standardized review categories, sample size, and performance standards for all VSRs and RVSRs.

VBA continues to work closely with VHA to improve the quality of examination requests and reports. Efforts include measuring request and report accuracy, developing CD-ROM and Web-based training materials, and sponsoring quality improvement training sessions for key medical center and regional office staff. The STAR staff, out-based/hospital liaison RVSRs, and C&P Examination Program employees perform examination quality reviews. Another collaborative VBA/VHA initiative in the examination improvement process is the creation of standardized computerized templates for all 57 VBA examination worksheets. Improvements continued to be made in these templates to enhance usability and report generation.

Summary of Findings and Trends – Education

Education Service reviewed 1,587 cases in 2007. From 2006 to 2007, payment accuracy improved slightly from 94.3 to 94.8 percent. Errors in determining training time (part or full time), errors in determining the correct date for reduction or termination of payment, and failure to process enrollment certifications each constituted 16.7 percent, and incorrect payment for intervals between terms constituted 13.3 percent. These four causes accounted for 63.4 percent of all payment errors in 2007, slightly less than the 64.5 percent of payment errors that they constituted in 2006.

Actions Taken to Improve Quality – Education

As in previous years, the 2007 quarterly quality results identified error trends and causes. Errors in the areas identified then became topics for refresher training in regional processing offices. In addition, annual appraisal and assistance visits provided recommendations for improving specific quality areas.

Education Service is continuing to develop standardized training and certification for employees. The project is expected to have a significant impact in raising quality scores and maintaining them at high levels as the initiative is fully implemented over the next few years.

Summary of Findings and Trends – Vocational Rehabilitation and Employment (VR&E)

For 2007, VR&E completed quality assurance (QA) reviews on 5,386 cases. The national QA reviews were conducted over a 12-month period, with each regional office having been reviewed twice during the fiscal year. The goal was to review at least 80 cases from each regional office.

Two reviews were added during this fiscal year: the Independent Living case reviews and the Maximum Rehabilitation Gain reviews.

Accuracy Elements ***(As of July 2007)***

Accuracy of Entitlement Determinations	
Target Score 2007	96%
Actual Score 2007	96.9%
Accuracy of Evaluation, Planning, and Rehabilitation Services	
Target Score 2007	87%
Actual Score 2007	77%
Accuracy of Fiscal Decisions	
Target Score 2007	94%
Actual Score 2007	80.3%
Accuracy of Outcome Decisions	
Target Score 2007	92%
Actual Score 2007	92.6%

In addition to review of cases from each regional office, the QA & Field Survey Team conducts site visits of regional offices. There were 13 offices surveyed this fiscal year.