

YEAR IN REVIEW

2019



Providing quality VA health care to Veterans in Florida, South Georgia, Puerto Rico & the U.S. Virgin Islands



VA



U.S. Department of Veterans Affairs
Veterans Health Administration
VA Sunshine Healthcare Network (VISN 8)

FROM THE NETWORK DIRECTOR:



We all share a deep commitment in providing the highest quality health care to help Veterans live their lives to the fullest. In recognition of this, and to help celebrate our successes of 2019, the following pages include highlights of each healthcare system across the VA Sunshine Healthcare Network. We also share some key initiatives which address our top priorities to better serve our nation's heroes.

Since the national MISSION Act went into effect in June 2019, Veterans now have more options for community care services, including greater access to timely, high-quality urgent care. And, with the launch of our VISN 8 Clinical Contact Center in July, Veterans can now receive 24/7 virtual urgent care from the comfort of their own homes.

We are excited about the opening, and opening soon, of 13 new and improved facilities across our network, offering Veterans a wide range of primary, specialty, and mental health services.

To help further implement VA's Whole Health model of care using an innovative approach, we have hired more than 170 Whole Health Coaches who are now assisting and supporting Veterans in reaching their health and wellness goals.

Preventing Veteran suicides remains one of our highest priorities. In Florida, it's "all-hands-on-deck" with VISN 8 working with government and non-profit organizations to find solutions. One such example is the Florida Veterans Support Line, which served nearly 18,000 Veterans in 2019.

Thank you to our health care staff, volunteers, and partners for your dedication in reaching and continuously striving for the highest standards of health care for our Veterans and their families.

With sincere gratitude,

Miguel H. LaPuz, M.D., MBA
Director, VA Sunshine Healthcare Network (VISN 8)



U.S. Department of Veterans Affairs

Veterans Health Administration
VA Sunshine Healthcare Network (VISN 8)



VISN 8 PRIORITIES

Greater Choice

Modernize Our Systems

Focus Resources More Efficiently

Improve Quality

Suicide Prevention

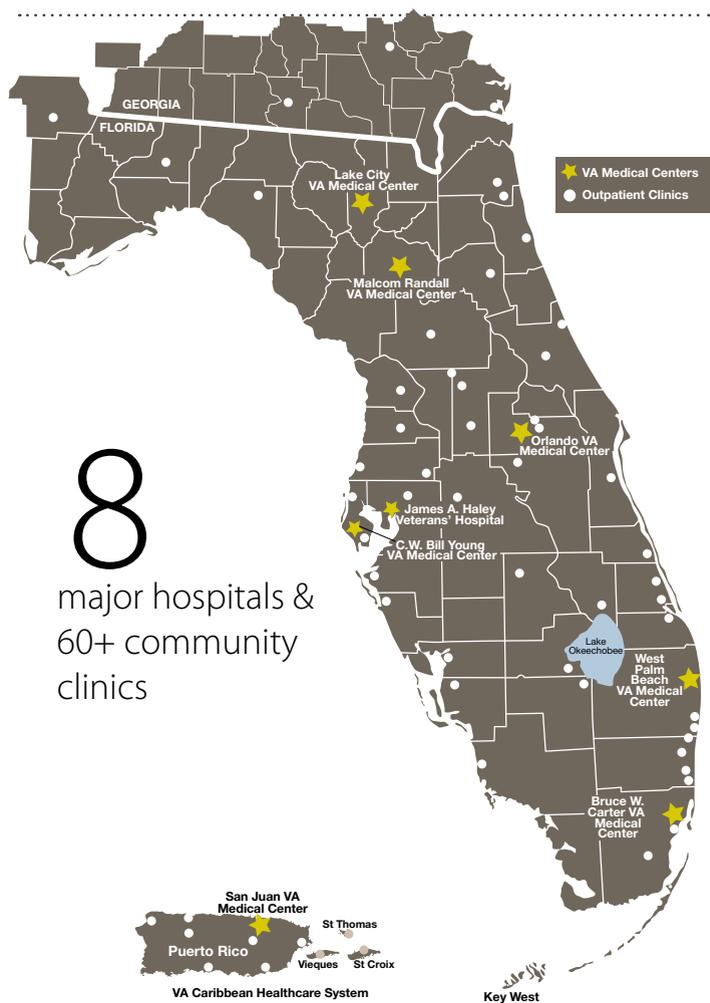
GOAL:

For every Veteran to have **SAFE, HIGH-QUALITY, PERSONALIZED, AND TIMELY** care wherever and whenever they receive Health Care Services.



Providing **HIGH-QUALITY HEALTH CARE**

to Veterans in Florida, South Georgia, Puerto Rico & the U.S. Virgin Islands



8 major hospitals & 60+ community clinics

1.5 MILLION Veteran population covering a service area of **64,153 miles**

LARGEST

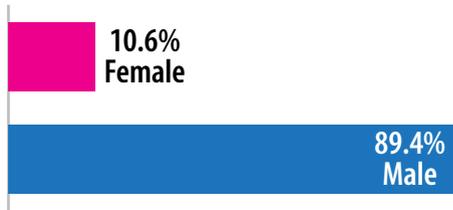
Veterans Integrated Service Network (VISN) in the Nation in terms of Veterans served.

VISN 8 serves about 10 percent of all active users of VA health care.

2019 Operating Statistics AT A GLANCE

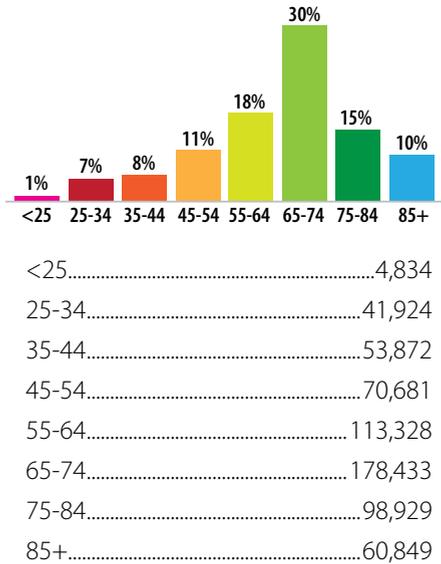
Veteran Demographics

VETERANS BY GENDER

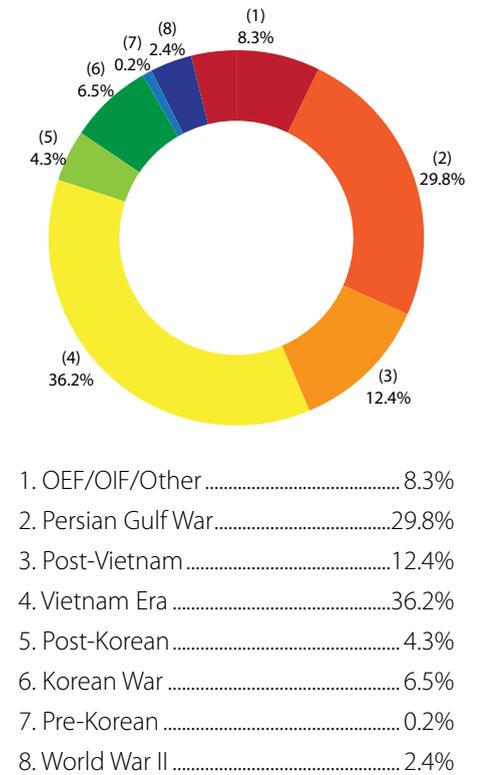


Male	556,352
Female	66,499
TOTAL.....	622,851

VETERANS BY AGE



VETERANS BY SERVICE ERA



1. OEF/OIF/Other	8.3%
2. Persian Gulf War	29.8%
3. Post-Vietnam	12.4%
4. Vietnam Era	36.2%
5. Post-Korean	4.3%
6. Korean War	6.5%
7. Pre-Korean	0.2%
8. World War II	2.4%

Workforce & Budget

WORKFORCE

	2017	2018	2019
Total Employees	28,240	28,944	29,954
Veterans Employed	8,874	8,918	8,901
New Hires	1,619	1,943	2,279

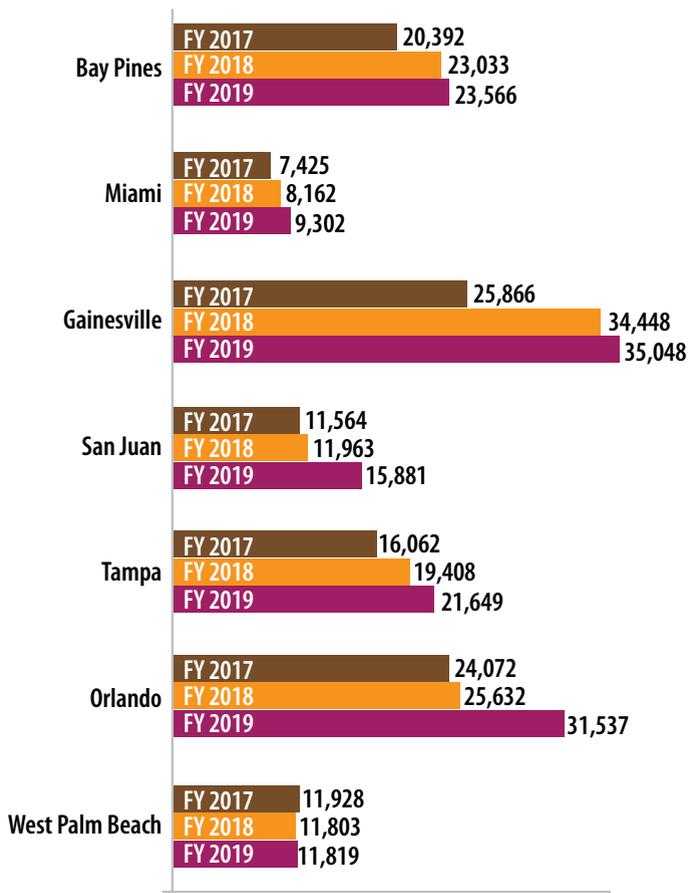
OPERATING BUDGET

	2017	2018	2019
Total Operating Budget	\$4,742,499,860	\$5,032,571,267	\$5,168,876,533
Salaries & Benefits	\$3,058,328,620	\$3,159,278,628	\$3,337,015,266
Consolidated Mailout Pharmacy	\$255,030,892	\$380,536,278	\$320,178,816
Community Care	\$456,887,502	\$588,416,934	\$676,684,617
Medical Care & Collection	\$350,407,604	\$295,427,656	\$320,956,494
Equipment	\$147,437,382	\$143,592,868	\$96,406,523
Lands & Structures	\$88,118,737	\$176,233,039	\$114,252,829
Prosthetics	\$297,692,182	\$326,880,602	\$343,368,442



Workload

NUMBER OF VETERANS UTILIZING COMMUNITY CARE



WORKLOAD

	2017	2018	2019
Total Enrollees	761,504	762,937	766,427
Unique Patients	606,823	613,300	622,851
Outpatient Visits	8,644,306	8,781,120	8,917,287
Total Admissions	496,035	495,222	476,719
ED Visits	194,469	226,398	228,029
Veterans Utilizing Community Care	115,549	132,455	146,612
Surgeries performed	292,457	292,220	294,705

**NOW
OPEN**

Now Open to

SERVE YOU BETTER



FACILITY: Naples Community Based Outpatient Clinic (Relocation & Expansion)

PARENT FACILITY: Bay Pines VA Healthcare System

SERVICES: Primary Care, Mental Health, Women's Health, EKG, Nutrition Counseling, Phlebotomy, Social Work, Pharmacist Consultation, Referrals to Specialty Care



FACILITY: Lake City Primary Care Annex

PARENT FACILITY: North Florida/South Georgia Veterans Health System

SERVICES: Primary Care, Mental Health, Social Work, Women's Health, Battlefield Acupuncture, Telehealth



FACILITY: South Hillsborough Community Based Outpatient Clinic

PARENT FACILITY: James A. Haley Veterans' Hospital and Clinics

SERVICES: Primary Care, Radiology (including MRI, CT, Ultrasound and X-ray), Audiology, Dietary, Mental Health, Laboratory, Pharmacy, Physical Medicine & Rehab, Respiratory Therapy, Social Work, Prosthetics, Telehealth, Podiatry, Patient Advocate and Veterans' Service Officers services.



FACILITY: Gastroenterology Suite

PARENT FACILITY: West Palm Beach VA Medical Center

SERVICES: Same day procedures to diagnose and correct gastrointestinal diseases and cancers in patients.



Opening Soon to

SERVE YOU BETTER



COMING EARLY 2020

Domiciliary (Mental Health Residential Treatment)

PARENT FACILITY:
West Palm Beach VA Medical Center

SERVICES: Residential Treatment for Veterans with Medical, Mental Health, Substance use Disorders, Post-Traumatic Stress Disorders, and Homelessness



COMING LATE 2020

Arecibo Community Based Outpatient Clinic (Replacement)

PARENT FACILITY:
VA Caribbean Healthcare System

SERVICES: Primary Care, Mental Health, Women's Health, Phlebotomy, Telehealth, Home-Based Primary Care



COMING LATE 2020

Middleburg Community Based Outpatient Clinic

PARENT FACILITY:
North Florida/South Georgia Veterans Health System

SERVICES: Primary Care, Mental Health, Women's Health, Phlebotomy, Telehealth



COMING LATE 2020

Valdosta Community Based Outpatient Clinic (Replacement)

PARENT FACILITY:
North Florida/South Georgia Veterans Health System

SERVICES: Primary Care, Mental Health, Women's Health, Phlebotomy, Telehealth



COMING 2022

Euripides Rubio (Ponce) Outpatient Clinic

PARENT FACILITY:
VA Caribbean Healthcare System

SERVICES: Primary Care, Urology, Mental Health, Laboratory Services, Physical Medicine and Rehabilitation Service, Occupational Therapy, Physical Therapy, Radiology, Optometry, Sonography, Ophthalmology, Podiatry, Minor Surgery, Ear Nose and Throat, Prosthetics, and Audiology, Home Based Primary Care



COMING MID 2021

Zephyrhills Community Based Outpatient Clinic

PARENT FACILITY:
James A. Haley Veterans' Hospital and Clinics

SERVICES: Primary Care, Mental Health, Women's Health, Phlebotomy, Telehealth



COMING LATE 2021

New Port Richey Outpatient Clinic

PARENT FACILITY:
James A. Haley Veterans' Hospital and Clinics

SERVICES: Primary Care, Mental Health, Women's Health, Phlebotomy, Telehealth, Podiatry, Physical Therapy



COMING MID 2021

St. Augustine Community Based Outpatient Clinic (Replacement)

PARENT FACILITY:
North Florida/South Georgia Veterans Health System

SERVICES: Primary Care, Mental Health, Telehealth



COMING 2022

James A. Haley Veterans' Hospital Bed Tower

PARENT FACILITY:
James A. Haley Veterans' Hospital and Clinics

SERVICES: 86 Medical-Surgical Single Patient Rooms, 40 Intensive Care Beds, Canteen, Outdoor Dining Area and Healing Garden

GREATER CHOICE:

Giving Veterans More Access and Options to Care in the Community

In June 2019, VISN 8, along with VA health care facilities across the country implemented portions of the VA Maintaining Internal Systems and Strengthening Integrated Outside Networks Act of 2018 (MISSION Act), which ended the Veterans Choice Program and established a new Veterans Community Care Program. You can learn more about the new law at www.missionact.va.gov.

Under the new Veterans Community Care Program, Veterans can now work with their VA health care provider or other VA staff to see if they are eligible to receive community care based on new criteria.



From June 2019 to October 2019, nearly 66,000 Veterans in VISN 8 took advantage of the VA Community Care Program.

The top 10 types of community care sought by Veterans in 2019 were:

1. Physical Therapy
2. Optometry
3. Chiropractic
4. Acupuncture
5. Ophthalmology
6. Pain Management
7. Mental Health
8. Dermatology
9. MRI
10. Dental

You can read more about eligibility criteria here: www.va.gov/COMMUNITYCARE/programs/veterans/General_Care.asp.

In addition to general community care options, the community care program also includes an urgent care benefit that provides eligible Veterans with greater choice and access to timely, high-quality care.

Urgent care providers treat injuries and illnesses that require immediate attention but are not life-threatening. The benefit supplements care Veterans may also have access to at a VA medical facility.

When using the urgent care benefit, Veterans must go to an urgent care provider in VA's network. Upon arriving, Veterans must state they are using their VA urgent care benefit. The urgent care provider will verify the Veteran's eligibility before providing care.

To learn more about VA's urgent care benefit and to locate an approved urgent care facility, please visit: www.va.gov/COMMUNITYCARE/programs/veterans/Urgent_Care.asp.

MODERNIZING OUR SYSTEMS: 24/7, Virtual Urgent Care for Veterans



In July 2019, the VA Sunshine Healthcare Network (VISN 8) launched an exciting and innovative service for Veterans enrolled in VA health care in Florida, South Georgia, Puerto Rico, and the U.S. Virgin Islands.

The new VISN 8 Clinical Contact Center allows Veterans to receive 24/7 virtual urgent care from the comfort of their homes, or wherever they may be. Services available through the Clinical Contact Center include general administrative support, nurse advice and triage, and virtual visits with a doctor or nurse practitioner. These virtual visits take place over the telephone or by using VA Video Connect, which is a secure video application. This mobile app allows Veterans to have private video discussions with providers about their care. Veterans can learn more about VA Video Connect at: <https://mobile.va.gov/app/va-video-connect>.

The CCC also has clinical pharmacists who are available to assist with medication questions and prescriptions. Veterans enrolled and eligible for VA health care can contact the center and talk to a pharmacist at no cost. A co-pay may be required for prescription medications depending on a Veteran's eligibility group for VA health benefits.

In 2019, the center serviced approximately 275,000 calls from Veterans and addressed a wide range of concerns to include simple administrative questions and requests for assistance to more complex health care issues and care coordination.

Future enhancements for the Clinical Contact Center include the application of a secure chat feature that Veterans may choose to use in lieu of a telephone call and the implementation of a customer relationship management system that will allow staff to more efficiently track and resolve concerns voiced to the center by Veterans. Both enhancements are expected to launch in early 2020.

The VISN 8 Clinical Contact Center is the first of its kind in VA. It's just another way we are improving health care delivery to America's heroes. For more information about the CCC, please visit www.visn8.va.gov/ccc.asp.

DID YOU KNOW the VISN 8 Clinical Contact Center is just one way we are delivering virtual care to Veterans? We offer a wide range of virtual care modalities to include My HealthVet Secure Messaging, Clinical Video Telehealth, Home Telehealth, Store-and-Forward Telehealth, as well as VA Video Connect.

In 2019:

- More than 300,000 Veterans used My HealthVet; nearly 132,000 of which used the Secure Messaging feature
- Approximately 61,000 Veterans were served using a telehealth modality
 - 33,015 used Clinical Video Telehealth
 - 10,422 used Home Telehealth
 - 21,506 used Store-and-Forward Telehealth
 - 11,509 used VA Video Connect



Learn more about VA Telehealth at www.telehealth.va.gov.

FOCUSING RESOURCES MORE EFFICIENTLY:

Changing Your Health Conversation through Whole Health

In 2019, we made tremendous progress with our implementation of Whole Health across VISN 8.



Whole Health is VA's model of holistic health care that looks at the many areas that affect Veterans' lives to include work environment, relationships, diet, sleep patterns, and more.

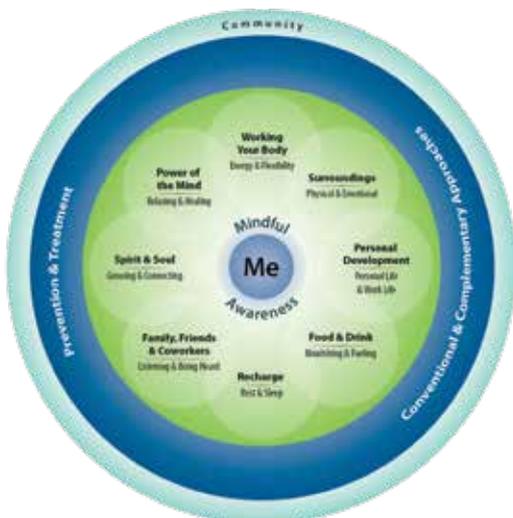
Traditionally, health care providers focused on acute medical issues that patients face, zeroing in on diseases and ailments. In VISN 8 and across the country, our focus has shifted. Instead of asking "what's wrong with you," we are starting a conversation about what matters most to Veterans. Our goal is to get to know Veterans first, putting them – rather than the medical issue – at the center of their health and health care.

While the Whole Health model is a national initiative across the Veterans Health Administration, we have taken a proactive and innovative approach to implementation in our facilities. Most notably, we funded, hired, and trained more than 170 Whole Health Coaches that are now working in Patient Aligned Care Teams (PACTs) settings across the network.



How can a Whole Health Coach help Veterans in realizing their health potential? A Whole Health Coach:

- Assists the Veteran in developing a personalized health plan that is based on what matters most to the Veteran. The plan is based on the Veteran's own goals, values, preferences, and lifestyle.
- Partners with the Veteran with proactively taking action toward behavior change that is present and future-oriented.
- Recognizes that health is much broader than an acute medical issue. The emphasis is on health enhancements/strengths rather than disorders/weaknesses.
- Seeks to support the Veteran in achieving a standard of optimal health that considers the mental, physical, and social well-being of the Veteran.



Whole Health for Life is just one of the many ways we are transforming the delivery of care to ensure positive health outcomes for the heroes we serve.

IMPROVING QUALITY:

Health Care Quality Matters

As consumers of VA health care services, it is important for Veterans to know how VISN 8 medical centers stack up against hospitals and healthcare systems in the private sector.

The good news is that VISN 8 medical centers not only have some of the most beautiful and scenic campuses in the nation, we also outperform many regional, private sector hospitals in many quality areas to include, but not limited to:

- Overall rating of hospital
- Rate of common hospital acquired infections
- Care Transition (How effectively patients are transitioned from one type of care to another)
- Certain types of cancer screening for both men and women
- Flu vaccinations
- Tobacco cessation
- Management of cardiovascular conditions and therapies
- Management of Diabetes and Endocrine conditions
- Mental Health



We use traditional quality benchmarks set by the health care industry, and often set our quality standards at a higher level. You can read more about VA quality of care and published data at www.accesstocare.va.gov.



Don't just take our word for it! Using VA's VSignals, a real-time feedback survey tool, Veterans are telling us they trust us more and more every day and they are satisfied with the quality of care our medical professionals deliver. VISN 8 currently ranks 8 out of 18 VISN's nationwide in overall trust score. We consistently get high marks on:

- Quality of Care
- Satisfaction with Specialty Care
- Interactions with Staff
- Appointment Check-In Process

We are always striving to improve and continue to make significant progress in the quality of care we deliver to Veterans and their patient experiences.

SUICIDE PREVENTION:

An All-Hands-On-Deck

Public Health Approach to Suicide Prevention

A disturbing number of Veterans take their own lives in the U.S. On average, approximately 7,300 Veterans die from suicide each year. Despite significant efforts and billions of dollars invested by the state and federal governments across the nation, suicide rates among Veterans rose 26 percent from 2005 to 2016. In Florida alone, nearly 600 Veterans die from suicide each year at a rate slightly higher than the national average.

Finding a solution to this public health crisis requires an aspirational, innovative, all-hands-on-deck approach – not government as usual. The VA alone cannot achieve effective or lasting reductions in the Veteran suicide rate. To make a real impact, Federal, state, and local providers of resources must partner together, pool resources, and coordinate care and delivery of services efficiently. In Florida, we recognize these challenges and have taken proactive steps to break down bureaucratic barriers; working together to form a wide-ranging coalition of government and non-profit organizations who offer resources to Veterans in need of our help the most – before they reach a crisis point.

We have made progress on many fronts. This is best demonstrated through the development and growth of the Florida Veterans Support Line, 1-844-MyFLVet (693-5838). Supported by the VISN 8, the Florida Department of Veterans' Affairs, Florida Department of Children and Families, and operated by the Crisis Center of Tampa Bay, the line provides confidential emotional support and connection to community resources 24 hours a day, seven days a week. MyFLVet utilizes a model of care like the highly successful and widely known Veterans Crisis Line (1-800-273-8255 and press 1) – a national resource funded and operated by VA.



VISN 8's monetary support of MyFLVet is approximately \$1 million per year. The funding supports the employment of Veteran resource management staff and Veteran peer coordinators at local, non-profit organizations throughout Florida who answer calls from the Florida Veterans Support Line. Funding also provides technical assistance to those local organizations and supports the development and maintenance of a database comprised of VA and Non-VA community resources.

In 2019, MyFLVet served nearly 18,000 Veterans and made more than 35,000 Veteran referrals to local, state, and federal resources. Of the Veterans who called the line, 431 were identified as suicide risks and provided life-saving help. The most common reasons Veterans called the line was for: shelter/rent (51 percent), behavioral health (23 percent), utilities (12 percent), food (11 percent), and Veterans services (3 percent).

VISN 8 Facilities:

Served More Than
170,000
Veterans in Need of
Mental Health Care

Completed Nearly
1.8 MILLION
Mental Health Appointments

Conducted Nearly **1,000** Community Outreach Events to Promote the Veterans Crisis Line & VA Mental Health Services

“We’re collaborating to treat Veteran suicide prevention as an innovative, all-hands-on-deck approach. All providers of services must continue to pool resources and coordinate the care and delivery of services. From Veteran suicide prevention efforts to connecting Veterans with their earned services, benefits and support, VISN 8 and FDVA are working together to improve the quality of life for Veterans and their families.”

- Danny Burgess, Executive Director,
Florida Department of Veterans' Affairs



BAY PINES

VA Healthcare System

www.baypines.va.gov

10000 Bay Pines, Blvd.; Bay Pines, FL 33744

727-398-6661
888-820-0230

facebook.com/VABayPines



twitter.com/VABayPines



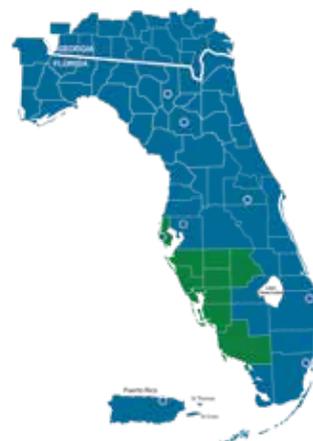
Director: Paul M. Russo, MHSA, FACHE, RD

The Bay Pines VA Healthcare System provides level 1a, tertiary care and is headquartered in Bay Pines, Florida. Opened in 1933, the C. W. Bill Young VA Medical Center is situated on 337 acres on the Gulf of Mexico approximately eight miles northwest of downtown Saint Petersburg. Co-located on the medical center campus is the Veterans Benefits

Administration's St. Petersburg Regional Office and the Bay Pines National Cemetery. A healthcare center which provides same-day surgery, endoscopy, and other ancillary services is located in Cape Coral. In addition to the main hospital and healthcare center, the healthcare system operates seven outpatient clinics in the cities of Bradenton, Naples, Palm



Harbor, Port Charlotte, Sarasota, St. Petersburg, and Sebring. The healthcare system provides a full range of high quality medical, surgical, psychiatric, and extended-care services in outpatient, inpatient, residential, nursing home/community living center, and home care settings for Veterans residing in 9 counties in central, southwest Florida ranging from Pinellas County in the north to Collier County in the south.



Accreditations/ Certifications

The Joint Commission

Commission on Accreditation of Rehabilitation Facilities

Accreditation Council for Graduate Medical Education

American Nurses Credential Center

American Psychological Association

American Association of Blood Banks

American College of Radiology

Association for Assessment and Accreditation of Laboratory Animal Care

Association for Accreditation of Human Research Protection Programs

Commission on Dental Accreditation

College of American Pathologists

Commission on Cancer

Long Term Care Institute

Food and Drug Administration

National Health Physics Program

Access to Care

Average appointment wait time from date patient requests it (established patients):**

Primary Care	Mental Health
3 DAYS	5 DAYS
Audiology	Cardiology
1 DAY	6 DAYS
Gastroenterology	10 DAYS
Ophthalmology	18 DAYS
Optometry	Urology
9 DAYS	6 DAYS

** Wait times shown are for main medical center only. For individual clinic wait times, visit www.accessstocare.va.gov

By the NUMBERS

Total Employees:	4,538
% of Veteran employees:	28%
Total Volunteers:	1,166
Total Veterans Served:	110,910
Eligible Vet Population in Svc. Area:	188,728
Total Enrollees:	121,105
Market Penetration*:	66.02%
Total Outpatient Visits:	1.4 Million
Average Daily Outpatient Visits:	3,836
Total Operating Beds:	397
Total Admissions:	9,776
Total Budget:	\$925 Million

* Percentage of Veterans enrolled for care out of total Veterans eligible within service area.

	VETERANS SERVED	OUTPATIENT VISITS
Bay Pines	95,994	762,597
Bradenton	15,712	76,354
Cape Coral	40,022	305,191
Naples	7,600	48,954
Palm Harbor	8,070	56,188
Port Charlotte	9,981	64,859
Sarasota	12,727	80,355
Sebring	4,319	34,324
St. Petersburg	2,872	26,509



Better Education = Better Sleep

Medicine Service expanded their classes for Continuous Positive Airway Pressure (CPAP) education which is conducted by the Sleep Clinic staff. The target audience is new CPAP users, or those upgrading technology. This improvement initiative is the result of persistent employee efforts focused on transforming the access and delivery of care to Veterans. The CPAP education class went from being conducted once a week with the capacity to train 8 Veterans, to being conducted twice a week with the capacity to train 80 Veterans (40 each day). This effort increased access to the CPAC education class by 1000 percent. The increased access was made possible due to the dedication and commitment of staff from Respiratory Therapy, Environmental Management, BioMed, Engineering, and Health Administration all working together to improve the Veteran Experience. Class participants reported being very satisfied with the education received. BPVAHCS Veterans are excited about receiving new CPAP machines and look forward to better sleep quality.

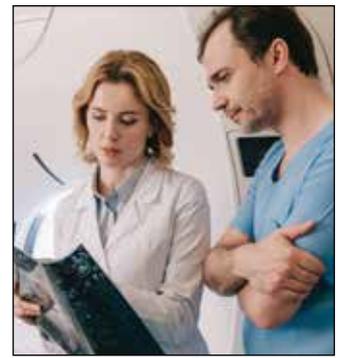


Improving Access to Care Using Text Messaging

The Bay Pines VA Healthcare System is leading the Nation in offering sooner appointments and decreased wait times to Veterans through enhancements to VEText. By the end of September of 2019, 1,093 Veterans enrolled for care at the BPVAHCS have benefited from VEText's enhancements. This represents 6.7% of all rescheduled appointments (16,259) out of the 144 sites utilizing VEText open slot management nationwide.

VEText is an automated system that reminds Veterans of upcoming appointments, allows for the cancelation of appointments, and provides an option to download an appointment reminder to a calendar file. Additionally, VEText now offers Veterans waiting longer than 20 days for a primary care or mental health appointment and those waiting longer than 28 days for all other specialty appointments to be rescheduled sooner. Real-time automated text messages are sent to Veterans offering them an earlier appointment as soon as one becomes available.

VEText will also cancel the previous appointment which, in turn, opens that slot for a new patient. This service is currently available for most outpatient clinic appointments.



Improving Diagnostic Testing and Eliminating Redundancies

Many radiology examinations, in addition to ultrasound abdominal aortic aneurysm (AAA) screening, are effective in evaluating the abdominal aorta to assess for the presence or absence of AAA. These examinations include CT and MRI exams of the abdomen and lumbar spine that have already been completed as a result of some other diagnostic inquiry. The improvement initiative utilized previously completed CT and MRI exams to increase effectiveness of AAA screening, reduce unnecessary and redundant imaging examination, and improve both staff and Veteran satisfaction. The reduction of ultrasound examinations for AAA screening was accomplished by creating a specific coding field that radiologists used to code for AAA on those selected CT and MRI exams. The project ultimately helps improve Veteran access to imaging services through decreased scheduling of unnecessary aortic ultrasound exams.

Since Bay Pines implemented this improvement initiative, it has spread to all medical centers in VISN 8. Estimated cost savings associated with the project totals more than \$1.4 million.

JAMES A. HALEY

Veterans' Hospital

www.tampa.va.gov

13000 Bruce B. Downs Blvd.; Tampa, FL 33612

813-972-2000

888-716-7787

Director: Joe D. Battle

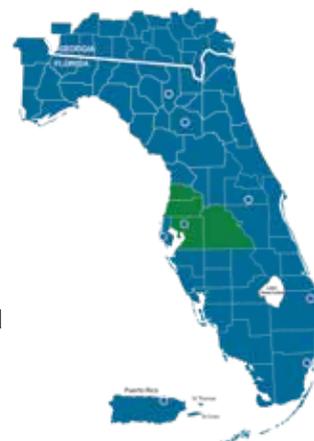
facebook.com/VA Tampa
twitter.com/tampaVA
flickr.com/photos/JAHVH
instagram.com/tampavamc



The James A. Haley Veterans' Hospital (JAHVH) is a tertiary care facility classified as a Clinical Referral Level 1 Facility. JAHVH is a teaching hospital, providing a full range of patient care services, with state-of-the-art technology as well as education and research. As one of the largest VA teaching facilities, JAHVH is affiliated with the University of South Florida and currently

has 131 additional active affiliations and 200+ resident slots. In 2018, JAHVH trained over 1,500 trainees including medical students, residents and fellows. The 499-operating bed medical center includes hospital med-surgical, acute psychiatry, nursing home/ community living center, hospice and palliative care, spinal cord injury, polytrauma center, pain/rehab along with

multiple outpatient primary and specialty care services. JAHVH also operates a primary care annex near the main hospital and six community clinics all offering primary and mental health care located in New Port Richey, Zephyrhills, Lakeland, Brooksville, South Hillsborough (opened in May 2019) and Lecanto (transferred from North Florida/South Georgia Veterans' Healthcare System in October 2019).



Accreditations/ Certifications

The Joint Commission

Commission on Accreditation of Rehabilitation Facilities

College of American Pathologists Laboratory Survey

Food and Drug Administration Blood Bank Inspection

American College of Radiology Mammography Inspection

American Association of Blood Banks

National Health Physics Program

Nuclear Regulatory Commission

Association for the Accreditation of Human Research Protection Program

Association for Assessment and Accreditation of Laboratory Animal Care

Accreditation Council for Graduate Medical Education

American Nurses Credential Center

American Psychological Association

And more...

Access to Care

Average appointment wait time from date patient requests it (established patients):**

Primary Care
2
DAYS

Mental Health
2.5
DAYS

Audiology
3.7
DAYS

Cardiology
3.3
DAYS

Gastroenterology 2.1
DAYS

Ophthalmology 2
DAYS

Optometry
3.4
DAYS

Urology
3.3
DAYS

** Wait times shown are for main medical center only. For individual clinic wait times, visit www.accessocare.va.gov

By the NUMBERS

Total Employees:	5,157
% of Veteran employees:	30%
Total Volunteers:	857
Total Veterans Served:	100,329
Eligible Vet Population in Svc. Area:	157,714
Total Enrollees:	111,280
Market Penetration*:	70.56%
Total Outpatient Visits:	1.4 Million
Average Daily Outpatient Visits:	3,835
Total Operating Beds:	499
Total Admissions:	11,042
Total Budget:	\$1.2 Billion

* Percentage of Veterans enrolled for care out of total Veterans eligible within service area.

	VETERANS SERVED	OUTPATIENT VISITS
Tampa	93,393	738,701
Brooksville	7,063	38,271
Lakeland	11,901	54,865
Lecanto	8,304	35,216
New Port Richey	17,044	123,969
South Hillsborough	6,031	17,075
Zephyrhills	3,493	11,379



From left, Jeanne Botz, Officer Jose Valdes and Aaliyah Kew worked together to help prevent a Veteran from committing “suicide by police officer.”

One Veteran Suicide is One Too Many

Even one Veteran suicide is too many, so what happened when a suicidal Veteran happened to call the New Port Richey Outpatient Clinic is especially important.

The Veteran was barricaded with a gun in his Clearwater, Fla. home with police outside. He was threatening to commit “suicide by police officer,” or forcing the waiting police to shoot and kill him. When he called the clinic, he ended up talking to Scheduler Aaliyah Kew and Psychiatric Nurse Practitioner Jeanne Botz. While they talked with the Veteran, trying to calm him down, VA Police Officer Jose Valdes maintained contact with the police officers surrounding the Veteran’s house to ensure there were no misunderstandings.

The police standoff lasted almost an hour before the VA team was able to talk the agitated Veteran into laying down his gun and surrendering to the police waiting outside his home. For their role in saving the Veteran’s life, Kew, Botz and Valdes were recognized as heroes at a special ceremony hosted by U.S. Representative Gus Bilirakis. More importantly, a Veteran is alive today because of their actions.



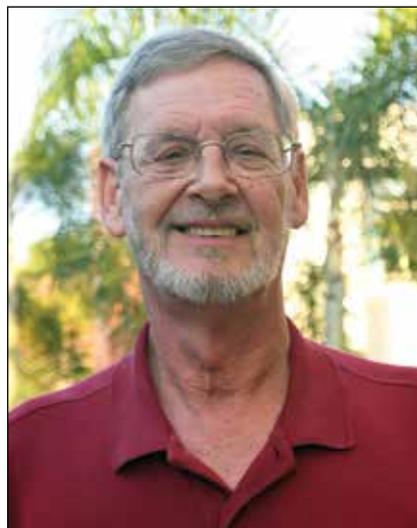
The James A. Haley robotic surgery team recently completed their 1,000th robot assisted surgical procedure using the two da Vinci systems now in place at the hospital.

State-of-The Art Surgical Equipment

James A. Haley Veterans’ Hospital added a second da Vinci surgical robot system to its operating suite this year, an acquisition made necessary because of the high usage rate of the first system. In fact, surgeons at JAHVH recently completed their 1,000th robot-assisted surgery, more than any other hospital in the Veterans Health Administration (VHA).

The da Vinci system allows surgeons to operate through up to four small incisions, like laparoscopic surgery. One advantage of using the da Vinci system is the surgeon has a 3D view of the operating field as opposed to a two-dimensional view offered by laparoscopic equipment. The minimally invasive surgery also allows patients to heal faster and experience less pain than standard surgical procedures.

Adding a second da Vinci system is just one way that JAHVH is modernizing to provide high-quality care for the Veterans we serve.



“I am extremely pleased with my care at James A. Haley. The outstanding staff here makes me feel like they truly care about my health and wellbeing, like I’m family. And I know I have options to go into the community, but I prefer the respectful, courteous treatment I receive here.”

- Will Shaw, U.S. Navy Veteran, James A. Haley Veterans’ Hospital

MIAMI

VA Healthcare System

www.miami.va.gov

1201 N.W. 16th St.; Miami, FL 33125

305-575-7000

888-276-1785

Director: Kalautie S. JangDhari

facebook.com/MiamiVAMC



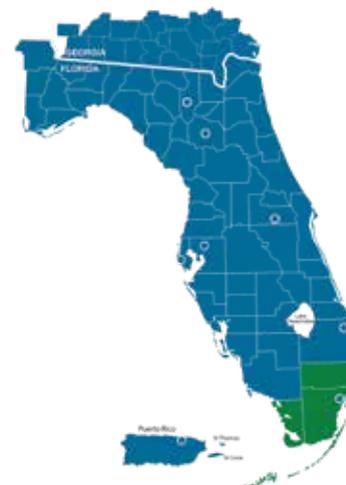
twitter.com/MiamiVAMC



The Miami VA Healthcare System is a Joint Commission accredited, complexity level 1A facility serving approximately 57,000 Veterans in three South Florida counties: Miami-Dade, Broward, and Monroe. The Bruce W. Carter VA Medical Center is in downtown Miami and supports two major satellite outpatient clinics located in Sunrise and Key West, and five community-based outpatient clinics

located in Homestead, Key Largo, Pembroke Pines, Hollywood and Deerfield Beach. The facility provides general medical, surgical, and psychiatric services, as well as serving as an AIDS/HIV Center, Prosthetic Treatment Center, Spinal Cord Injury Rehabilitative Center and Geriatric Research, Education and Clinical Center. A Healthcare for Homeless Veterans Clinic is located about one mile from

the medical center. The organization is recognized as a Center of Excellence in Spinal Cord Injury Research, Substance Abuse Treatment, and a Chest Pain Center. In addition to medical services, the healthcare system's Research Program conducts nearly \$8 million in research in areas of oncology, PTSD, endocrinology, mental health, diabetics, hypertension and other medical fields.



Accreditations/ Certifications

The Joint Commission

Commission on Accreditation of Rehabilitation Facilities

American College of Radiology

College of American Pathologists

Primary Stroke Center-AHCA/State Certified

Silver & Gold Plus Award for Excellence in Stroke Care by America

Heart Association/GWTG Program

Epilepsy Center of Excellence

Multiple Sclerosis Center of Excellence

Long Term Care Institute

Access to Care

Average appointment wait time from date patient requests it (established patients):**

Primary Care

4
DAYS

Mental Health

2
DAYS

Audiology

3
DAYS

Cardiology

12
DAYS

Gastroenterology 17
DAYS

Ophthalmology 8
DAYS

Optometry

12
DAYS

Urology

15
DAYS

** Wait times shown are for main medical center only. For individual clinic wait times, visit www.accessstocare.va.gov

By the NUMBERS

Total Employees:	2,813
% of Veteran employees:	35%
Total Volunteers:	436
Total Veterans Served:	57,120
Eligible Vet Population in Svc. Area:	102,391
Total Enrollees:	67,103
Market Penetration*:	65.54%
Total Outpatient Visits:	796,848
Average Daily Outpatient Visits:	2,183
Total Operating Beds:	367
Total Admissions:	5,642
Total Budget:	\$633 Million

* Percentage of Veterans enrolled for care out of total Veterans eligible within service area.

	VETERANS SERVED	OUTPATIENT VISITS
Miami	52,860	514,522
Sunrise	22,553	176,448
Key West	1,901	11,563
Homestead	7,539	29,662
Pembroke Pines	2,419	10,849
Key Largo	905	4,582
Hollywood	3,852	20,145
Deerfield Beach	2,463	9,387



Hundreds gather for the Out of the Darkness Walk to show support of America's Veterans and to raise awareness of suicide prevention.

Suicide Prevention Awareness

Preventing Veteran Suicide takes more than just VA – we all have a part to play. At the annual Out of the Darkness Walk, the Miami VA Healthcare System along with the American Foundation for Suicide Prevention, host one of the largest suicide prevention events in Florida. Hundreds of Veterans, employees and community partners take part in the 2 mile walk to raise awareness and show support to those impacted by suicide.



The Miami VA Healthcare System cuts the ribbon on the new Women's Health Center at the Bruce W. Carter VA Medical Center.

Increasing Services and Access for Women Veterans

Women Veterans continue to be the fastest group of Veterans the Miami VA Healthcare System sees – and now they have a new clinic to call their own. Following the grand opening in May, the new Women's Health Center at the Bruce W. Carter VA Medical Center now incorporates a full suite of women's health services located in one convenient clinic. In addition to the new health center, women's services are available at all Miami VA locations in Monroe, Miami-Dade and Broward Counties.



Hundreds gather to recognize the service and sacrifice of Vietnam Veterans and their families in Key West.

Recognizing the Service and Sacrifice of Vietnam Veterans

Every March, the Miami VA Healthcare System honors Vietnam Veterans Day as part of our commitment to welcome home all who did their duty during Vietnam. This year, the Miami VA was proud to help celebrate the southernmost Vietnam Veteran Day celebration in Key West. In addition to providing each Vietnam Veteran in attendance with a token of appreciation, the Key to the City was presented to Vietnam Veterans in recognition of their contributions to our country.



Tyrone Taylor, like many other South Florida Veterans, has a full-time job and works Monday – Friday. For him, having more access to VA health care can mean the difference in making an appointment or having to put off seeing a doctor for another week or even month.

“Now, that I am taking advantage of these appointments, it's more relaxed. It's not rushed, I can have an actual conversation with my doctor. Before, I would have to miss a day of work, but now I can take care of what I need to take care of without worrying about my job.”

– Tyrone Taylor, U.S. Air Force Veteran

NORTH FLORIDA/ SOUTH GEORGIA

Veterans Health System

www.northflorida.va.gov

Director: Thomas J. Wisnieski, MPA, FACHE

Malcom Randall VA Medical Center
1601 SW Archer Road | Gainesville, FL 32608

352-376-1611 | 800-324-8387

The North Florida/South Georgia Veterans Health System is level 1a, tertiary care facility headquartered in Gainesville, Fla. The organization spans about 50 counties in Florida and South Georgia and is the largest VA healthcare system in

the country in terms of patients served. The system operates 13 sites of care including two medical centers located in Gainesville and Lake City; three multi-specialty outpatient clinics located in Jacksonville, The Villages, and Tallahassee;



Malcom Randall VA Medical Center



Lake City VA Medical Center

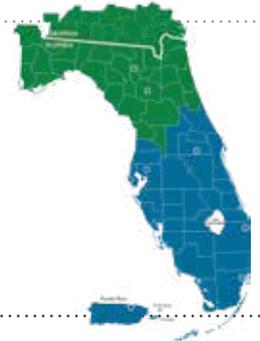
facebook.com/VANFSG

instagram.com/VANFSG

Lake City VA Medical Center
619 South Marion Avenue | Lake City, FL 32025

386-755-3016 | 800-308-8387

and eight community based outpatient clinics located, Palatka, Ocala, St. Augustine, Marianna, and Perry, Florida and Valdosta, Waycross and St. Marys, Ga. The organization also operates two Community Living Centers at the medical centers located in Gainesville and Lake City.



Accreditations/ Certifications

The Joint Commission

Commission on Accreditation of Rehabilitation Facilities- CARF

College of American Pathologists

American Board of Certification in Orthotics, Prosthetics & Pedorthics

American Board of Physical Therapy Residency and Fellowship Education

American Society of Health System Pharmacists

Accreditation Council on Optometric Education

Accreditation Council for Occupational Therapy Education

Long Term Care Institute

Council of Social Work Education

The American Registry of Radiologic Technologist

The Commission of Collegiate Nursing Education

American Psychological Association

Commission of Dental Accreditation

Access to Care

Average appointment wait time from date patient requests it (established patients):**

Primary Care

3

DAYS

Mental Health

4

DAYS

Audiology

10

DAYS

Cardiology

9

DAYS

Gastroenterology

7

DAYS

Ophthalmology

7

DAYS

Optometry

8

DAYS

Urology

2

DAYS

** Wait times shown are for main medical center only. For individual clinic wait times, visit www.accessstocare.va.gov

By the NUMBERS

Total Employees:	5,685
% of Veteran employees:	32%
Total Volunteers:	1,300
Total Veterans Served:	144,298
Eligible Vet Population in Svc. Area:	268,336
Total Enrollees:	176,153
Market Penetration*:	65.65%
Total Outpatient Visits:	1.8 Million
Average Daily Outpatient Visits:	4,932
Total Operating Beds:	597
Total Admissions:	12,410
Total Budget:	\$1.2 Billion

* Percentage of Veterans enrolled for care out of total Veterans eligible within service area.

	VETERANS SERVED	OUTPATIENT VISITS
Gainesville	117,146	642,697
Lake City	35,350	197,037
Jacksonville	47,296	269,906
Valdosta	5,521	22,060
Ocala	9,681	42,325
St. Augustine	6,265	32,078
Tallahassee	17,133	139,976
The Villages	23,404	150,662
St. Mary's	3,589	15,624
Marianna	2,661	14,036
Palatka	3,681	15,948
Waycross	2,474	9,416
Perry	892	3,882



Malcom Randall VAMC Activates New Medical ICU

Renovation of existing space to modernize space and equipment and to ensure the best use of clinical programs has been a longstanding objective of North Florida/South Georgia Veterans Health System's strategic plan.

In June 2019, the health system activated a newly modernized Medical Intensive Care Unit (MICU). The unit was relocated from the third floor to the second floor of the main building of the Malcom Randall VAMC.

The 17,585 square foot unit provides highly specialized care to Veterans that are in critical condition. The unit has 18 private beds with the space to accommodate modernized critical care equipment. The equipment includes ceiling-mounted patient lift systems to assist with safe patient handling and advanced critical care boom systems that provide flexibility and work space to clinicians during critical care procedures.



Health System Adds Crisis Line Information to Government Fleet Vehicles

In 2019, the North Florida/South Georgia Veterans Health System rolled out a project to add Veterans Crisis Line information to their government car fleet. "It is our hope that adding this essential information to our cars will assist in getting the crisis number out and ensuring that Veterans are linked to the services they may need," said Katherine Eicher, Suicide Prevention Program Supervisor.

Approximately 200 government vehicles now display the information. The Veterans Crisis Line is an easy way for Veterans in crisis or for those concerned about a Veteran to connect with caring, qualified responders with the Department of Veterans Affairs.

"This effort directly conveys our commitment to promoting the public health approach to preventing suicide and a way to highlight resources for Veterans," said Thomas Wisnieski, Health System Director.

The Veterans Crisis number is 1-800-273-8255, press 1 for Veterans.



VA Substance Abuse Program Celebrates Move & Ribbon Cutting

In June 2019, the Substance Abuse Residential Rehabilitation Treatment Program (SARRTP) hosted a Ribbon Cutting at the Lake City VA Medical Center. The program transitioned to the Lake City after 9 years of shuttling the Veterans from their residence in the Lake City VAMC to the treatment team at the Malcom Randall VAMC in Gainesville where the program originated.

Residents of SARRTP are now housed and receive their treatment services in one city, and in one facility. They report great satisfaction in gaining an additional two hours daily to devote to recovery activities and to rest. Since moving to the new location SARRTP has expanded to an 18-bed unit.

SARRTP treats Veterans with uncontrolled use of addictive substances and maladaptive behavior patterns that may be complicated by psychosocial deficits such as unemployment, homelessness, and lack of social support for recovery. The program is staffed by a multidisciplinary team of physicians, psychologists, social workers, nurses, occupational therapists, peer specialists, pharmacists, recreation therapists, vocational rehab specialists, and other staff.

ORLANDO

VA Healthcare System

www.orlando.va.gov

13800 Veterans Way; Orlando, FL 32827

407-631-1000

800-922-7521

Director: Lisa M. Zacher, MD (Interim)

facebook.com/VAOrlando



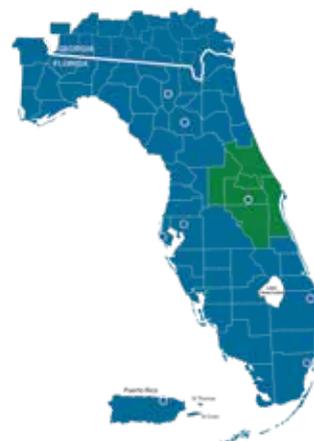
twitter.com/OrlandoVAMC



Established in October 2006, the Orlando VA Healthcare System includes a 120-bed community living center in Lake Nona, a 60-bed residential rehabilitation program (domiciliary), also in Lake Nona and a 56-bed residential rehab program (domiciliary) located at Lake Baldwin. The facility also

operates a medical center in Lake Baldwin, a multispecialty community based outpatient clinic in Daytona Beach, a health care center in Viera and four community based outpatient clinics located in Clermont, Kissimmee, Tavares and Deltona. The Orlando VA Medical Center is part of a 650-acre health

and life sciences park known as the Lake Nona Medical City. The 65-acre medical campus has 134-inpatient beds and provides acute care, emergency services, complex specialty care, advanced diagnostic services, a large multispecialty outpatient clinic, and administrative and support services.



Accreditations/ Certifications

The Joint Commission

Commission on Accreditation of Rehabilitation Facilities

Accreditation Council for Graduate Medical Education

American Nurses Credential Center (ANCC)- for CEUs

American Psychological Association

American Association of Blood Banks

American College of Radiology

Commission on Dental Accreditation

College of American Pathologists

National Health Physics Program

Long Term Care Institute

American Board for Certification in Orthotics, Prosthetics & Pedorthics

American Society of Health System Pharmacists for Residents

Vascular Lab Accreditation

Access to Care

Average appointment wait time from date patient requests it (established patients):**

Primary Care

4
DAYS

Mental Health

6
DAYS

Audiology

3
DAYS

Cardiology

7
DAYS

Gastroenterology 22 DAYS

Ophthalmology 4 DAYS

Optometry

6
DAYS

Urology

7
DAYS

** Wait times shown are for main medical center only. For individual clinic wait times, visit www.accesstocare.va.gov

By the NUMBERS

Total Employees:	4,613
% of Veteran employees:	32%
Total Volunteers:	959
Total Veterans Served:	118,977
Eligible Vet Population in Svc. Area:	198,263
Total Enrollees:	137,049
Market Penetration*:	70.55%
Total Outpatient Visits:	1.7 Million
Average Daily Outpatient Visits:	4,658
Total Operating Beds:	370
Total Admissions:	6,936
Total Budget:	\$970 Million

* Percentage of Veterans enrolled for care out of total Veterans eligible within service area.

	VETERANS SERVED	OUTPATIENT VISITS
Lake Nona	105,203	721,060
Clermont	4,374	16,523
Daytona Beach	22,198	178,703
Deltona	5,034	22,293
Kissimmee	5,013	25,345
Lake Baldwin	65,861	362,481
Tavares	6,242	30,757
Viera	30,056	275,023



Many smiles were shared as the Viera HCC team celebrated 20 years of innovation and care for Veterans. Cheers to 20 more years!

Viera VA Health Care Center Celebrates 20 Years

In August 2019, the Viera VA Health Care Center (HCC) celebrated service to Veterans for 20 years! The HCC holds a huge foot print in the Viera community. Over the years as the population of Veterans has grown, so did the center. The HCC added medical space to the building, expanded the parking lots and added a beautiful walking trail around the lakes.

Since day one Dr. Patricia Felix, Primary Care Physician, has served Veterans at the Viera HCC. She says, "What makes Viera special is our camaraderie and how we all share the common goal to serve our Veterans. You can see the compassion from all around."



U.S. Army Veteran Rita Lewis enjoyed her hospital stay thanks to the care from the staff and the TAB coloring book that helped her through her medical treatment.

Thinking Outside the Box

When sitting in a hospital bed, the last thing any patient wants to feel is stuck. To bring some color and distraction from medical treatment, Veterans can now choose on how they spend their stay at the Orlando VA Medical Center.

The Therapeutic Activity Box (TAB) is a nontraditional approach to provide more options for Veterans. Inside this box is an array of material for Veterans and loved ones, from crossword puzzles to coloring books. There is a little bit of everything for everyone. The box has allowed staff to connect with Veterans like never before. Veterans can give a special 'thank you' to those who cared for them during their stay.

Bringing a smile to Veterans faces when needed most is found within the impact of the TAB. The focus is no longer on an illness or procedure, it is who can complete the most crossword puzzles or finish a puzzle the fastest. No matter the age of Veterans or loved ones, it is not hard to find an item from the TAB throughout the hospital. The materials act as a release for Veterans when needed most.



The Deltona VA CBOC Veterans took over the clinic with joyful music to spread the great transformation they all have made thanks to Guitar for Veterans and Dr. Reed.

1st PTSD Guitars For Vets at the Deltona CBOC

Congratulations to the 1st PTSD Guitars For Vets Deltona Chapter Graduating Class! The Deltona VA CBOC restored Veterans hope with the help of a healing power - Guitars. The graduating class gave a special thank you to Dr. Robin A. Reed, Clinical Psychologist, with her very own autographed guitar. These are the moments that show why Veterans Choose VA.

"It is exciting to be able to empower Veterans to build skills and friendships in the context of their love of music. This group has blossomed and become a weekly haven for many of our Veterans. Their joy is palpable when they play," said Dr. Reed.

CARIBBEAN

VA Healthcare System

www.caribbean.va.gov

10 Casia Street; San Juan, PR 00921

787-641-7582

800-449-8729

facebook.com/VACaribbean 

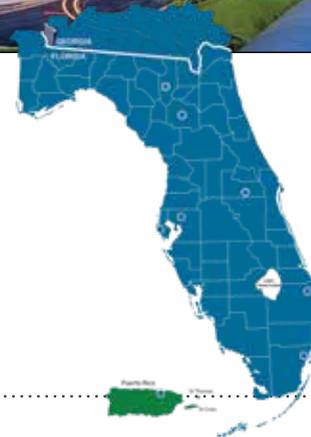
Director: Carlos R. Escobar, BED-Arch, MSHP, FACHE



The VA Caribbean Healthcare System is a Joint Commission accredited, complexity level 1A facility serving Veterans in Puerto Rico and the U.S. Virgin Islands. The healthcare system consists of a tertiary care VA Medical Center located in

San Juan, Puerto Rico and ten outpatient clinics located in Arecibo, Ceiba, Comerio, Guayama, Mayaguez, Ponce, Utuado, Vieques, St. Croix and St. Thomas. The San Juan VA Medical Center includes multidisciplinary ambulatory

facilities and 280 operational acute care beds including 12 blind rehabilitation beds and 122 operational nursing home beds.



Accreditations/ Certifications

The Joint Commission

College of American pathology

Commission on Accreditation of Rehabilitation Facilities

Society of Cardiovascular Patient Care Center - Chest Pain Center

Commission of Academic Dietetic Education

American College of Radiation Oncology Practice Accreditation Program

National Health Physics Program

Accreditation Council for Graduate Medical Education

Council of Dental Accreditation

American Association of Cardiovascular and Pulmonary Rehabilitation

American Society of Health-System Pharmacists

American College of Radiology

Food and Drug Administration

Long Term Care Institute

American Psychological Association

American Nurses Credentialing Center

Access to Care

Average appointment wait time from date patient requests it (established patients):**

Primary Care 4 DAYS	Mental Health 4 DAYS
Audiology 1 DAY	Cardiology 13 DAYS
Gastroenterology 8 DAYS	
Ophthalmology 6 DAYS	
Optometry 1 DAY	Urology 12 DAYS

** Wait times shown are for main medical center only. For individual clinic wait times, visit www.accesstocare.va.gov

By the NUMBERS

Total Employees:	3,749
% of Veteran employees:	23%
Total Volunteers:	580
Total Veterans Served:	60,871
Eligible Vet Population in Svc. Area:	70,973
Total Enrollees:	66,213
Market Penetration*:	94 %
Total Outpatient Visits:	990,460
Average Daily Outpatient Visits:	2,714
Total Operating Beds:	402
Total Admissions:	9,030
Total Budget:	\$677 Million

* Percentage of Veterans enrolled for care out of total Veterans eligible within service area.

	VETERANS SERVED	OUTPATIENT VISITS
San Juan	59,493	712,655
Arecibo	3,632	15,447
Ceiba	3,496	16,812
Comerio	473	1,404
Mayaguez	9,879	103,444
Ponce	11,431	114,212
St. Croix	743	3,170
St. Thomas	819	3,660
Utuado	294	1,025
Vieques	192	893

Commitment to Emergency Management

In May 2019, Cosme C. Torres-Sabater, Area Emergency Manager, received the highest agency emergency management award during the annual Veterans Health Administration Office of Emergency Management Summit in Washington, DC.

The Jud Fuller Annual Service Award recognizes an employee of the Office of Emergency Management who has demonstrated adherence to the highest standards demanded by the emergency management profession.

This award is presented annually to an Office of Emergency Management employee whose overall contributions to emergency management programs or initiatives have significantly influenced the continuity of care to Veterans, employee safety or cost effectiveness.



Torres has been instrumental in preparation and recovery operations for many tropical weather events to include small tropical storms and large major Hurricanes like Hurricane Maria which severely impacted Puerto Rico and the surrounding Islands in 2017. It is regarded as the worst natural disaster

in recorded history to affect those islands and was also the deadliest Atlantic hurricane since Mitch in 1998. During Maria's impact on Puerto Rico, the San Juan VA Medical Center was the only hospital on the island (public or private) that remained operational.



Modernizing Systems with "Green" Building

In 2019, the VA Caribbean Healthcare System was recognized with three distinguished awards as an industry leader in green building and sustainability performance by Practice GreenHealth - a health care membership organization that provides sustainability solutions that benefit patients and employees, communities, financial security, and the environment.

The healthcare system won three awards:

- Greening the Operating Room Recognition Award
- Circle of Excellence – Green Building Category Award
- Environmental Excellence Award

The facility achieved the awards for promoting and demonstrating commitment to a healthy and clean environment through sustainable building design strategies, access to natural daylight, avoiding use of harmful chemicals, energy and water conservation, construction, and demolition debris recycling.



Improving Care in the Community

For the past 3 years, the VA Caribbean Healthcare System VA Community Care Service has coordinated and scheduled over 70, 000 referrals for Veterans to receive services in the community.

In October 2019, the service achieved a score of 100 on the Readiness Community Care Score in VISN 8 and the region. This means that the service is appropriately prepared and has demonstrated the ability to serve Veterans expertly and efficiently when care in the community is required to meet a health care need. More than 50 percent of the system's community care staff are Veterans.

WEST PALM BEACH

VA Medical Center

www.westpalmbeach.va.gov

7305 North Military Trail; West Palm Beach, FL 33410

561-422-8262

800-972-8262

facebook.com/VAWestPalmBeach



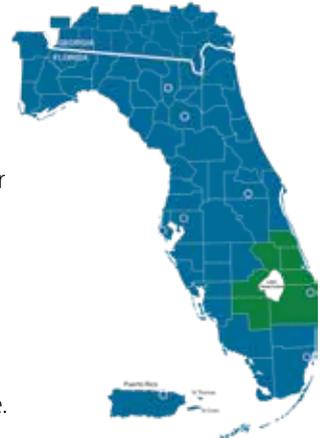
Director: Cory P. Price, FACHE (Acting)



The West Palm Beach VA Medical Center opened in 1995 and is a general medical and surgical facility, providing a full range of patient care services, as well as comprehensive medical education and residency programs, and research. All-inclusive health care is provided through primary care, emergency care and long-term care in the areas

of medicine, surgery, mental health, physical medicine and rehabilitation, radiology, telemedicine, dentistry, hemodialysis, comprehensive cancer care, and geriatrics. The medical center provides health care services to Veterans throughout South Florida and the Treasure Coast at its main facility in West Palm Beach and six contractor-operated community-

based outpatient clinics in Boca Raton, Delray Beach, Fort Pierce, Okeechobee, Stuart and Vero Beach. The facility also operates a 13-bed Blind Rehabilitation Service, which is the referral center for blind and visually impaired Veterans throughout the state of Florida. The facility also operates two rural clinics located in Clewiston and Moore Haven, and a Post-Combat Trauma Clinic with expanded services in Port St. Lucie.



Accreditations/ Certifications

The Joint Commission

Commission on the Accreditation of Rehabilitation Facilities

ACR Committee on Radiation Oncology

American Association of Blood Banks

American Council on Graduate Medical Education

American Dental Association

American Psychological Association

American Society of Health System Pharmacist

College of American Pathologist

Florida Medical Association

Food & Drug Administration

Long Term Care Institute

Society of Chest Pain Centers

2019 Healthcare Equality Leader

Access to Care

Average appointment wait time from date patient requests it (established patients):**

Primary Care	Mental Health
3 DAYS	6 DAYS
Audiology	Cardiology
2 DAYS	6 DAYS
Gastroenterology	12 DAYS
Ophthalmology	4 DAYS
Optometry	Urology
4 DAYS	3 DAYS

** Wait times shown are for main medical center only. For individual clinic wait times, visit www.accesstocare.va.gov

By the NUMBERS

Total Employees:	2,675
% of Veteran employees:	32%
Total Volunteers:	339
Total Veterans Served:	58,449
Eligible Vet Population in Svc. Area	92,878
Total Enrollees:	63,090
Market Penetration	67.3%
Total Outpatient Visits:	751,258
Average Daily Outpatient Visits:	2,058
Total Operating Beds:	254
Total Admissions:	5,677
Total Budget:	\$578 Million

* Percentage of Veterans enrolled for care out of total Veterans eligible within service area.

	VETERANS SERVED	OUTPATIENT VISITS
West Palm	55,777	615,445
Fort Pierce	6,354	23,667
Delray Beach	7,433	34,146
Stuart	6,730	30,112
Boca Raton	3,712	15,352
Vero Beach	3,688	14,914
Okeechobee	1,866	8,015
Port. St. Lucie	2,306	9,607

Clewiston and Morehaven Rural Outpatient Clinics included in medical center totals.



Whole Health Program Takes Flight

The West Palm Beach VA Medical Center Whole Health System has implemented Integrative Health Care programs aimed to empower, equip, and treat outpatient and inpatient Veterans and staff alike. Through Mind Body Skill groups, monthly Whole Health classes, and Taking Charge of My Life and Health courses held twice per week, Veterans can participate in a plethora of programs from meditation to rehabilitative Tai Chi. This Veteran-centric program utilizes coaches who are all aligned with the Veteran's individual PACT teams, whether at the West Palm Beach VA Medical Center or at any of the West Palm Beach VA Community Based Outpatient Clinics, to ensure cohesive treatment. The medical center also rolled out programs for staff to have the opportunity to participate in programs that provide education on the background of a Whole Health approach to health care and hands on classes such as Yoga and Tai Chi.



VA Fresh Initiative Improves Eating Behaviors and Health Outcomes

The West Palm Beach VA Medical Center VA Fresh initiative is a community outreach nutrition program that brings together a collaborative team from the facility focused on providing fresh produce for nutritionally at-risk Veterans.

The VA Fresh program pairs fresh, locally sourced produce with meal preparation and skill building education led by registered dietitians to effect healthier eating behaviors and improved health outcomes. This multifaceted program has supported more than 70 Veterans and provided nearly 400 pounds of fresh produce throughout the fiscal year through deploying a team of traveling dietitians along with a mobile food truck and hands on events to include a food pantry shopping trip, dueling Veteran cooking demonstrations, and monthly nutritional courses.

The VA Fresh program is continuing the grow to meet the needs of Veterans.



Room Service Improves Veterans Experience

The West Palm Beach VA Medical Center is one of 18 VA facilities nationwide that implemented room service for hospitalized Veterans. Since September 2018, Veterans in any of the hospital units can order from a restaurant-style menu to receive high quality meals.

Veterans have the flexibility of ordering a variety of appetizing food items any time between 6:30 a.m. and 6:30 p.m. Since the launch of the program, areas of meal service that have improved significantly include taste, appearance, meal variety and temperature of food. Aside from improving the Veteran's hospital experience, the West Palm Beach VA Medical Center has seen a decrease on average of 7% of plate waste and food purchases reduced by 8.5% during FY19 resulting in \$150,000 in savings.



“Our Medical Center’s motto is “It’s Your Place.” Our leadership team supports employees who are forward-thinking and who have ideas to improve our operations. As a result, I am able to demonstrate high-performance using technologies coupled with innovation to improve programs. This allows me to give the best of who I am professionally- and provide a level of service employees expect and deserve.”

- June Cox, Human Resource Specialist, West Palm Beach VA Medical Center



VA Sunshine Healthcare Network (VISN 8)
 Office of Communication
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