Friends:

For Veterans enrolled in the VA Sunshine Healthcare Network, their care begins the first time they enter one of our eight hospitals or 60 community clinics and it extends to final honors at one of our 12 national cemeteries in Florida, Georgia and Puerto Rico.

That connectedness—and integration—gives Veterans a level of care unavailable to most Americans, who, for the most part, utilize fragmented private sector health care.

A VA patient moving from San Diego to Miami, for example, can get uninterrupted care from VA professionals with access to their electronic health records. Veterans are assigned to a Patient Aligned Care Team to discuss and manage their health issues. They can then walk down the hall to talk to their team’s pharmacist about a particular medication, talk to a nutritionist about their diet, or discuss a mental health issue with a psychologist.

For us, it’s all about putting Veterans first in everything we do. In the pages that follow, we’ll share our strategic deliverables and with that, you’ll see our vision in action.

Throughout, we’ll focus on the priorities that are critical to Veterans and the gains we’ve made this year. You’ll see increased access to care including Same-Day services; shorter wait times; new building projects, modernization and high tech equipment; expanded services for women Veterans; a boom in telehealth utilization; innovative partnerships; volunteerism; and much more.

You’ll also hear firsthand from Veterans about what matters most to them. And you’ll meet some of the dedicated professionals who care for them. Each one has a unique story to share, in their own words.

I am proud of each of our nearly 29,000 employees who, as a well-oiled team, provide high quality care each and every day. They are truly the backbone of everything we do.

And as always, thank you for your support of our nation’s Veterans.

Miguel LaPuz, M.D., MPA
Network Director, VISN 8
CONNECTED
To A Lifetime of Care

A Veteran and local business owner, Nelson has choices for his healthcare. Since 2006, he has chosen the VA—and Bay Pines—for his medical needs. From a yearly check up to his fight through cancer, the caring atmosphere and quality of care makes Bay Pines the obvious choice.

A part of the St. Petersburg, Fla. community since 1933, Bay Pines has been proudly serving Veterans for more than 80 years. Professional, compassionate care is provided there and at seven other major hospitals and 60 community clinics in Florida, South Georgia, Puerto Rico and the U.S. Virgin Islands.

The VA Sunshine Healthcare Network: connecting Veterans to the health care they need when they need it.

“I am receiving a lifetime of quality care at the Bay Pines VA and I’m alive today because of it.”

Nelson, Vietnam Veteran
Cancer survivor and patient at the C.W. Bill Young VA Medical Center in St. Petersburg, Fla.

Who We Serve

<table>
<thead>
<tr>
<th>VETERANS BY GENDER</th>
<th>VETERANS BY AGE</th>
<th>VETERANS BY SERVICE ERA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male: 92% (538,124)</td>
<td>16% &lt;25</td>
<td>15% Vietnam Era</td>
</tr>
<tr>
<td>Female: 8% (14,149)</td>
<td>10% 25-34</td>
<td>5% Post-Vietnam</td>
</tr>
<tr>
<td></td>
<td>7% 35-44</td>
<td>13% Korean War Era</td>
</tr>
<tr>
<td></td>
<td>7% 45-54</td>
<td>26% World War II</td>
</tr>
<tr>
<td></td>
<td>11% 55-64</td>
<td>1% Persian Gulf War</td>
</tr>
<tr>
<td></td>
<td>18% 65-74</td>
<td>Other</td>
</tr>
<tr>
<td></td>
<td>30% 75-84</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1% 85+</td>
<td></td>
</tr>
</tbody>
</table>

ANNUAL REPORT 2016 » www.visn8.va.gov
SAME-DAY SERVICES IN VISN 8
Care When You Need It

The Veterans Health Administration is undergoing one of the largest transformations in its history, and we’re proud to say the efforts of VISN 8 are pivotal to this transformation.

MyVA Access is focused on providing Veterans with timely access to care, especially Veterans with needs for care right away. Known as Same-Day Services, it means that a Veteran with a need for care right away will have that care addressed by a VA Medical Center the same day.

According to VA Under Secretary for Health Dr. David Shulkin, this means “When you contact us, we will address your need that day or schedule appropriate follow up care, depending on the urgency. We may address your health care needs by providing a face-to-face visit, returning a phone call, arranging a telehealth or video care visit, or scheduling a future appointment.”

Basically, when Veterans require primary care assistance during regular business hours, they are able to get access to services the same day or if after hours, by the next day from a VA Medical Center. Also, if a Veteran is in crisis or has another need for care right away in mental health he or she will receive immediate attention from a health care professional at one of our eight VA Medical Centers and any Veteran new to mental health with a non-urgent need will receive an initial screening evaluation by the next calendar day.

We have opened same-day appointments in all of our Primary Care and Mental Health clinics when a provider determines they need to see the Veteran more immediately. Veterans can also use systems like MyHealthVet to contact their providers if they need help or have a question about their health care needs. We are also pioneers in the world of telehealth, which allows our Veterans to work with a specialist, oftentimes without the need to travel past their local clinic.

Vitals

582,623 Veterans Treated
8.6 Million Visits To Our Facilities
72,031 First-Time Users of our Health Care Services

VA Sunshine Healthcare Network

• Providing high quality health care to Veterans In Florida, South Georgia, Puerto Rico and the U.S. Virgin Islands
• 8 major hospitals & 60 Community Clinics
• 1.5 Million Veterans covering a service area of 64,153 miles
• 4th largest Veteran population in the U.S.
Our Priorities for Strategic Action (PSA)

We strive for all Veterans to have safe, high quality, personalized, and timely care wherever they receive their health services.

**ACCESS**
We will provide timely access to Veterans as determined by their clinical needs.

*PSA:* We pledge that any Veteran with the requirement for urgent care will receive care at the right time appropriate to his or her clinical needs.

**EMPLOYEE ENGAGEMENT**
We seek a work environment where employees are valued, supported, and encouraged to do their best for Veterans.

*PSA:* We will work to allow staff to have greater input into their work environment.

**HIGH PERFORMANCE NETWORK**
We will ensure that Veterans receive the highest level of coordinated care within VA or from participating providers.

*PSA:* We will build a high performance network of care to best serve Veterans.

**BEST PRACTICES**
We will use best clinical practices. We also seek best practices in research, education, and management.

*PSA:* We seek to identify and disseminate best practices throughout VA.

**VETERANS FIRST: TRUST IN VA CARE**
We will be there for our Veterans when they need us.

*PSA:* We will share our results on the quality and timeliness of how we care for our Veterans.

### Financials

<table>
<thead>
<tr>
<th>Total Network Budget</th>
<th>Employee Payroll</th>
<th>MCCF Collections*</th>
<th>Care in the Community Spending</th>
</tr>
</thead>
<tbody>
<tr>
<td>$5.2 billion</td>
<td>$2.9 billion</td>
<td>$383 million</td>
<td>$600 million</td>
</tr>
</tbody>
</table>

*Funds VA collects for copayments and health insurance reimbursements which are returned to local VA health care facilities to provide additional services to Veterans.

### Workforce

<table>
<thead>
<tr>
<th>VISN 8 Employees</th>
<th>Employees Who Are Veterans</th>
<th>New Hires</th>
<th>Physicians</th>
<th>Nurses</th>
</tr>
</thead>
<tbody>
<tr>
<td>28,992</td>
<td>31.5%</td>
<td>3,400</td>
<td>2,678</td>
<td>7,814</td>
</tr>
</tbody>
</table>

ANNUAL REPORT 2016 - www.visn8.va.gov
BY THE NUMBERS

- **3,979** Total Employees (37% are Veterans)
- **107,792** Veterans Served (Main Hospital & Clinics)
- **1.5 million** Outpatient Visits (Main Hospital & Clinics)
- **$753 million** Operating Budget
- **$14.4 million** Capital Assets / Improvements

Veterans Served & Outpatient Visits (by location)

<table>
<thead>
<tr>
<th>Location</th>
<th>Veterans</th>
<th>Visits</th>
</tr>
</thead>
<tbody>
<tr>
<td>VIERA</td>
<td>26,788</td>
<td>278,878</td>
</tr>
<tr>
<td>DAYTONA BEACH</td>
<td>20,934</td>
<td>181,366</td>
</tr>
<tr>
<td>KISSIMMEE</td>
<td>4,809</td>
<td>25,823</td>
</tr>
<tr>
<td>ORANGE CITY</td>
<td>4,576</td>
<td>19,950</td>
</tr>
<tr>
<td>TAVARES</td>
<td>5,413</td>
<td>26,850</td>
</tr>
<tr>
<td>CLERMONT</td>
<td>4,025</td>
<td>15,275</td>
</tr>
<tr>
<td>LAKE BALDWIN</td>
<td>68,566</td>
<td>428,641</td>
</tr>
</tbody>
</table>

**my VAaccess**

- **90%** Patients with Access to Primary Care and Mental Health Services within a 30 minute drive time of their homes.
- **86%** of appointments were within 7 days of clinically indicated or Veterans preferred date.
- **96%** of appointments completed within 30 days of clinically indicated or Veterans preferred date.

**Academic Partners (Medical)**
- University of Central Florida
- Adventist Health System/Sunbelt, Inc. d/b/a Florida Hospital
- Nova Southeastern University, Inc.
- Orlando Health

**Top Nursing & Health Affiliations**
- Adventist University of Health Science (Nursing)
- Seminole State College (Nursing)
- University of Central Florida (Nursing)
- Illinois College of Optometry
- MCPHS University - Optometry
- Nova Southeastern University – Optometry
- Southern College of Optometry

**82** Medical Residents
**421** Associated Health Trainees
**177** Active Academic Affiliations
Orlando VA Medical Center

“Tavares Outpatient Clinic Opens

In March, the Orlando VA Medical Center opened a new Community Based Outpatient Clinic in Tavares, Fla. The Tavares CBOC replaced a Leesburg, Fla. facility that had seen increased Veteran need to the west of the greater Orlando area the medical center serves. The Tavares clinic is nearly 12 miles further east of the previous facility.

Thalia Michael Ainsley
Combat Wounded Vietnam Veteran, U.S. Army
Patient, Orlando VA Medical Center

VA Supports the Orlando Community as it Celebrates, Grieves

In May 2016, Orlando VA Medical Center staff supported the 2016 Invictus Games at Walt Disney World’s ESPN Wide World of Sports complex, where hundreds of international wounded athletes showcased their unique abilities to recover from trauma and compete at a world-class level. Less than a month later, the medical center’s emergency management team moved out to provide psychological first aid to victims and survivors of The Pulse nightclub shooting that took the lives of 49 members of the Orlando Lesbian-Gay-Transgender-Bisexual community. Over a period of 12 days, the Orlando VA Medical Center and the Veterans Health Administration’s Vet Center program supported more than 5,000 people impacted by the tragedy in locations spanning central Florida.

Sandy Nutter, RN
Traumatic Brain Injury/Polytrauma Nurse Case Mgr
Orlando VA Medical Center, Lake Nona
Major, U.S. Army Reserve (Nurse)
7235th Medical Support Unit, Orlando

“I’ve received wonderful care at the Orlando VA Medical Center over the years. My care in Prosthetics, Speech, and Hormone Therapy have helped me to become the person I’ve always known I am, and a much better human being. I applaud my VA caregivers who help to make my life quality better and better with each visit.”

Thalia Michael Ainsley
Combat Wounded Vietnam Veteran, U.S. Army
Patient, Orlando VA Medical Center

“These are my people; the ones who make me feel like I have a purpose and something to offer. I want to continue to treat our Veterans because they deserve the best, and whether I’m working at the VA or in the U.S. Army, they will get my best efforts every time, guaranteed.”

Sandy Nutter, RN
Traumatic Brain Injury/Polytrauma Nurse Case Mgr
Orlando VA Medical Center, Lake Nona
Major, U.S. Army Reserve (Nurse)
7235th Medical Support Unit, Orlando

Priority: Veterans First-Trust In VA Care
## BY THE NUMBERS

<table>
<thead>
<tr>
<th></th>
<th>Total Employees</th>
<th>Veterans Served</th>
<th>Outpatient Visits</th>
<th>Operating Budget</th>
<th>Capital Assets / Improvements</th>
</tr>
</thead>
<tbody>
<tr>
<td>MIAMI VA HEALTHCARE SYSTEM</td>
<td>3,057</td>
<td>54,438</td>
<td>791,426</td>
<td>$535 million</td>
<td>$11.35 million</td>
</tr>
</tbody>
</table>

*30% are Veterans*

### Veterans Served & Outpatient Visits (by location)

<table>
<thead>
<tr>
<th>Location</th>
<th>Veterans Served</th>
<th>Outpatient Visits</th>
</tr>
</thead>
<tbody>
<tr>
<td>BROWARD COUNTY (SUNRISE)</td>
<td>21,660</td>
<td>169,375</td>
</tr>
<tr>
<td>KEY WEST</td>
<td>2,066</td>
<td>16,497</td>
</tr>
<tr>
<td>HOMESTEAD</td>
<td>3,504</td>
<td>22,293</td>
</tr>
<tr>
<td>PEMBROKE PINES</td>
<td>2,821</td>
<td>13,280</td>
</tr>
<tr>
<td>KEY LARGO</td>
<td>981</td>
<td>3,931</td>
</tr>
<tr>
<td>HOLLYWOOD</td>
<td>3,765</td>
<td>18,445</td>
</tr>
<tr>
<td>DEERFIELD BEACH</td>
<td>2,100</td>
<td>8,653</td>
</tr>
</tbody>
</table>

### VAaccess

- **98%** Patients with Access to Primary Care and Mental Health Services within a 30 minute drive time of their homes.
- **92%** of appointments were within 7 days of clinically indicated or Veterans preferred date.
- **98%** of appointments completed within 30 days of clinically indicated or Veterans preferred date.

### Top Medical & Nursing Affiliations

- FIU Nicole Wertheim College of Nursing & Health Sciences
- Jackson Memorial Hospital
- Benjamin Leon School of Nursing - Miami Dade College
- University of Miami Miller School of Medicine
- FIU Herbert Wertheim College of Medicine
- Barry University College of Nursing and Health Sciences
- Keiser University - School of Nursing

### Medical Residents

- **790**

### Associated Health Trainees

- **1,000**

### Active Academic Affiliations

- **85**
NEW CLINIC UNDER CONSTRUCTION: Services Continue to Expand for South Florida Women Veterans

Women continue to be the fastest growing population of Veterans in South Florida and this year saw two events recognizing their sacrifice and service at the Miami VA. Construction began this year at the main campus on a Women’s Clinic, which will centralize primary care and some specialty services for women, making it a one stop shop for most of these Veterans’ needs.

The Miami VA Healthcare System also hosted its first-ever baby shower for pregnant women Veterans, complete with door prizes, raffles and lots of baby necessities for our mothers-to-be.

“As a woman Veteran, you’re not always included, kind of like when you’re in the military,” said Miami VA patient and Veteran Patricia Estivene. “This event showed VA is here for us even as we enter this new period of our lives.”

Miami VA Ambassadors Are On the ‘Frontline’

Whether it’s a smile or a helping hand, the Miami VA Frontline Program is here providing concierge services to help Veterans find their way around the Medical Center.

“This is a great program,” said Lonnie Lester, U.S. Army Veteran. “When I need to get somewhere in the hospital, the ambassadors are always around to help me get to where I need to go. It’s a great service for Veterans. I can’t thank them enough.”

“Saturday clinics are one of the best things the Miami VA has done for Veterans, ever. In the past, I had to rush here from work. Now, I can take care of my appointments and really be more involved in my own health.”

Carlos Ardaya
U.S. Marine Corps Veteran
Patient, Miami VA

“Saturday clinics are one of the best things the Miami VA has done for Veterans, ever. In the past, I had to rush here from work. Now, I can take care of my appointments and really be more involved in my own health.”

Carlos Ardaya
U.S. Marine Corps Veteran
Patient, Miami VA
### BY THE NUMBERS

<table>
<thead>
<tr>
<th>Total Employees (31% are Veterans)</th>
<th>Veterans Served (Main Hospital &amp; Clinics)</th>
<th>1.3 million Outpatient Visits (Main Hospital &amp; Clinics)</th>
<th>$925 million Operating Budget</th>
<th>$14.8 million Capital Assets / Improvements</th>
</tr>
</thead>
<tbody>
<tr>
<td>5,138</td>
<td>93,462</td>
<td>1.3</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Veterans Served & Outpatient Visits (by location)

<table>
<thead>
<tr>
<th></th>
<th>NEW PORT RICHEY</th>
<th>LAKELAND</th>
<th>BROOKSVILLE</th>
<th>ZEPHYRHILLS</th>
<th>TAMPA PRIMARY CARE ANNEX</th>
</tr>
</thead>
<tbody>
<tr>
<td>Veterans</td>
<td>16,428</td>
<td>11,416</td>
<td>6,411</td>
<td>3,452</td>
<td>included in Main Medical Center totals</td>
</tr>
<tr>
<td>Visits</td>
<td>147,808</td>
<td>78,874</td>
<td>44,128</td>
<td>16,149</td>
<td></td>
</tr>
</tbody>
</table>

### myVAaccess

- **92%** Patients with Access to Primary Care and Mental Health Services within a 30 minute drive time of their homes.
- **89%** of appointments were within 7 days of clinically indicated or Veterans preferred date.
- **98%** of appointments completed within 30 days of clinically indicated or Veterans preferred date.

### Top Medical & Nursing Affiliations

- University of South Florida
- Hillsborough Community College
- University of Central Florida
- NOVA
- Medical University of South Carolina

### Affiliations

- **455** Medical Residents
- **1,639** Allied Health Trainees (including nursing)
- **123** Active Academic Affiliations
“I’m very grateful for the VA, and especially, this hospital. I’ve tried going to civilian doctors and also tried using the military facilities, but the VA is the one that specializes in the care that injured Veterans need.”

Heather Benda
U.S. Army Veteran
Patient, James A. Haley Veterans’ Hospital

“The Army values guide soldiers in all they do. The VA has values as well. If everyone, including leadership, integrates those VA values, there’s no reason we can’t achieve the mission. Take care of the employees...to take care of the Veterans.”

Tomas C. Navarro-Delgado, RN
James A. Haley Veterans’ Hospital
Command Sergeant Major, U.S. Army Retired

Mental Health Services in VISN 8

- 2,146 MH Professionals employed
- 157,893 Patients
- 1.3 Million Outpatient Visits
- 1,423 Residential Care (Inpatients)

IMPROVING THE VETERAN EXPERIENCE IN TAMPA

Free WiFi, Coffee, Charging Stations & More

Continually improving the experience for all of the Veterans who visit our facilities is a top priority at the Tampa VA. There is now free WiFi in Building 38, the Polytrauma/Spinal Cord Injury Center, the Primary Care Annex and the New Port Richey clinic.

And did we mention free coffee and our monthly Healthy Farmer’s Market? Some of our busiest waiting rooms in the main hospital now have hot coffee for Veterans, their families and other visitors. The Healthy Farmer’s Market offers Veterans and employees a variety of nutritious fare ranging from organic produce and Florida citrus, to fresh baked goods and grass-fed meats.

There are also charging stations in the surgical and emergency department waiting areas so patients and family members who need a little extra battery life can charge up their phones and other mobile devices. And two new designated service dog walk areas were also added to the main hospital campus in 2016.
### BY THE NUMBERS

<table>
<thead>
<tr>
<th></th>
<th>Total Employees</th>
<th>Veterans Served</th>
<th>Outpatient Visits</th>
<th>Operating Budget</th>
<th>Capital Assets / Improvements</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>5,868</td>
<td>136,000</td>
<td>1.7 million</td>
<td>$1.1 billion</td>
<td>$23.3 million</td>
</tr>
</tbody>
</table>

- **5,868** Total Employees (32% are Veterans)
- **136,000** Veterans Served (Main Hospital & Clinics)
- **1.7 million** Outpatient Visits (Main Hospital & Clinics)
- **$1.1 billion** Operating Budget
- **$23.3 million** Capital Assets / Improvements

### Veterans Served & Outpatient Visits (by location)

<table>
<thead>
<tr>
<th>Location</th>
<th>Veterans Served</th>
<th>Outpatient Visits</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>JACKSONVILLE</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1536 N. JEFFERSON ST.</td>
<td>42,223</td>
<td>336,141</td>
</tr>
<tr>
<td>3901 UNIVERSITY BLVD. S.</td>
<td>4,975</td>
<td>13,124</td>
</tr>
<tr>
<td>VALDOSTA</td>
<td>5,366</td>
<td>21,516</td>
</tr>
<tr>
<td>OCALA</td>
<td>12,266</td>
<td>50,973</td>
</tr>
<tr>
<td>ST. AUGUSTINE</td>
<td>5,653</td>
<td>30,975</td>
</tr>
<tr>
<td>TALLAHASSEE</td>
<td>16,172</td>
<td>114,728</td>
</tr>
<tr>
<td>LECANTO</td>
<td>7,828</td>
<td>30,350</td>
</tr>
<tr>
<td>THE VILLAGES</td>
<td>20,292</td>
<td>127,731</td>
</tr>
<tr>
<td><strong>JACKSONVILLE</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1536 N. JEFFERSON ST.</td>
<td>42,223</td>
<td>336,141</td>
</tr>
<tr>
<td>3901 UNIVERSITY BLVD. S.</td>
<td>4,975</td>
<td>13,124</td>
</tr>
<tr>
<td>VALDOSTA</td>
<td>5,366</td>
<td>21,516</td>
</tr>
<tr>
<td>OCALA</td>
<td>12,266</td>
<td>50,973</td>
</tr>
<tr>
<td>ST. AUGUSTINE</td>
<td>5,653</td>
<td>30,975</td>
</tr>
<tr>
<td>TALLAHASSEE</td>
<td>16,172</td>
<td>114,728</td>
</tr>
<tr>
<td>LECANTO</td>
<td>7,828</td>
<td>30,350</td>
</tr>
<tr>
<td>THE VILLAGES</td>
<td>20,292</td>
<td>127,731</td>
</tr>
</tbody>
</table>

### Top Medical & Nursing Affiliations

- University of Florida
- Florida Gateway College
- Santa Fe College
- Rasmussen College
- Southeastern College
- University of North Florida
- Florida State University

### Access to Primary Care and Mental Health Services

- **76%** Patients with Access to Primary Care and Mental Health Services within a 30 minute drive time of their homes.

### Medical Residents & Trainees

- **629** Medical Residents
- **1,533** Allied Health Trainees (including nursing)
- **253** Active Academic Affiliations

### Accomplishments

- **83%** of appointments were within 7 days of clinically indicated or Veterans preferred date.
- **95%** of appointments completed within 30 days of clinically indicated or Veterans preferred date.
“I like the fact my doctors all talk and work together to make sure my treatments are coordinated and they have the whole picture of my care. I never feel like I’m just a number. I’m validated.”

Rebecca Lee Knapp, U.S. Air Force Veteran
Patient since 2003
Women’s Clinic, Malcom Randall VA Medical Center

New Facilities, Equipment In Growing North Florida

Liberty Parking Garage Opens
A new, 7-level parking garage, nick-named ‘Liberty’ was completed at the Malcom Randall VA Medical Center in Gainesville, Fla., this year. With it was a net increase of 330 parking spaces over the single level lot it replaced. The $10 million, almost 500 space structure, helps alleviate the ever-growing demand for parking from Veterans, visitors and staff who utilize the medical center.

New Tallahassee Health Care Center Is One-Stop Shopping
The 197,000 square foot Tallahassee Health Care Center opened to the delight of the more than 16,000 Veterans seen annually by the North Florida/South Georgia Veterans Health System. The expansive facility, nearly four times the size of the previous clinic, provides a space for Veterans to receive mental health, primary care and a slew of other ancillary services under one roof.

3D Mammo Imaging Now Done In-House
3D mammography capability was brought in house to the Malcolm Randall VAMC as the system opened the doors to a brand new breast imaging service. The Selenium Dimension System, a $500K investment, allows radiologists to better visualize breast tissue, reducing patient call-backs and expanding access to this critical service for Veterans throughout the region. Before the standup of the breast imaging service, all procedures were done in the community.
BY THE NUMBERS

- **4,278** Total Employees (35% are Veterans)
- **106,575** Veterans Served (Main Hospital & Clinics)
- **1.5 million** Outpatient Visits (Main Hospital & Clinics)
- **$760 million** Operating Budget
- **$4.6 million** Capital Assets / Improvements

Veterans Served & Outpatient Visits (by location)

<table>
<thead>
<tr>
<th>Location</th>
<th>Veterans</th>
<th>Visits</th>
</tr>
</thead>
<tbody>
<tr>
<td>LEE COUNTY</td>
<td>37,421</td>
<td>313,974</td>
</tr>
<tr>
<td>SARASOTA</td>
<td>12,352</td>
<td>79,061</td>
</tr>
<tr>
<td>ST. PETERSBURG</td>
<td>2,628</td>
<td>23,036</td>
</tr>
<tr>
<td>PALM HARBOR</td>
<td>7,281</td>
<td>51,538</td>
</tr>
<tr>
<td>BRADENTON</td>
<td>15,007</td>
<td>81,378</td>
</tr>
<tr>
<td>PORT CHARLOTTE</td>
<td>9,623</td>
<td>68,766</td>
</tr>
<tr>
<td>NAPLES</td>
<td>7,063</td>
<td>45,857</td>
</tr>
<tr>
<td>SEBRING</td>
<td>3,910</td>
<td>29,438</td>
</tr>
</tbody>
</table>

**VAaccess**

- **93%** Patients with Access to Primary Care and Mental Health Services within a 30 minute drive time of their homes.
- **90%** of appointments were within 7 days of clinically indicated or Veterans preferred date.
- **98%** of appointments completed within 30 days of clinically indicated or Veterans preferred date.

Top Medical & Nursing Affiliations

- University of South Florida
- University of Central Florida
- Largo Medical Center
- St. Petersburg College
- South University

- **220** Medical Residents
- **610** Allied Health Trainees (including nursing)
- **203** Active Academic Affiliations
20-Bed Unit Opens on Main Campus

In May 2016, the Bay Pines VA Healthcare System activated a new state-of-the-art inpatient unit at the C.W. Bill Young VA Medical Center. Located on the third floor of the main hospital building, the newly renovated, 20-bed unit features 16 private rooms, four semi-private rooms, and a host of state-of-the-art medical equipment and technologies.

Healthcare Professionals Prefer Bay Pines for Training

A national survey conducted by the U.S. Department of Veterans Affairs Office of Academic Affiliations show that the Bay Pines VA Healthcare System is a preferred place for future healthcare professionals to learn and train. The annual Learners’ Perception Survey measures the perceptions of health profession trainees about their clinical training experiences at a VA facility. More than 300 Bay Pines’ trainees, including nurses and medical students, completed the survey this year. The survey also asked if they would choose a VA training experience again and if they would consider VA for future employment. Almost all who trained within the Bay Pines VAHCS said they would return for the experience and 94% said they would be willing to work for VA after graduating from their respective academic programs.

NO WAITING: Same-Day Audiology Services

Starting this year, Veterans enrolled for care at Bay Pines could access audiology services at the C.W. Bill Young VA Medical Center in St. Petersburg, Fla. without an appointment. Patients could simply walk into the Audiology Clinic during business hours and be seen by a provider within about 30 minutes for hearing evaluations, hearing aid fittings, and more. Called an “open health care access model,” the enhanced service comes as an added improvement to the Audiology department’s direct scheduling program which eliminated the requirement for Veterans to first seek a referral by a primary care provider before receiving an audiology appointment. Efforts are underway to spread Audiology’s open access model across southwest Florida and into most of the healthcare system’s outpatient clinics in early 2017.

“I think it’s important for all women Veterans to know that health services in VA are on an equal footing with anything available on the outside. The care is comprehensive, complete and all inclusive. We may not have all the pink, fluffy upholstered furniture, but we have what matters.”

Jackie Murdock
U.S. Air Force Veteran, VA Volunteer, and patient at the Palm Harbor Community Clinic
BY THE NUMBERS

2,646
Total Employees
(33% are Veterans)

61,236
Veterans Served
(Main Hospital & Clinics)

774,842
Outpatient Visits
(Main Hospital & Clinics)

$472 million
Operating Budget

$12.2 million
Capital Assets / Improvements

Veterans Served & Outpatient Visits (by location)

<table>
<thead>
<tr>
<th>Location</th>
<th>Veterans</th>
<th>Visits</th>
</tr>
</thead>
<tbody>
<tr>
<td>CLEWISTON</td>
<td>254</td>
<td>1,097</td>
</tr>
<tr>
<td>FORT PIERCE</td>
<td>6,190</td>
<td>24,616</td>
</tr>
<tr>
<td>DELRAY BEACH</td>
<td>8,453</td>
<td>37,250</td>
</tr>
<tr>
<td>STUART</td>
<td>6,680</td>
<td>28,362</td>
</tr>
<tr>
<td>BOCA RATON</td>
<td>4,076</td>
<td>17,697</td>
</tr>
<tr>
<td>MOORE HAVEN</td>
<td>476</td>
<td>476</td>
</tr>
<tr>
<td>VERO BEACH</td>
<td>4,306</td>
<td>16,954</td>
</tr>
<tr>
<td>OKEECHOBEE</td>
<td>2,054</td>
<td>11,317</td>
</tr>
</tbody>
</table>

98% of patients with access to primary care and mental health services within a 30 minute drive time of their homes.

87% of appointments were within 7 days of clinically indicated or veterans preferred date.

97% of appointments completed within 30 days of clinically indicated or veterans preferred date.

Top Medical & Nursing Affiliations
- University of Miami
- NOVA Southeastern University
- Palm Beach Atlantic University
- Florida Atlantic University
- Palm Beach State College

124 Medical Residents
141 Allied Health Trainees (including nursing)
50 Active Academic Affiliations
Cardiology Fellowship Program Launched

A shared commitment to excellence at the West Palm Beach VA makes the facility an ideal location and academic partner. A Cardiovascular Diseases Fellowship Program launched this year in affiliation with the University of Miami Miller School of Medicine, a long-standing partner in undergraduate and graduate medical education. The program will train six fellows when it reaches full enrollment in 2018. It has already received provisional accreditation from the Accreditation Council for Graduate Medical Education.

IMPROVING THE VETERAN EXPERIENCE AT WEST PALM

More Same-Day Appointments & Less No-Shows

Dedicated to meeting the needs and expectations of the patients we serve, the West Palm Beach VA Medical Center heard the Veteran’s voice through satisfaction surveys and patient concerns.

In 2016, more than 19,000 Same Day appointments were completed in Primary Care and there were nearly 6,000 Same Day appointments in Mental Health with changes underway to increase that number in 2017. Key Process improvements were also made which opened up more appointments for Veterans by reducing missed appointments or no-shows.

Prosthetic & Sensory Aids

335,692 Veterans Served in VISN 8

$264,821 Million

Spending for artificial limbs & sensory aids

INPATIENT MENTAL HEALTH UNIT

Renovations Provide Welcoming Atmosphere

The West Palm Beach VA Medical Center unveiled major renovations to its inpatient mental health unit this year. In March, there was a ribbon cutting ceremony for a newly refurbished day room and patio on the acute inpatient mental health unit. In December, the new inpatient dining room opened, featuring a lovely view, new furniture, a large screen TV and an overall improved dining experience.

“The work with you to achieve your goals... they want to get you healthy so that you can not only survive, but thrive.”

Larry Karlin, U.S. Army Veteran

Larry Karlin was seriously injured, resulting in the amputation of his right leg. Despite his disability, he was determined to get back on a bike. With the help of the West Palm Beach VA staff and state-of-the-art prosthetics made available to Veterans, Mr. Karlin was able to achieve his goal.

Priority: Best Practices
BY THE NUMBERS

<table>
<thead>
<tr>
<th></th>
<th>Total Employees (23% are Veterans)</th>
<th>Veterans Served (Main Hospital &amp; Clinics)</th>
<th>Patients with Access to Primary Care and Mental Health Services within a 30 minute drive time of their homes.</th>
<th>Operating Budget</th>
<th>Capital Assets / Improvements</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>3,973</td>
<td>64,070</td>
<td>92%</td>
<td>$636 million</td>
<td>$32 million</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>1.1 million Outpatient Visits (Main Hospital &amp; Clinics)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>157 Medical Residents</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>936 Allied Health Trainees (including nursing)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>145 Active Academic Affiliations</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Veterans Served & Outpatient Visits (by location)

<table>
<thead>
<tr>
<th>PONCE</th>
<th>MAYAGUEZ</th>
<th>ST. CROIX</th>
<th>ST. THOMAS</th>
<th>ARECIBO</th>
<th>CEIBA</th>
<th>GUAYAMA</th>
<th>UTUADO</th>
<th>COMERIO</th>
<th>VIEQUES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Veterans</td>
<td>11,714</td>
<td>9,896</td>
<td>866</td>
<td>889</td>
<td>4,363</td>
<td>3,769</td>
<td>1,658</td>
<td>364</td>
<td>542</td>
</tr>
<tr>
<td>Visits</td>
<td>130,301</td>
<td>109,691</td>
<td>3,533</td>
<td>3,363</td>
<td>27,860</td>
<td>22,630</td>
<td>11,296</td>
<td>2,776</td>
<td>3,386</td>
</tr>
</tbody>
</table>

Top Medical & Nursing Affiliations
- University of Puerto Rico
- Ponce School of Medicine
- Universidad Central Del Caribe
- San Juan Bautista School of Medicine
Women Veterans in VISN 8

154,820
Women Veterans In VISN 8

59,686
Women Veterans Who Received Health Care Services

31,693
Women Veterans Who Received Mammograms in VISN 8 facilities

2,703
Women Veterans Receiving Housing Assistance

VA CARIBBEAN IS BALDWIN AWARD WINNER

Medical Education At Its Best

The VA Caribbean Healthcare System earned the prestigious Accreditation Council for Graduate Education and Gold Foundation’s DeWitt C. Baldwin, Jr. Award this year. The award recognizes institutions with accredited residency/fellowship programs that are “exemplary in fostering a respectful, supportive environment for medical education and the delivery of patient care.” The award was presented during a ceremony in National Harbor, MD.

NEW PARKING GARAGE IN SAN JUAN

New Parking Garage in San Juan Gets Veterans to Appointments Faster

This year, Phase I of a seven-story parking garage opened at the San Juan VA Medical Center. With the addition of almost 750 parking spaces, the additional capacity reduces the wait time for parking so Veterans and visitors can get to their appointments faster. The new facility also includes a level designated for spinal cord patients.

“Serving our Veterans is a satisfaction second to none. The Lincoln promise—‘to care for those who have borne the battle’ is one I take seriously by serving our Veterans as he would want. Their smiles are my gifts.”

Agnes Echevarria
Program Support Assistant, San Juan VA Medical Center
U.S. Marine Corps Veteran

San Juan VA Medical Center
CONNECTED CARE: More Options for Veterans

Connected Care is about giving Veterans more options by using technology to extend the reach of their health care, empowering them to assume a greater role in managing their own health.

NUMBER OF VETERANS Who Accessed Care through Telehealth in 2016

- **13,165** Veterans (Home Telehealth)
- **22%** Reduction in Hospital Admissions (Home Telehealth)
- **89%** Patient Satisfaction (Home Telehealth)

Veterans Using Clinical Video Telehealth (CVT)
- **22,113**

Veterans Using Store & Forward Telehealth (SFT)
- **20,571**

Veterans Who Opted In for Secure Messaging
- **253,407**

Patient Satisfaction (Surveys are combined CVT & SFT)
- **95%**

CARE, COMFORT FOR AGING VETERANS

- **56%** Veterans Over Age 65
- **946** Veterans Placed in Medical Foster Homes
- **4,387** Veterans Receiving Home Health Care (Services provided in the home by VA-contracted providers)
- **5,313** Veterans Enrolled in Home Base Primary Care (Primary care services provided by VA in the home)
- **5,776** Veterans Served in Community Living Centers & Community Nursing Homes
- **6,137** Veterans Receiving Family or General Caregiver Support Services

ANNUAL REPORT 2016 » www.visn8.va.gov
Free Wi-Fi Coming To All VISN 8 Hospitals

All medical centers in the VA Sunshine Healthcare Network in Florida and Puerto Rico will soon have free wireless Internet or “Wi-Fi” available for Veterans and visitors in their main hospital areas, including inpatient rooms.

The Orlando VA Medical Center and the James A. Haley Veterans’ Hospital in Tampa are already operating their wireless networks. The West Palm Beach VA has had free guest WiFi in several select areas, like their library, for some time now. It will be expanded throughout the main hospital.

Inspired by an Orlando VA Innovations team design, the new Wi-Fi service allows Veterans and guests with internet-enabled mobile devices, tablets and laptops to stay in touch with family and friends during outpatient visits and hospital stays. They can read (and send) e-mail messages, access social media sites like Facebook and Twitter, or just surf the internet.

Similar to what’s used in the commercial sector, the Wi-Fi network at VISN 8 hospitals is high speed and secure. However, guests are cautioned not to use it to transmit sensitive data such as health information, social security numbers, credit card information and other confidential transactions.

VISN 8 Hospitals: Wi-Fi Live Schedule

The VA hospitals at Bay Pines in St. Petersburg, Fla., and in San Juan, PR will have their free Wi-Fi networks operational by the end of January 2017. The medical centers in Gainesville, Fla., and Lake City, Fla., are projected to be online in March 2017. The Miami VA follows in early spring and the West Palm Beach VA in summer 2017.

Embracing Telemedicine in Tampa

Bringing care closer to home is a top priority at VA. Clinical Video Telehealth (CVT) uses telehealth technologies to make virtual diagnoses, manage care, perform check-ups, and more. This year, Veterans using CVT services at Tampa facilities increased by about seven percent over the previous year.

Likewise, electronic consultation (e-consult) is a way for primary care providers to obtain specialists’ inputs into a patient’s treatment without requiring the patient to go to a face-to-face visit. In 2016, about 17 percent of Tampa’s patients used E-consults.

These video technologies make it possible for Veteran patients to come to many of VA’s community clinics and connect to a specialist or other practitioner who may be in a hospital hundreds of miles away.

Returning Veterans In VISN 8

90,958
OEF/OIF Veterans

Case management services were provided to 2,163 transitioning Veterans. Of those, 482 (22.3%) are designated as seriously injured.
HOPE FOR VETERANS WITHOUT HOMES

Formerly homeless Veterans Placed in Permanent Housing – By facility

<table>
<thead>
<tr>
<th>Facility</th>
<th>Number Placed</th>
</tr>
</thead>
<tbody>
<tr>
<td>North Florida/South Georgia</td>
<td>1,116</td>
</tr>
<tr>
<td>Bay Pines</td>
<td>974</td>
</tr>
<tr>
<td>Orlando</td>
<td>941</td>
</tr>
<tr>
<td>Tampa</td>
<td>696</td>
</tr>
<tr>
<td>Miami</td>
<td>671</td>
</tr>
<tr>
<td>West Palm Beach</td>
<td>250</td>
</tr>
<tr>
<td>San Juan, PR</td>
<td>80</td>
</tr>
</tbody>
</table>

Lives Touched: Network-Wide Outreach & Assistance

<table>
<thead>
<tr>
<th>Program</th>
<th>Number Assisted</th>
</tr>
</thead>
<tbody>
<tr>
<td>VA Homeless Assistance Program</td>
<td>29,481 (16% increase over 2015)</td>
</tr>
<tr>
<td>Justice-Involved Veterans Program (Veterans Justice Outreach)</td>
<td>3,827</td>
</tr>
<tr>
<td>Healthcare for Re-Entry Veterans (Justice Outreach Program)</td>
<td>1,304</td>
</tr>
</tbody>
</table>

FORMERLY HOMELESS, HE’S:
A Veteran Serving Veterans

“When a Veteran approaches me, I always tell them: I was born at the West Palm Beach VA on March 23, 2000. That’s when they helped me reclaim my life,” said Jose Sanchez.

Mr. Sanchez, a VA Peer Specialist at the West Palm Beach VAMC and a U.S. Army Veteran, attributes his ability to overcome extreme life challenges to his encounters and opportunities at the medical center.

He said his interaction with caring and compassionate staff inspired him to make life changes and drove him toward success, overcoming homelessness and other barriers he had been trying to independently managing for years.

Beginning with the VA’s Compensated Work Therapy Program, Mr. Sanchez excelled and drew on his experiences in the military to help others experiencing similar challenges. Today, as a certified Peer Specialist – a Veteran serving Veterans – he exhibits the VA’s core ICARE values in all his interactions.
Volunteers gather gifts at the James A. Haley Veterans’ Hospital in Tampa for delivery to Veterans living in VA Medical Foster Homes during Make a Difference Day, Oct. 22.

“I thought I was going to die from Hepatitis C at a young age, but Bay Pines gave me a new lease on life. I’m cured of the disease, and now I can look forward to living life again.”

Peter Harbachuck
U.S. Navy Veteran
Patient, C.W. Bill Young VA Medical Center

Peter is one of about 1,000 Veterans treated by the Bay Pines VA Healthcare System who have been cured of Hepatitis C due to new treatment options.

### OUR VOLUNTEERS ARE THE HEART OF VA

<table>
<thead>
<tr>
<th>Healthcare System</th>
<th>Volunteers</th>
<th>Hours Contributed</th>
<th>Monetary value of volunteer time and equivalent Full Time Employees (FTE)</th>
<th>Total Resource Impact: Total donations plus total value of volunteer time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bay Pines</td>
<td>1,888</td>
<td>184,985</td>
<td>$4.4 Million FTE: 98</td>
<td>$5.2 Million</td>
</tr>
<tr>
<td>North Florida/South Georgia</td>
<td>1,615</td>
<td>144,112</td>
<td>$3.4 Million FTE: 77</td>
<td>$4 Million</td>
</tr>
<tr>
<td>James A. Haley (Tampa)</td>
<td>1,847</td>
<td>122,405</td>
<td>$2.9 Million FTE: 65</td>
<td>$3.6 Million</td>
</tr>
<tr>
<td>Miami</td>
<td>683</td>
<td>112,210</td>
<td>$2.6 Million FTE: 60</td>
<td>$3.4 Million</td>
</tr>
<tr>
<td>Orlando</td>
<td>1,404</td>
<td>112,088</td>
<td>$2.6 Million FTE: 60</td>
<td>$3 Million</td>
</tr>
<tr>
<td>West Palm</td>
<td>781</td>
<td>88,125</td>
<td>$2 Million FTE: 47</td>
<td>$2.8 Million</td>
</tr>
<tr>
<td>San Juan</td>
<td>1,321</td>
<td>94,302</td>
<td>$2.2 Million FTE: 50</td>
<td>$2.2 Million</td>
</tr>
</tbody>
</table>