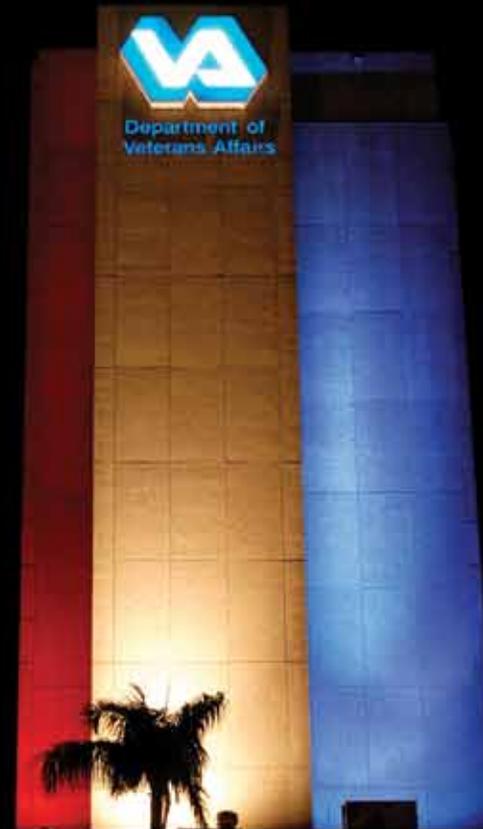


2009 Annual Report



Serving America's Veterans



**ONLY
ONE
JOB**



Dear Fellow Veterans, Volunteers, Employees and Friends of VISN 8,

The VA Sunshine Healthcare Network is dedicated to helping America's heroes of all ages and eras. Our network of health care facilities includes more than 21,700 employees committed to providing the best care in its seven healthcare systems with eight Medical Centers and 48 clinics spread across Florida, Georgia, Puerto Rico and the U.S. Virgin Islands .

DIRECTOR'S MESSAGE

On the following pages, I would like to take you on a personal tour of the finest VA health care facilities in the nation all focused on one important mission: providing quality, compassionate health care to America's Veterans.

I'm proud of the accomplishments of each VA Medical Center within VISN 8, a vast healthcare network that cares for more Veterans than any other VISN in the country. Working together, VISN 8 employees, volunteers, Veterans, and community partners enable us as a Network team to complete the 'Health Care Iron Triangle' – Excellent Quality of Care, Cost Effectiveness, and Patient & Employee Satisfaction.

Our award winning hospitals are national leaders in operational performance. The West Palm Beach VAMC is ranked #1 of 153 VA hospitals nationwide in overall performance. And in 2009, the Bay Pines VAMC and James A. Haley VA Hospital received the prestigious Carey Award, VA's top organizational excellence award. Haley was also named one of the nation's top rehabilitation hospitals. And there's much more.

In 2009, we were extraordinarily busy as the 1.7 million-plus Veteran population we serve continues to grow.



More than 532,000 patients made over six million outpatient visits to VISN 8 facilities in 2009, and the care they received was second to none. As a Network, we work very hard at that. We continued to exceed VA targets for performance measures designed to improve the health of Veterans who express very high levels of customer satisfaction.

Along the way, we expanded services and improved facilities, opening new outpatient clinics and hospital wards while making significant progress on major projects like the new \$665 million hospital scheduled to open in Orlando in late 2012.

But we still have much to do as we continue to meet the changing needs of our Veteran population. In the coming year, we will be tackling the issues of Veteran homelessness an expanding health care access to those in rural areas through innovative telehealth initiatives and new clinics.

The backbone of all our efforts is our dedicated cadre of employees and volunteers who put their heart and soul into everything they do. VISN 8 is committed to being the 'Employer of Choice,' recruiting and rewarding these fine professionals, many of whom are Veterans themselves.

Together, we stand ready to meet the challenges of today and beyond.

Sincerely,

Kevin M. Weaver

FACHE, Network Director

Healthcare Systems
7

Medical Centers
8

Outpatient Clinics
48

Budget
\$ 3.4 Billion

Total Employees
21,701

*Unique Patients
532,132

Outpatient Visits
6.17 Million

Inpatient Surgeries
14,594

Outpatient
Procedures
58,944

Research:
894 projects
\$24.5 Million budget

Medical Care Cost
Recovery
\$280.3 Million

Volunteer Service
Hours
901,729

Donations
\$5.9 Million

**Unique patients are Veterans counted once for record-keeping purposes, but who may visit a VA facility multiple times for care.*



VISN 8 - A SNAPSHOT

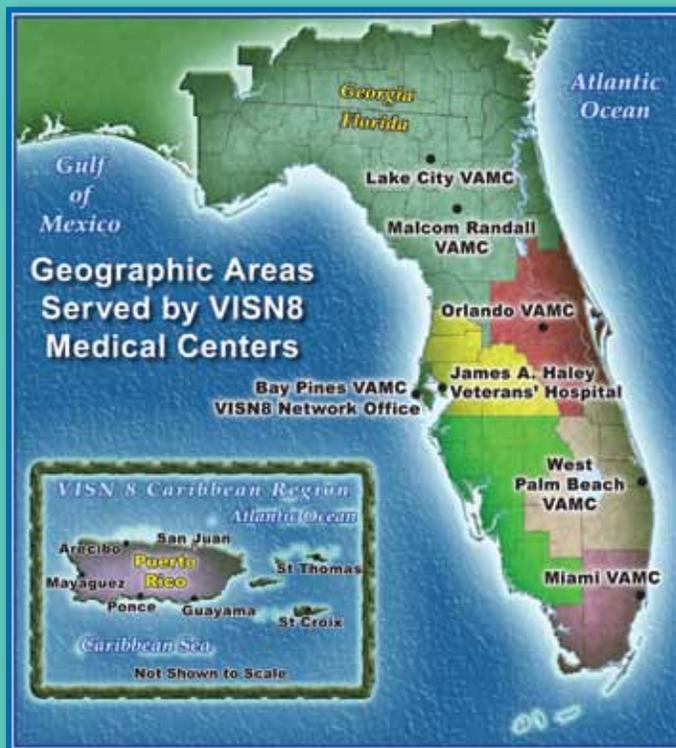
VISN 8 volunteers were recognized in 2009 with the 'Points of Light' Award by Florida Governor Charlie Crist for outstanding service to Veterans in the Sunshine State.

The Sunshine Healthcare Network (VISN 8) healthcare system serves a population of more than 1.7 million Veterans in a vast 61,101 square mile area. VISN 8 is comprised of seven healthcare systems with eight Joint Commission-accredited Medical Centers and 48 clinics located in 79 counties across Florida, Georgia, Puerto Rico, and the U.S. Virgin Islands.

About 21,700 full-time VISN employees are committed to providing Veterans with a full range of quality, cost-effective medical, psychiatric, and extended care services including specialized programs like Spinal Cord Injury and Polytrauma Rehabilitation.

In 2009, more than 523,000 ("unique") Veterans received their health care at VISN 8 facilities—*more patients than any other VISN in the nation.*

Reaching out to Veterans living in rural areas and those who are homeless are special emphasis areas for VISN 8. For Veterans who need primary care services in outlying areas, seven new Rural Outreach Clinics in Florida, Georgia, Puerto Rico and the U.S. Virgin Islands are in the works for 2010 and beyond.



VISN 8's award-winning Medical Centers rank in the top 10 nationally and there's more:

- The West Palm Beach VA Healthcare System was ranked #1 in overall performance among all VA Medical Centers nationwide.
- The Bay Pines and Tampa VA Healthcare Systems are 2009 Carey Award recipients, which recognizes

outstanding performance. As a two-time Carey winner, Bay Pines took the coveted Performance Excellence Trophy this year—the VA's top award, and a testament to Bay Pines' consistently superior standard of care.

- A record 128,900 patients made more than 1.2 million outpatient visits in 2009 to the North Florida/South Georgia Veterans Health System, making it #1 in the nation for patients seen.

- In 2009, the James A. Haley Veterans' Hospital in Tampa was recognized by U.S. News & World Report as one of the country's best rehabilitation hospitals. Haley became VA's first Magnet hospital in 2001 and was recertified this year for a record 3rd time. Less than 350 hospitals nationwide have Magnet designation—considered the gold standard of nursing care.

- To better serve Veterans in Central Florida, the Orlando VA Medical Center is now a stand-alone healthcare system well on its way to opening a new \$665 million state-of-the-art hospital scheduled for completion in late 2012.

- The San Juan VA Medical Center was one of the first responders in the Caribbean to implement aggressive strategies to prevent the spread of H1N1 flu in its facilities.

NO ONE'S STANDARDS OF CARE ARE HIGHER THAN OUR OWN

Welcome home and thank you for your service to our country! VISN 8 provides health care to our newest Veterans returning from the armed services. In 2009, more than 24,900 OEF/OIF Veterans received their care at our facilities—VISN 8 is #2 in the country for the number of returning Veterans seen at VA facilities.

VISN 8 is highly responsive to the gender-specific needs of women Veterans. In fact, in 2009, we led the nation in women vets seen at VA facilities—more than 30,000—and that number is steadily increasing.

Patients who visited VISN 8 health care facilities in 2009 were very satisfied with their VA care—exceeding patient satisfaction scores of private hospitals in select service areas.^[1] And there's good reason for that. We provide high quality care when and where a Veteran needs it, and we continuously strive and are committed to setting our standards higher than the private sector's.

[1] VISN 8 comparison with Non-VA Hospitals, FY09 (In) Patient Satisfaction Data (CAHPS-based)



When care is needed, our patients get it quickly. More than 95 percent of Veterans receive their primary care and specialty appointments within 30 days. Also, measures to improve the health of Veterans with heart problems, pneumonia and chronic conditions like diabetes exceeded VA targets this year. Likewise, patients were aggressively screened for breast, cervical and colon cancer. What does all of this mean? Quite simply—better outcomes for our patients.

Operating VA health care efficiently results in cost savings, giving the taxpayer the assurance of vigilant stewardship. More than \$20 million was saved in 2009 through efficiencies in the VISN 8 Pharmacy program, a model used nationwide.

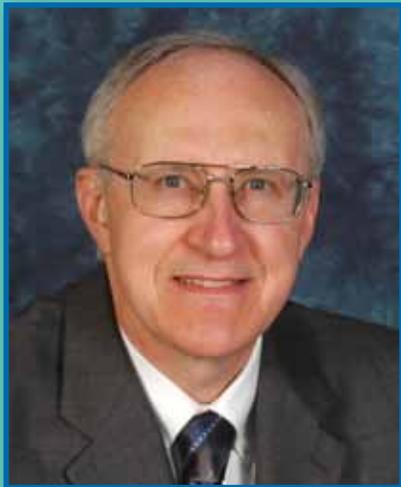
This year, VISN 8 hospitals collected more than \$280 million in third party insurance payments and copayments for medical care and medications provided to Veterans with nonservice-connected conditions. This collection enables the VA, and most importantly, our hospitals, to obtain a nonappropriated revenue stream that goes directly back into their facilities to improve services for Veterans.

VISN 8 LEADERSHIP TEAM

The VA Sunshine Healthcare Network

*Committed to providing
quality, compassionate
care for
America's Veterans*

5



Nevin M. Weaver, FACHE
Network Director



Michela Zbogar, MD
Chief Medical Officer



Nancy Reissener
*Acting Deputy
Network Director*



Bay Pines VA Healthcare System
 10000 Bay Pines Blvd
 Bay Pines, FL 33744
 (727) 398-6661 or (888) 820-0230
www.baypines.va.gov

BAY PINES VA HEALTHCARE SYSTEM



With more than 75 years of history along the central Gulf Coast of Florida, the Bay Pines VA Healthcare System has earned the reputation as one of the best VA healthcare facilities in the country, serving Veterans with a lifetime of services. Located in beautiful

St. Petersburg, Florida, Bay Pines VA is the fourth busiest out of 153 VA Medical Centers, providing care to more than 95,000 Veterans annually. Over 4,000 outpatients come through its doors each and every day, supported by an engaged workforce dedicated to providing the very best health care to our nation's heroes.

In 2009, Bay Pines was selected for the Robert W. Carey Performance Excellence Trophy – VA's top honor for organizational performance. In fact, Bay Pines was one of only two health care facilities in the nation that received this highly prestigious award that focuses on leadership; strategic planning; customer and market focus; measure, analysis and knowledge management; human resources; process management; and results. The award is based on the National Baldrige award criteria, used by thousands of organizations around the world to continuously improve efficiency and performance to become among the best in their field.

At Bay Pines, the standard is set by adopting many of the new principles for changing the way hospitals and clinics do business. Among the many initiatives, discharges are scheduled from inpatient units and bed boards help monitor and improve patient flow. These advancements allow patients improved access to care. Bay Pines has a Veteran-centered focus evident in its high patient satisfaction scores which are the best in VISN 8 and among the top for VHA facilities in the nation.

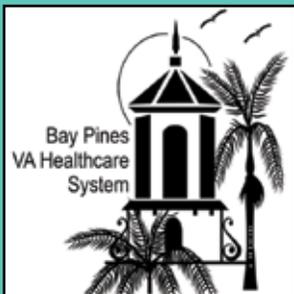


Wallace M. Hopkins
Director

In 2009, the Bay Pines VAHCS received the Robert W. Carey Performance Excellence Trophy – VA’s top honor for 1 organizational performance.

Bay Pines operates numerous allied health training programs, as well as employee development and education programs, in addition to medical school affiliations with the University of South Florida and Nova Southeastern University. The Health Care System has a large research program that receives more than \$3.5 million in VA and non-VA funding, working to develop interventions to improve Veterans’ lives.

It’s clear Bay Pines’ employees value and enjoy the important work they do caring for Veterans—they’ve told us so in surveys that show a high degree of job satisfaction. Outside the walls of the main hospital and clinics, staff are also engaged in many community projects, representing the facility in the United Way Day of Caring, Combined Federal Campaign, American Heart Association Heart Walk, Pinellas County on the Move, and the Downshifters of Brooklyn Classic Car Show.



More than 30 different clinical specialties are represented

by Bay Pines’ certified nurses who are second to none. The Nursing Department is the proud recipient of the “Let’s Get Certified” Campaign Certification Development Award, the highest level of attainment for this national VA initiative sponsored by the Office of Nursing Service. This award truly reflects the work and dedication of Bay Pines nurses as well as the facility’s innovative practices and strategies to promote, support, reward, and recognize the importance of nurse certification, the benchmark of nursing excellence.

A champion for excellence, Bay Pines continues its march to the future with aggressive expansion of services including a new multi-specialty Outpatient Center in Lee County; a Radiation Therapy Unit, Mental Health Center, and an Eye Treatment Center at the main campus in Pinellas County; as well as relocation and expansion of Community Based Outpatient Clinics in north and south Pinellas County and Manatee County.



James A. Haley Veterans' Hospital
 13000 Bruce B. Downs Blvd.
 Tampa, FL 33612
 (813) 972-2000 or (888) 716-7787
www.tampa.va.gov

JAMES A. HALEY VETERANS' HOSPITAL AND CLINICS



As one of the largest VA facilities in the nation, the James A. Haley Veterans' Hospital (JAHVH) achieved new levels of excellence and expansion this year that puts Veterans and their needs at the core of everything they do.

In 2009, the Tampa VA made the U.S. News & World Report's "Honor Roll" as one of the country's best hospitals, particular in the area of Rehabilitation. Haley's Polytrauma Rehabilitation Center provides world-class care to the most severely injured active duty military service members returning from combat. The Chronic Pain Rehab Program has also been recognized by VA as one of the finest and most comprehensive in the nation.

The healthcare system was also the proud recipient this year of the Robert W. Carey Performance Excellence Award, recognizing its status as a top-performing healthcare system in VA.

Certainly, Haley's exceptional nursing staff is one reason among many for the hospital's success. There are more nurses at Haley than any other VA healthcare system in the country—and this group of dedicated, highly trained professionals are passionate about the work they do. In 2001, Tampa was the first VA hospital to achieve Magnet status by the American Nurses Credentialing Center which

recognizes only the finest nursing care and innovations. The hospital was redesignated as a Magnet facility in 2005 and again in 2009. Only 350 health care organizations nationwide have Magnet status.

In 2009, about 110,000 patients had more than one million outpatient visits to Tampa facilities. To further improve their care, the hospital proudly unveiled a new state-of-the-art Mobile Outreach Clinic and design for a long-awaited six-story, 1,500-space parking garage in a dual ceremony this Summer. The mobile clinic serves Veterans in Hernando, Hillsborough, Pasco and Polk counties, and is equipped to provide a variety of healthcare services.



Tampa VA's Mobile Health Clinic



Stephen M. Lucas
Director

A Carey Award winner, James A. Haley was ranked as one of the country's best rehabilitation hospitals in 2009 by US News & World Report. The Tampa VA's Polytrauma Rehabilitation Center provides world-class care to the most severely injured active duty military and Veterans.



Artist Rendering - New Parking Garage

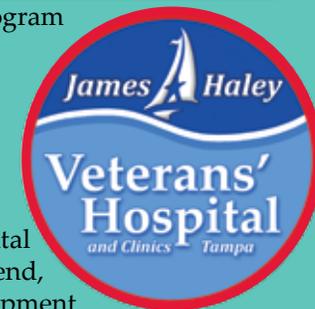
The parking garage's scheduled completion in late 2010/early 2011 will ease parking on the overcrowded campus. To free up more space, several clinics were moved off-site in new and renovated buildings including Physical Therapy, Audiology, Compensation and Pension, Dermatology, Eye and Pharmacy, which now offers a drive-thru pick-up service.

Haley's exceptional staff has been recognized for the extraordinary work they do for our nation's heroes. Stephen M. Lucas, hospital director, was selected for the 2009 Meritorious Presidential Rank Award. A U.S. Navy Veteran, Mr. Lucas' pending retirement from the VA in 2010 will culminate a distinguished federal career that spans more than 25 years.

And Audrey Nelson, Ph.D., director of the VISN 8 Patient Safety Center, has received national support for her safe-patient handling techniques, and has developed curriculum at 26 of the country's nursing schools. Also, the Patient Safety Center and the Amputee Center have advanced to the level of "Research Center of Excellence." Nelson's quest to find a better way for nurses to safely move patients has led to a \$200 million, three-year Informatics (Text Mining) program funded by the VA.



Haley's and VISN 8's Women Veterans Program Manager Peggy Mikelonis received the 2009 Secretary of Veterans Affairs' Award for Excellence in Nursing. This Vietnam Veteran and long-time VA employees' accolades include partnering with the VA Grant and Per Diem Program to create the Athena House for homeless women Veterans, incorporating mental health services long before it was a national trend, and procuring additional mammography equipment for the hospital and outpatient clinic.



West Palm Beach VA Medical Center
 7305 Military Trail
 West Palm Beach, FL 33410-6400
 (561) 422-8262 or (800) 972-8262
www.westpalmbeach.va.gov

WEST PALM BEACH VA HEALTHCARE SYSTEM



The West Palm Beach VA Medical Center is proud of the high quality healthcare it provides to its Veteran patients. It is ranked #1 in overall performance within VISN 8, in its complexity group and among all VA Medical Centers nationwide. It has also performed exceptionally well in accreditation surveys.

The Commission on Accreditation of Rehabilitation Facilities surveyed the Medical Center's Blind Rehabilitation Center in November 2008. The facility did exceptionally well during the survey process, and was recognized for six exemplary practices with no recommendations for improvement.

In June 2009, the Society of Chest Pain Centers conducted a survey of the Chest Pain Center, awarding the facility full accreditation for three years with the facility's policies and procedures noted as a best practice by surveyors.

Also, for the fourth consecutive year, the Medical Center received a perfect score on its Mammography Unit operation from the American College of Radiology. It also has the distinction of having the first Pharmacy Residency program in pain management within the VA system and only the second in the nation accredited by The American Society of Health System Pharmacists.

To continue to meet the needs of Veterans, Mental Health care was expanded and more staff was hired to address Mental Health and Palliative Care initiatives. Additional space was constructed on site to support the relocation of the Post Traumatic Stress Disorder Program. To improve capacity, safety and privacy, construction was completed to expand the Medical Center's Emergency Department. The new ED is scheduled to open in early 2010.

A state-of-the-art Cancer Center at the West Palm Beach VA is also on the horizon with activation planned for FY 2011.

Significant equipment purchases this year included a new x-ray room, cook-chill equipment, and a major investment in new beds and mattresses that help prevent pressure ulcers.



*Charleen R. Szabo
Director*



*Ranked #1 in overall
performance among all
VA Medical Centers nationwide.*

As a leading academic Medical Center, West Palm Beach is committed to providing a stimulating high-quality learning environment. The healthcare system entered into an affiliation with the University of Miami/Miller School of Medicine and Florida Atlantic University for a new Internal Medicine residency training program that was very well received in its first year.

Employees are the most valuable resource at the West Palm Beach VA, consistently putting the needs of patients and their families first. The staff of the Canteen Service, which operates a food service at the Medical Center, was the proud recipients of the Outstanding Canteen of the Year Award. The facility's canteen was one of only 16 VA canteens nationally to receive this prestigious award.



Also, employees who participated in the VA Connect Workgroup were recognized as Veterans Health Administration Systems Redesign Champions for their efforts to increase communication between Veterans and their health care providers.

And speaking of employee innovation--with the money the facility's Human Resources staff received for a novel recruitment idea--they equipped a van to attend job fairs and assist applicants applying for VA jobs.

Finally, in July 2009, Charleen R. Szabo, West Palm Beach's Medical Center Director, was honored with the Presidential Rank Award of Meritorious Executive from Department of Veterans Affairs. Less than six percent of Senior Executive Service members throughout the federal government receive this prestigious award.



Orlando VA Medical Center
5201 Raymond Street
Orlando, FL 32803
(407) 629-1599
www.orlando.va.gov

ORLANDO VA HEALTHCARE SYSTEM



Providing Veterans the very finest health care anywhere—that's the matra of the dedicated men and women of the Orlando VA Medical Center which is expanding to meet the needs of about 400,000 Central Florida Veterans.

Plans are underway for a beautiful new Orlando Medical Center which is scheduled to open in late 2012.

Projected at a cost of \$665 million, the 1.2 million square foot VA facility will have 134 inpatient beds, a 120-bed

Community Living Center and a 60-bed Residential Rehabilitation Program.

Located on 65 acres, the new facility will be part of the new 'Medical City,' which will include the University of Central Florida Medical School, the Burnham Institute for Medical Research, the Nemours Children's Hospital, and the University of Florida Academic and Research Center.

Standing up the processes and procedures for a new VA medical center while continuing current operations is no small task.

Developing the Electronic Medical Record system for Veterans in Orlando's new primary service area was also a top priority in FY09. Employees worked closely to create a stand-alone Orlando clinical VistA System apart from the Tampa and North Florida/South Georgia VA facilities they had previously been affiliated with.

Project phases included building a data center, setting up all the clinical VistA packages and diagnostic equipment, migrating more than 90,000 patients into the new system and finally, testing and setting up all equipment interfaces. The transition was smooth and the Medical Center now has its own independent VistA system.

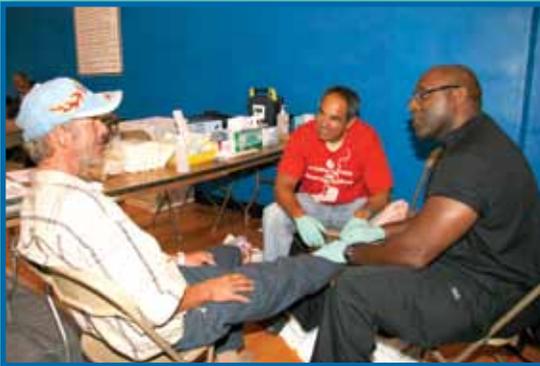
The VA first pioneered the VistA system of paperless health records, and the benefits to our patients are many. Important information such as blood type, prescribed drugs, medical conditions and prior treatment can be quickly retrieved and accessed anywhere in the VA system regardless of the patient's location.



Timothy Lizert
Director



Expanding to meet the needs of Central Florida's Veterans, a new, \$665 million Orlando VA Medical Center is scheduled to open in 2012 as part of a multi-faceted 'Medical City.'



To provide Veterans with health care close to where they live, a new, Community Based Outpatient Clinic in Clermont, Florida opened in 2009.

Reaching out to Veterans to help make them aware of their benefits, Orlando hosted several very successful outreach events in 2009. More than 1,000 Veterans and guests took part in the Medical Center's 2nd Annual Welcome Home event and

Career Expo in February. Held in partnership with the Center for Independent Living/Business Advisory Council, the event was a unique outreach opportunity for today's returning Afghanistan and Iraqi Veterans, seniors and individuals with disabilities. Guests visited booths with valuable information on employment, education, financial assistance, claims and health care.

Also, in fall 2009, two Homeless Stand Downs for Veterans and their families were held offering housing, services, and hospitality to nearly 300 homeless Veterans.

Services offered included medical care, showers, meals, shelter, mental health services and counseling. Veterans were also given DoD surplus items including wet weather supplies and clean clothing.

Accreditation strengthens community confidence in the quality and safety of care, treatment and services. With the Orlando VA officially operating as a stand-alone healthcare system, it was surveyed by the Joint Commission and received its first official accreditation in June 2009.

Accredited program areas included Ambulatory Care, Behavioral Health, Long Term Care, and Home Care. The Medical Center's laboratory was also accredited by the Commission on Laboratory Accreditation of the College of American Pathologists.



Groundbreaking for the new Orlando VA Medical Center

Malcom Randall VA Medical Center
1601 S.W. Archer Road
Gainesville, FL 32608-1197
(352) 376-1611 or (352) 376-1611
www.northflorida.va.gov

NORTH FLORIDA/SOUTH GEORGIA VETERANS HEALTH SYSTEM



Malcom Randall VA Medical Center, Gainesville, Florida

The North Florida/South Georgia Veterans Health System is a comprehensive and integrated health care delivery system that provides quality clinical programs and services to Veterans.

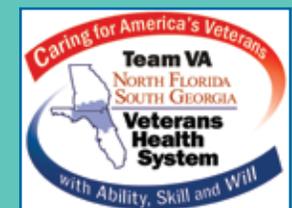
The healthcare system is located in a geographic area larger than the state of West Virginia. Facilities include two hospitals, two large satellite outpatient

clinics, and seven small Community-Based Outpatient Clinics—or CBOCs. In Florida, the main facilities are in Gainesville (Malcom Randall-VA Medical Center) and Lake City (Lake City VA Medical Center). There are also large Outpatient Clinics in Jacksonville and Tallahassee, Florida; and CBOCs in Lecanto, Ocala, St. Augustine, The Villages, and Marianna, (Florida). In Georgia, there are the Valdosta and St. Marys CBOCs.

Also, Community Living Center Units are located at the Medical Centers in Gainesville and Lake City. During FY 2009, more than 128,870 (“unique”) patients were treated with over 1.2 million outpatient visits to North Florida/South Georgia VA facilities-making it the largest VA Healthcare System in the country based on patients served.

Reaching out to and caring for Veterans returning from combat is an important part of the mission. In fact, the healthcare system has enrolled the largest number of Operation Enduring Freedom/ Operation Iraqi Freedom Veterans in the VA—a total of 5,334.

North Florida/South Georgia strives to provide Veterans with the highest quality of health care available for any American, anywhere and at any price. This commitment is reflected in the Mission, Vision and Values of the System and is provided by its nearly 4,600 employees. And it’s apparent in patient satisfaction ratings.





Thomas A. Cappello
Director

Lake City VA Medical Center
619 S. Marion Ave.
Lake City, FL 32025-5808
(386) 755-3016 or (800) 308-8387
www.northflorida.va.gov

Over 1.2 million outpatient visits in FY09 makes North Florida/South Georgia the largest VA healthcare system in the U.S. based on patients served. It also leads the nation in Veterans returning from combat areas.

Also, during FY 2009, goals were exceeded in the Customer Satisfaction Surcey for Outpatient/Inpatient Quality of Care, and Receiving Care Quickly for new patients. Seeing new Veterans quickly is a top priority. In fact, in FY2009, 95 percent of new patients were seen in 30 days or less for their appointments.

On the financial front, a record \$71 million in third party collections went right back to the System's hospitals and clinics to improve programs and services for Veterans. Collections are obtained from insurance companies and others in co-pay fees for medical care and medications related to non-service connected conditions.

Volunteerism is alive and well at at North Florida/South Georgia VA facilities. In FY 2009, more than 1,600 volunteers contributed a total of 167,276 volunteer hours with \$611,669 in donations to include cash and gifts.

Several major initiatives are specifically designed to improve Veterans' access to care. The medicine and surgery wards at the Lake City VA Medical Center have been renovated and construction began on a Bed Tower at the Gainesville facility. Project completion for the 228 bed tower is scheduled for May 2011.

Also, a new multi-specialty Outpatient Clinic is under construction at The Villages in Central Florida, with scheduled completion of the spacious, 90,000 square foot facility expected in Spring 2010. Meanwhile, plans are underway for a replacement Outpatient Clinic in Jacksonville, Florida with planned activation in Summer 2012. The 82,509 square foot clinic should be ready for patients in Fall 2012.)

Sharing agreements between the VA and the Department of Defense provide for more efficient operations and result in better care and services to those who have served and who still serve. Under contact agreements, the Lake City VA provides laundry services for Naval Air Station Jacksonville while the 7201st Army Reserve Medical Support Unit utilizes training facilities and laboratory resources at Gainesville VA.

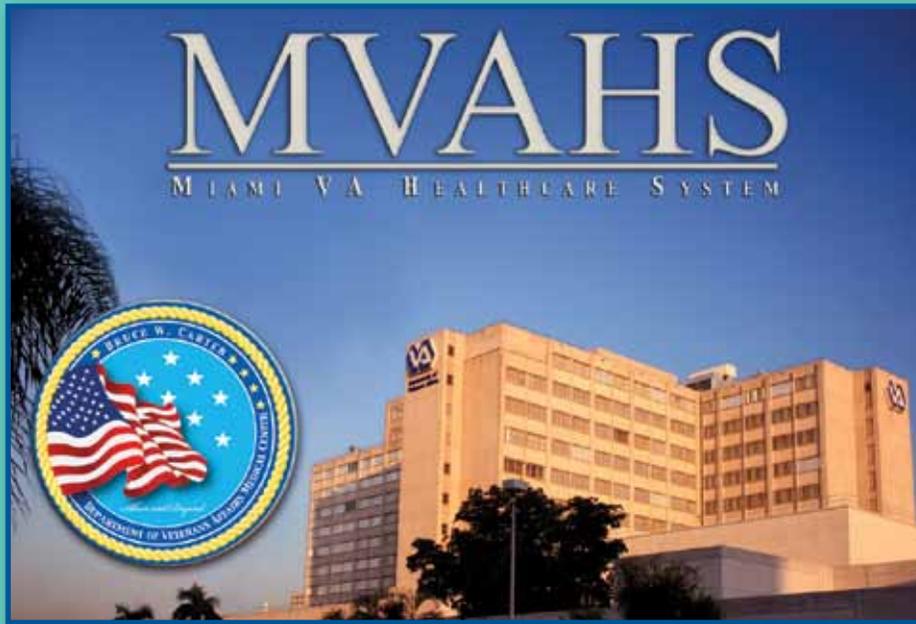


The System also supports important teaching and state of the art research programs through its affiliation with the University of Florida Health Science Center and other colleges and universities. Recently, North Florida/South Georgia has been identified as a Center for Rural Health and Rural Health Research.

Finally, numerous National Awards this year included System Redesign Awards, Canteen of the Year at both the Lake City and Gainesville VA Medical Centers, and the Champions Challenge Physical Fitness award.

Miami VA Healthcare System
 1201 N.W. 16th Street
 Miami, FL 33125
 (305) 575-7000 or (888) 276-1785
www.miami.va.gov

MIAMI VA HEALTHCARE SYSTEM



The Miami VA Healthcare System puts the needs of patients and their families first, providing them the very finest quality health care anywhere.

Florida Congresswoman Ileana Ros-Lehtinen introduced bill H.R. 4918 to rename the Miami VA to the Bruce W. Carter Department of Veterans Affairs Medical Center. The Medical Center

renaming ceremony was held October 27, 2008 in honor of Bruce W. Carter who was a posthumous recipient of the Congressional Medal of Honor.

Like other top-performing health care systems, Miami is expanding and improving to ensure every patient gets the best care in state-of-the-art facilities.

Located in Sunrise, Florida, the new Broward County VA Outpatient Clinic opened in September 2008. It replaced the Oakland Park Clinic, which had operated for nearly three decades. Providing efficient delivery of care in this new location, our Veterans will benefit through enhanced quality of care at this beautiful facility.

During this timeframe, Miami had the privilege of being selected as an Epilepsy Center of Excellence—demonstrating the very highest standards of patient care. This new center will improve the lives of Veterans with epilepsy while advancing the knowledge and practice of Neurology.

The Miami VA Fisher House ground breaking ceremony was held on March 10, 2009 and construction began in May 2009 on the West side of the Medical Center grounds. This beautiful, spacious “comfort” home will include 20 private guest suites that provide complementary lodging to the families of hospitalized Veterans or Veterans undergoing extended outpatient treatment. It is scheduled for completion in late 2010.

Working hard every day to improve quality of life for all who use Miami’s VA Medical Center is what prompted the renovation of the main facility’s outside pool area. The brand new pavilion structure includes a covered kitchen with a barbeque grilling area and restrooms. Other improvements include a new courtyard, a basketball hoop, and benches. The new, aesthetically pleasing patio was officially opened on Veterans Day 2009.



Mary D. Berrocal
Director

Like other top-performing VA health care systems, Miami is expanding and improving to ensure every Veteran gets the best care in state-of-the-art facilities.



The healthcare system also has recruited the very finest medical staff dedicated to providing safe, high-quality care for every patient who walks through its doors—and those outside clearly recognize this. Dr. Andrew V. Schally received the Meienhofer Award for Excellence in Peptide Chemistry from Roche Colorado Corporation at the Roche Colorado Corporation Peptide Symposium. Dr. Schally, Chief of the

Endocrine, Polypeptide and Cancer Institute at Miami is best recognized for his discovery of hypothalamic hormones. This discovery earned him the Nobel Prize for Medicine in 1977 and laid the foundation for modern endocrinology. It launched Dr. Schally's pioneering application of hypothalamic hormone analogues to cancer treatment, including the current standard of care for treating prostate cancer.

Inside the Medical Center, new facilities and services are in place that go that extra mile for Veterans and their families. A state-of-the-art Internet Café was a joint effort between the Stepping with PRIDE (VA employee program) Class of 2007/2008 and the Veterans Canteen Service. Also, the Post Deployment Clinic opened its doors in May 2009. Designed as a facility with a "One-Stop Process," the new Clinic helps military service members consolidate their health care in one convenient location.

Miami is proud to partner with the Quilts of Valor Project and local quilter guilds to host projects and programs that enhance the healing process for our Veterans. These quilts are presented during various ceremonies including Veterans Day, Soldiers' Ride and clinic presentations.



New Patio at Miami VA

VA Caribbean Healthcare System
 10 Casia Street
 San Juan, PR 00921-3201
 (787) 641-3367/3668 or (800) 449-8729
www.caribbean.va.gov

VA CARIBBEAN HEALTHCARE SYSTEM

Located on a beautiful island, the VA Caribbean Healthcare System proudly serves a population of more than 150,000 Veterans in Puerto Rico and the U.S. Virgin Islands.

Inside the main Medical Center in San Juan, the new Surgical and Cardiothoracic Intensive Care Unit is the most technologically and biomedically advanced ICU in the Caribbean. This expandable, 13,000 sq ft ward has 14 beds, tower units, and other high tech equipment vital for the care of critically ill patients. Constructed at a cost of about \$6 million, the addition of the unit will help save lives.

A new Women's Clinic inside the main facility has an appealing design and décor. It caters exclusively to the needs of women Veterans with six examining rooms offering maximum privacy. Five health care providers support the clinic including two gynecologists, primary care physician, a case manager and a social worker. Eligible women Veterans already enrolled in the San Juan system who wish to receive their primary health care in this clinic should make this request through their current Primary Care Provider.

Meanwhile, outside the Medical Center, the VA Community Based Outpatient Clinic on St. Thomas moved to a new location on the island that offers Veterans "one-stop shopping" for VA health care, help with benefits, and counseling services in one convenient location. The new facility is co-located with a Vet Center operated by the Veterans Benefits Administration. Vet Center services include counseling and benefits assistance. Benefits counselors visit the Islands to assist with pension and compensation claims and other issues.

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St. Thomas VA Outpatient Clinic

Patient safety is paramount, and the VA Caribbean Healthcare System was one of the first responders in the Caribbean to implement aggressive strategies to prevent the spread of the H1N1 flu in its facilities. Sanitizing stations and screening booths are located at the entrances of every facility to ensure on-the-spot hand sanitization and education before visitors can enter.



Patients and visitors receive educational materials and frequent Town Hall meetings inform and educate employees and volunteers while medical staff and management meet frequently to monitor progress and brainstorm on-going strategies.



Wanda Mims
Director

VA Caribbean Healthcare System was one of the first responders in the Caribbean to implement aggressive strategies to prevent the spread of the H1N1 flu in its facilities.

Military service is a proud tradition among Puerto Rican families and many of the island's young people are serving in uniform. Those returning to their homeland from combat areas like Iraq and Afghanistan are being met with open arms with Welcome Home activities sponsored by the VA. VA Caribbean held its 2009 Welcome Home event at the Pabellón de la Paz in San Juan, providing returnees with the thanks of a grateful nation along with comprehensive information on benefits available to them as a result of their service.

You only get one chance to make a first impression and San Juan makes sure the first impression is a great one. At the main hospital, "ambassadors" greet Veterans and visitors as they walk through the door of the main lobby, offering warm smiles and offers of assistance as needed. This initiative has been recognized as a "Best Practice" in VISN 8's "Fresh Eyes on Service" program which identifies areas to better enhance customer service.



As a teaching hospital, VA Caribbean is proud of its numerous accreditations—the key benchmark of professional excellence. In 2009, the System was accredited by the Society of Chest Pain Centers and gained institutional accreditation by the American Council for Graduate Medical Education in the following areas: Internal Medicine, Cardiovascular, Nephrology, Gastroenterology, Infectious Diseases, Pulmonary/Critical, and Physical Medicine & Rehabilitation | Residency Training Programs. 1



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