

YEAR IN REVIEW

2020



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:

Last year was certainly a very challenging year. The COVID-19 pandemic required us to quickly shift how we do many things, in our personal and work lives. But, from the outset, VISN 8 facilities were prepared and responded to each new pandemic challenge. We stayed focused on making the safety of staff and Veterans our number one priority. We stayed true to our core mission of providing the highest quality care for our Veterans.



Much of Veterans' care shifted from in-person services to delivering care virtually using secure communication platforms. For example, VA Video Connect appointments increased by nearly 1,300 percent. Hiring 1,300 new staff specifically for COVID-19 positions also helped ensure uninterrupted care for patients.

Along with ensuring safe and high-quality care across all our facilities, several VISN 8 teams traveled across Florida to help the community as this pandemic expanded. As part of this Federal Emergency Management Agency mission assignment, our employees provided support to community and State Veterans Homes with much needed staff, training and education, direct patient care, and more.

Despite the challenges in managing this pandemic, we succeeded in opening six new or improved facilities across our network, with plans to open several more, offering a wide variety of primary, specialty, and mental health services. Another bright star in 2020 was our VISN 8 Clinical Contact Center being recognized nationally by the Veterans Health Administration for its High Reliability Organization (HRO) principles. Primarily, the center was recognized for effectively handling the challenges brought by the pandemic. This included safely triaging and delivering virtual urgent care for Veterans at risk for COVID-19.

Thank you to our entire health care staff, volunteers, and partners. Your amazing resilience and tireless dedication ensure the best medical and mental health care for our Veterans and their families, when and where they need it.

With sincere gratitude,

Miguel H. LaPuz, M.D., MBA

Director, VA Sunshine Healthcare Network (VISN 8)

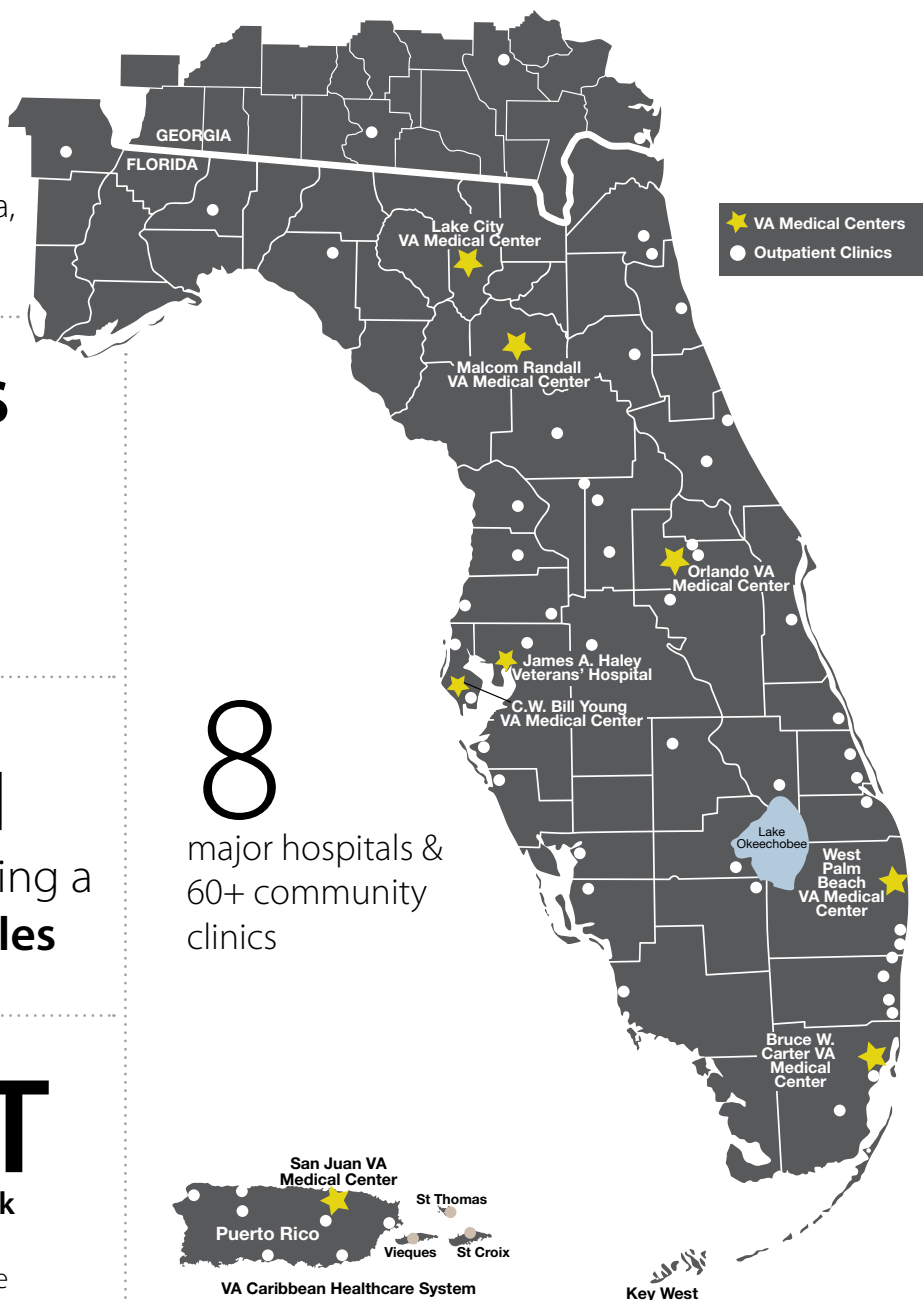




GOAL:

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. Islands



VISN 8 PRIORITIES

- Greater Choice
- Modernize Our Systems
- Focus Resources More Efficiently
- Improve Quality
- Suicide Prevention

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

8 major hospitals & 60+ community clinics

LARGEST

Veterans Integrated Service Network (VISN) relative to Veterans served

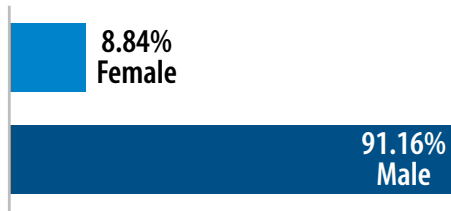
VISN 8 serves about 10 percent of all active users of VA health care.

2020 Operating Statistics

At a Glance

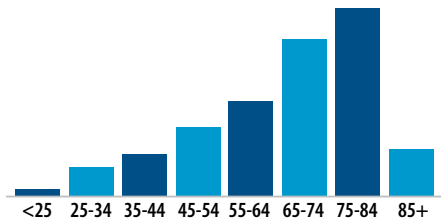
Veteran Demographics

VETERANS BY GENDER



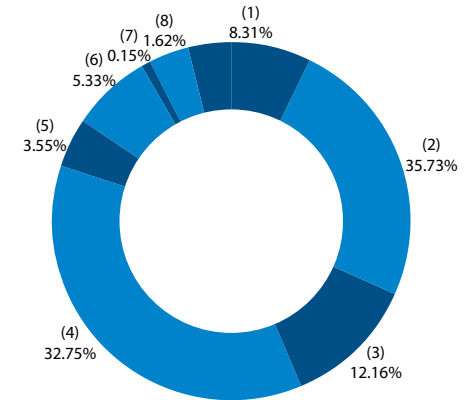
Male	696,618
Female	67,560
TOTAL.....	764,178

VETERANS BY AGE



<25.....	3,577
25-34.....	57,638
35-44.....	79,671
45-54.....	100,693
55-64.....	113,434
65-74.....	151,566
75-84.....	160,313
85+.....	81,839

VETERANS BY SERVICE ERA



1. OEF/OIF/Other	8.31%
2. Persian Gulf War.....	35.73%
3. Post-Vietnam.....	12.16%
4. Vietnam Era	32.75%
5. Post-Korean.....	3.55%
6. Korean War	5.33%
7. Pre-Korean	0.15%
8. World War II	1.62%

Workforce & Budget

WORKFORCE

	2018	2019	2020
Total Employees	28,944	29,954	33,457
Veterans Employed	8,918	8,901	9,108
New Hires	1,943	2,279	5,058*

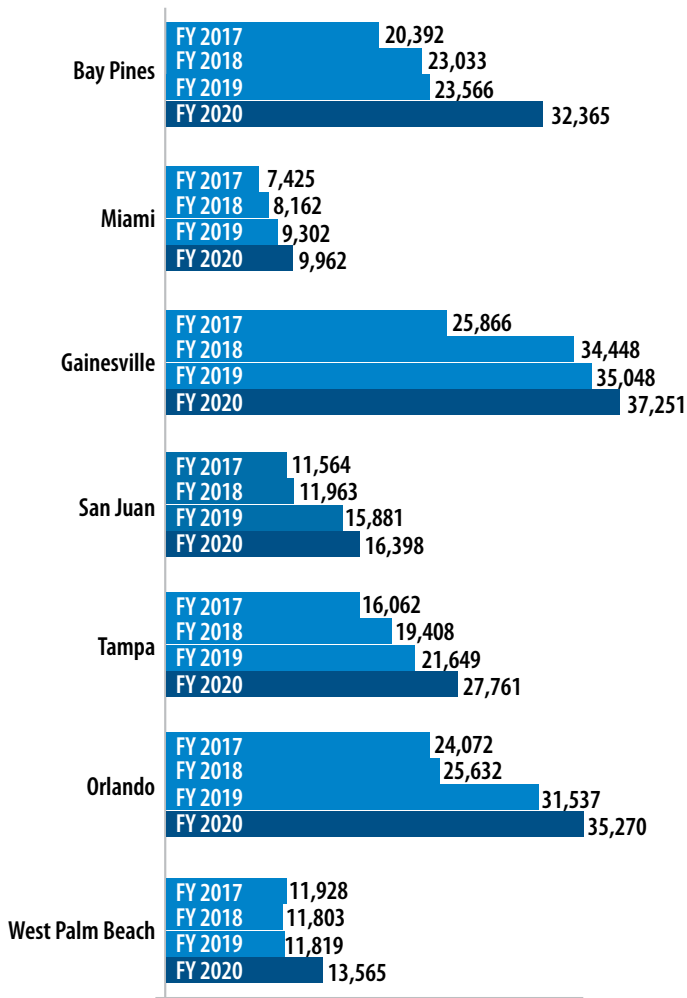
* 1,314 Hired into COVID Positions,
3,744 hired into non-COVID positions

OPERATING BUDGET

	2018	2019	2020
Total Operating Budget	\$5,032,571,267	\$5,168,876,533	\$5,454,174,812
Salaries & Benefits	\$3,159,278,628	\$3,337,015,266	\$3,481,945,317
Consolidated Mailout Pharmacy	\$380,536,278	\$320,178,816	\$369,934,502
Community Care	\$588,416,934	\$676,684,617	\$1,182,176,650
Medical Care & Collection	\$295,427,656	\$320,956,494	\$271,834,664
Equipment	\$143,592,868	\$96,406,523	\$83,929,401
Lands & Structures	\$176,233,039	\$114,252,829	\$103,274,186
Prosthetics	\$326,880,602	\$343,368,442	\$300,739,971

Workload

NUMBER OF VETERANS UTILIZING COMMUNITY CARE



WORKLOAD

	2018	2019	2020
Total Enrollees	762,937	766,427	764,369
Unique Patients	613,300	622,851	619,733
Outpatient Visits	8,781,120	8,917,287	8,498,707
Total Admissions	495,222	476,719	494,726
ED Visits	226,398	228,029	197,859
Veterans Utilizing Community Care	132,455	146,612	169,290
Surgeries performed	20,025	20,042	14,615

**NOW
OPEN**

Now Open

to Serve You Better



DOMICILIARY

PARENT FACILITY: West Palm Beach VA Medical Center

SERVICES: Residential Treatment for Veterans with Medical, Mental Health, Substance Use Disorders, Post-Traumatic Stress Disorders, Homelessness, other clinical needs



MIDDLEBURG COMMUNITY BASED OUTPATIENT CLINIC

PARENT FACILITY: North Florida/South Georgia Veterans Health System

SERVICES: Primary Care, Mental Health, Women's Health, Phlebotomy (blood draws and specimen collection), Selected Services via Telehealth, Mental Health Intensive Case Management (MHICM) Services



PALM BAY COMMUNITY BASED OUTPATIENT CLINIC

PARENT FACILITY: Orlando VA Healthcare System

SERVICES: Primary Care, Mental Health, Women's Health, Phlebotomy (blood draws and specimen collection)



VALDOSTA COMMUNITY BASED OUTPATIENT CLINIC (REPLACEMENT)

PARENT FACILITY: North Florida/South Georgia Veterans Health System

SERVICES: Primary Care, Mental Health, Women's Health, Phlebotomy (blood draws and specimen collection), Dietitian Services, Pharmacy Consultation, Selected Specialty Services via Telehealth, Home-Based Primary Care



NAVAL HOSPITAL JACKSONVILLE AND VA PARTNERSHIP

PARENT FACILITY: North Florida/South Georgia Veterans Health System

SERVICES: Inpatient hospital care - In the past, local Veterans enrolled in VA health care traveled to Gainesville or Lake City VA Medical Centers for inpatient stays or were admitted to private-sector hospitals in Jacksonville. Now, Veterans' physicians have the option to admit and medically transport veterans to NH Jacksonville for an overnight stay when medically appropriate and capacity exists.



KISSIMMEE COMMUNITY BASE OUTPATIENT CLINIC (REPLACEMENT)

PARENT FACILITY: Orlando VA Healthcare System

SERVICES: Primary Care, Mental Health, Women's Health, Phlebotomy (blood draws and specimen collection), Social Work, Whole Health



Opening Soon

to Serve You Better



COMING EARLY 2021

Clermont Community Base Outpatient Clinic (Replacement)

PARENT FACILITY: Orlando VA Healthcare System

SERVICES: Primary Care, Mental Health, Women's Health, Phlebotomy (blood draws and specimen collection)



COMING EARLY 2021

St. Augustine Community Based Outpatient Clinic

PARENT FACILITY: North Florida/South Georgia Veterans Health System

SERVICES: Primary Care, Mental Health, Women's Health, Phlebotomy (blood draws and specimen collection), Telehealth, Podiatry, Physical Therapy



COMING IN MID 2021

Arecibo Community Based Outpatient Clinic (Replacement)

PARENT FACILITY: VA Caribbean Healthcare System

SERVICES: Primary Care, Mental Health, Women's Health, Phlebotomy (blood draws and specimen collection), Telehealth, Home-Based Primary Care



COMING MID 2021

Ocala Community Based Outpatient Clinic

PARENT FACILITY: North Florida/South Georgia Veterans Health System

SERVICES: Primary Care, Mental Health, Women's Health, Audiology, Eye Clinic, Podiatry, Phlebotomy (blood draws and specimen collection), Telehealth



COMING LATE 2021

Palm Harbor Community Based Outpatient Clinic (Replacement)

PARENT FACILITY: Bay Pines VA Healthcare System

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



COMING IN 2022

Gainesville Mental Health Clinic and Gainesville Primary Care Clinic

PARENT FACILITY: North Florida/South Georgia Veterans Health System

SERVICES: Gainesville MH: Mental Health; Gainesville PC: Primary Care, MRI, Radiology, Prosthetics, Radiology, Phlebotomy (blood draws and specimen collection), Telehealth



COMING IN 2022

James A. Haley Veterans' Hospital Bed Tower

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

SERVICES: 96 medical-surgical beds, 40 intensive care unit beds, Canteen with outdoor dining area and healing garden



COMING IN 2022

New Port Richey Consolidated Community Based Outpatient Clinic (Replacement)

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

SERVICES: Primary Care, Mental Health, Eye, Dental, HBPC, Imaging, Audiology, Pharmacy, Prosthetics, Physical Therapy, Phlebotomy, a Library, Police, Canteen, Eligibility/Enrollment



COMING IN 2022

Zephyrhills Consolidated Community Based Outpatient Clinic (Replacement)

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

SERVICES: Primary Care, Mental Health, Physical Therapy, Audiology, Logistics, Canteen, and more

Preparing and Responding to the COVID-19 Pandemic

From the outset of the COVID-19 (Coronavirus) Pandemic, VISN 8 facilities were prepared.

Following guidance and standard operating procedures from the Centers for Disease Control and Prevention (CDC) and the Veterans Health Administration (VHA), leaders across the network made the safety of staff and Veterans its number one priority. From ensuring appropriate levels of personal protective equipment were available (N95 masks, surgical masks, face shields, and gloves) to implementing and managing screening locations, arranging clinic spaces to achieve physical distancing needs, limiting face-to-face appointments and restricting visitations, VISN 8 facilities left no stone unturned.



Nurse Gelda Pratt helps Harold Lake, U.S. Air Force Veteran, speak with his loved ones during his stay at West Palm Beach VA Medical Center's Community Living Center (CLC). The CLC staff uses VA-owned iPads and Android tablets, to help its residents stay connected to their loved ones who are unable to visit due to COVID-19 physical distancing requirements.

"Since very early on our goal was to ensure that our facilities were as safe and as clean as possible for the tens of thousands of employees and patients who walked through the doors of our hospitals and clinics," said Dr. Miguel H. LaPuz, VISN 8 Network Director.

According to LaPuz, a heavy focus was and continues to be personal protective equipment (PPE).

"We knew that our facilities would be competing with every health care facility in the country for PPE and other protective equipment," he said. "Our logistics professionals went to work to ensure all employees had access to necessary equipment and supplies. At no point were we ever in jeopardy of not having enough of what we needed."

During the year, VISN 8 facilities purchased more than 100 million general masks, 200,000 N95 masks, 1.1 million gowns, nearly 700,000 pairs of gloves, and other special equipment totaling about \$66 million.

The total dollar amount obligated specifically for COVID-19 was approximately \$315 million which was used to purchase supplies and equipment, hire additional employees, and more.

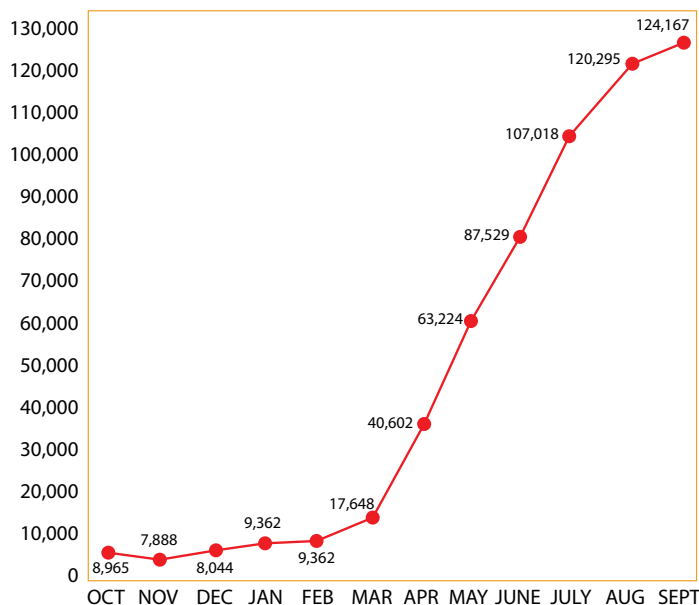


Dr. Asma Khan, Orlando VA Healthcare System, meets with U.S. Marine Corps Veteran Joshua Lenart using VA Video Connect (VVC).

"In addition, to our focus on safety and the mitigation of infection and spread of the virus, we wanted to ensure that we could continue delivering the care and services our Veterans expected and deserved," he continued. "We achieved much of this by delivering care virtually using VA Video Connect, telephone, and other secure communication technologies in lieu of completing traditional face-to-face appointments."

VA Video Connect (VVC) is VA's secure video teleconference application. It allows Veterans and their caregivers to quickly and easily meet with VA health care providers through live video on any computer, tablet, or mobile device with an internet connection.

In Fiscal Year 2020 (October 1, 2019 – September 30, 2020), VVC appointments skyrocketed by nearly 1,300 percent. In September 2020 alone, VISN 8 facilities completed more than 124,000 of VVC appointments.



Virtual care delivery, coupled with 1,300 new hires specifically for COVID-19 positions, helped ensure uninterrupted care for the men and women who relied on VISN 8 facilities for medical and mental health needs.

While many Veterans embraced the use of virtual technology for appointments during the height of the pandemic, many still preferred to see their providers in person. As such, VISN 8 facilities started resuming some routine face-to-face appointments and elective procedures in late Summer and early Fall 2020 while following the appropriate safety precautions.

"We are doing everything possible to keep everyone safe but also recognize the importance of resuming services to some level of normal as we continue to battle this pandemic," said Dr. Edward Cutolo, Chief Medical Officer, VISN 8.

"The bottom line here is that we must deliver on our promise to Veterans and provide the best possible medical and mental health care when and where Veterans need it. Despite COVID-19, I believe we have been able to do that and more. The Veterans we serve deserve nothing less," he said.

Employees Answer the Call to Help the Community



On April 21, 2020, the first of many VISN 8 teams fanned out across Florida to all corners and from coast-to-coast supporting community nursing homes and State Veterans Homes as the Coronavirus pandemic expanded its reach to the most vulnerable of our fellow citizens. During this Federal Emergency Management Agency (FEMA) mission assignment, VISN 8 employees from VA health care facilities across the network provided staff, training and education, direct patient care, and much more. What was to be a 30-day commitment turned into five, month-long extensions that required a tremendous amount of coordination.

In a 152-day period, more than 207 VHA personnel assisted 82 long-term care facilities and provided care to 8,863 patients.

In addition to supporting the FEMA mission in Florida, VISN 8 assisted the Florida Department of Veterans Affairs network of Veteran nursing homes. Support included COVID-19 testing, supplies and equipment, and inpatient medical care support for nursing home patients who tested positive for the virus.

We are eternally grateful and proud of our colleagues' unwavering dedication to not only our sacred mission in serving Veterans but also coming to the aid of communities and patients in need during these unprecedented times. They truly are among the best of the best in VA!



The VA's 4th Mission has been in full effect across the nation. This mission helps to serve communities outside of the VA by having healthcare team members travel to other facilities in need of help. Dr. Juan Gonzalez-Concepcion has saved many lives across Florida communities. Alongside his team, he entered community nursing homes with escalated COVID-19 cases and did not leave until cases were no longer positive. He said, "Being part of the VA 4th Mission gives me the opportunity to pay forward all the blessings that I have. I am proud to be part of the Orlando VA Healthcare System. The support and help that the VA is providing to the community in this difficult time is beyond my expectations. We are all part of this!"



A FEMA mission assignment team from the Jacksonville VA Outpatient Clinic stop for a quick group photo outside of a community nursing home they were supporting in July 2020.

Partner Testimonials

Florida Department of Health



“The State of Florida is grateful for the help and support from the U.S. Department of Veterans Affairs during the COVID-19 response. Amid handling COVID-19 cases within the VA, the agency provided crisis teams to assist Florida’s long-term care facilities in mitigating the COVID-19 spread. The VA assisted Florida during a time of urgent need and we remain truly grateful for their support.”

State Surgeon General Scott A Rivkees, M.D.

Florida Department of Veterans Affairs



“COVID-19 has brought us even closer together on the sharing of updates and best practices. VISN 8 does a tremendous job caring for those residents of our Veterans’ homes who need additional health care due to the global pandemic. We sincerely appreciate Dr. Miguel LaPuz and his leadership team for being there for us.”

James S. “Hammer” Hartsell
Major General, U.S. Marine Corps (Ret)
Deputy Executive Director
Florida Department of Veterans’ Affairs

Commitment to High Reliability

In July 2019, the VA Sunshine Healthcare Network (VISN 8) launched its Clinical Contact Center – a 24/7 virtual urgent care service available to Veterans enrolled for VA health care in Florida, South Georgia, Puerto Rico, and the Caribbean.

Leaders touted the new center as a major innovation in VA, not only because of its ability to provide convenient, around-the-clock care for Veterans, but also due to the agile and highly reliable service the center would soon provide for hundreds of thousands of patients in need.

In September 2020, the VISN 8 Clinical Contact Center was recognized nationally during the Veterans Health Administration's (VHA) HeRO Awards Ceremony. The center was honored with a HeRO award for demonstrating VHA's High Reliability Organization (HRO) principles.



The center was nominated in the category of "Clinical Team from a VISN or VA Medical Center," one of five national HeRO award categories. The VISN 8 Clinical Contact Center was one of 11 teams recognized during the event.

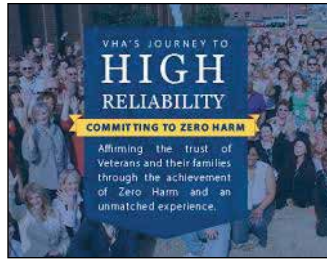
"Even during these unpredictable times and the COVID-19 response, these recipients responded swiftly and efficiently to ensure that VHA delivers the best care available to our Veterans," said VA Secretary Robert Wilkie. "From developing new entry procedures to manufacturing personal protective equipment to staying in touch with Veterans, VA staff are handling the pandemic quickly and creatively."

According to Suzanne Klinker, Deputy Network Director for Clinical Contact Center, VISN 8, there was an immediate need to decrease the number of traditional face-to-face appointments at the various medical centers and clinics across the network to mitigate the infection and spread of the virus.

"Our network was well positioned to respond to COVID-19 with the Clinical Contact Center and the high-caliber clinical and administrative professionals we employ," she said.

The Clinical Contact Center was quickly identified to safely triage and deliver virtual urgent care for Veterans suspected to have COVID-19 and became the primary method of which Veterans were screened for the virus across the network.

During March and April 2020 alone, Clinical Contact Center nurses provided care to nearly 63,000 Veterans. Approximately 3,200 appointments were completed by the center's doctors and advanced registered nurse practitioners.



VHA's High Reliability Organization Journey

VHA's journey to becoming an HRO officially started back in February 2019 at the HRO Leadership summit, which was at the Orlando VA Medical Center.

The two-day Summit brought together leadership from 18 medical facilities selected to lead VHA's HRO journey, along with VISN and Central Office Leaders. Attendees had the opportunity to learn what it means to become an HRO and how a strong culture of safety will positively impact Veterans, their family members, and caregivers.

The HRO concept was pioneered in industries like aviation and nuclear power, that were able to reduce accidents in their complex environments. Research shows high reliability organizations experience fewer accidents despite being high-risk environments where small errors can produce catastrophic results. HROs put procedures and protocols in place that maximize safety and minimize harm.

By striving for high reliability in a workplace where harm prevention and process improvement are second nature to all employees, VHA aims to improve the way care is delivered to Veterans.

During this same time period, about 3,000 of the callers reported symptoms consistent with COVID-19. Any Veteran who was identified as a possible case was referred to emergency room care, and prompt contact was made to the receiving VA or community ED by the triage nurse about the patient arriving with COVID-19 concerns.

Patient experience surveys of Veterans who were served by the Clinical Contact Center during peaks of the pandemic demonstrated high satisfaction with most Veterans reporting their issues to be resolved by the center without the need for follow up.

"The patient satisfaction we have been able to achieve is a true testament to the awesome professionals who make up the team and their commitment to high reliability and delivering an experience Veterans deserve," said Theresa Mont, Chief Nurse, VISN 8 Clinical Contact Center.

"Our dedicated staff were able to dig in and go above and beyond to support the mission all while integrating multiple protocol and workplace changes and managing their own personal affairs. We are all very proud of what we have been able to achieve together," she said.



The Gold Standard

The VISN 8 Clinical Contact Center has been labeled by VHA as the "gold standard" for virtual urgent care delivery in VA.

Officially launched in July 2019, the center has handled about 710,000 contacts from Veterans seeking urgent care services from the comfort of their home or wherever they may be.

Veterans enrolled for VA Health Care in VISN 8's service area, which includes Florida, South Georgia, Puerto Rico and the U.S. Virgin Islands, can make contact with the center by calling 1-877-741-3400 or by using the VA Health Chat App.

Services provided by the center include general administrative support, nurse triage, pharmacy, and virtual visits with a doctor or nurse practitioner via telephone, VA Video Connect (a secure video conferencing application), or VA Health Chat.

In July of this year, the center expanded its pharmacy function by adding a robust pharmacy contact center that Veterans can contact for things like medication questions, refills and renewals, and prescription status and tracking. In less than two months of operation, the pharmacy contact center has handled nearly 60,000 calls. Veterans can connect with the pharmacy contact center by dialing the primary Clinical Contact Center phone number and following the prompts.



The Future of the Clinical Contact Center

According to VISN 8 leaders, the future of the Clinical Contact Center is bright as the services provided continue to evolve and improve to best serve the needs of America's Veterans.

The same sentiment is shared by VHA leaders. They have made clinical contact modernization across the country a top priority based on the VISN 8 model.

"Prior to the launch of the center, we sat down together and discussed best practices in VA and outside VA, what works, what doesn't, and how we wanted our center to function relative to the mission and the unique needs of Veterans," said Dr. Miguel LaPuz, Network Director, VISN 8.

"When we brought everything together – the talent, technology, and processes – we knew we had something special that would positively impact the lives of patients. The VISN 8 Clinical Contact Center has truly set the standard for virtual urgent care delivery that Veterans rely on daily for fast, efficient, safe, and highly reliable care."

BAY PINES

VA Healthcare System

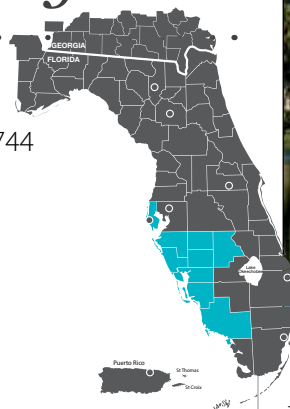
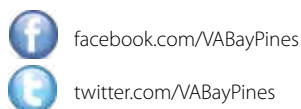
www.baypines.va.gov

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

727-398-6661

888-820-0230

Director: Paul M. Russo, MHA, 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. An ambulatory surgery center which provides same-day surgery, endoscopy, and other ancillary services is located in Cape Coral. In addition to the

main hospital and ambulatory surgical 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 10 counties located 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

By the NUMBERS

Total Employees:	4,748
% of Veteran employees:	31%
Total Volunteers:	908
Total Veterans Served:	109,417
Eligible Vet Population in Svc. Area:	180,671
Total Enrollees:	120,645
Market Penetration*:	66.78%
Total Outpatient Visits:	1.4 Million
Average Daily Outpatient Visits:	3,780
Total Operating Beds:	393
Total Admissions:	8,012
Total Budget:	\$752 Million

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

	VETERANS SERVED	OUTPATIENT VISITS
Bay Pines	95,874	751,547
Bradenton	18,913	78,665
Cape Coral	36,846	282,756
Naples	7,307	44,314
Palm Harbor	7,982	48,280
Port Charlotte	9,625	56,096
Sarasota	11,498	62,273
Sebring	4,514	31,959
St. Petersburg	2,813	23,917



“The service from the VA - unbeatable. You call them, you make a date...right on time. They say if you have a problem, come right back.”

- U.S. Army Air Corps WWII Veteran, Sgt. David Mattoli



Lee County VA Healthcare Center Doubles Capacity for Radiology Services

The Bay Pines VA Healthcare System (BPVAHCS) held a ribbon cutting ceremony in June 2020 to unveil a new \$1.2 million Computed Tomography (CT) mobile trailer located at the Lee County Healthcare Center. The state-of-the-art unit expands access to CT services for the growing population of Veterans seeking VA care in Lee County and the surrounding area. The new CT scanner will also almost double capacity, better enable specialty care services for Veterans, and will decrease the need for Veterans to seek CT services in the community.



Community Living Center Earns Five Star Rating

In 2020, the Bay Pines VA Healthcare System’s Community Living Center (CLC) earned a five-star rating overall, as well as a five-star rating in quality and staffing. Collaborative improvements in medication management, patient safety, infection control, nursing staffing ratios, staff education, and more, led to CLC Compare data from the Centers for Medicare and Medicaid Services (CMS) that ranks Bay Pines at top of the list for providing the highest quality of care. This includes both short-stay and long-stay resident Veterans.



Leaders in Statewide Coronavirus Testing for Veterans and Community Partners

Processing more than 68,000 Coronavirus tests since the start of the pandemic, BPVAHCS led testing efforts across the state. Using innovative technologies and model staffing methods, the laboratory at the C. W. Bill Young Medical Center served as a testing site for private sector health care providers, state Veteran homes, and VA facilities located in and around the southeastern part of the nation.

JAMES A. HALEY

Veterans' Hospital

www.tampa.va.gov

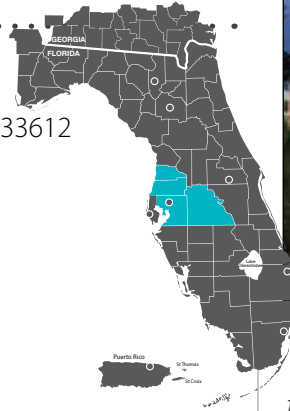
13000 Bruce B. Downs Blvd.; Tampa, FL 33612

813-972-2000

888-716-7787

Director: Joe D. Battle

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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 five community clinics, each offering primary and mental health care located in New Port Richey, Brooksville, Lakeland, Lecanto and Zephyrhills. JAHVH also operates a new multi-specialty outpatient clinic in south Hillsborough county that opened in May 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

American College of Radiology

Commission on Dental Accreditation

Commission on Cancer

National Health Physics Program

Long Term Care Institute

And more...

By the NUMBERS

Total Employees:	6,471
% of Veteran employees:	30%
Total Volunteers:	542
Total Veterans Served:	111,067
Eligible Vet Population in Svc. Area:	153,774
Total Enrollees:	113,319
Market Penetration*:	73.69%
Total Outpatient Visits:	1.4 Million
Average Daily Outpatient Visits:	3,938
Total Operating Beds:	499
Total Admissions:	8,558
Total Budget:	\$1 Billion

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

	VETERANS SERVED	OUTPATIENT VISITS
Tampa	100,116	712,254
Brooksville	7,094	36,175
Lakeland	12,212	62,313
Lecanto	7,637	35,955
New Port Richey	16,426	110,252
South Hillsborough	12,829	63,671
Zephyrhills	3,376	11,540



Patriot South Exercise

The James A. Haley Veterans' Hospital was selected to host the first ever National Federal Coordinating Center training class in February 2020. About 60 people from Department of Defense and VA units across the country spent two days in classrooms learning the ins and outs of the FCC program, with a live exercise – Exercise Patriot South 2020 – at the Tampa International Airport being the culminating event. The exercise scenario included an Air National Guard C-17 cargo aircraft carrying 35 simulated patients evacuated from Mississippi after a major hurricane hit the Gulf Coast. The joint exercise was designed to test the capabilities of the Air National Guard, VA, and community partners – to include Tampa Fire Rescue, Hillsborough County Emergency Management and local hospitals – to coordinate the movement, tracking, and care of medical evacuees. FCCs are DOD or VA facilities, located in major metropolitan areas that are responsible for receiving, triaging, staging, tracking, and transporting patients affected by a disaster or national emergency. While the hospital usually participates in these exercises every three years, the facility was asked to move scheduled participation up a year to host this training opportunity, which was well received by participants.



Community Living Center Achieves Five-Star Quality Rating

Haley's Cove, the James A. Haley Veterans' Hospital Community Living Center, received a five-star quality rating from the Centers for Medicare and Medicaid Services (CMS) in 2020. The planning and work to increase the rating – and in turn increase the quality of life for residents – began as far back as the end of 2018 when the staff started a value stream mapping event that was used to identify waste, reduce process times and implement process improvements. Quality Assurance/Process Improvement committees and subcommittees addressed specific findings and monitored and validated the clinical assessments for all residents before they were submitted to the system. Resident Care Facilitators were hired to monitor the care plans set up for each resident and ensure all evaluations and assessments were completed as required. The staff also initiated regular huddles to timely identify patient issues and address them as early as possible. The staff's dedication and their use of process improvement techniques resulted in not only a five-star quality rating, but improved quality of life and wellbeing for residents.



Pandemic Innovations

As the COVID-19 (Coronavirus) pandemic forced major changes in the way the hospital operated, we stepped up with innovations. From creating a plexiglass box that allowed for the safe intubation of possibly infected patients to virtual tours for Spinal Cord Injury and Community Living Center residents, nothing was off the plate if it enhanced safety and improved operations. One of the most extensive projects was the activation of the emergency department in the facility parking garage to limit the number of patients – especially those with possible COVID-19 symptoms – entering the main hospital. In a relatively short time, the first floor of the garage was transformed to include exam rooms, computer and patient records access, x-ray capabilities, and other services available in the regular ED. The hard work and out-of-the-box thinking of everyone involved, from Facilities Maintenance Service to the emergency department staff, continues today as the operation continues to evolve to meet the needs of Veterans and employees.



“I work at James A. Haley Veterans' Hospital to give back to my military brothers and sisters. I am dedicated to helping them get the best care possible. The care I receive here as a Veteran myself is unsurpassed to any health care I have received anywhere.”

- Brenda Lynch, employee and Veteran

MIAMI

VA Healthcare System

www.miami.va.gov

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

305-575-7000

888-276-1785

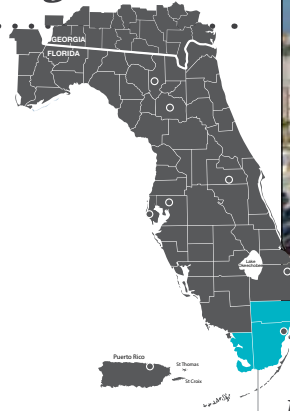
Director: Kalautie S. JangDhari



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

By the NUMBERS

Total Employees:	2,838
% of Veteran employees:	34%
Total Volunteers:	534
Total Veterans Served:	53,906
Eligible Vet Population in Svc. Area:	98,377
Total Enrollees:	66,935
Market Penetration*:	68.04%
Total Outpatient Visits:	758,339
Average Daily Outpatient Visits:	2,078
Total Operating Beds:	367
Total Admissions:	4,428
Total Budget:	\$546 Million

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

	VETERANS SERVED	OUTPATIENT VISITS
Miami	48,830	483,039
Sunrise	21,460	171,661
Key West	2,020	10,646
Homestead	5,787	25,935
Pembroke Pines	2,321	12,936
Key Largo	891	3,527
Hollywood	3,534	20,862
Deerfield Beach	2,190	9,831

“ [My VA doctor] never rushes me and always finds the right medicines and or words to keep me alive and reaching for better.”

—Don D. Ruiz
Lt.Col (Retired)
U. S. Air Force



Helping Women Veterans Welcome New Additions to their Families

In what is becoming an annual tradition, 36 Veteran moms and their family members were treated to a special baby shower hosted by the Miami VA Healthcare System, Miami Dolphins, and Mission United of United Way of Miami-Dade. Expectant parents were given gift baskets, diapers, newborn essentials, and more to welcome their future bundles of joy. Women Veterans continue to be the fastest growing cohort of Veterans the Miami VA serves. Women Veterans have full access to all VA services through dedicated women’s health teams at all locations and a new Miami VA Women’s Health Center located in Miami.



Giving Back During the Holidays

The Miami VA Healthcare System held its seventh annual Santa’s Workshop Party at the William “Bill” Kling VA Clinic where VA staff helped the children of some deserving Veterans celebrate the holidays with activities and toys. More than 200 children met with Santa and then visited his workshop where they were able to choose a toy or two in addition to the nearly 200 additional children who were able to receive toys during the following week. This truly was a community coming together to put a smile on these little faces – Mission United of Broward County, Vietnam Veterans of America Chap. 23, The Seminole Tribe of Florida, Kings Point Veterans Club, Celebrity Cruises, Holland and Knight LLC, American Legion, Daughters of the American Revolution, Veterans of Foreign Wars and the Auxiliary, and dozens of Miami VA employees and volunteers donated toys, money, and time to support Veterans.



VA Secretary Meets Mother of Hospital’s Namesake

No visit to the Miami VA is complete without meeting Geogie Carter-Krell, longtime volunteer and mother to the hospital’s namesake, Marine Corps. Pfc. Bruce W. Carter. The Honorable Robert Wilkie, Secretary of the U.S. Department of Veterans Affairs, had the privilege to meet Ms. Carter-Krell during a visit to the Miami VA Healthcare System in September 2020 to see firsthand how the facility had continued to serve Veterans despite being located in a COVID-19 hotspot in Florida last July.

NORTH FLORIDA/ SOUTH GEORGIA Veterans Health System

www.northflorida.va.gov

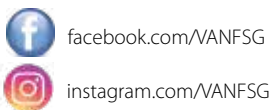
Director: Thomas J. Wisnieski, MPA, FACHE

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

352-376-1611 | 800-324-8387

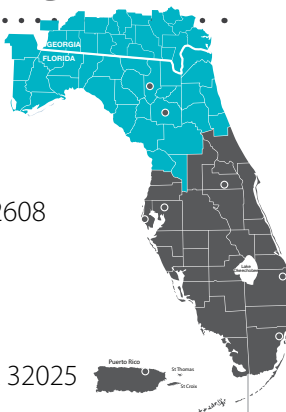
Lake City VA Medical Center
619 South Marion Avenue; Lake City, FL 32025

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 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 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 Palatka, Ocala, St. Augustine, Marianna, Middleburg 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.



Malcom Randall
VA Medical Center



Lake City
VA Medical Center

By the **NUMBERS**

Total Employees:	5,710
% of Veteran employees:	29%
Total Volunteers:	892
Total Veterans Served:	139,839
Eligible Vet Population in Svc. Area:	262,685
Total Enrollees:	177,831
Market Penetration*:	67.70%
Total Outpatient Visits:	1.6 Million
Average Daily Outpatient Visits:	4,429
Total Operating Beds:	611
Total Admissions:	9,927
Total Budget:	\$1.4 Billion

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

Accreditations/Certifications

The Joint Commission	Accreditation Council for Occupational Therapy Education
Commission on Accreditation of Rehabilitation Facilities- CARF	Long Term Care Institute
American Board for Certification in Orthotics, Prosthetics & Pedorthics	The Commission of Collegiate Nursing Education
American Board of Physical Therapy Residency and Fellowship Education	American Psychological Association
American Society of Health System Pharmacists	Commission of Dental Accreditation
Accreditation Council on Optometric Education	

	VETERANS SERVED	OUTPATIENT VISITS
Gainesville	112,714	591,306
Lake City	29,953	163,763
Jacksonville	46,022	240,994
Valdosta	5,536	25,354
Ocala	9,412	47,165
St. Augustine	6,763	35,628
Tallahassee	16,716	128,469
The Villages	21,878	133,280
St. Mary's	3,564	13,376
Marianna	2,578	13,243
Palatka	4,162	16,848
Waycross	2,406	10,930
Perry	798	3,527



“Being a part of Malcom Randall VA Medical Center’s COVID-19 response team has been arduous but a rewarding task. We are Veterans’ first line of assistance when they report to the Emergency Department. Our team has worked to create an environment of zero harm by participating in education and training to help protect Veterans by providing the most efficient, compassionate, and effective care. What has kept us strong through this pandemic is teamwork. Knowing that we are all in this together has only made us stronger.”

- Noel Caban, Emergency Room Assistant Nurse Manager



A Call for Action to End Veteran Suicide

A virtual event entitled “Pledge to Prevent: A Community Call to Action to end Veteran Suicide” featured award-winning author and filmmaker Kevin Hines. As a suicide prevention and mental health advocate, he has reached millions with his story of an unlikely survival and his strong will to live. He attempted to take his life by jumping from the Golden Gate Bridge. Hines fell 220 feet straight down into the San Francisco Bay, shattering several vertebrae in his spinal column. After recovering from his attempt, he now travels the world to share his story in hopes of preventing more suicides and educating people about wellness. “If we can just be kind, compassionate, loving, and empathetic to everyone we encounter, that can make all the difference,” he said.



Lifesaving Organ Donation

In August 2020, the North Florida/South Georgia Veterans Health System took part in its first organ donation since 2013. The Malcom Randall VA Medical Center Intensive Care Unit staff worked with the Veteran’s family and representatives from LifeQuest Organ Recovery Service to ensure that the Veteran’s last wishes of being an organ and tissue donor were honored. The Veteran’s decision saved the lives of four individuals. A 36-year-old received a heart, a 63-year-old received a liver, and a 66-year-old and a 71-year-old received a kidney. The Veteran also enhanced the lives of others through his gifts of tissue and eye donation. “Coordinating an organ recovery procedure is often an arduous process, and we are deeply grateful to the staff that played such a critical role in this facilitation” said LifeQuest representative Scott Mullen. To show respect for the donor, a Walk of Honor was coordinated by VA staff. An overwhelming number of employees lined the halls from the Veteran’s hospital room to the operating room to pay respect as the Veteran made his way to give the gift of life to others.



A Partnership Brings Inpatient Care to Veterans

North Florida/South Georgia Veterans Health System and Naval Hospital (NH) Jacksonville have partnered to provide inpatient care to Veterans at NH Jacksonville. The partnership provides an additional option for Veterans and their physicians when an overnight stay at the hospital is needed. The approved plan includes the use of 10 medical-surgical inpatient beds, four intensive care unit beds, and supporting services. The collaboration also makes efficient use of inpatient capacity at NH Jacksonville and ensures that Navy clinicians can maintain their advanced skills by treating higher-acuity patients. Prior to the partnership, Veterans from Jacksonville and surrounding areas traveled to the Gainesville or Lake City VA Medical Centers or were admitted to private-sector hospitals in Jacksonville.

ORLANDO

VA Healthcare System

www.orlando.va.gov

13800 Veterans Way; Orlando, FL 32827

407-631-1000

800-922-7521

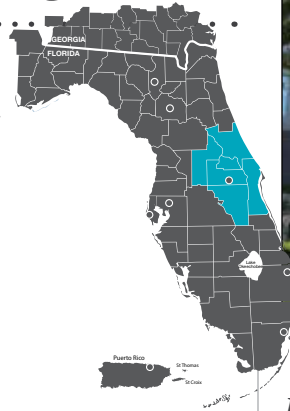
Director: Timothy J. Cooke

 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 five community based

outpatient clinics located in Clermont, Kissimmee, Palm Bay, 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.



By the NUMBERS

Total Employees:	4,866
% of Veteran employees:	42%
Total Volunteers:	693
Total Veterans Served:	121,541
Eligible Vet Population in Svc. Area:	188,204
Total Enrollees:	137,541
Market Penetration*:	73.08%
Total Outpatient Visits:	1.7 Million
Average Daily Outpatient Visits:	4,369
Total Operating Beds:	370
Total Admissions:	5,954
Total Budget:	\$775 Million

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

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

	VETERANS SERVED	OUTPATIENT VISITS
Lake Nona	106,721	750,336
Clermont	4,601	19,158
Daytona Beach	21,695	162,263
Deltona	5,107	27,090
Kissimmee	5,171	27,248
Lake Baldwin	35,791	233,223
Palm Bay	490	688
Tavares	5,891	31,989
Viera	32,837	272,640



“I went to the MOVE! class and it was wonderful. That is where I met Teresita and Becky (MOVE! Instructors). Those two ladies saved my life. Since I met them, I said I am staying in the class and went full force into the program!”

- Sharyle Robert, U.S. Navy Veteran



Fisher House and Disney Partner to Bring Holiday Cheer to Veterans and Their Loved Ones

Disney VoluntEARS brought holiday cheer to the Orlando VA Healthcare System Fisher House! The Fisher House partnered with Disney to bring the holidays to Veterans and their loved ones. The house was decorated from top to bottom with a special touch from Veterans and their loved ones who also joined in on the fun. Disney truly knows how to bring magic wherever they go and helped to make guests feel right at home!



Space and Services Upgraded

The Orlando VA Healthcare System's Lake Baldwin location has been very busy this year upgrading existing spaces and adding services for Veterans. The lab, mental health, and the space used by the Healthcare for Homeless Veterans program were completely remodeled, adding additional space for these services. A host of other projects are underway including a new women's clinic, infusion clinic, specialty clinics, integrated wellness center, and space for the Veterans Benefits Administration. The medical center also brought back dental care to provide additional access and to serve Veterans closer to where they live. Future projects include renovations to dermatology, physical medicine and rehabilitation, and the operating rooms.



Supporting VA's Fourth Mission

VA's fourth mission of supporting the nation during disasters and emergencies has never been more important than it is today and will be in the future. The Veterans Health Administration's Office of Emergency Management has long been a leader in federal emergency preparedness and response. The Fold-Out Rigid Temporary Shelters (FORTS) Medical System takes this mission to a new level. This new mobile Intensive Care Unit/Medical-Surgical facility rounds out VA's already impressive deployable asset inventory. The FORTS Medical System was set up at the Orlando VA Medical Center in Lake Nona in May for VA staff to train and view its capabilities.

CARIBBEAN

VA Healthcare System

www.caribbean.va.gov

10 Casia Street
San Juan, PR 00921

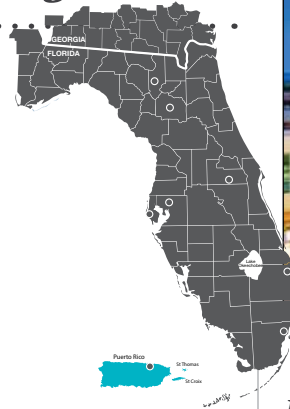
787-641-7582
800-449-8729

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

 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, 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.



By the NUMBERS

Total Employees:	4,181
% of Veteran employees:	21%
Total Volunteers:	299
Total Veterans Served:	58,879
Eligible Vet Population in Svc. Area:	69,806
Total Enrollees:	64,488
Market Penetration*:	87.71%
Total Outpatient Visits:	990,559
Average Daily Outpatient Visits:	2,714
Total Operating Beds:	402
Total Admissions:	2,714
Total Budget:	\$575 Million

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

Accreditations/Certifications

The Joint Commission	Accreditation Council for Graduate Medical Education
College of American Pathology	Council of Dental Accreditation
Commission on Accreditation of Rehabilitation Facilities	American Association of Cardiovascular and Pulmonary Rehabilitation
Society of Cardiovascular Patient Care Center - Chest Pain Center	American Society of Health System Pharmacists
Commission of Academic Dietetic Education	American College of Radiology
American College of Radiation Oncology Practice Accreditation Program	Food and Drug Administration
National Health Physics Program	Long Term Care Institute
	American Psychological Association
	American Nurses Credentialing Center

	VETERANS SERVED	OUTPATIENT VISITS
San Juan	57,054	692,170
Arecibo	4,765	33,569
Ceiba	3,653	24,148
Comerio	477	1,603
Mayaguez	10,185	98,466
Ponce	10,889	117,902
St. Croix	791	3,147
St. Thomas	912	3,114
Utuado	328	1,243
Vieques	173	906



“VA has multiple smoking cessation programs for Veterans. During my visit with the counselor, she provided me with excellent tools for my process of quitting. Veterans have a better opportunity of quitting when they can get a combination of counseling and medication to help suppress nicotine addiction. My main motivation was the birth of my daughters, but the VA Cessation Program was a great part of the tools I needed to finally quit.”

- Rodolfo Barrios-Quiñones, U.S. Army Veteran



Earthquake Response: VA and the Community Working as One

In January 2020, Puerto Rico experienced a 6.4 earthquake and many subsequent earthquakes that lasted several weeks. The immediate response of VA Caribbean Healthcare System focused on assessing the health and wellbeing of patients and employees, evaluating damage to infrastructure, and resuming health care services as quickly as possible. In addition, the healthcare system partnered with the community and deployed a multidisciplinary team of specialists to the communities of Guayanilla, Peñuelas, Ponce, and Yauco to provide emotional support, food, and medicines to those in need.



Healthcare Equality for all Veterans

The VA Caribbean Healthcare System was recognized as a “Leader in LGBTQ Healthcare Equality” by the Human Rights Campaign (HRC) Foundation, the educational arm of the country’s largest Lesbian, Gay, Bisexual, Transgender, and Questioning (LGBTQ) civil rights organization.

The findings were part of HRC Foundation’s Healthcare Equality Index 2020, a unique annual survey that encourages equal care for LGBT Americans by evaluating inclusive policies and practices related to LGBT patients, visitors and employees. The healthcare system scored 100 out of 100 points on the survey.

The VACHS earned top marks in meeting non-discrimination and training criteria that demonstrate the healthcare system’s commitment to equitable, inclusive care for LGBTQ patients, and their families, who can face significant challenges in securing the quality health care and respect they deserve.



Creating a Drive-Thru Pharmacy

To add another layer of protection to help prevent the spread and infection of COVID-19 (Coronavirus), the VA Caribbean Healthcare System created an innovative pharmacy drive-thru for Veterans at the Mayaguez VA Outpatient Clinic in Puerto Rico. By launching the drive-thru pharmacy initiative, clinic staff effectively eliminated the need for Veterans to enter the clinic to receive prescription medication and refills. This strategy, coupled with existing mailout pharmacy practices, demonstrates the healthcare system’s commitment to the safety and wellbeing of Veterans who rely on VA for their care.

WEST PALM BEACH

VA Medical Center

www.westpalmbeach.va.gov

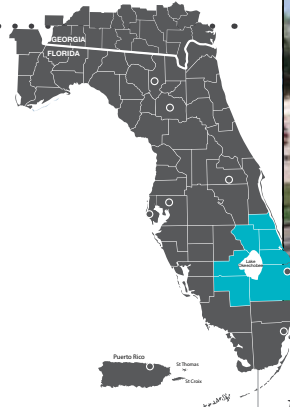
7305 North Military Trail
West Palm Beach, FL 33410

561-422-8262
800-972-8262

Director: Cory P. Price, FACHE

 facebook.com/VAWestPalmBeach

 twitter.com/VAWestPalmBeach



The West Palm Beach VA Medical Center's health care system provides medical care and services to Veterans throughout South Florida and along the Treasure Coast. Its main facility located in West Palm Beach is a 1c-complexity, general medical and surgical medical center providing a full range of patient care services, as well as comprehensive medical education, research 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, connected care (telehealth), dentistry, hemodialysis, a comprehensive Cancer Center and geriatrics and extended care. The main campus also has a 13-bed Blind Rehabilitation Service,

which is the referral center for blind and visually impaired Veterans throughout Florida, a Community Living Center with hospice and palliative care, and a Domiciliary which provides residential treatment for Veterans with substance abuse and other mental and psychosocial issues. The medical center has one outpatient clinic in Port St. Lucie and six contractor-operated, community-based outpatient clinics (CBOC) located in Boca Raton, Delray Beach, Fort Pierce, Okeechobee, Stuart and Vero Beach which provide primary care, mental health and select specialty care and services. The West Palm Beach VA Medical Center's Whole Health Program focuses on Veteran centric care, providing Veterans with proactive care and incorporates more alternative medicine options.

Accreditations/Certifications

- The Joint Commission
- American Psychological Association
- Commission on the Accreditation of Rehabilitation Facilities
- American Society of Health System Pharmacists
- ACR Committee on Radiation Oncology
- College of American Pathologists
- American Association of Blood Banks
- Florida Medical Association
- American Council on Graduate Medical Education
- Food & Drug Administration
- American Dental Association
- Long Term Care Institute
- HEI Healthcare Equality Leader

By the NUMBERS

Total Employees:	2,688
% of Veteran employees:	38%
Total Volunteers:	362
Total Veterans Served:	57,106
Eligible Vet Population in Svc. Area:	87,080
Total Enrollees:	62,464
Market Penetration*:	71.73%
Total Outpatient Visits:	721,119
Average Daily Outpatient Visits:	1,976
Total Operating Beds:	333
Total Admissions:	4,540
Total Budget:	\$454 Million

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

	VETERANS SERVED	OUTPATIENT VISITS
West Palm	53,267	595,267
Fort Pierce	5,790	21,803
Delray Beach	6,578	27,300
Stuart	6,481	26,516
Boca Raton	3,513	15,373
Vero Beach	3,529	13,724
Okeechobee	1,792	7,919
Port St. Lucie	2,446	10,201



“I had a great career in the U.S. Army and U.S. Public Health Service Corps for 22 years making lasting connections with fellow service members. I chose VA because I wanted to continue giving back and make impact serving those who have served. Working at the VA fills me with pride and a sense of belonging to something greater than myself. Although it is not a perfect system, it is filled with wonderful people who truly give their all to those who have served. I am grateful for the opportunity and feel privileged to be a part of the Team!”

- Jessica Diaz, RN, West Palm Beach VA Medical Center



Reopening the Research Program

Claudia Sotis, MD, Board Certified Anesthesiologist and Mamun Al Rashid, MD, Board Certified Orthopedic Surgeon initiated a year-long quality improvement study project where they used a combination of a regional nerve block, a longer-acting anesthetic inside the joint, and a non-opioid pain medication as part of Veterans' post-op treatment after knee replacement surgery. A team that included physicians and nurses reviewed the data that compared opioid consumption by Veterans following surgery with and without this technique. They discovered a significant reduction in opioid requirements in Veterans who received the intervention during their hospital stay. This combination of regional nerve blocks offers optimal pain management and allows the Veteran to walk soon after surgery is complete with only minimal discomfort.



Ensuring Safety & Wellbeing During the COVID-19 Pandemic

In response to the COVID-19 pandemic, the West Palm Beach VA Medical Center proactively took a series of actions which allowed for the successful continuation in the provision of care to Veterans. Early on, the medical center converted much of its in-person services in Primary Care and Mental health to virtual environments to ensure the safety of staff and Veterans. In FY 2020, the medical center saw a 1200% increase in the use of VA Video Connect (VVC) services and more than one third (33.65%) of Veterans had appointments by VVC with their provider. The medical center established drive-thru clinics for COVID-19 testing; anticoagulant testing; and outpatient pharmacy, immunization and audiology services. In preparation for a potential surge, the Facilities Management Service converted the 6th and 7th floor inpatient units into negative pressure wards by disconnecting the existing return duct near the air handler and installing a plenum to connect commercial grade HEPA-filtered, negative pressure machines. Four independent negative pressure wards were created with flexibility to allow reconversion to non-COVID care units as needed.



Helping Those Who Need It Most

The West Palm Beach VA Medical Center's Homeless Program's continued efforts have resulted in a 17 percent decrease in Veteran homelessness from 2019 to 2020. Additionally, during the COVID-19 pandemic, the team engaged community partners to help homeless Veterans receive housing in local hotels, food, and supplies to reduce their risk of infection from this virus. Food delivery systems were set up with local restaurants and food vendors to ensure no Veteran was without nutritious meals during the pandemic. Clinical teams have also continued outreach to at-risk and vulnerable populations throughout South Florida by delivering health care services to at-risk Veterans. This included provision of COVID-19 screenings and administering vaccinations against influenza and hepatitis.



VA Sunshine Healthcare Network (VISN 8)

Office of Communication
 St. Petersburg, FL 33716

Questions/Comments? E-mail us at
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 & Publication Editor

VA Sunshine Healthcare Network – VISN 8

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www.baypines.va.gov

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

Lake City VA Medical Center
 619 South Marion Avenue
 Lake City, FL 32025
 386-755-3016 • 800-308-8387
www.northflorida.va.gov

Malcom Randall VA Medical Center
 1601 SW Archer Road
 Gainesville, FL 32608
 352-376-1611 • 800-324-8387
www.northflorida.va.gov

Orlando VA Healthcare System
 13800 Veterans Way
 Orlando, FL 32827
 407-631-1000 • 800-922-7521
www.orlando.va.gov

West Palm Beach VA Medical Center
 7305 North Military Trail
 West Palm Beach, FL 33410
 561-422-8262 • 800-972-8262
www.westpalmbeach.va.gov

VA Caribbean Healthcare System
 10 Casia Street
 San Juan, Puerto Rico 00921
 787-641-7582 • 800-449-8729
www.caribbean.va.gov

