



Veterans: VA Needs a Systematic Approach To Assess the Management of Its Outpatient Clinics: HRD-85-15

U.S. Government Accountability Office (GAO)



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By -

BiblioGov. Paperback. Book Condition: New. This item is printed on demand. Paperback. 24 pages. Dimensions: 9.7in. x 7.4in. x 0.1in. GAO reviewed the management of 15 Veterans Administration (VA) outpatient clinics to determine the extent to which Department of Medicine and Surgery (DMS) officials had established performance standards, collected needed data, and provided the incentives necessary to assess the efficiency of individual clinics. GAO found that: (1) DMS had standards by which the performance of its outpatient clinics was to be assessed, but clinic managers viewed these standards as outdated, simplistic, and too lenient to use for measuring their clinics efficiency; (2) DMS routinely gathered and reported data on clinic performance, but clinic managers experienced problems with the data's accuracy; (3) DMS had a budget process and a system for evaluating medical center director performance that emphasized the volume of outpatients treated and did not provide incentives for the directors to assess their clinics performance; and (4) regional directors were responsible for monitoring clinic performance, but they were not doing so effectively. GAO noted that DMS has begun several actions to correct these problems, including establishing staffing standards for outpatient care activities, implementing recommendations to improve data reliability, and initiating a...



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