



THE SECRETARY OF VETERANS AFFAIRS
WASHINGTON

May 16, 2025

The Honorable Jerry Moran
Chairman
Committee on Veterans' Affairs
United States Senate
Washington, DC 20510

Dear Mr. Chairman:

In accordance with the requirements of section 302 of P.L. 116-214, the Veterans Comprehensive Prevention, Access to Care, and Treatment Act of 2020, or the Veterans COMPACT Act of 2020, I am enclosing the Department of Veterans Affairs (VA) report, Locations Where Women Veterans Are Using Health Care from the Department of Veterans Affairs (VA).

This report reflects previous actions. VA is currently in the process of reviewing processes and procedures to put Veterans first. This will result in ongoing changes and adjustments that will streamline operations and improve outcomes. VA remains committed to honoring the Nation's Veterans by ensuring a safe environment to deliver exceptional health care.

In addition, as required by 38 U.S.C. § 116, I am including a statement of cost for preparing the report. I have provided this report to the leaders of the House and Senate Committees on Veterans' Affairs.

Sincerely,

A handwritten signature in black ink, appearing to read "Douglas A. Collins", written over a circular stamp or seal.

Douglas A. Collins

Enclosures

DEPARTMENT OF VETERANS AFFAIRS



Congressionally Mandated Report: Locations Where Women Veterans are Using Health Care From the Department of Veterans Affairs

May 2025

Table of Contents

Introduction	1
Section 302(b)(1): The number of women veterans who reside in each State.	2
Section 302(b)(2): The number of women veterans in each State who are enrolled in the patient enrollment system of the Department under section 1705(a) of title 38 United States Code.	3
Section 302(b)(3): Of the women veterans who are so enrolled, the number who have received health care under the laws administered by the Secretary at least one time during the one-year period preceding the submission of the report.	4
Section 302(b)(4): The number of women veterans who have been seen at each medical facility of the Department during such year, disaggregated by facility.	5
Section 302(b)(5): The number of appointments that women veterans have had at a medical facility of the Department during such year, disaggregated by facility; and appointments for primary care, specialty care, and mental health care.	9
Section 302(b)(6): For each appointment type specified in paragraph (5)(B), the number of appointments completed in-person and the number of appointments completed through the use of telehealth.	14
Section 302(b)(7): If known, an identification of the medical facility of the Department in each Veterans Integrated Service Network with the largest rate of increase in patient population of women veterans as measured by the increase in unique women veteran patient use.	15
Section 302(b)(8): If known, an identification of the medical facility of the Department in each Veterans Integrated Service Network with the largest rate of decrease in patient population of women veterans as measured by the decrease in unique women veteran patient use.	17
Summary	18

Introduction

Section 302(a) of the Veterans Comprehensive Prevention, Access to Care, and Treatment Act of 2020, P.L. 116-214 (Act) requires the Department of Veterans Affairs (VA) to submit a detailed report to Congress on women Veterans' use of VA health care. This report presents data from fiscal year (FY) 2023.

More specifically, section 302(b) of the Act requires every report to include the following:

- (1) The number of women Veterans who reside in each state;
- (2) The number of women Veterans in each state who are enrolled in VA's patient enrollment system;
- (3) Of the women Veterans who are so enrolled, the number who have received VA health care at least one time during the one-year period preceding the submission of the report;
- (4) The number of women Veterans who have been seen at each VA medical facility during such year disaggregated by facility;
- (5)(A) The number of appointments that women Veterans have had at a VA medical facility during such year, disaggregated by facility;
- (5)(B) The number of appointments that women Veterans have had at a VA medical facility during such year, disaggregated by appointments for primary care, specialty care and mental health care;
- (6) For each appointment type (primary care, specialty care, and mental health care) specified in (5)(B), the number of appointments completed in-person and the number of appointments completed using telehealth;
- (7) If known, an identification of the VA medical facility in each Veterans Integrated Service Network (VISN) with the largest rate of increase in patient population of women Veterans as measured by the increase in unique women Veteran patient use; and
- (8) If known, an identification of the VA medical facility in each VISN with the largest rate of decrease in patient population of women Veterans as measured by the decrease in unique women Veteran patient use.

Section 302(b)(1): The number of women veterans who reside in each State.

The total population of women Veterans as of September 30, 2023, numbered 2,086,057. States with the largest number of women Veterans were Texas, Florida, California, and Virginia. Table 1 shows state-by-state population totals.

Table 1. State-by-State Total Population of Women Veterans as of September 30, 2023.

State	Population	State	Population
Alabama	43,668	Montana	9,914
Alaska	10,747	Nebraska	13,601
Arizona	53,062	Nevada	23,580
Arkansas	22,460	New Hampshire	8,821
California	149,759	New Jersey	27,849
Colorado	46,874	New Mexico	19,422
Connecticut	13,464	New York	60,779
Delaware	7,761	North Carolina	91,552
District of Columbia	4,123	North Dakota	5,425
Florida	166,290	Ohio	63,609
Georgia	100,472	Oklahoma	32,668
Hawaii	14,605	Oregon	26,022
Idaho	12,130	Pennsylvania	62,521
Illinois	73,810	Puerto Rico	5,597
Indiana	35,958	Rhode Island	4,918
Iowa	16,858	South Carolina	52,170
Kansas	20,300	South Dakota	7,418
Kentucky	26,584	Tennessee	47,695
Louisiana	31,364	Texas	203,997
Maine	9,803	Utah	12,045
Maryland	55,699	Vermont	3,639
Massachusetts	22,870	Virginia	110,090
Michigan	44,031	Washington	59,153
Minnesota	25,960	West Virginia	10,656
Mississippi	24,879	Wisconsin	31,726
Missouri	39,924	Wyoming	5,164
		Island Areas and Foreign	12,570
		Grand Total	2,086,057

Data Source: Office of Enterprise Integration, National Center for Veterans Analysis and Statistics, VA Veteran Population Projection Model, 2023, Table 6L at https://www.va.gov/vetdata/Veteran_Population.asp

Section 302(b)(2): The number of women veterans in each State who are enrolled in the patient enrollment system of the Department under section 1705(a) of title 38 United States Code.

The total number of women Veterans who were enrolled in the Veterans Health Administration (VHA) during FY 2023 was 924,491. In FY 2023, Texas, Florida, California, Georgia, and Virginia had the largest population of resident women Veteran VHA enrollees. Table 2 shows the state-by-state enrollment totals.

Table 2. State-by-State Total VHA Enrollment of Women Veterans During FY 2023.

State	Population	State	Population
Alabama	21,271	Montana	4,701
Alaska	4,423	Nebraska	5,707
Arizona	24,424	Nevada	12,154
Arkansas	9,730	New Hampshire	3,561
California	64,690	New Jersey	9,309
Colorado	21,219	New Mexico	7,616
Connecticut	5,107	New York	23,300
Delaware	3,268	North Carolina	45,175
District of Columbia	1,703	North Dakota	2,181
Florida	83,351	Ohio	26,874
Georgia	52,272	Oklahoma	14,013
Hawaii	5,616	Oregon	12,110
Idaho	5,778	Pennsylvania	23,521
Illinois	21,086	Puerto Rico	3,106
Indiana	13,405	Rhode Island	1,824
Iowa	6,217	South Carolina	24,260
Kansas	7,646	South Dakota	3,529
Kentucky	10,996	Tennessee	22,813
Louisiana	13,269	Texas	106,305
Maine	4,493	Utah	4,828
Maryland	24,743	Vermont	1,467
Massachusetts	8,508	Virginia	49,495
Michigan	16,943	Washington	25,719
Minnesota	10,356	West Virginia	4,697
Mississippi	10,415	Wisconsin	13,076
Missouri	16,408	Wyoming	2,401
		Territories/Foreign	3,412
		Grand Total	924,491

Data Source: VHA Service Support Center (VSSC) Current Enrollment Cube FY 2023. Verified, Veteran category 1- 8d.

Section 302(b)(3): Of the women veterans who are so enrolled, the number who have received health care under the laws administered by the Secretary at least one time during the one-year period preceding the submission of the report.

The total number of enrolled women Veterans who received health care from VHA during FY 2023 was 655,855. Among those women, 655,056 had a known residence in the United States, Puerto Rico, U.S. Territories, and/or foreign countries. An individual woman contributes toward the count for the woman's primary state of residence only. The state where a woman resides may differ from the state location where she receives her VHA care.

Table 3. State-by-State Total Number of Women Veterans who Received VHA Health Care at Least one Time During FY 2023.

State	Population	State	Population
Alabama	15,471	Montana	3,579
Alaska	3,039	Nebraska	3,935
Arizona	17,445	Nevada	8,982
Arkansas	7,640	New Hampshire	2,469
California	43,059	New Jersey	6,056
Colorado	13,984	New Mexico	5,390
Connecticut	3,536	New York	15,548
Delaware	2,292	North Carolina	33,555
District of Columbia	1,070	North Dakota	1,582
Florida	63,006	Ohio	19,398
Georgia	39,324	Oklahoma	10,594
Hawaii	3,495	Oregon	8,990
Idaho	4,412	Pennsylvania	16,415
Illinois	13,680	Puerto Rico	2,668
Indiana	9,656	Rhode Island	1,248
Iowa	4,508	South Carolina	19,034
Kansas	5,525	South Dakota	2,704
Kentucky	8,036	Tennessee	16,830
Louisiana	9,734	Texas	76,946
Maine	3,435	Utah	3,207
Maryland	14,994	Vermont	1,081
Massachusetts	5,620	Virginia	30,737
Michigan	11,951	Washington	16,497
Minnesota	7,235	West Virginia	3,478
Mississippi	7,632	Wisconsin	9,522
Missouri	12,179	Wyoming	1,795
		Territories/Foreign	858
		Grand Total	655,056

Data Sources: Women's Health Evaluation Initiative (WHEI) Master Database, FY 2023; FY 2023 Planning Systems Support Group.

Section 302(b)(4): The number of women veterans who have been seen at each medical facility of the Department during such year, disaggregated by facility.

Of the 655,855 women Veteran VHA patients, 638,944 received VHA inpatient and/or VHA outpatient care at a VHA medical facility in FY 2023; the remainder only used other types of VHA care (such as purchased VHA care in the community). For each VHA medical facility, the counts shown are the number of unique women Veterans who received any VHA inpatient and/or outpatient care at that medical facility in FY 2023. An individual woman may be counted in more than one VHA medical facility if she received any VHA inpatient and/or VHA outpatient care at multiple medical facilities in FY 2023.

The VHA medical facilities with the largest number of unique women Veteran users in FY 2023 were Atlanta, Georgia Health Care System (HCS) (VISN 7), San Antonio, Texas HCS (VISN 17), Dallas, Texas HCS (VISN 17), Gainesville, Florida HCS (VISN 8), and Temple, Texas HCS (VISN 17). Counts of unique women Veteran VHA users at each VHA medical facility by VISN are as shown in Table 4.

Table 4. Unique Women Veteran VHA Users at VHA Medical Facilities by VISN During FY 2023.

VHA Facility Location (VISN*) (Station #) State/Country	Number of Unique Women Veteran Users (FY 2023)
VISN 1	18,364
(402) Togus, Maine HCS	3,411
(405) White River Junction, Vermont HCS	1,872
(518) Bedford, Massachusetts HCS	1,305
(523) Boston, Massachusetts HCS	4,463
(608) Manchester, New Hampshire HCS	2,105
(631) Central Western Massachusetts HCS	1,977
(650) Providence, Rhode Island HCS	2,153
(689) Connecticut HCS	4,519
VISN 2	20,914
(526) Bronx, New York HCS	2,277
(528) Western New York HCS	5,012
(528A6) Finger Lakes, New York HCS	2,108
(528A7) Syracuse, New York HCS	3,657
(528A8) Albany, New York HCS	3,093
(561) New Jersey HCS	3,822
(620) Hudson Valley, New York HCS	1,365
(630) New York Harbor HCS	4,289
(632) Northport, New York HCS	1,517
VISN 4	23,754
(460) Wilmington, Delaware HCS	3,716
(503) Altoona, Pennsylvania HCS	1,542

VHA Facility Location (VISN*) (Station #) State/Country	Number of Unique Women Veteran Users (FY 2023)
(529) Butler, Pennsylvania HCS	1,780
(542) Coatesville, Pennsylvania HCS	1,055
(562) Erie, Pennsylvania HCS	1,493
(595) Lebanon, Pennsylvania HCS	3,834
(642) Philadelphia, Pennsylvania HCS	6,015
(646) Pittsburgh, Pennsylvania HCS	7,554
(693) Wilkes-Barre, Pennsylvania HCS	2,649
VISN 5	28,381
(512) Baltimore, Maryland HCS	8,339
(517) Beckley, West Virginia HCS	617
(540) Clarksburg, West Virginia HCS	1,273
(581) Huntington, West Virginia HCS	1,320
(613) Martinsburg, West Virginia HCS	3,440
(688) Washington, District of Columbia HCS	15,117
VISN 6	59,816
(558) Durham, North Carolina HCS	10,259
(565) Fayetteville, North Carolina HCS	13,323
(590) Hampton, Virginia HCS	13,646
(637) Asheville, North Carolina HCS	3,465
(652) Richmond, Virginia HCS	11,054
(658) Salem, Virginia HCS	2,639
(659) Salisbury, North Carolina HCS	12,019
VISN 7	70,799
(508) Atlanta, Georgia HCS	22,634
(509) Augusta, Georgia HCS	7,352
(521) Birmingham, Alabama HCS	8,046
(534) Charleston, South Carolina HCS	11,905
(544) Columbia, South Carolina HCS	11,228
(557) Dublin, Georgia HCS	5,288
(619) Central Alabama HCS	8,093
(679) Tuscaloosa, Alabama HCS	1,522
VISN 8	64,173
(516) Bay Pines, Florida HCS	9,130
(546) Miami, Florida HCS	6,220
(548) West Palm Beach, Florida HCS	4,164
(573) Gainesville, Florida HCS	17,536
(672) San Juan, Puerto Rico HCS	3,276
(673) Tampa, Florida HCS	13,236
(675) Orlando, Florida HCS	14,963
VISN 9	27,618

VHA Facility Location (VISN*) (Station #) State/Country	Number of Unique Women Veteran Users (FY 2023)
(596) Lexington, Kentucky HCS	2,445
(603) Louisville, Kentucky HCS	6,198
(614) Memphis, Tennessee HCS	5,894
(621) Mountain Home, Tennessee HCS	4,399
(626) Middle Tennessee HCS	11,693
VISN 10	39,470
(506) Ann Arbor, Michigan HCS	6,345
(515) Battle Creek, Michigan HCS	3,347
(538) Chillicothe, Ohio HCS	1,287
(539) Cincinnati, Ohio HCS	3,079
(541) Cleveland, Ohio HCS	10,688
(552) Dayton, Ohio HCS	3,900
(553) Detroit, Michigan HCS	3,735
(583) Indianapolis, Indiana HCS	5,782
(610) Northern Indiana HCS	2,717
(655) Saginaw, Michigan HCS	2,388
(757) Columbus, Ohio HCS†	4,629
VISN 12	21,594
(537) Chicago, Illinois HCS	5,229
(550) Danville, Illinois HCS	1,981
(556) North Chicago, Illinois HCS	2,479
(578) Hines, Illinois HCS	3,672
(585) Iron Mountain, Michigan HCS	1,276
(607) Madison, Wisconsin HCS	3,143
(676) Tomah, Wisconsin HCS	1,740
(695) Milwaukee, Wisconsin HCS	4,599
VISN 15	21,025
(589) Kansas City, Missouri HCS	4,416
(589A4) Columbia, Missouri HCS	3,300
(589A5) Eastern Kansas HCS	3,789
(589A7) Wichita, Kansas HCS	2,216
(657) St. Louis, Missouri HCS	6,091
(657A4) Poplar Bluff, Missouri HCS	1,399
(657A5) Marion, Illinois HCS	2,319
VISN 16	50,525
(502) Alexandria, Louisiana HCS	2,798
(520) Gulf Coast, Mississippi HCS	10,592
(564) Fayetteville, Arkansas HCS	4,182
(580) Houston, Texas HCS	15,460
(586) Jackson, Mississippi HCS	3,740

VHA Facility Location (VISN*) (Station #) State/Country	Number of Unique Women Veteran Users (FY 2023)
(598) Little Rock, Arkansas HCS	7,474
(629) New Orleans, Louisiana HCS	5,188
(667) Shreveport, Louisiana HCS	3,685
VISN 17	62,525
(504) Amarillo, Texas HCS	1,921
(519) Big Spring, Texas HCS	1,715
(549) Dallas, Texas HCS	17,596
(671) San Antonio, Texas HCS	19,231
(674) Temple, Texas HCS	17,294
(740) Texas Valley Coastal Bend HCS	3,925
(756) El Paso, Texas HCS	4,147
VISN 19	36,196
(436) Montana HCS	3,508
(442) Cheyenne, Wyoming HCS	2,284
(554) Aurora, Colorado HCS	12,115
(575) Grand Junction, Colorado HCS	1,186
(623) Muskogee, Oklahoma HCS	3,129
(635) Oklahoma City, Oklahoma HCS	8,143
(660) Salt Lake City, Utah HCS	8,594
(666) Sheridan, Wyoming HCS	951
VISN 20	34,229
(463) Anchorage, Alaska HCS	2,921
(531) Boise, Idaho HCS	5,361
(648) Portland, Oregon HCS	7,693
(653) Roseburg, Oregon HCS [†]	2,657
(663) Puget Sound, Washington HCS	13,506
(668) Spokane, Washington HCS [†]	4,004
(687) Walla Walla, Washington HCS [†]	1,847
(692) White City, Oregon HCS [†]	1,515
VISN 21	32,601
(358) Manila, Philippines HCS	145
(459) Honolulu, Hawaii HCS	4,191
(570) Fresno, California HCS	2,373
(593) Las Vegas, Nevada HCS	7,823
(612A4) N. California HCS	9,273
(640) Palo Alto, California HCS	5,668
(654) Reno, Nevada HCS	2,276
(662) San Francisco, California HCS	6,508
VISN 22	52,437
(501) New Mexico HCS	6,108

VHA Facility Location (VISN*) (Station #) State/Country	Number of Unique Women Veteran Users (FY 2023)
(600) Long Beach, California HCS	5,884
(605) Loma Linda, California HCS	6,597
(644) Phoenix, Arizona HCS	10,873
(649) Northern Arizona HCS	2,056
(664) San Diego, California HCS	11,229
(678) Southern Arizona HCS	6,710
(691) Greater Los Angeles, California HCS	7,455
VISN 23	22,445
(437) Fargo, North Dakota HCS	2,356
(438) Sioux Falls, South Dakota HCS	1,811
(568) Black Hills, South Dakota HCS	1,735
(618) Minneapolis, Minnesota HCS	6,567
(636) Nebraska-W Iowa HCS	4,545
(636A6) Central Iowa HCS	2,061
(636A8) Iowa City, Iowa HCS	4,090
(656) St. Cloud, Minnesota HCS	1,761

Key: HCS = Health Care System; VISN = Veteran Integrated Service Network

*Due to VISN consolidations over time, there is no VISN 3, 11, 13, 14, or 18.

†A total of 22 women Veterans received inpatient care (but no outpatient care) at an HCS that has transitioned to the new Federal electronic health record (EHR) system. Due to data limitations in the VHA Millennium Observational Medical Outcomes Partnership (OMOP), the HCSs for these women cannot be identified; therefore, counts of women at these HCSs may be an under-count.

Data Sources: WHEI Master Database, FY 2023; VSSC (FY 2023 facility location labels pulled as of 11-25-2024); FY 2023 VHA Outpatient Event File (SE); FY 2023 VHA Inpatient Files (PTF); VHA Millennium OMOP (FY 2023 data pulled as of 03-29-2024).

Section 302(b)(5): The number of appointments that women veterans have had at a medical facility of the Department during such year, disaggregated by facility; and appointments for primary care, specialty care, and mental health care.

VHA uses the term "encounters" to refer to clinic visits (appointments). In the following table are the counts of primary care, specialty care and mental health care encounters among women Veterans at each VHA medical facility. The counts of encounters include in-person and other encounters such as telephone, video telehealth, store-and-forward telehealth, and home telehealth.

In Table 5, the type of care is listed in each column. Primary care included all primary care delivered in general primary care clinics, women's clinics, and other settings. Specialty care included surgical subspecialties, medical subspecialties, and other specialized care. Mental health care included mental health services and substance use disorder services (evaluation, consultation and/or treatment).

Table 5. Number of Primary Care, Specialty Care, and Mental Health Care Encounters^{*,†,‡} Among Women Veterans at each VHA Medical Facility During FY 2023.

VHA Facility Location (VISN[§]) (Station #) State/Country	Primary Care	Specialty Care	Mental Health Care
VISN 1	71,868	87,109	105,284
(402) Togus, Maine HCS	13,888	14,057	13,004
(405) White River Junction, Vermont HCS	6,736	6,567	9,253
(518) Bedford, Massachusetts HCS	3,100	2,832	8,891
(523) Boston, Massachusetts HCS	9,351	21,821	18,952
(608) Manchester, New Hampshire HCS	6,563	6,986	6,176
(631) Central Western Massachusetts HCS	7,783	4,317	10,846
(650) Providence, Rhode Island HCS	11,508	10,317	13,603
(689) Connecticut HCS	12,939	20,212	24,559
VISN 2	78,607	115,393	125,552
(526) Bronx, New York HCS	7,167	14,986	9,678
(528) Western New York HCS	10,771	13,458	15,138
(528A6) Finger Lakes, New York HCS	8,138	6,824	15,451
(528A7) Syracuse, New York HCS	11,302	15,655	14,048
(528A8) Albany, New York HCS	8,942	10,930	10,789
(561) New Jersey HCS	12,317	17,586	22,011
(620) Hudson Valley, New York HCS	3,919	5,238	5,804
(630) New York Harbor HCS	11,187	22,788	23,689
(632) Northport, New York HCS	4,864	7,928	8,944
VISN 4	83,204	99,329	117,135
(460) Wilmington, Delaware HCS	10,188	10,648	13,885
(503) Altoona, Pennsylvania HCS	7,384	6,695	6,120
(529) Butler, Pennsylvania HCS	3,773	2,836	6,353
(542) Coatesville, Pennsylvania HCS	3,520	2,568	9,351
(562) Erie, Pennsylvania HCS	5,668	4,304	6,249
(595) Lebanon, Pennsylvania HCS	13,444	14,473	14,979
(642) Philadelphia, Pennsylvania HCS	15,449	24,021	27,891
(646) Pittsburgh, Pennsylvania HCS	11,761	23,428	21,672
(693) Wilkes-Barre, Pennsylvania HCS	12,017	10,356	10,635
VISN 5	85,344	105,858	113,585
(512) Baltimore, Maryland HCS	19,741	28,253	41,415
(517) Beckley, West Virginia HCS	2,696	2,038	2,253
(540) Clarksburg, West Virginia HCS	6,534	4,320	5,622
(581) Huntington, West Virginia HCS	7,548	4,976	6,161
(613) Martinsburg, West Virginia HCS	13,478	10,205	15,702
(688) Washington, District of Columbia HCS	35,347	56,066	42,432

VHA Facility Location (VISN⁶) (Station #) State/Country	Primary Care	Specialty Care	Mental Health Care
VISN 6	185,368	210,950	209,997
(558) Durham, North Carolina HCS	29,732	31,977	29,369
(565) Fayetteville, North Carolina HCS	39,560	29,539	33,077
(590) Hampton, Virginia HCS	36,503	28,157	51,655
(637) Asheville, North Carolina HCS	12,142	15,514	14,684
(652) Richmond, Virginia HCS	28,761	49,633	30,311
(658) Salem, Virginia HCS	8,935	11,206	12,795
(659) Salisbury, North Carolina HCS	29,735	44,924	38,106
VISN 7	268,777	221,291	263,420
(508) Atlanta, Georgia HCS	73,596	55,189	80,896
(509) Augusta, Georgia HCS	26,605	26,931	21,326
(521) Birmingham, Alabama HCS	23,361	34,241	26,374
(534) Charleston, South Carolina HCS	42,882	40,910	47,630
(544) Columbia, South Carolina HCS	43,127	36,235	35,951
(557) Dublin, Georgia HCS	22,178	11,295	22,110
(619) Central Alabama HCS	31,392	12,087	19,622
(679) Tuscaloosa, Alabama HCS	5,636	4,403	9,511
VISN 8	284,860	298,692	252,430
(516) Bay Pines, Florida HCS	44,000	40,125	32,762
(546) Miami, Florida HCS	19,599	29,472	23,847
(548) West Palm Beach, Florida HCS	16,978	18,970	14,611
(573) Gainesville, Florida HCS	54,038	50,566	56,707
(672) San Juan, Puerto Rico HCS	16,494	17,281	17,460
(673) Tampa, Florida HCS	53,946	68,003	46,138
(675) Orlando, Florida HCS	79,805	74,275	60,905
VISN 9	114,986	121,117	121,552
(596) Lexington, Kentucky HCS	13,139	11,805	11,665
(603) Louisville, Kentucky HCS	16,730	16,782	25,192
(614) Memphis, Tennessee HCS	16,268	22,913	19,169
(621) Mountain Home, Tennessee HCS	16,489	16,469	20,590
(626) Middle Tennessee HCS	52,360	53,148	44,936
VISN 10	139,915	165,315	196,520
(506) Ann Arbor, Michigan HCS	14,178	18,056	16,297
(515) Battle Creek, Michigan HCS	13,235	6,767	15,449
(538) Chillicothe, Ohio HCS	6,148	3,904	8,717
(539) Cincinnati, Ohio HCS	8,731	17,651	25,931
(541) Cleveland, Ohio HCS	33,554	38,932	48,930
(552) Dayton, Ohio HCS	12,882	15,471	15,557
(553) Detroit, Michigan HCS	8,143	14,794	12,541

VHA Facility Location (VISN ^s) (Station #) State/Country	Primary Care	Specialty Care	Mental Health Care
(583) Indianapolis, Indiana HCS	16,297	24,517	19,083
(610) Northern Indiana HCS	8,072	5,514	11,120
(655) Saginaw, Michigan HCS	9,146	5,104	10,126
(757) Columbus, Ohio HCS [†]	9,529	14,605	12,769
VISN 12	82,400	94,706	118,536
(537) Chicago, Illinois HCS	11,232	19,528	23,190
(550) Danville, Illinois HCS	9,679	3,710	8,078
(556) North Chicago, Illinois HCS	7,108	13,748	10,686
(578) Hines, Illinois HCS	14,648	19,535	23,015
(585) Iron Mountain, Michigan HCS	5,205	2,448	6,036
(607) Madison, Wisconsin HCS	9,910	11,854	14,826
(676) Tomah, Wisconsin HCS	5,315	3,594	8,702
(695) Milwaukee, Wisconsin HCS	19,303	20,289	24,003
VISN 15	77,123	85,272	86,250
(589) Kansas City, Missouri HCS	13,255	18,995	13,233
(589A4) Columbia, Missouri HCS	12,431	10,516	11,031
(589A5) Eastern Kansas HCS	11,854	10,261	16,938
(589A7) Wichita, Kansas HCS	9,759	11,004	10,824
(657) St. Louis, Missouri HCS	17,353	27,010	19,789
(657A4) Poplar Bluff, Missouri HCS	5,302	2,859	4,703
(657A5) Marion, Illinois HCS	7,169	4,627	9,732
VISN 16	172,025	177,813	184,138
(502) Alexandria, Louisiana HCS	7,370	4,951	8,877
(520) Gulf Coast, Mississippi HCS	35,022	25,463	30,864
(564) Fayetteville, Arkansas HCS	19,045	11,150	17,693
(580) Houston, Texas HCS	47,375	61,375	59,055
(586) Jackson, Mississippi HCS	10,723	14,567	13,869
(598) Little Rock, Arkansas HCS	20,729	24,260	25,012
(629) New Orleans, Louisiana HCS	20,333	25,597	17,471
(667) Shreveport, Louisiana HCS	11,428	10,450	11,297
VISN 17	207,456	201,418	234,024
(504) Amarillo, Texas HCS	5,953	5,618	9,504
(519) Big Spring, Texas HCS	6,599	1,806	6,763
(549) Dallas, Texas HCS	56,411	51,487	53,250
(671) San Antonio, Texas HCS	57,766	69,820	63,369
(674) Temple, Texas HCS	55,041	58,202	70,020
(740) Texas Valley Coastal Bend HCS	13,207	7,609	18,706
(756) El Paso, Texas HCS	12,479	6,876	12,412
VISN 19	122,019	117,757	138,235

VHA Facility Location (VISN ⁶) (Station #) State/Country	Primary Care	Specialty Care	Mental Health Care
(436) Montana HCS	11,525	10,211	9,627
(442) Cheyenne, Wyoming HCS	8,589	7,270	10,663
(554) Aurora, Colorado HCS	31,698	36,384	37,146
(575) Grand Junction, Colorado HCS	4,304	3,779	4,261
(623) Muskogee, Oklahoma HCS	14,250	10,360	13,969
(635) Oklahoma City, Oklahoma HCS	32,794	31,123	25,134
(660) Salt Lake City, Utah HCS	15,717	17,511	30,534
(666) Sheridan, Wyoming HCS	3,142	1,119	6,901
VISN 20	109,539	94,644	125,153
(463) Anchorage, Alaska HCS	11,211	3,418	8,999
(531) Boise, Idaho HCS	13,362	13,366	21,285
(648) Portland, Oregon HCS	24,635	27,763	29,457
(653) Roseburg, Oregon HCS [†]	4,700	2,592	6,905
(663) Puget Sound, Washington HCS	41,799	39,679	41,522
(668) Spokane, Washington HCS [†]	8,531	5,610	8,567
(687) Walla Walla, Washington HCS [†]	3,085	714	4,319
(692) White City, Oregon HCS [†]	2,216	1,502	4,099
VISN 21	123,825	127,541	139,814
(358) Manila, Philippines HCS	201	125	209
(459) Honolulu, Hawaii HCS	14,499	8,017	14,057
(570) Fresno, California HCS	9,644	8,785	11,948
(593) Las Vegas, Nevada HCS	30,519	30,230	37,126
(612A4) N. California HCS	30,127	32,280	28,075
(640) Palo Alto, California HCS	14,474	17,967	17,261
(654) Reno, Nevada HCS	9,361	11,064	7,515
(662) San Francisco, California HCS	15,000	19,073	23,623
VISN 22	175,889	216,237	225,753
(501) New Mexico HCS	16,804	22,575	15,508
(600) Long Beach, California HCS	19,600	28,769	31,820
(605) Loma Linda, California HCS	19,766	30,708	24,921
(644) Phoenix, Arizona HCS	35,636	40,649	39,496
(649) Northern Arizona HCS	7,961	2,049	10,777
(664) San Diego, California HCS	26,356	40,618	48,865
(678) Southern Arizona HCS	21,122	26,545	20,009
(691) Greater Los Angeles, California HCS	28,644	24,324	34,357
VISN 23	84,126	87,254	85,858
(437) Fargo, North Dakota HCS	8,879	6,804	7,626
(438) Sioux Falls, South Dakota HCS	7,987	6,863	5,390
(568) Black Hills, South Dakota HCS	6,112	5,852	6,119

VHA Facility Location (VISN [§]) (Station #) State/Country	Primary Care	Specialty Care	Mental Health Care
(618) Minneapolis, Minnesota HCS	17,177	24,001	27,247
(636) Nebraska-W Iowa HCS	15,915	20,143	12,161
(636A6) Central Iowa HCS	9,064	7,587	7,916
(636A8) Iowa City, Iowa HCS	13,257	11,829	9,801
(656) St. Cloud, Minnesota HCS	5,735	4,175	9,598

Key: HCS = Health Care System; VISN = Veteran Integrated Service Network

* Counts of encounters do not include instances of secure messaging.

† As of the end of FY 2023, five HCSs had transitioned to the new Federal EHR system (FY 2021: Spokane, Washington HCS; FY 2022: Walla Walla, Washington HCS; Columbus, Ohio HCS; Roseburg, Oregon HCS; and White City, Oregon HCS). Count of encounters cannot be reliably identified from the available Federal EHR data sources at this time. As a result, the numbers in this row reflect the number of days in which there was at least one encounter recorded in the Federal EHR at the HCS, by type of care. Since more than one encounter can occur on a specific day, this represents an under-count of FY 2023 encounters at HCSs that have transitioned to the Federal EHR system.

‡ Count reflects number of encounters except at HCSs that had transitioned to the new Federal EHR system where the count reflects the number of days of care as described in the prior footnote.

§ Due to VISN consolidations over time, there is no VISN 3, 11, 13, 14, or 18.

Data Sources: WHEI Master Database, FY2023; VSSC (FY 2023 facility location labels pulled as of 11-25-2024); FY 2023 SE; VHA Millennium OMOP (FY 2023 data pulled as of 03-29-2024). Visits were characterized by type using VA Managerial Cost Accounting 3-digit stop codes.

Section 302(b)(6): For each appointment type specified in paragraph (5)(B), the number of appointments completed in-person and the number of appointments completed through the use of telehealth.

VHA uses the term “encounters” to refer to clinic visits (appointments). In FY 2023, women Veterans, across all VHA medical facilities, completed 13,190,754 VHA encounters in total; this total included 8,439,075 in-person outpatient encounters, 2,122,679 telephone encounters, 2,208,412 video telehealth encounters, 111,555 store-and-forward encounters, and 167,396 encounters for the Home Telehealth Program (See Table 6).

The counts for primary care, specialty care, and mental health care among women Veterans by modality are as follows. Type of care is listed in each row. Primary care included primary care delivered in general primary care clinics, women’s clinics, and other settings. Specialty care included surgical subspecialties, medical subspecialties, and other specialized care. Mental health care included mental health services and substance use disorder services (evaluation, consultation, and/or treatment). Other care included, for example, emergency department encounters, physical therapy, and miscellaneous services such as laboratory, radiology, and telephone triage. Modality of care is listed in each column.

In addition to in-person encounters and telephone encounters (clinical encounters for consultation, care management, advice, and/or referral), three types of telehealth encounters are included. Video telehealth encounters include clinic-to-home and clinic-

to-clinic video encounters. Descriptions of video telehealth, store-and-forward telehealth, and the home telehealth program are available at <https://telehealth.va.gov/>.

Table 6. Number of Encounters Among Women Veterans, by Type of Care and Modality (FY 2023).

		Type of Care				
		Primary Care	Specialty Care	Mental Health Care	Other Care	All
Modality	In-Person	1,435,891 (58.9%)	1,984,332 (76.2%)	885,267 (31.5%)	4,133,585 (79.5%)	8,439,075 (64.7%)
	Telephone	850,017 (34.8%)	358,641 (13.8%)	511,619 (18.2%)	402,402 (7.7%)	2,122,679 (16.3%)
	Video Telehealth	145,076 (5.9%)	170,909 (6.6%)	1,408,618 (50.2%)	483,809 (9.3%)	2,208,412 (16.9%)
	Store-and-Forward Telehealth	3 (0.0%)	88,512 (3.4%)	0 (0.0%)	23,040 (0.4%)	111,555 (0.9%)
	Home Telehealth	8,284 (0.3%)	279 (0.0%)	1,073 (0.0%)	157,760 (3.0%)	167,396 (1.3%)
	Total ^{††}	2,439,271	2,602,673	2,806,577	5,200,596	13,049,117
	Total ^{‡‡}	2,467,332	2,639,332	2,831,600	5,252,490	13,190,754

*Counts of encounters do not include instances of secure messaging.

†As of the end of FY 2023, five HCSs had transitioned to the new Federal EHR system (FY 2021: Spokane, Washington HCS; FY 2022: Walla Walla, Washington HCS; Columbus, Ohio HCS; Roseburg, Oregon HCS; and White City, Oregon HCS). Modality cannot be reliably categorized from the available Federal EHR data sources, at this time. As a result, the numbers in the Total row and in the preceding rows do not include encounters at HCSs that have transitioned to the Federal EHR system, and, therefore, represent an under-count of total FY 2023 encounters. Percentages reported in the preceding rows were calculated using the total sums from this row.

‡The numbers in this row reflect the sum of the total number of encounters by type of care at HCSs that have not yet transitioned to the Federal EHR system (the number in the prior row) plus the number of days in which there was at least one encounter recorded at HCSs that have transitioned to the Federal EHR system (because count of encounters cannot be reliably identified from the available Federal EHR data sources at this time). Since more than one encounter can occur on a specific day, this represents an under-count of FY 2023 encounters at HCSs that have transitioned to the Federal EHR system.

Data Sources: WHEI Master Database, FY2023; FY 2023 SE; VHA Millennium OMOP (FY 2023 data pulled as of 03-29-2024). Visits were characterized by type using VA Managerial Cost Accounting 3-digit stop codes.

Section 302(b)(7): If known, an identification of the medical facility of the Department in each Veterans Integrated Service Network with the largest rate of increase in patient population of women veterans as measured by the increase in unique women veteran patient use.

The counts shown represent cohorts of women Veterans who received any VHA inpatient and/or VHA outpatient care at a VHA medical facility in FY 2022 and FY 2023.

An individual woman may be included in both fiscal year cohorts if she continued to receive VHA inpatient and/or VHA outpatient care at both time points. In each fiscal year, an individual woman may be counted at more than one VHA medical facility if she received any VHA inpatient and/or VHA outpatient care at multiple medical facilities in the fiscal year. The "Change in Number of Unique Women Veteran Users" column shows the absolute difference in the count of women Veterans with any VHA inpatient and/or VHA outpatient care at the medical facility between FY 2022 and FY 2023. The "Percentage Change" column shows the relative difference in the count of women Veterans with any VHA inpatient and/or VHA outpatient care at the medical facility between FY 2022 and FY 2023. Within each VISN, the VHA medical facility with the largest rate of increase from FY 2022 to FY 2023 is shown in Table 7.

Table 7. Women Veterans who Received any VHA Inpatient and/or VHA Outpatient Care at a VHA Medical Facility in FY 2022 and FY 2023.

VISN*	VHA Facility Location (Station #) State/Country	Number of Unique Women Veteran Users (FY 2022)	Number of Unique Women Veteran Users (FY 2023)	Change in Number of Unique Women Veteran Users
1	(689) Connecticut HCS	4,193	4,519	326
2	(561) New Jersey HCS	3,531	3,822	291
4	(529) Butler, Pennsylvania HCS	1,479	1,780	301
5	(512) Baltimore, Maryland HCS	7,467	8,339	872
6	(652) Richmond, Virginia HCS	9,994	11,054	1,060
7	(508) Atlanta, Georgia HCS	20,816	22,634	1,818
8	(672) San Juan, Puerto Rico HCS	2,936	3,276	340
9	(603) Louisville, Kentucky HCS	5,503	6,198	695
10	(757) Columbus, Ohio HCS	3,833	4,629	796
12	(537) Chicago, Illinois HCS	4,741	5,229	488
15	(657) St. Louis, Missouri HCS	5,608	6,091	483
16	(580) Houston, Texas HCS	14,469	15,460	991
17	(671) San Antonio, Texas HCS	17,602	19,231	1,629
19	(635) Oklahoma City, Oklahoma HCS	7,299	8,143	844

VISN*	VHA Facility Location (Station #) State/Country	Number of Unique Women Veteran Users (FY 2022)	Number of Unique Women Veteran Users (FY 2023)	Change in Number of Unique Women Veteran Users
20	(687) Walla Walla, Washington HCS	1,364	1,847	483
21	(358) Manila, Philippines HCS	115	145	30
22	(501) New Mexico HCS	5,253	6,108	855
23	(636A8) Iowa City, Iowa HCS	3,664	4,090	426

Key: HCS = Health Care System; V = Veteran Integrated Service Network (VISN)

*Due to VISN consolidations over time, there is no VISN 3, 11, 13, 14, or 18.

Data Sources: WHEI Master Database, FY 2022 and FY2023; VSSC (FY 2023 facility location labels pulled as of November 25, 2024); FY 2022 and 2023 SE; FY 2022 and FY 2023 PTF; Veterans Health Administration. ShareMill Collaboration Curated Datasets. FY 2022 data accessed November 9, 2023; VHA Millennium OMOP (FY 2023 data pulled as of March 29, 2024).

Section 302(b)(8): If known, an identification of the medical facility of the Department in each Veterans Integrated Service Network with the largest rate of decrease in patient population of women veterans as measured by the decrease in unique women veteran patient use.

Of the 18 VISNs in VHA, 7 had at least 1 VHA medical facility with a decrease in the women Veteran patient population between FY 2022 and FY 2023. The counts shown represent cohorts of women Veterans who received any VHA inpatient and/or VHA outpatient care at a VHA medical facility in FY 2022 and FY 2023. An individual woman may be included in both fiscal year cohorts if she continued to receive VHA inpatient and/or VHA outpatient care at both time points. In each fiscal year, an individual woman may be counted at more than one VHA medical facility if she received any VHA inpatient and/or VHA outpatient care at multiple medical facilities in the fiscal year. The "Change in Number of Unique Women Veteran Users" column shows the absolute difference in the count of women Veterans with any VHA inpatient and/or VHA outpatient care at the medical facility between FY 2022 and FY 2023. The "Percentage Change" column shows the relative difference in the count of women Veterans with any VHA inpatient and/or VHA outpatient care at the medical facility between FY 2022 and FY 2023. Within each VISN, the VHA Medical Facility with the largest rate of decrease from FY 2022 to FY 2023 is shown in Table 8.

Table 8. Women Veterans who Received any VHA Outpatient and/or VHA Inpatient Care at a VHA Medical Facility in FY 2022 and FY 2023.

VISN*	VHA Facility Location (Station #) State/Country	Number of Unique Women Veteran Users (FY 2022)	Number of Unique Women Veteran Users (FY 2023)	Change in Number of Unique Women Veteran Users
1	(518) Bedford, Massachusetts HCS	1,363	1,305	-58
2	(528A6) Finger Lakes, New York HCS	2,161	2,108	-53
4	(562) Erie, Pennsylvania HCS	1,538	1,493	-45
5	(581) Huntington, West Virginia HCS	1,489	1,320	-169
10	(552) Dayton, Ohio HCS	3,987	3,900	-87
21	(570) Fresno, California HCS	2,405	2,373	-32
23	(636) Nebraska-W Iowa HCS	4,707	4,545	-162

Key: HCS = Health Care System; V = Veteran Integrated Service Network (VISN)

*Due to VISN consolidations over time, there is no VISN 3, 11, 13, 14, or 18.

Data Sources: WHEI Master Database, FY 2022 and FY2023; VSSC (FY 2023 facility location labels pulled as of November 25, 2024); FY 2022 and 2023 SE; FY 2022 and FY 2023 PTF; Veterans Health Administration. ShareMill Collaboration Curated Datasets. FY 2022 data accessed November 9, 2023; VHA Millennium OMOP (FY 2023 data pulled as of March 29, 2024).

Summary

This report is VA's fifth report on locations where women Veterans use VA health care, following the submission of our initial report dispatched on February 25, 2021. This report presents data from FY 2023.

**Department of Veterans Affairs
May 2025**