Date Range : 1/1/2020-5/31/2021

Appointments by Facility District and Appointment Date

(4V19) (436) Montana HCS

Appointment Date	Appointments
Jan-FY20	32,451
Feb-FY20	29,847
Mar-FY20	34,328
Apr-FY20	30,404
May-FY20	26,079
Jun-FY20	30,769
Jul-FY20	31,459
Aug-FY20	29,754
Sep-FY20	31,699
Oct-FY21	32,469
Nov-FY21	27,720
Dec-FY21	27,947
Jan-FY21	28,662
Feb-FY21	32,936
Mar-FY21	39,208
Apr-FY21	34,497
May-FY21	28,551
Grand Totals	528,780

Appointments - This includes appointments that were completed,not completed, no-showed, cancelled by patient, cancelled by clinic, and in-patient appointment status.

Data Source:

Metadata
Server: VHACDWDWHMDM08 (VSSC-Prod-MDM)
Database: VSSC_AccessCubes_Appointments
Model: VSSC_AccessCubes

Completed Appointments

Date Range: 1/1/2020-5/31/2021

Completed - All - Appointments by Facility District and Appointment Date

(4V19) (436) Montana HCS

Appointment Date	Completed - All - Appointments
Jan-FY20	21,990
Feb-FY20	19,949
Mar-FY20	18,773
Apr-FY20	13,284
May-FY20	13,947
Jun-FY20	19,380
Jul-FY20	19,420
Aug-FY20	19,366
Sep-FY20	20,609
Oct-FY21	20,690
Nov-FY21	16,945
Dec-FY21	17,381
Jan-FY21	19,012
Feb-FY21	22,778
Mar-FY21	28,201
Apr-FY21	23,396
May-FY21	18,987
Grand Totals	334,108

A Completed Appointment is an appointment with 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.

Data Source:

Metadata
Server: VHACDWDWHMDM08 (VSSC-Prod-MDM)
Database: VSSC_AccessCubes_Appointments
Model: VSSC_AccessCubes

Total Number Of Appointments
Cancelled By Patient And By Clinic
(Provider).

Date Range : 1/1/2020-5/31/2021

Cancelled - Cancelled by Clinic, Cancelled - Cancelled by Patient by Facility District and Appointment Date
(4V19) (436) Montana HC! (4V19) (436) Montana HCS

Appointment Date	Cancelled - Cancelled by Clinic	Cancelled - Cancelled by Patient
Jan-FY20	3,630	4,415
Feb-FY20	3,447	4,316
Mar-FY20	7,932	5,659
Apr-FY20	11,523	4,201
May-FY20	8,011	2,907
Jun-FY20	6,149	3,485
Jul-FY20	6,029	3,910
Aug-FY20	4,741	3,714
Sep-FY20	5,032	4,069
Oct-FY21	5,218	4,576
Nov-FY21	5,365	3,716
Dec-FY21	5,568	3,415
Jan-FY21	4,665	3,231
Feb-FY21	4,263	3,992
Mar-FY21	4,212	4,518
Apr-FY21	4,499	4,325
May-FY21	3,621	3,570
Grand Totals	93,905	68,019

Data Source:

Metadata
Server: VHACDWDWHMDM08 (VSSC-Prod-MDM)
Database: VSSC_AccessCubes_Appointments
Model: VSSC_AccessCubes

Completed Appts. PC and MH
GT (>) 20 Days

Date Range: 1/1/2020-5/31/2021
Completed - All - Appointments, Completed -
All - PID - GT 20 Days by Primary Stop Clinic
Group and Appointment Date ((4V19) (436)
Montana HCS)

Appointment Date	Mental Health Completed - All - Appointments	Mental Health Completed - All - PID - GT 20 Days	Primary Care Completed - All - Appointments	Primary Care Completed - All - PID - GT 20 Days
Jan-FY20	3,493	200	8,587	489
Feb-FY20	3,259	182	7,083	310
Mar-FY20	3,146	175	7,397	322
Apr-FY20	3,044	147	6,021	196
May-FY20	2,752	106	6,545	175
Jun-FY20	3,140	114	8,472	527
Jul-FY20	2,867	103	8,446	621
Aug-FY20	2,935	98	8,148	521
Sep-FY20	3,211	125	8,877	477
Oct-FY21	3,021	87	9,516	496
Nov-FY21	2,684	115	7,646	397
Dec-FY21	3,163	113	7,913	362
Jan-FY21	3,051	126	9,221	346
Feb-FY21	2,943	96	12,549	246
Mar-FY21	3,517	124	15,242	311
Apr-FY21	3,143	113	11,521	231
May-FY21	2,772	95	8,208	221

PID is the Patient Indicated Date

Data Source:

Metadata
Server: VHACDWDWHMDM08 (VSSC-Prod-MDM)
Database: VSSC_AccessCubes_Appointments
Model: VSSC_AccessCubes

Completed Appts. Specialty GT (>) 28 Days

Date Range:
1/1/2020-5/31/2021

Completed - All -
Appointments,
Completed - All - PID -
GT 28 Days by
Primary Stop Clinic
Group and
Appointment Date
((4V19) (436)
Montana HCS)

Appointment Date	Specialty Care and All Other Completed - All - Appointments	Specialty Care and All Other Completed - All - PID - GT 28 Days
Jan-FY20	9,910	971
Feb-FY20	9,607	862
Mar-FY20	8,230	526
Apr-FY20	4,219	296
May-FY20	4,650	408
Jun-FY20	7,768	1,025
Jul-FY20	8,107	1,543
Aug-FY20	8,283	1,447
Sep-FY20	8,521	1,084
Oct-FY21	8,153	962
Nov-FY21	6,615	669
Dec-FY21	6,305	760
Jan-FY21	6,740	841
Feb-FY21	7,286	812
Mar-FY21	9,443	996
Apr-FY21	8,733	889
May-FY21	8,082	749

PID is the Patient Indicated Date

Data Source:

Metadata
Server: VHACDWDWHMDM08 (VSSC-Prod-MDM)
Database: VSSC_AccessCubes_Appointments
Model: VSSC_AccessCubes

All Status Apptointments (Cancelled, Completed, Pending)

Community Opt Out	Oct-FY21	Nov-FY21	Dec-FY21	Jan-FY21	Feb-FY21	Mar-FY21	Apr-FY21	May-FY21
All	31,614	26,194	28,075	32,354	35,685	40,922	33,075	29,387
No	30,845	25,524	27,046	31,329	34,758	39,914	31,755	28,252
Yes	769	670	1,029	1,025	927	1,008	1,320	1,135

Community Opt Out	Jan-FY20	Feb-FY20	Mar-FY20	Apr-FY20	May-FY20	Jun-FY20	Jul-FY20	Aug-FY20	Sep-FY20
All	32,784	29,981	31,764	27,811	25,311	31,914	30,152	29,636	31,837
No	31,915	29,495	31,114	26,204	24,346	30,928	29,306	28,864	30,928
Yes	869	486	650	1,607	965	986	846	772	909

Yes, appointment comment contains #COO#, indicates if the patient opted out of Choice when the appointment was scheduled

VHA Office of Community Care Program Office provides:

1. **Where in the guide does it address the process and documentation regarding the patient agrees or refuses to schedule an appointment outside the 20-/28-day period?**
The Office of Community Care Field Guidebook, chapter 2, section 2 outlines the 20/28 day period. Below are excerpts from this section:

Community Care Wait Time Standards (WTS)		
Routine		Considerations
Primary Care/Mental Health/Non-Institutional Extended Care Services	**Specialty Care**	The WTS for community care must be considered if the following applies: 1. The PID on the consult is within 20 or 28 days (based on the type of care being requested) from the file entry date. 2. The appointment within the VA cannot be scheduled within the 20/28 days of the file entry date.
20 days	28 days	

As of 10/01/2020 the following steps should take place once all possible community care eligibility option have been reviewed and discussed with both NEW and ESTABLISHED Veterans.

    a.   If Veteran opts into community care proceed with forwarding the internal consult to a community care consult title following the steps outlined in section 2.18 of the Office of Community Care Field Guidebook (FGB).

    b.   If the Veteran decides to opt-out of community care, the staff then should follow VA scheduling protocols and thereby schedules the appointment and document the opt out by capturing #COO# in the internal VA appointment comments.

    c.   If a VAMC can accommodate a Veteran by wait time standards, it is still required that that RCTs ask the Veteran if they would like to know about their other potential community care eligibilities.

2.The **Community Care customer Service Guide** explains each step in the Veteran's community care journey once they are referred for care.

To Submit a FOIA request for Office of Community Care records, please contact vha.occ.foia@va.gov or by telephone to 303-780-4753

Then numbers below are Veterans who have elected to receive CC. This would include the all enrolled veterans meeting the different Mission Act criteria. Once the consult has been forwarded to CC this would indicate the Veteran meeting the criteria.

Community Care consults entered by File Entry Date (Jan 2020 to Jun 2, 2021)					
Jan-FY20	Feb-FY20	Mar-FY20	APR-FY20	MAY-FY20	JUN-FY20
8,497	7,239	6,460	4,917	6,459	7,034

JUL-FY20	AUG-FY20	SEP-FY20	OCT-FY21	NOV-FY21	DEC-FY21
6,836	6,614	6,952	6,436	5,474	5,903

JAN-FY21	FEB-FY21	MAR-FY21	APR-FY21	MAY-FY21	Jun-FY21
6,103	6,796	8,534	7,759	6,794	247