

Veterans' Advisory Board on Dose Reconstruction



Radiation Quality Review Update April 2, 2008

**Edna MacDonald
Assistant Director,
Quality Assurance**



Background

- Fast Letter 06-20 – Centralization of Radiation Claims Processing – October 2006
 - Jackson Regional Office

- Quality Assurance Review



Jackson RO Processing Improvements

- Internal Specialization
- Priority Processing
- Focused Training



Quality Assurance Review

- Special Focus Review
 - Began January 2008
 - On-going
- Preliminary Results



Quality Assurance Review

Preliminary Findings

- Improved Accuracy
 - Overall accuracy of radiation related claims reviewed by STAR prior to consolidation = 86%
 - Accuracy of radiation related claims sampled from Jackson following consolidation = 89%



Quality Assurance Review

Preliminary Findings

- Improved Timeliness
 - Average number of days to complete down from 179 days to 146 days



Quality Assurance Review

- Areas for Continued Improvement
 - DTRA response time
 - Complete development
 - Accuracy
 - Timeliness



Radiation Quality Review

Questions?