Strategic Objective 3.1
Key Measure
Percent of Patients Rating VA Outpatient Service as “Very Good” Or “Excellent”

2003	
Results	73%
Targets	71%
2004	
Results	72%
Targets	72%
2005	
Results	77%
Targets	73%
2006	
Results	78%
Targets	73%
2007	
Results	77%
Targets	78%
Strategic Target	
Results	N/A
Targets	80%

(1) Actual 2007 results data through 05/2007. Final data are expected in 11/2007.
(2) ST = Strategic Target