

**ADMINISTRATIVE SUMMARY OF INVESTIGATION  
BY THE VA OFFICE OF INSPECTOR GENERAL  
IN RESPONSE TO ALLEGATIONS  
REGARDING PATIENT WAIT TIMES**



**VA Community Based Outpatient Clinic in  
Chattanooga, Tennessee  
March 10, 2016**

**1. Summary of Why the Investigation Was Initiated**

An anonymous source alleged that two Department of Veterans Affairs (VA) employees at the Community Based Outpatient Clinic (CBOC), Chattanooga, TN, which is part of the Tennessee Valley Healthcare System (TVHS), took home personnel records on veterans/employees in order to conceal the records from a Veterans Health Administration (VHA) inspection team arriving at the facility in May 2014.

**2. Description of the Conduct of the Investigation**

**Interviews Conducted:** The subjects of the allegation were interviewed, as well as senior leaders at TVHS and VISN 9.

**3. Summary of the Evidence Obtained From the Investigation**

**Interviews Conducted**

- Employee 1 advised that she is a medical support assistant (MSA) in the CBOC Chattanooga business office and has been a VA employee for many years. Her position does not require her to schedule patient appointments. She was not interviewed by the VHA inspectors dispatched by VA Central Office (VACO) inspectors. She denied that she took home any VA records. She advised that it is against VA policy to remove patient or employee records from the facility and she would never do this. She also stated that no one in TVHS or CBOC management directed her to take home any VA records in order to conceal them from inspectors.
- Employee 2 advised that she is an MSA in the CBOC Chattanooga business office and has been a VA employee for many years. Her position does require her to schedule patient appointments. She was interviewed by the VHA inspectors. She denied that she took home any VA records. She stated that she does not have access to employee records and that she would never remove patient records from the facility. She stated that no one in TVHS or CBOC management directed her to take home any VA records in order to conceal them from inspectors.
- The director of TVHS and the director and deputy director of VISN 9 stated that they were unaware of this issue and were not able to provide any information related to these allegations.

#### 4. Conclusion

VA Office of Inspector General (OIG) investigative efforts did not substantiate the allegations that the identified VA employees took home any personnel or other VA records.

The OIG referred the Report of Investigation to VA's Office of Accountability Review on June 4, 2015.



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