

VA's PERFORMANCE SCORECARD FOR FY 2001

Strategic Goal	Performance Measure	Was the Goal Achieved?		Performance		Improved from FY 2000?
		Yes	No	Goal	Actual	
Restore the capability of disabled veterans to the greatest extent possible, and improve the quality of their lives and that of their families	Proportion of discharges from SCI center bed sections to non-institutional settings (pp. 25, 150)	✓		95%	98%	Same
	Compensation and pension rating-related actions – average days to process (pp. 27, 142)	✓		202	181	No
	National accuracy rate for core rating work (pp. 27, 147)	✓		72%	78%	Yes
	Vocational rehabilitation and employment rehabilitation rate (pp. 31, 151)	✓		65%	65%	Same
Ensure a smooth transition for veterans from active military service to civilian life	Montgomery GI Bill usage rate (pp. 34, 146)		✓	60%	56%	Yes
	Average days to complete: Original education claims (pp. 34, 141) Supplemental education claims (pp. 34, 141)		✓ ✓	35 23	50 24	No No
	Foreclosure avoidance through servicing (FATS) ratio (pp. 39, 145)	✓		33%	40%	Yes
Honor and serve veterans in life and memorialize them in death for their sacrifices on behalf of the Nation	Chronic Disease Care Index II (pp. 42, 143)	✓		77%	77%	N/A
	Prevention Index II (pp. 42, 150)	✓		73%	80%	N/A
	Percent of patients rating VA health care service as very good or excellent: Inpatient (pp. 42, 146) Outpatient (pp. 42, 146)		✓ ✓	67% 67%	64% 65%	No Yes
	Percent of Veterans Service Standard (VSS) problems reported per patient: Patient education (pp. 42, 149) Visit coordination (pp. 42, 149) Pharmacy (pp. 42, 149)	✓	✓ ✓	29% 14% 18%	30% 16% 16%	Same No Yes
	Root cause analyses are in correct format and completed within the appropriate time frame (pp. 42, 152)	✓		95%	95%	N/A
	Quality-Access-Satisfaction/Cost VALUE Index (pp. 42, 142)	✓		5.8	6.3	Yes
	Balanced Scorecard: Quality-Access-Satisfaction-Cost (pp. 42, 142)	✓		94%	98%	Yes
	Percent of non-urgent primary care appointments scheduled within 30 days of desired date (pp. 51, 154)			Baseline	87%	N/A
	Percent of non-urgent specialist appointments scheduled within 30 days of desired date (pp. 51, 154)			Baseline	84%	N/A
	Percent of patients who report being seen within 20 minutes of scheduled appointment at VA health care facilities (pp. 51, 147)		✓	73%	72%	Yes
	Average days to process insurance disbursements (pp. 54, 141)	✓		3.2	2.8	Yes
	Percent of veterans served by a burial option within a reasonable distance (75 miles) of their residence (pp. 57, 153)		✓	75.8%	72.6%	Same
	Percent of respondents who rate the quality of service provided by the national cemeteries as excellent (pp. 57, 151)	✓		90%	92%	Yes
	Contribute to the public health, socioeconomic well being and history of the Nation	Institutional Review Board compliance with National Committee for Quality Assurance accreditation and maintenance, as appropriate, of AAALAC or NRC accreditation or certification (pp. 64, 146)		✓	33%	0%
Percent of respondents who rate national cemetery appearance as excellent (pp. 69, 151)		✓		88%	96%	Yes

N/A = Not applicable