

2018

ANNUAL REPORT

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:

A New Prescription for

When a Veteran gets sick, they turn to their VA healthcare system to make them better. But what if it makes better sense to change from “fixing” a Veteran’s health problem to “healing” the whole individual for life?

In the VA Sunshine Healthcare Network, we’re in the midst of a major paradigm shift that does just that. The Whole Health program is a new approach to health care that addresses all aspects of a Veteran’s health and well-being, based on what matters most to THEM.

Whole Health is being rolled out in all of our facilities and with time, more programs and services will be added.

Meanwhile, we have lots to be proud of this year at our eight large medical centers, nearly 60 community clinics, community living centers, domiciliaries, community and home-based services.



VA Healthcare

The following pages contain 2018 highlights of each healthcare system. There's not enough space to mention them all—but you can get a sense of the great work our 31,000 employees are doing for our Veterans across the network.

But don't just take it from me. You'll also hear about the quality of care we're providing our patients in their own words.

I would be remiss if I didn't mention how important our local, county, state and national partners are in helping us reach and provide our most at-risk Veterans with critical resources and services—particularly in the area of suicide prevention.

I'm proud of the work our staff, volunteers and partners are doing to provide Veterans with the finest healthcare available.



With sincere gratitude,

Miguel H. LaPuz, M.D.
Director, VA Sunshine
Healthcare Network



Our Healthcare Systems

Orlando VA Medical Center

Miami VA Healthcare System

James A. Haley Veterans' Hospital & Clinics

North Florida/South Georgia Veterans
Health System

Bay Pines VA Healthcare System

West Palm Beach VA Medical Center

VA Caribbean Healthcare System

VA

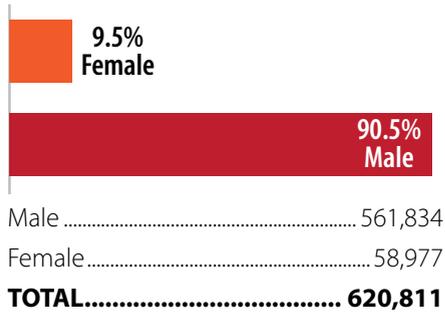


U.S. Department of Veterans Affairs
Veterans Health Administration
VA Sunshine Healthcare Network (VISN 8)

VISN 8 – FY 2018

AT A GLANCE

VETERANS BY GENDER



OPERATING BEDS

TOTAL OPERATING BEDS	2,894
Nursing Home	869
Domiciliary	375
Medicine	796
Psychiatry	244
Surgery	290
Spinal Cord	156
Rehabilitation	100
Blind Rehab	25
Intermediate	28
Neurology	11

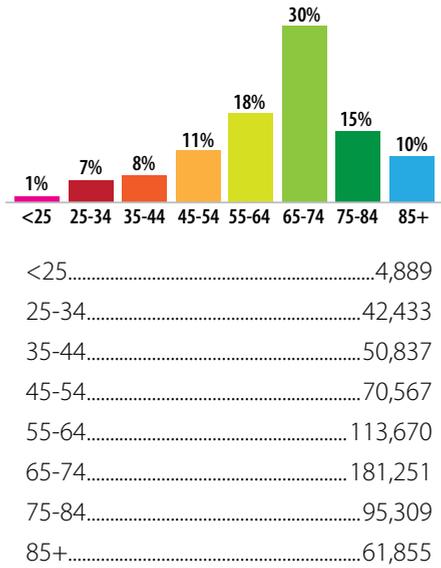
WORKLOAD

TOTAL ENROLLEES	763,739
Veterans Treated	620,811
Outpatient Visits	8.8 Million
Inpatient Admissions	61,410
First-Time Users	71,428

WORKFORCE

	2017	2018
Employees	29,334	31,028
Veterans Employed	31%	30.1%
New Hires	3,052	3,520
Nurses	6,505	6,604
Physicians	2,710	3,139

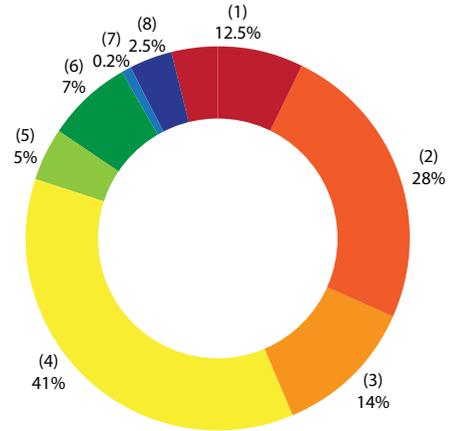
VETERANS BY AGE



OPERATING BUDGET & SPENDING

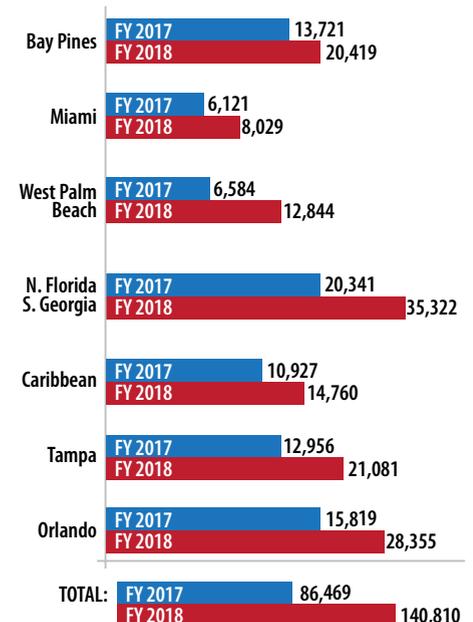
	2017	2018
Total Operating Budget	\$4.7 Billion	\$5.03 Billion
Salaries & Benefits	\$3.05 Billion	\$3.15 Billion
Consolidated Mail Out Pharmacy	\$255 Million	\$280.5 Million
Care in the Community Spending	\$600 Million	\$637.4 Million
Medical Care & Collection Fund	\$257 Million	\$286 Million
Equipment	\$147.4 Million	\$143.5 Million
Lands & Structures	\$88 Million	\$176.2 Million
Prosthetics	\$297.6 Million	\$326.8 Million

VETERANS BY SERVICE ERA



- OEF/OIF/Other 12.5%
- Persian Gulf War 28%
- Post-Vietnam 14%
- Vietnam Era 41%
- Post-Korean 5%
- Korean 7%
- Pre-Korean 0.2%
- WW II 2.5%

NUMBER OF VETERANS UTILIZING CARE IN THE COMMUNITY



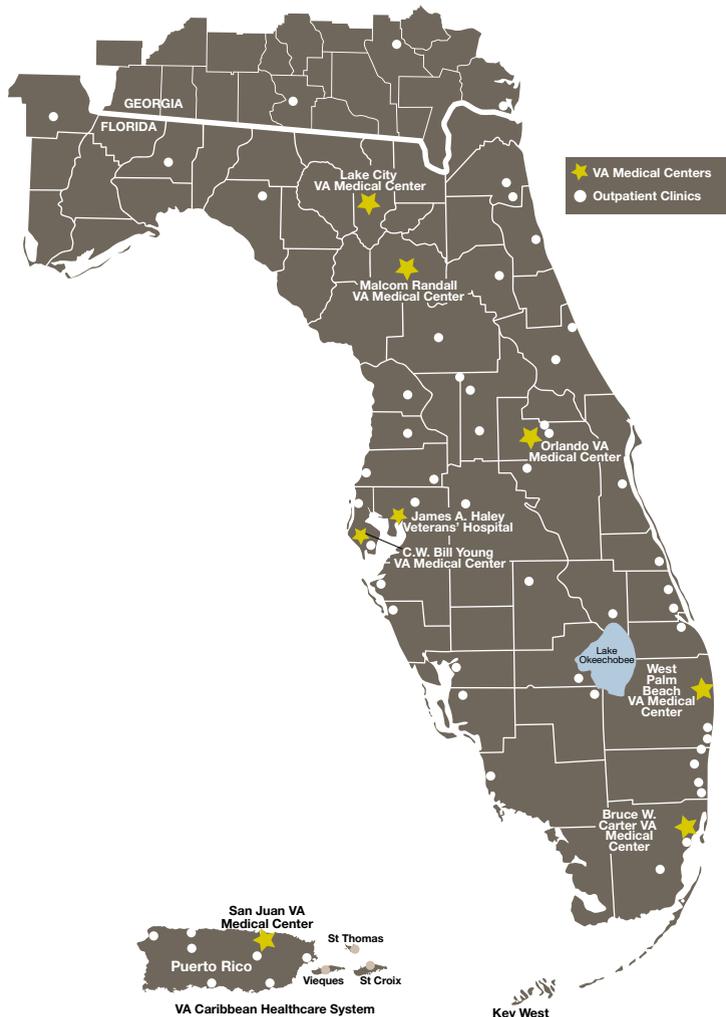
VA Sunshine Healthcare Network

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

8 major hospitals & nearly 60 Community Clinics

1.6 MILLION Veterans covering a service area of 64,153 miles

4th largest Veteran population in the U.S.



Our Top Priorities

Goal: For every Veteran to have safe, high quality, personalized, and timely care wherever and whenever they receive their health services



PEOPLE FIRST

Improve Employee Engagement & our Veterans' Experiences.

PROVIDE EXCELLENT CUSTOMER SERVICE

Our interactions with Veterans, servicemembers, caregivers, their families, and survivors must result in an experience that is consistently positive in terms of ease, effectiveness, and emotional resonance.

MODERNIZE OUR SYSTEMS

Improve our systems and services, significantly enhance the coordination of care for Veterans who receive medical care not only from VA, but from DoD and our community partners.

SUICIDE PREVENTION

Enhance partnerships with governments, non-profits & corporations.

ENHANCE WOMEN'S SERVICES

Adapt to the changing face of women Veterans, provide enriching programs and enhanced services to better meet their health care needs.

ORLANDO

VA Medical Center

www.orlando.va.gov

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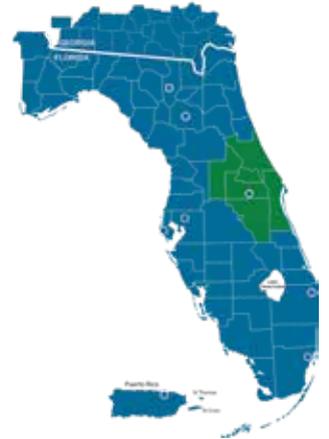
twitter.com/OrlandoVAMC



Established as a medical center in October 2006, the Orlando VA Medical Center is recognized as one of the Top 100 Companies in Central Florida for working families. The Orlando VA Medical Center 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 rehabilitation program (domiciliary) located at Lake Baldwin. The facility also operates two large outpatient clinics in Lake Baldwin and Viera and four community based outpatient clinics located in Clermont, Kissimmee, Tavares, and Orange City. The new 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, 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**
2.7
DAYS

**Mental
Health**
3.8
DAYS

Audiology
2.6
DAYS

Cardiology
6.8
DAYS

Gastroenterology 3.4 DAYS

Ophthalmology 4.6 DAYS

Optometry
6.9
DAYS

Urology
5.9
DAYS

By the NUMBERS

Total Employees:	4,409
% of Veteran employees:	29%
Total Volunteers:	1,000
Total Veterans Served:	116,849
Total Enrollees:	134,961
Total Outpatient Visits:	1.7 Million
Average Daily Outpatient Visits:	4,658
Total Operating Beds:	370
Total Admissions:	6,118
Total Budget:	\$924 Million

	VETERANS SERVED	OUTPATIENT VISITS
Lake Nona	101,363	693,466
Viera	29,040	280,500
Daytona Beach	21,011	173,024
Kissimmee	4,968	25,768
Orange City	4,975	19,972
Tavares	5,783	29,881
Clermont	3,983	14,962
Lake Baldwin	70,282	395,858



New Fisher House Opens in Orlando

The 76th Fisher House was dedicated in February 2018 at the Orlando VA Medical Center. The “Home Away from Home” facility provides lodging for up to 16 families of eligible Veterans and military at no cost, allowing them to be close to their loved one at the most stressful time – during the hospitalization for a combat injury, illness or disease. Since opening its doors in April, the Fisher House welcomed nearly 700 guests with a cost savings of almost \$122,000 to Veteran families.



Orlando Conquers the Challenge

The Orlando VA Medical Center and the Central Florida Chapter of Paralyzed Veterans of America (PVA) co-presented the 38th Annual National Veterans Wheelchair Games in Orlando from July 30 to August 4. The two groups worked with community partners for more than two years planning the Games which showcased Central Florida and included well known Orlando venues like Gatorland.

Over 2,500 volunteers and \$2 million dollars of monetary and in-kind support helped make the Games a memorable experience for all participants. The Games drew 611 athletes, along with coaches and families, to compete in 19 different wheelchair sporting events making it the largest attended Games to date.



Surgical Robot Provides Minimally Invasive Surgery

The Orlando VA Medical Center added the latest technology to our surgical offerings--the da Vinci Xi Surgical Robot. The robotic instruments allow the surgeon's hand movements to be more precise so that even difficult surgeries can be completed through this minimally invasive route. The da Vinci system can be used across a spectrum of minimally invasive surgical specialties including gynecology, urology, general, ENT and colorectal surgery.

VOICES:

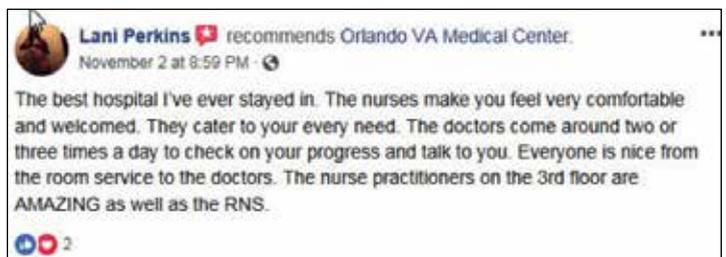
Feedback on the quality of care in our hospitals and clinics



“Patient care is our top priority. At the Orlando VA, we have embraced the Patient-Aligned Care Team (PACT) Model which engages Veterans to take a more active role to manage their health with an emphasis

on health promotion and disease prevention.”

Patricia M. Felix, M.D.
Primary Care Section Chief
Viera Outpatient Clinic



MIAMI

VA Healthcare System

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facebook.com/MiamiVAMC



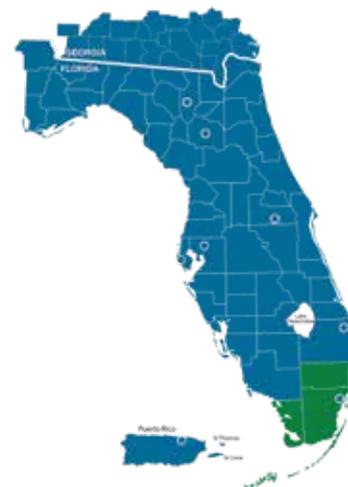
twitter.com/MiamiVAMC



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 chest pain. 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
4.2
DAYS

Mental Health
2.3
DAYS

Audiology
1.2
DAYS

Cardiology
3
DAYS

Gastroenterology 22.7
DAYS

Ophthalmology 2.3
DAYS

Optometry
9.5
DAYS

Urology
4.4
DAYS

By the NUMBERS

Total Employees:	2,977
% of Veteran employees:	35%
Total Volunteers:	455
Total Veterans Served:	56,832
Total Enrollees:	69,485
Total Outpatient Visits:	768,770
Average Daily Outpatient Visits:	2,106
Total Operating Beds:	367
Total Admissions:	5,604
Total Budget:	\$559 Million

	VETERANS SERVED	OUTPATIENT VISITS
Miami	51,800	502,207
Sunrise	22,306	168,799
Key West	1,877	11,968
Homestead	6,015	26,650
Pembroke Pines	2,446	12,114
Key Largo	848	4,055
Hollywood	3,633	18,271
Deerfield Beach	2,211	8,987



New Cancer Treatment

Veterans who receive radiation treatment now have access to the latest in cancer treatment at the Miami VA Healthcare System. This new linear accelerator customizes high energy x-rays or electrons to conform to a tumor's shape and destroy cancer cells while sparing surrounding normal tissue, resulting in faster treatments and recovery.

"We are so excited to bring this technology to our Veterans," said Dr. Jean-Phillipe Austin, Chief, Miami VAHCS's Radiation Oncology Service. "Cancer treatment is one of the most difficult things an individual can go through and this equipment allows us to treat patients faster and with less discomfort."



Vietnam Vets Take Center Stage in Portrait Project

This year, more than 30 Vietnam Veterans were recognized in photographs for their service to our country as part of a Vietnam Portrait Project at the Miami VA Healthcare System.

Photographed by U.S. Army Veteran William Bunce, these amazing black and white portraits will be on display in locations around South Florida before being permanently installed at the Bruce W. Carter VA Medical Center in Miami in 2019.



Celebrating 50 Years of Serving Veterans in Miami

In May 2018, the Bruce W. Carter VA Medical Center, the main hospital of the Miami VA Healthcare System, celebrated its 50th anniversary. Former VA Deputy Secretary Tom Bowman, Congressional representatives and Ms. Georgie Carter-Krell, mother of Bruce W. Carter, all attended an event that presented the growth of South Florida and the Miami VA following World War II and how the Veterans of the greatest generation made Miami the world-class city it is today.

VOICES:

Feedback on the quality of care in our hospitals and clinics



"I'm proud to be a part of Miami VA team of healthcare professionals committed to the values of a system that offers us this great opportunity to give back to our Veterans. It's a privilege to serve those who have served us and to make a difference in the life of a Veteran."

Alla Shkolnik, MSN, RN
Nurse Manager, Miami VA Healthcare System
U.S. Navy Veteran

"I visited the Miami VA as a walk in patient... All was quick, efficient, friendly, caring and professional."

Letter published in the Miami Herald, Feb. 13, 2018

JAMES A. HALEY

Veterans' Hospital

www.tampa.va.gov

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facebook.com/VAtampa



twitter.com/tampaVA



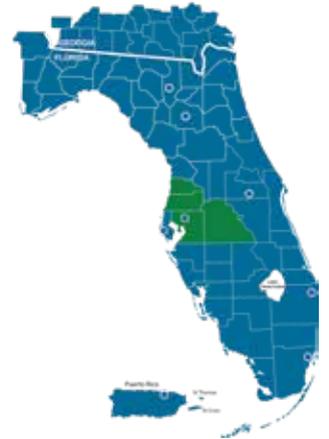
flickr.com/photos/JAHVH



The James A. Haley Veterans' Hospital (JAHVH) is a tertiary care facility classified as a Clinical Referral Level 1A 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 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 medical-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 four community clinics all offering primary and mental health care located in New Port Richey, Brooksville, Lakeland, and Zephyrhills. A new clinic is expected to open in South Hillsborough County in Spring 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

Intersocietal Commission for
Accreditation of Vascular Laboratories

Accreditation Council for Graduate
Medical Education

Access to Care

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

**Primary
Care**
2.6
DAYS

**Mental
Health**
3.5
DAYS

Audiology
3.7
DAYS

Cardiology
3.3
DAYS

Gastroenterology 2.1 DAYS

Ophthalmology 2 DAYS

Optometry
3.4
DAYS

Urology
3.3
DAYS

By the NUMBERS

Total Employees:	5,218
% of Veteran employees:	30%
Total Volunteers:	800
Total Veterans Served:	97,045
Total Enrollees:	109,262
Total Outpatient Visits:	1.4 Million
Average Daily Outpatient Visits:	3,835
Total Operating Beds:	499
Total Admissions:	11,561
Total Budget:	\$1.1 Billion

	VETERANS SERVED	OUTPATIENT VISITS
Tampa	88,272	714,732
Brooksville	7,034	42,595
Lakeland	11,494	54,371
New Port Richey	17,992	129,051
Zephyrhills	3,445	11,517

Continue on page 11

Accreditations/ Certifications, continued

American Nurses Credential Center
American Psychological Association
American College of Radiology
Commission on Dental Accreditation
Commission on Cancer
National Health Physics Program
Pharmacy Technician Accreditation
Commission
American Board for Certification in
Orthotics, Prosthetics, and Pedorthics
Long Term Care Institute
Accreditation Council for Education in
Nutrition and Dietetics



James A. Haley Veterans' Hospital staff members pay their respects to a Veteran who passed away in the hospital as part of the facility's new 'Final Salute' program.

Improving the Veteran Experience in Tampa

At the James A. Haley Veterans' Hospital, we have implemented new programs to enhance our Veterans' experience. Hospitalized patients can now use the In-Room Menu on their bedside computer's Getwell Network to order their meals. And the 'Final Salute' program alerts staff when a Veteran passes away in the hospital so they can pay their respects to them one last time. One of our newest staff additions, Hercules, is the facility therapy dog who spends his days making Veterans, visitors and staff happy to be there.



Building for our Veterans

The year 2018 was a big major one for us—and for the Veterans we serve. Besides constructing a second Fisher House and a new clinic in south Hillsborough County, on July 31, we broke ground for the new James A. Haley Veterans' Hospital Bed Tower. When completed in 2021, the new building will offer 96 medical-surgical and 40 intensive care unit rooms and allow all of our hospitalized patients to have single bed rooms.

New Surgical Systems Offer More Disease-Fighting Options

The James A. Haley Veterans' Hospital is only the second facility in the VA to use the Cyberknife M6 to provide radiation treatments for cancer patients. We treated our first patient Feb. 28, 2018. The robotic system allows for precision tracking and treating tumors, and gives our Veterans more options in fighting this disease. In addition, we added a second DaVinci remote surgical system after performing more surgeries with the first system than almost any other VA facility last year.

VOICES:

Feedback on the quality of care
in our hospitals and clinics

"The care I received at the Tampa VA wasn't good--it was outstanding. I've been in many hospitals very often and let me say that I've never gotten the stellar level of care as I did at Haley."

NORTH FLORIDA/ SOUTH GEORGIA

Veterans Health System



Malcom Randall
VA Medical Center

www.northflorida.va.gov

www.facebook.com/VANFSG

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

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

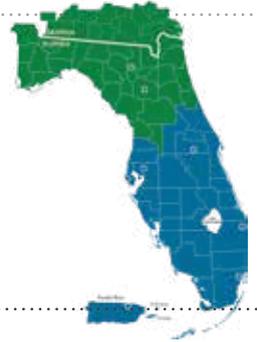
352-376-1611 | 800-324-8387

386-755-3016 | 800-308-8387

The North Florida/South Georgia Veterans Health System is level 1a, tertiary care facility headquartered in Gainesville, Fla. The organization spans 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 14 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;

and nine community based outpatient clinics located in Lecanto, 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 for 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



Lake City VA Medical Center

Access to Care

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

Primary Care
4.2
DAYS

Mental Health
3.5
DAYS

Audiology
5.7
DAYS

Cardiology
7
DAYS

Gastroenterology **11.8** DAYS

Ophthalmology **5.4** DAYS

Optometry
7.7
DAYS

Urology
4.8
DAYS

By the NUMBERS

Total Employees:	5,500
% of Veteran employees:	32%
Total Volunteers:	1,303
Total Veterans Served:	141,053
Total Enrollees:	172,342
Total Outpatient Visits:	1.8 Million
Average Daily Outpatient Visits:	4,932
Total Operating Beds:	586
Total Admissions:	12,703
Total Budget:	\$1.7 Billion

	VETERANS SERVED	OUTPATIENT VISITS
Gainesville	115,269	639,363
Lake City	34,605	200,286
Jacksonville	45,044	271,121
Valdosta	4,941	20,817
Ocala	9,930	40,185
St. Augustine	5,813	30,772
Tallahassee	16,790	132,892
Lecanto	8,299	35,216
The Villages	22,793	146,395
St. Mary's	3,214	13,861
Marianna	2,703	14,138
Palatka	3,355	15,423
Waycross	2,315	9,300
Perry	757	3,515



Uniting to Combat Suicide

Suicide prevention remained a top priority for the North Florida/South Georgia Health System (NF/SGVHS) as we partnered with the City of Jacksonville to develop an overarching strategic plan to focus on Veteran suicide and prevention education in conjunction with the VA and Substance Abuse and Mental Health Services Administration (SAMSHA) Mayor’s Prevention Challenge. The NF/SGVHS also invested in local public advertising on busses, bus stands and billboards to bring increased attention to the VA’s number one clinical priority.



Clinic Renamed To Honor Local Marine

In August, the Tallahassee VA Health Care Center was renamed and dedicated as the Sergeant Ernest I. ‘Boots’ Thomas VA clinic.

The North Florida/South Georgia Veterans Health System hosted the community in honoring one of their own as Sgt. Thomas, an original Marine flag raiser at Iwo Jima and a native of Monticello County, Fla., was formally memorialized with his name on the recently opened Health Care Center. Hundreds of Veterans, family members and well-wishers joined the VA Secretary Florida congressional representatives and clinic staff in making the commemoration a reality and showcasing the legacy of the local Marine who gave his life in service to his country.



National Innovation Center of Excellence

The North Florida/South Georgia Health System’s designation as a national center of innovation has highlighted the ongoing efforts of staff working on creative and dynamic ideas that have direct impact on the lives of Veterans we serve.

Key national recognition has come for programs implemented in the past year including Robotic Pets for Community Living Center patients, a pilot program to repurpose old mobile tablets to help Veterans succeed in the VA’s MOVE! program, and also a program that develops community partnerships to combat Veteran suicide.

VOICES:

Feedback on the quality of care in our hospitals and clinics



“Every day offers an opportunity to touch the lives of others, and that is a gift!”

Keri Burgy, MSN, RN-BC
Assistant Nurse Manager, Primary Care
Malcom Randall VA Medical Center



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



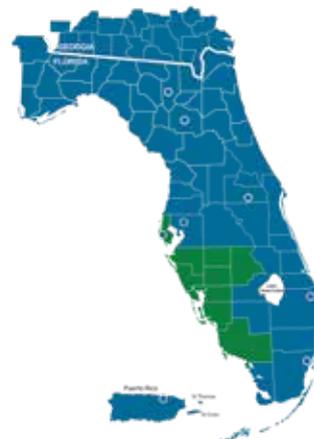
twitter.com/VABayPines



The Bay Pines VA Healthcare System is a level 1a, tertiary care facility headquartered in Bay Pines, Fla. Originally opened in 1933, the main medical center is located on 337 acres situated on the Gulf of Mexico approximately eight miles northwest of downtown Saint Petersburg, Fla. Co-located on the medical center campus are a VA Regional Office and

a National Cemetery. The healthcare system operates nine facilities to include the main medical center in Bay Pines and outpatient clinics located in the Florida cities of Bradenton, Cape Coral, Naples, Palm Harbor, Port Charlotte, Sarasota, St. Petersburg, and Sebring. The medical center and its outpatient clinics serve Veterans residing in 10 counties in central southwest

Florida to include Charlotte, Collier, Desoto, Hardee, Highlands, Hillsborough, Lee, Manatee, Pinellas and Sarasota. The healthcare system provides a full range of high quality medical, psychiatric, and extended care services in outpatient, inpatient, residential, nursing home/ community living center, and home care settings.



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**

3.4
DAYS

**Mental
Health**

4.9
DAYS

Audiology

2.8
DAYS

Cardiology

7.9
DAYS

Gastroenterology 8.4 DAYS

Ophthalmology 5.4 DAYS

Optometry

6.4
DAYS

Urology

2.1
DAYS

By the NUMBERS

Total Employees:	4,340
% of Veteran employees:	35%
Total Volunteers:	1,096
Total Veterans Served:	109,473
Total Enrollees:	121,633
Total Outpatient Visits:	1.5 Million
Average Daily Outpatient Visits:	4,110
Total Operating Beds:	397
Total Admissions:	9,838
Total Budget:	\$884 Million

	VETERANS SERVED	OUTPATIENT VISITS
Bay Pines	96,851	759,526
Bradenton	17,599	82,806
Cape Coral	38,486	315,610
Naples	7,183	44,743
Palm Harbor	7,805	54,002
Port Charlotte	10,391	66,079
Sarasota	11,753	74,175
Sebring	4,187	31,766
St. Petersburg	2,797	25,125



Same-Day Mammograms Now Available

The Bay Pines VA Healthcare System now offers same day screening mammograms at the C.W. Bill Young VA Medical Center located in Bay Pines, Fla., and Lee County Healthcare Center located in Cape Coral, Fla. The service enhancement initiative was launched to expand access for women Veterans to mammography services, provide earlier detection of breast cancer, and optimize health care outcomes.



Magda Vargas-Agostini, Ward 5D Nurse Manager, Bay Pines VA Healthcare System, showcases a private inpatient room located in a newly renovated ward at the C.W. Bill Young VA Medical Center.

Modernizing for America's Heroes

The Bay Pines VA Healthcare System is transforming and improving the delivery of care for Veterans through improvement initiatives aimed at modernizing facilities, programs, and services. The work is a direct result of intensive strategic planning and feedback from Veterans, their loved ones, and other stakeholders from an array of methods available to capture, "the voice of the customer."

One such initiative is the complete renovation and upgrade to existing acute medical/surgical wards located at the C.W. Bill Young VA Medical Center. The 24-bed inpatient unit features both private and semi-private rooms, state-of-the-art medical equipment, decentralized nurse stations, computers for charting in each patient's room, home-like furnishings, upgraded telemetry capabilities, and guest Wi-Fi.



Environmental Excellence In Action

The Bay Pines VA Healthcare System received national recognition with an 'Emerald Award' by Practice Greenhealth, the nation's leading organization dedicated to environmental sustainability in health care. The Emerald Award recognizes the top 20 percent of health care facilities nationwide that are setting the standard in eliminating mercury, reducing and recycling waste, sustainable sourcing, and have developed successful sustainability initiatives in other program areas.

Women Veterans in VISN 8

62,348

Received Health Care Services

19,650

Received Mammograms in VISN 8 Facilities

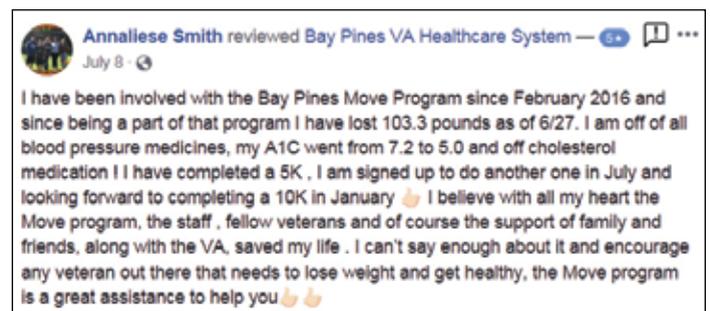
2,958

Homeless Women Veterans Who Received VA Services



VOICES:

Feedback on the quality of care in our hospitals and clinics



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



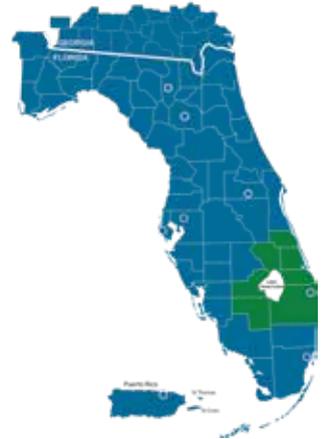
twitter.com/VAWestPalmBeach



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. 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

Access to Care

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

**Primary
Care**

1.9
DAYS

**Mental
Health**

3.6
DAYS

Audiology

1.1
DAYS

Cardiology

5.8
DAYS

Gastroenterology 6.2 DAYS

Ophthalmology 5.1 DAYS

Optometry

5.9
DAYS

Urology

4.3
DAYS

By the NUMBERS

Total Employees:	2,527
% of Veteran employees:	33%
Total Volunteers:	533
Total Veterans Served:	59,343
Total Enrollees:	65,483
Total Outpatient Visits:	764,575
Average Daily Outpatient Visits:	2,095
Total Operating Beds:	273
Total Admissions:	6,137
Total Budget:	\$535 Million

	VETERANS SERVED	OUTPATIENT VISITS
West Palm	56,690	628,658
Fort Pierce	6,232	23,742
Delray Beach	7,680	33,548
Stuart	6,795	28,982
Boca Raton	3,864	16,408
Vero Beach	3,976	16,167
Okeechobee	1,957	8,550
Port. St. Lucie	1,851	8,520

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



Fast, Convenient Care

The West Palm Beach VA Medical Center has consistently maintained fast and convenient access to care. All primary care and mental health wait times are better than the community average. Part of the reason for this continued success in 2018 included the implementation of a Walk-In Clinic where Veterans can be treated for urgent and non-emergent health issues. In FY 18, about 88 percent of Veterans received care within seven days of their preferred appointment date.



West Palm VA Named Whole Health Design Site

As VA shifts from a health-care system focused primarily on treating disease to one guided by a personalized health plan that considers the physical, mental, emotional, spiritual and environmental needs of Veterans, the Whole Health System acknowledges that health care involves more than the physical human body.

In 2018, the West Palm Beach VA Medical Center was selected as a Whole Health (WH) design site to serve Veterans in all demographics. For years, the medical center has offered many WH services to include yoga, tai chi, acupuncture, chiropractic care and mindfulness training. The inclusion of the WH program has provided the healthcare system with a more comprehensive approach to continue offering these existing services and to implement new ones.



Suicide Prevention Task Force Formed

In 2018, the West Palm Beach VA Medical Center developed a suicide prevention task force with local community leaders, congressional members, Veteran Service Organizations and community healthcare organizations to prevent death by suicide in our community. The task force has connected these key partners with the purpose of sharing strong practices and developing actions to strengthen resources available in and around Palm Beach County.

VOICES:

Feedback on the quality of care in our hospitals and clinics

"I'm a retired Army officer who was diagnosed with melanoma and subsequently had parotid surgery, 8 weeks of radiation therapy, a liver resection, 14 immunotherapy treatments, 2 bike accidents, five broken ribs and a broken hip bone. Through all this, I had a dream of riding in France. Yesterday, I returned from my trip. Thanks to the team at the West Palm Beach and Miami VA who made it happen. I could receive no better medical care anywhere in the world."



John Johnson, 68, pictured at the start of his climb on Mount Ventoux.
Photo by Patti Johnson



"Helping our nation's Veterans and their loved ones instills in me a sense of pride, passion, excitement and fulfillment. It's an honor to offer my support and love through my work at the Fisher House. This house is my happy place."

Shelley Prickett
Fisher House Manager
West Palm Beach VA Medical Center

CARIBBEAN

VA Healthcare System

www.caribbean.va.gov

10 Casia Street
San Juan, PR 00921

787-641-7582
800-449-8729

facebook.com/VACaribbean 



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, Mayaquez, Ponce, Utuado, Vieques, St. Croix and St. Thomas. The San Juan VA Medical Center includes multidisciplinary ambulatory facilities and 280 acute care beds including 12 blind rehabilitation beds and 122 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 3.2 DAYS	Mental Health 4.2 DAYS
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Audiology 2 DAYS	Cardiology 10 DAYS
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Gastroenterology 4.9 DAYS

Ophthalmology 5.2 DAYS

Optometry 5.7 DAYS	Urology 9.1 DAYS
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By the NUMBERS

Total Employees:	3,741
% of Veteran employees:	30%
Total Volunteers:	586
Total Veterans Served:	61,682
Total Enrollees:	66,495
Total Outpatient Visits:	906,786
Average Daily Outpatient Visits:	2,484
Total Operating Beds:	402
Total Admissions:	9,449
Total Budget:	\$723 Million

	VETERANS SERVED	OUTPATIENT VISITS
San Juan	59,514	663,222
Ponce	11,116	100,201
Mayaguez	9,895	94,123
Guayama	1,527	8,157
St. Thomas	788	2,775
St. Croix	731	2,765
Arecibo	3,403	15,447
Ceiba	3,350	16,812
Utuado	696	1,325
Comerio	480	1,404
Vieques	205	555

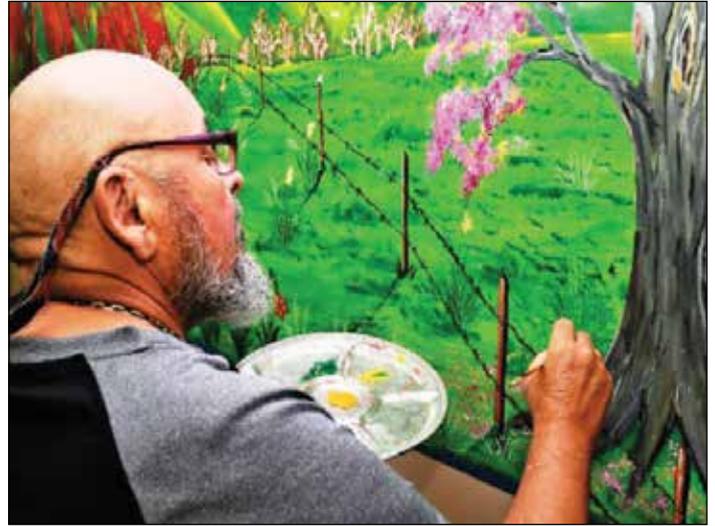


IMPROVING ACCESS IN THE CARIBBEAN: *TeleStroke Virtual Care*

Prompt access to high-quality care is crucial to limiting the damage caused by stroke; long-term effects can include impaired vision or speech, severe weakness or paralysis, difficulties swallowing, memory loss, depression, and mood swings.

In 2018, the Caribbean VA Healthcare System implemented TeleStroke which uses mobile and telehealth technologies to bring acute stroke expertise to a Veteran's bedside at VA facilities where that specialty may not be immediately available. Since our initial Veteran Video Connect clinic in July, more than 100 Veterans were seen remotely.

"Puerto Rico is one of the most impressive VA facilities," said Dr. Sharyl Martini, Medical Director of the VA National TeleStroke Program. "Our entire team was blown away by the level of enthusiasm and problem solving, all the more impressive considering the widespread devastation that still exists in Puerto Rico."



WHOLE HEALTH: *Art Helps Veterans Reach Their Goals*

The Caribbean VA Healthcare System kicked off a project this year that showcases the transformative power creative arts have on Veterans. Helping them reach their therapeutic goals, Veterans from different clinics gathered weekly to paint a mural, "Our Experience Made Art" which conveys a message of hope and strength through art.

The project, which highlights a Veteran's strength and resiliency amidst adversity, is part of the facility's Whole Health initiative. Whole Health is an approach to health care that empowers Veterans to take charge of their health and well-being and to live their lives to the fullest based on what matters most to them.

VOICES:

Feedback on the quality of care in our hospitals and clinics



"As a Veteran myself, I'm grateful to be a part of an organization that provides such excellent care to my fellow Veterans."

Grace Cruz-Lambo
U.S. Army Veteran
Program Analyst, VA Caribbean Healthcare System

"My deepest gratitude to each and every member of the Physical Medicine and Rehabilitation staff at VA Caribbean. They give us peace, hope and so much more."

TELEHEALTH:

Bringing World Class Care to Veterans

Right Care, Right Time, Right Setting

Home Telehealth	11,334 Veterans
Video Telehealth.....	22,830 Veterans
Store-and-Forward Telehealth.....	18,300 Veterans

Over 50 clinical specialties are offered through VISN 8's telehealth programs.

Almost 270,000 Veterans are registered and authenticated for Secure Messaging. Of those, more than 57% of our patients in VISN 8 use it to communicate directly with their VA health care team through a secure on-line portal.



13.5 Million
Prescriptions Filled
Network Wide in 2018

77,708 OEF/OIF Veterans



6,142

Case Management
Services provided to
Transitioning Veterans

19%

of those Case
Managed designated
as seriously injured

Touching the Lives of Our Most Vulnerable **VETERANS**

Support for Older Veterans:

Veterans Over Age 65	55%
Placed in Medical Foster Homes	1,000
Enrolled in Home Base Primary Care*	5,507
Served in Community Living Centers & Community Nursing Homes	6,127
Receiving Family or General Caregiver Support Services	7,486

*Primary care services provided by VA in the home



VA Chaplains are vital members of a Veteran's care team as they provide spiritual guidance and comfort in times of need. Chaplain Kim House (center) visits with Veteran James Mohler and his wife Ljubica in the West Palm Beach VA Medical Center's Hospice unit.

Support for Veterans in Mental Health:

Mental Health Patients	172,606
Mental Health Outpatient Visits	1.68 Million Encounters
Number of Veterans provided Residential, Mental Health Care	1,673

This year, 26,878 Veterans received VA homeless assistance and almost 4,000 formerly homeless Veterans were placed in permanent housing across the network.



During an official visit to the Malcom Randall VA Medical Center in Gainesville, FL this year, Congressman Ted Yoho, a veterinarian by trade, learned how robotic pets are used to give elderly Veterans a sense of the stability and familiarity of home life while living in the VA Community Living Center (nursing home).

In 2017, in VISN 8, there were 8,254 Crisis Line consults & 1,289 Emergency Dispatches resulting from Crisis Line contacts.

Partnering to **PREVENT SUICIDE**

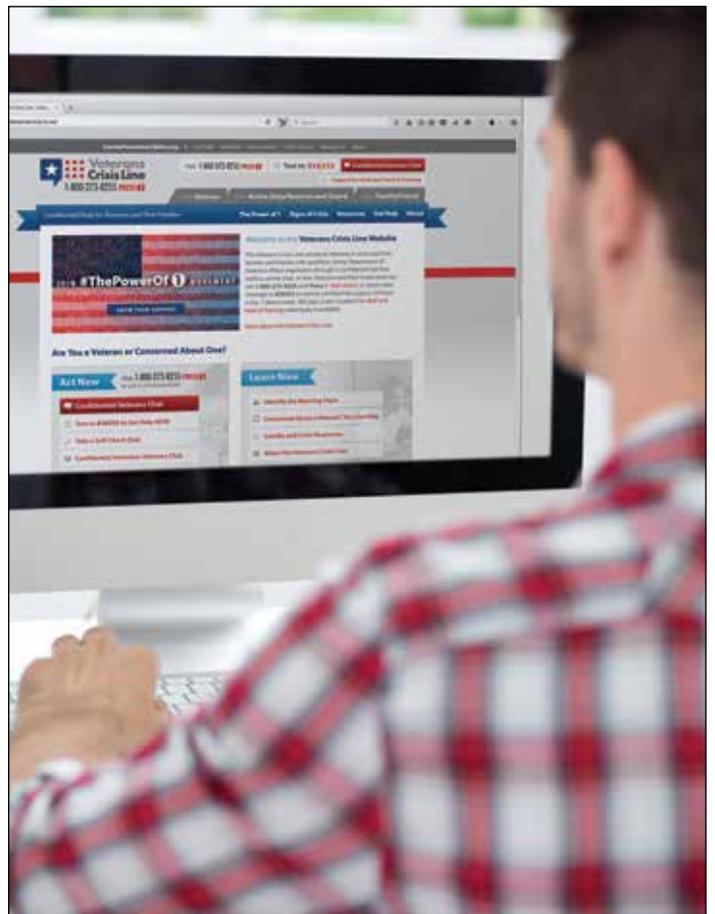
#BeThere

Suicide prevention among Veterans—even those who don't use our health care or benefits—is one of our top priorities. It's an urgent issue that is collectively being addressed by the VA along with federal and state governments, community groups and faith-based organizations.

In Florida, home to more than 1.6 million Veterans, we're taking aggressive action, particularly in the area of crisis intervention.

In 2018, VISN 8 embarked on a new multi-year partnership between the VA, Florida Department of Veterans Affairs and the Crisis Center of Tampa Bay that will connect the most at-risk Veterans with lifesaving support. Supplementing the Veterans Crisis Line, the Florida Veterans Support Line will be a 24/7 state resource for Veterans and their families.

To raise awareness among all groups and individuals across the state, Florida Governor Rick Scott designated the week of Sept. 9 to 15, 2018 as Florida Veteran Suicide Prevention Awareness Week. During that week, VA Medical Centers across Florida took the lead, hosting awareness fairs, town halls and other events to connect Veterans and their families with valuable information and resources.



 **Veterans
Crisis Line**
1-800-273-8255 **PRESS 1**

 **Florida Veterans
Support Line**
1-844-MyFLVet (693-5838),
or dial 2-1-1

Reducing 'No Shows' & Increasing Access:

LIFE HAPPENS – WE UNDERSTAND!



VEText

More than 9.2 million appointments went unused across the Veterans Health Administration in FY2017. To reduce the number of “no-shows” -- which can free up a slot a patient can no longer make for others to use -- are new technological advances at our facilities that allow enrolled Veterans to make and cancel appointments such as:

VA Online Scheduling for Primary Care & Mental Health, now available via My HealthVet - www.myhealth.va.gov. (Requires premium account)

VEText: Veterans enrolled for care at VA hospitals and clinics in Florida, South Georgia, Puerto Rico and the U.S. Virgin Islands can now confirm or cancel appointments via automated, interactive text messaging using their cell phones.



2018 VOLUNTEERS

5,624 Total Volunteers

840,533 Total Volunteer Hours

\$20,752,760 Value of Volunteer Hours

\$964,685 Monetary Donations

\$4,402,206 Item Donations (value)

\$564,726 Activity Donations (value)

\$26,684,377 Total Resource Impact



VA Sunshine Healthcare Network (VISN 8)
 Office of Communication
 St. Petersburg, FL 33716

Questions/Comments? E-mail us at
VISN8OfficeofCommunication@va.gov

Miguel H. LaPuz, M.D. – Network Director
Mary Kay Rutan – Communication Manager

VA Sunshine Healthcare Network – VISN 8

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 727-398-6661 • 888-820-0230
www.baypines.va.gov

James A. Haley Veterans' Hospital
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 Tampa, FL 33612
 813-972-2000 • 888-811-0107
www.tampa.va.gov

Lake City VA Medical Center
 619 South Marion Avenue
 Lake City, FL 32025
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www.northflorida.va.gov

Malcom Randall VA Medical Center
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 Gainesville, FL 32608
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 407-631-1000 • 800-922-7521
www.orlando.va.gov

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 7305 North Military Trail
 West Palm Beach, FL 33410
 561-422-8262 • 800-972-8262
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