMMUNITY CARE CONSULT
673	CLINICAL TEAM CONFERENCE
685	HT PROGRAM PATIENTS
697	CHART CONSULT
701	BP EVAL
708	TELE SMOKE CESS PROV SITE
710	PREVENTIVE IMMUNIZATION
717	PPD CLINIC (2ND ONLY)
719	MHV SECURE MESSAGING
720	OTHER ED GRP
724	OEND ED CVT PRV SITE

zzAppointment - Pending VVC

Tuesday, March 22, 2022 1:05 PM

What's New

Purpose

This report provides list of patients with Pending VVC Appointments based on the Clinic Secondary Stop Code and the most recent completed VVC visit since FY18.

VVC Secondary Stop Code: 179, 648, 679

Reports on appointments, wait times, and other measures, to assist in scheduling, measuring and optimizing access for our patients.

*VSSC appointment data is generally limited to appointments made in COUNT locations for non-test patients (CDWPossibleTestPatientFlag = N).

PHI Access

The level of access you need is granted either locally by your CUPS/NSSD point of contact (POC) or by National Data Systems (NDS).

- You will find a complete set of instructions and forms for submitting a request for the access you need at the following link:
<http://vaww.vhadataportal.med.va.gov/Support/FAQs.aspx#DataAccessVSSC>
- This report will tell you who your local NSSD contacts are, complete with phone number and email address:
https://reports.vssc.med.va.gov/ReportServer/Pages/ReportViewer.aspx?%2fApps%2fNSSD%2fProd%2fNSSD_POCs&rs:Command=Render
- Also, you can check your access at any time with the following report:
<https://reports.vssc.med.va.gov/ReportServer/Pages/ReportViewer.aspx?%2fNSSDReports%2fCprsNssdUserCredsProd&rs:Command=Render>

zzAppointment - COVID-19 - Post CACMI

Tuesday, March 22, 2022 1:01 PM

What's New

11/30/2023: Set refresh cycle to weekly

06/08/2023: Added additional low risk stop codes

06/06/2023: Added low risk stop codes to the Exempted Appointment parameter

FAQs

Purpose

The purpose of this report is to display appointments associated with the IVC/OIG cancelled appointment review.

This report includes:

- Appointments flagged as a No Show
- Appointments flagged as Cancelled by Clinic
- Appointments flagged as Cancelled by Patient and there is indication the appointment was cancelled due to COVID.

This report excludes:

- Appointments for patients who are flagged as deceased
- Appointments for patients who are explicitly flagged as a Test Patient in VistA
- Appointments with cancellation reason:
 - Scheduling conflict/error
 - Patient death
 - Appointment No Longer Required
- Cerner Appointments

For additional information please see the Appointments Cube Dashboard data definition:

[Appointments Cube Dashboard](#)

Data Elements:

Measure	Description
Total Cancellations	The number of appointments with COVID in the cancellation remarks or was cancelled/no showed on or after 3/1/2020.
Exempted Appointment	<p>The appointment location is non-count and has a primary stop code in the list below. 108,139,166,167,168,169,328,373,429,669,674</p> <p>Or the primary stop code is in 130, 131, 999</p> <p>Or the secondary stop code is 444, 450, or 710</p> <p>Or secondary stop code is in the list below. 137, 440, 445, 447, 491, 645, 647, 692, 693, 695, 696, 698, 699, 708, 724 (provider side telehealth)</p> <p>Or appointments cancelled by VAOS or VEText</p> <p>Or the location name contains C&P, COMP&PEN, COMP & PEN, COVID TESTING, COVID SCREENING (low risk clinics) or Primary Stop Code in (123,124,139,159,201,202,205,206,214,372,373,436,529,574,707,708) or Secondary Stop Code in (123,124,139,159,201,202,205,206,214,372,373,436,529,574,707,708)</p>

Potential Activity	<p>1 = Yes 0 = No</p> <p>One or more of the following is found:</p> <ul style="list-style-type: none"> • Clerk Indicated Conversion • Has Rescheduled Appt • Has Visit • Has RTC Entered • Has Recall Activity • Has Consult Activity • Has Appt or Visit in Same Location • Has Appt or Visit in Same Stop Code Combo • Has Factor • Has Closure Factor <p>See measure description below for additional information.</p>
Clerk Indicated Conversion – VVC	The number of cancelled appointments with #VVC# in the cancellation remarks.
Clerk Indicated Conversion – Telephone	The number of cancelled appointments with #TELE# in the cancellation remarks.
Has Rescheduled Appt	An appointment in the same location, same stop code combination, or telephone stop code (for example 324/303 is considered activity for a 303/0 cancellation), or VVC (for example 303/179 is considered activity for a 303/0 cancellation) and the appointment was made no earlier than 30 days before the cancel date or occurred on the same day as the original appointment.
Has Visit	A visit not associated with an appointment (add/edit), in the same location, primary stop code combination, or telephone stop code (for example 324/303 is considered activity for a 303/0 cancellation), or VVC (for example 303/179 is considered activity for a 303/0 cancellation) and no earlier than 30 days before the cancel date or occurred on the same day as the original appointment.
Has Recall Activity	A recall in the same location or stop code combination of the cancelled appointment was created/edited on or after 3/1/2020 or removed after the cancellation date time.
Has RTC Entered	<p>An RTC in the same location or stop code combination (or interchangeable groups) of the cancelled appointment was entered on or after 14 days before the cancel date time.</p> <p>Primary stop codes 322, 323, 350, and 338 are interchangeable.</p> <p>Primary stop codes 500-599 are interchangeable.</p> <p>The RTC must be active, pending, scheduled, or complete.</p>
Has Consult Activity	The patient has a consult to for a request service with an associated stop code equal to the primary stop code of the cancelled appointment with activity on or after 14 days before the cancel date time
Has Appt or Visit in Same Location	The patient has an existing pending or completed appointment, or visit in the same location as the cancelled appointment on or after the original appointment date time. The appointment may have been made prior to COVID (multi book appointment) or doesn't satisfy the Has Rescheduled Appt or Has Visit criteria.
Has Appt or Visit in Same Stop Code Combo	The patient has an existing pending or completed appointment, or visit in the same stop code combination or with the same default provider as the cancelled appointment on or after the original appointment date time. The appointment may have been made prior to COVID (multi book appointment) or doesn't satisfy the Has Rescheduled Appt or Has Visit criteria.
National Health Factor – Has Factor	<p>A national COVID-19 health factor in the same exact location as the cancelled appointment was found and the health factor date time is after the cancel date.</p> <p>Health Factors:</p> <p>VA-COVID-19 APPT NO LONGER NEEDED VA-COVID-19 CARE REFERRED TO COMMUNITY VA-COVID-19 CARE RENDERED IN VA VA-COVID-19 CLINICAL REVIEW NEEDED VA-COVID-19 COMPLETED MIN SCHED ATTEMPTS VA-COVID-19 FOLLOW UP OTHER VA-COVID-19 SCHEDULING ACTION NEEDED VA-COVID-19 VET NO LONGER DESIRES CARE VA-COVID-19 NO ACTION OTHER REASON</p>
National Health Factor – Has Closure Factor	A national COVID-19 health factor in the same exact location as the cancelled appointment was found and the health factor date time is after the cancel date and the health factor indicates no further action is needed. This will remove the appointment from the

	<p>potential loss list.</p> <p>VA-COVID-19 APPT NO LONGER NEEDED VA-COVID-19 CARE REFERRED TO COMMUNITY VA-COVID-19 CARE RENDERED IN VA VA-COVID-19 COMPLETED MIN SCHED ATTEMPTS VA-COVID-19 VET NO LONGER DESIRES CARE VA-COVID-19 NO ACTION OTHER REASON</p>
Potential Loss	The cancelled appointment has no Potential Activity
Stop Code considered interchangeable for activity purposes	<ul style="list-style-type: none"> • 322, 323, 3250, 338 • 500-599 • 170, 172 • 180,181 • 315, 325 • 407, 408 • 408, 428

Additional Information

Primary Data Sources	<ul style="list-style-type: none"> • Appt.Appointment • Outpat.Visit
Update Frequency	Weekly
Helpdesk	https://vaww.vssc.med.va.gov/VSSCHelpDesk/Default.aspx?RampID=5234
Link to VSSC Website Location	https://vssc.med.va.gov/VSSCMainApp/products.aspx?PgmArea=48

zzAppointment - Patient Generated Cancellations

Tuesday, March 22, 2022 1:03 PM

What's New

Purpose

Reports patient generated cancellations that are cancelled appointments that was:

Cancelled by audiocare

Or cancelled by VAOS (VA Online Scheduling)

Or cancelled by Vetext

Audiocare, VAOS, and Vetext are identified by the cancel by staff.

*VSSC appointment data is generally limited to appointments made in COUNT locations for non-test patients (CDWPossibleTestPatientFlag = N).

PHI Access

The level of access you need is granted either locally by your CUPS/NSSD point of contact (POC) or by National Data Systems (NDS).

- You will find a complete set of instructions and forms for submitting a request for the access you need at the following link:
<http://vaww.vhadataportal.med.va.gov/Support/FAQs.aspx#DataAccessVSSC>
- This report will tell you who your local NSSD contacts are, complete with phone number and email address:
https://reports.vssc.med.va.gov/ReportServer/Pages/ReportViewer.aspx?%2fApps%2fNSSD%2fProd%2fNSSD_POCs&rs:Command=Render
- Also, you can check your access at any time with the following report:
<https://reports.vssc.med.va.gov/ReportServer/Pages/ReportViewer.aspx?%2fNSSDReports%2fCprsNssdUserCredsProd&rs:Command=Render>

zzReclaimed Cancelled Appointment Slots

Monday, November 20, 2023 10:39 AM

What's New

Purpose

This Power BI Report displays information on the number of cancelled appointment slots that are then refilled with another appointment defined as reclaimed appointments. Cancellations can adversely impact clinic availability and by reclaiming cancelled appointment slots, access is improved.

The data is available at the clinic level per day. The time groups included are based on the number of days prior to the appointment date time that the cancellation was entered. The status of the reclaimed appointment is included so users can evaluate the outcome of the reclaimed appointment. Group clinics and non-count clinics are removed from this report.

Typical Use of Data: Monitoring canceled clinic appointments and the percentage reclaimed so not to waste clinic availability.

Target Audience: Clinic Coordinators

Acronyms:

CC: Canceled by Clinic Appointment

CP: Canceled by Patient Appointment

CO: Checked Out appointments

Exclusions:

Group clinics are excluded based on primary or secondary group stop codes.

Clinics with stop codes designated as Event Capture only, DSS use only, Non-Count, or Non-VA.

Parameters

Parameter	Description
Appointment Date Time	The user may select from the hierarchy FY, Qtr, Month and Day. The data start date is 10/01/2017 through the most current data extract date.
Facility District	The user may select summary levels of National, VISN, Administrative Parent, or Division. The default selection is National.
Cancellation Type	The user may select cancelled by clinic, cancelled by patient, no-show or unknown when the cancel no show code is null, but the appointment has a valid cancel date time prior to the appointment
Clinic Group	Detailed clinic locations, including stop code categories, stop code classes and stop codes are included.
Cancel Time Group	Cancellations are grouped by time cancelled prior to the appointment. Groups are: <ul style="list-style-type: none">• <= 2 Days before Appt• Between 2 & 7 Days before Appt• > 7 Days before Appt
Reclaimed Appointment Status	The status of the reclaimed (refilled) appointment slot is included and grouped by status. Status includes: <ul style="list-style-type: none">• CancelByClinic• Unknown• CancelByPatient• CheckedOut• NoShow

Measures

Measures	Description
# Cancelled	Number of overall Appointments cancelled defined by cancel no show code or valid cancel date prior to appointment date
# Canceled by Clinic	Number of appointments with cancel no show code of C or CA
# Canceled by Patient	Number of appointments with cancel no show code of PC or PCA
# No Show	Number of appointments with cancel no show code of N or NA
Completed Appointments	Number of Appointments marked as CO (Checked Out)
# Reclaimed	Total of cancelled appointment slots that were scheduled with another appointment after the datetime of cancellation
# Days to Reclaim	Total # of days between slot cancellation date and slot reschedule date
Avg # Days to Reclaim	Total # Days to Reclaim/#Reclaimed
# Clinics	Count of unique number of clinics
% Reclaimed	#Reclaimed / #Cancelled

Additional Information

Primary Data Sources	Vhacdwsq12.CDWWork.Appt.Appointment Vhacdwsq12.VSSC_Access.Dflt.FactAppointment
Update Frequency	Daily
Helpdesk	http://vaww.vssc.med.va.gov/troubleshooter/default.aspx?ramplID=5085
Link to VSSC Website Location	https://app.powerbigov.us/Redirect?action=OpenReport&appId=057a6693-7190-4fd4-9491-f8a038913689&reportObjectId=cb420d5d-b705-4d1e-b632-983c69667289&ctid=e95f1b23-abaf-45ee-821d-b7ab251ab3bf&reportPage=ReportSection2ce87543d54aa998e311&pbi_source=appShareLink&portalSessionId=4be8197c-28e6-42a8-a45a-904131274978

Appendix A

Primary Care:

- (322) Comprehensive Women's Primary Care Clinic
- (323) PRIMARY CARE/MEDICINE
- (350) GeriPACT
- Specialty Care:
- (123) NUTRITION/DIETETICS-INDIVIDUAL
- (149) RADIATION THERAPY TREATMENT
- (180) DENTAL
- (197) POLYTRAUMA/TRAUMATIC BRAIN INJURY (TBI)-INDIVIDUAL
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- (205) PHYSICAL THERAPY
- (206) OCCUPATIONAL THERAPY
- (210) SPINAL CORD INJURY
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- (502) MH CLINIC IND
- (509) PSYCHIATRY INDIV
- (510) PSYCHOLOGY IND
- (513) SUB USE DISORDER INDIV
- (534) MH INTGRTD CARE IND
- (540) PCT-PTSD IND
- (562) PTSD-INDIV

zzAppointment - Pending CVT

Tuesday, March 22, 2022 1:13 PM

Data Definitions for this report in One Note coming soon.

Until then, please click on the Data Definitions button in the report to read the original Word version of the definitions.