Performance Scorecard

Strategic Goal #1
Restoration and Improved Quality of Life for Disabled Veterans

Key Performance Measures	**National accuracy rate for compensation core rating work**
FY 2006 Targets	87%
FY 2006 Results	88%
FY 2007 Targets	**89%**
FY 2007 Results	**88%***
FY 2007 Target Achieved?	No
Improved From FY 2006?	Same
Measure Type	Outcome

Key Performance Measures	**Compensation and pension rating-related actions — average days to process**
FY 2006 Targets	185
FY 2006 Results	177
FY 2007 Targets	**160**
FY 2007 Results	**183**
FY 2007 Target Achieved?	No
Improved From FY 2006?	No
Measure Type	Efficiency

Key Performance Measures	**Rating-related compensation actions — average days pending**
FY 2006 Targets	150
FY 2006 Results	130
FY 2007 Targets	**127**
FY 2007 Results	**135**
FY 2007 Target Achieved?	No

Improved From FY 2006?	No
Measure Type	Output
Key Performance Measures	**Vocational rehabilitation and employment rehabilitation rate**
FY 2006 Targets	69%
FY 2006 Results	73%
FY 2007 Targets	**73%**
FY 2007 Results	**73%**
FY 2007 Target Achieved?	Yes
Improved From FY 2006?	Same
Measure Type	Outcome
Key Performance Measures	**Average days to process Dependency and Indemnity Compensation actions**
FY 2006 Targets	120
FY 2006 Results	136
FY 2007 Targets	**125**
FY 2007 Results	**132**
FY 2007 Target Achieved?	No
Improved From FY 2006?	Yes
Measure Type	Efficiency

* Indicates partial or estimated actual data.

Strategic Goal #2
Smooth Transition to Civilian Life

Key Performance Measures	**Average days to complete education claims (Original claims)**
FY 2006 Targets	27
FY 2006 Results	40
FY 2007 Targets	**35**
FY 2007	**32.4**

Results	
FY 2007 Target Achieved?	Yes
Improved From FY 2006?	Yes
Measure Type	Efficiency
Key Performance Measures	**Average days to complete education claims (Supplemental claims)**
FY 2006 Targets	13
FY 2006 Results	40
FY 2007 Targets	**15**
FY 2007 Results	**13.2**
FY 2007 Target Achieved?	Yes
Improved From FY 2006?	Yes
Measure Type	Efficiency

Strategic Goal #3
HONORING, SERVING, AND MEMORIALIZING VETERANS

Key Performance Measures	Percent of patients rating VA health care service as very good or excellent: - Inpatient
FY 2006 Targets	74%
FY 2006 Results	78%
FY 2007 Targets	**78%**
FY 2007 Results	**77%***
FY 2007 Target Achieved?	No
Improved From FY 2006?	No
Measure Type	Outcome
Key Performance Measures	Percent of patients rating VA health care service as very good or excellent: - Outpatient
FY 2006 Targets	73%

FY 2006 Results	78%
FY 2007 Targets	**78%**
FY 2007 Results	**77%***
FY 2007 Target Achieved?	No
Improved From FY 2006?	No
Measure Type	Outcome
Key Performance Measures	Percent of primary care appointments scheduled within 30 days of desired date
FY 2006 Targets	96%
FY 2006 Results	96%
FY 2007 Targets	**96%**
FY 2007 Results	**97.2%*[a]**
FY 2007 Target Achieved?	Yes
Improved From FY 2006?	Yes
Measure Type	Outcome
Key Performance Measures	Percent of specialty care appointments scheduled within 30 days of desired date
FY 2006 Targets	93%
FY 2006 Results	94%
FY 2007 Targets	**95%**
FY 2007 Results	**95%*[a]**
FY 2007 Target Achieved?	Yes
Improved From FY 2006?	Yes
Measure Type	Outcome
Key Performance Measures	Clinical Practice Guidelines Index II
FY 2006 Targets	77%
FY 2006	83%

Results	
FY 2007 Targets	**84%**
FY 2007 Results	**83%***
FY 2007 Target Achieved?	No
Improved From FY 2006?	Same
Measure Type	Outcome
Key Performance Measures	Prevention Index III
FY 2006 Targets	88%
FY 2006 Results	88%
FY 2007 Targets	**88%**
FY 2007 Results	**87%***
FY 2007 Target Achieved?	No
Improved From FY 2006?	No
Measure Type	Outcome
Key Performance Measures	Annual percent increase of non-institutional, long-term care average daily census (using 2006 as the baseline)
FY 2006 Targets and Results	Baseline (43,325)
FY 2007 Targets	**26.3%**
FY 2007 Results	**6.5%***
FY 2007 Target Achieved?	No
Improved From FY 2006?	N/A
Measure Type	Output
Key Performance Measures	Non-rating pension actions — average days to process
FY 2006 Targets	66
FY 2006 Results	92
FY 2007 Targets	**96**

FY 2007 Results	**104**
FY 2007 Target Achieved?	No
Improved From FY 2006?	No
Measure Type	Efficiency
Key Performance Measures	National accuracy rate for pension authorization work
FY 2006 Targets	88%
FY 2006 Results	88%
FY 2007 Targets	**89%**
FY 2007 Results	**91%***
FY 2007 Target Achieved?	Yes
Improved From FY 2006?	Yes
Measure Type	Outcome
Key Performance Measures	Average number of days to process Traumatic Injury Protection Insurance disbursements
FY 2006 Targets	N/A
FY 2006 Results	3.8
FY 2007 Targets	**5**
FY 2007 Results	**3.0**
FY 2007 Target Achieved?	Yes
Improved From FY 2006?	Yes
Measure Type	Efficiency
Key Performance Measures	Percent of veterans served by a burial option within a reasonable distance (75 miles) of their residence
FY 2006 Targets	81.6%
FY 2006 Results	80.2%
FY 2007 Targets	**83.8%**
FY 2007 Results	**83.4%**

FY 2007 Target Achieved?	No
Improved From FY 2006?	Yes
Measure Type	Outcome
Key Performance Measures	**Percent of respondents who rate the quality of service provided by the national cemeteries as excellent**
FY 2006 Targets	96%
FY 2006 Results	94%
FY 2007 Targets	**97%**
FY 2007 Results	**94%**
FY 2007 Target Achieved?	No
Improved From FY 2006?	Same
Measure Type	Outcome
Key Performance Measures	**Percent of graves in national cemeteries marked within 60 days of interment**
FY 2006 Targets	90%
FY 2006 Results	95%
FY 2007 Targets	**90%**
FY 2007 Results	**94%**
FY 2007 Target Achieved?	Yes
Improved From FY 2006?	No
Measure Type	Efficiency
Key Performance Measures	Foreclosure avoidance through servicing (FATS) ratio
FY 2006 Targets	47.0%
FY 2006 Results	54.0%
FY 2007 Targets	**51.0%**
FY 2007 Results	**57.0%**
FY 2007	Yes

Target Achieved?	
Improved From FY 2006?	Yes
Measure Type	Outcome

* Indicates partial or estimated actual data.
[a] Office of Inspector General (OIG) reports dated July 2005 and September 2007 found reported outpatient waiting times to be unreliable because of data integrity concerns associated with VHA's scheduling system. The Under Secretary for Health non-concurred with this one OIG finding in the September 2007 report due to disagreements with the OIG's methodology. VHA has obtained the services of an expert consultant to perform a thorough analysis and assessment of its scheduling and wait times reporting system.

Strategic Goal #4
CONTRIBUTING TO THE NATION'S WELL-BEING

Key Performance Measures	Progress towards development of one new treatment for post-traumatic stress disorder (5 milestones over 4 years)
FY 2006 Targets	60%
FY 2006 Results	47%
FY 2007 Targets	**67%**
FY 2007 Results	**67%***
FY 2007 Target Achieved?	Yes
Improved From FY 2006?	Yes
Measure Type	Outcome

Key Performance Measures	Percent of respondents who rate national cemetery appearance as excellent
FY 2006 Targets	99%
FY 2006 Results	97%
FY 2007 Targets	**99%**
FY 2007 Results	**97%**
FY 2007 Target Achieved?	No
Improved From FY 2006?	Same
Measure Type	Outcome

* Indicates partial or estimated actual data.