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COMMITTEE ON
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October 4, 2018

The Honorable Robert Wilkie
Secretary
U.S. Department of Veterans Affairs
Washington, D.C. 20420

Dear Secretary Wilkie:

We are writing you today with concerns regarding the recent reporting that the VA Inspector General is auditing hospitals across the country, including the Iowa City VA Hospital, for failing to follow proper procedures when cancelling some patients' medical services. We are deeply concerned that these mass cancellations may have negatively impacted the quality of care that our veterans are entitled to receive for their years of dedicated service.

In light of these concerns, we respectfully request your prompt response to the following questions:

- 1) What is the guidance given to VA hospitals regarding scheduling practices? Do cancellations require the approval of a physician?
- 2) What steps is the VA taking to clarify the approved cancellation protocol for VA staff to ensure compliance with this standard going forward?
- 3) Is the VA aware of how many medical services were improperly cancelled since January 2017? Of those, how many improperly cancelled services were necessary for patients' medical care?
- 4) Since January 2017, how many of these improperly cancelled services happened specifically at the Iowa City VA Hospital?
- 5) What steps is the VA taking to notify and ensure that medical care is not disrupted for patients who have been affected?

We look forward to receiving your response to these questions no later than October 19, 2018. Our highest priority is ensuring that our veterans receive the highest possible quality of care, and we look forward to working with you toward this shared commitment.



Dave Loeback
Member of Congress

Sincerely,



Cheri Bustos
Member of Congress