

TOP

NOTCH

STATISTICAL

COMMITMENT

QUALITY

VIRTUAL CARE

STANDARDS

SERVICES

CLASS



2012 ANNUAL REPORT



DIRECTOR'S VISION

Dear Veterans, fellow employees, volunteers and friends of VISN 4:

Transparency promotes accountability and provides information for citizens about what their government is doing. Here in VISN 4, we believe that openness and transparency are the key ingredients to build accountability and trust. Our commitment to these principles is at the heart of our 2012 Annual Report.

Every successful organization is based on a set of values that form the foundation for everything that happens throughout the organization. In our Network, we fully subscribe to VA's core values of Integrity, Commitment, Advocacy, Respect, and Excellence (I CARE). These values govern our actions and are the foundation for our interactions with Veterans and their families — and with everyone else with whom we come into contact.

Our values commit us to being accountable to our employees, our patients, and our communities. They enable us to share the remarkable successes of our programs and policies throughout the year and require us to be honest and direct when we search for, find, and correct situations that are not up to our standards or expectations. In 2012, our values enabled our Network to rank among the top five VISNs in the Nation in nearly all measures of inpatient and outpatient perceptions of care.

They helped us become leaders in adopting VA's Patient Aligned Care Team (PACT) model, which allows us to provide accessible, coordinated, comprehensive, patient-centered care through active communication

Stay up-to-date with the Director's travels throughout the Network at www.visn4.va.gov/SiteVisits or **scan the QR Code with a smartphone app.**

and better coordination of health care services. And they supported our emphasis on a recovery-oriented approach to mental health care for Veterans.

VISN 4 is built on the energy and drive of its 13,000 employees. This year, I visited each of our ten medical centers, and many of our 43 outpatient clinics. I am deeply appreciative of what every Network employee has done for Veterans — and what every Veteran has done for our Nation.

Our 2012 Annual Report captures the dynamic quality of service that can be found in every medical center, clinic, laboratory, and building in VISN 4. We are proud of what we accomplished on behalf of Veterans in 2012 and look forward to providing even more and better service in 2013.

Thank you for your support of our Network during the past year. Read on to learn how our Network is strategically positioning itself to continue to provide our Veterans with the best possible care — not only for the Veterans we now serve, but also for many years to come.

Sincerely,

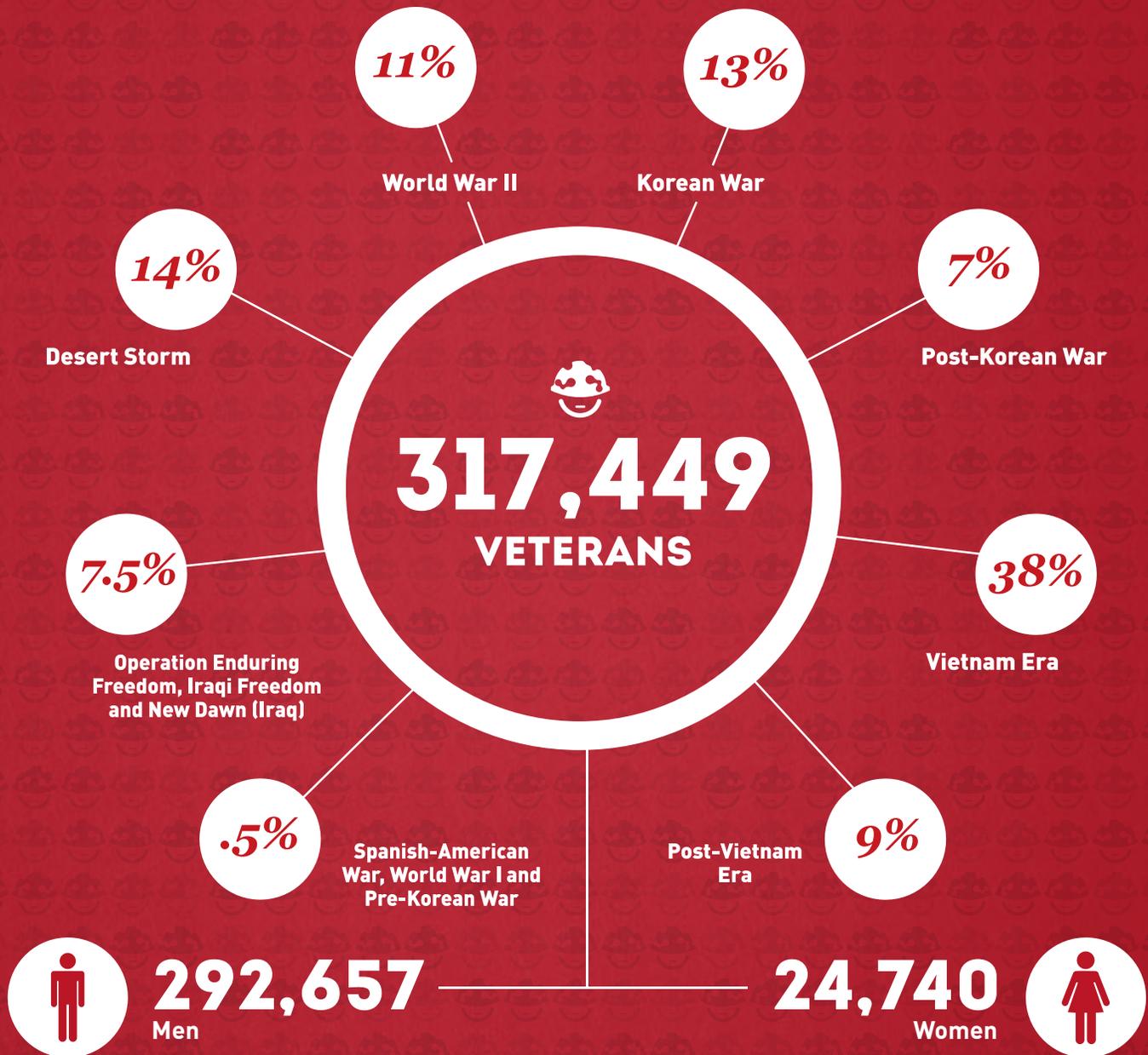


MICHAEL E. MORELAND, FACHE
Network Director





WHO WE SERVE



	<25	25-34	35-44	45-54	55-64	65-74	75-84	85+
BY AGE	3,709	19,122	17,717	32,002	69,692	75,152	63,445	36,610



AROUND TH



E NETWORK



Check out a map of all VISN 4 facilities at
www.visn4.va.gov/VISN4/docs/VISN4FacilityMap.pdf
or scan the QR Code with a smartphone app.

VISN 4 WEST LOCATIONS

1

ERIE VA MEDICAL CENTER
135 East 38th Street Boulevard
Erie, PA 16504
1-800-274-8387
www.erie.va.gov
www.facebook.com/VAMCErie
www.twitter.com/ErieVAMC

EMPLOYEES: 700
OUTPATIENT VISITS: 278,561
OPERATING BEDS: 61
VETERANS SERVED: 22,668
Operating Budget: \$124,588,000

- Opened new Crawford County VA Clinic to provide additional services closer to Veterans' homes.
- Launched GetWellNetwork, an interactive patient care solution, in all inpatient, Community Living Center, and oncology rooms.

2

VA PITTSBURGH HEALTHCARE SYSTEM
University Drive
Pittsburgh, PA 15240
1-866-482-7488
www.pittsburgh.va.gov
www.twitter.com/VAPittsburgh
www.facebook.com/VAPHS

EMPLOYEES: 3,094
OUTPATIENT VISITS: 654,022
OPERATING BEDS: 583
VETERANS SERVED: 67,044
Operating Budget: \$590,700,000

- Only VA in the Nation to receive the Heart Failure Gold Plus Quality Achievement Award from the American Heart Association's premier hospital-based quality improvement program, Get With The Guidelines, for the treatment of heart failure patients.
- Opened both a \$38.2 million Ambulatory Care Center and a \$75.8 million Consolidation Building to provide consolidated, state-of-the-art care for Veterans.

3

LOUIS A. JOHNSON VA MEDICAL CENTER
1 Medical Center Drive
Clarksburg, WV 26301
1-800-733-0512
www.clarksburg.va.gov
www.facebook.com/VAClarksburg

EMPLOYEES: 882
OUTPATIENT VISITS: 263,803
OPERATING BEDS: 100
VETERANS SERVED: 22,566
Operating Budget: \$163,964,038

- Improved Veterans' access to care by bolstering community rural healthcare program, deploying rural mobile unit and increasing My HealtheVet enrollment.
- Enhanced transitional housing for homeless women Veterans by creating a separate location with a stable environment and a safe, therapeutic atmosphere.

4

VA BUTLER HEALTHCARE
325 New Castle Road
Butler, PA 16001
1-800-362-8262
www.butler.va.gov
www.facebook.com/VAButlerPA
www.twitter.com/VAButlerPA

EMPLOYEES: 573
OUTPATIENT VISITS: 163,820
OPERATING BEDS: 163
VETERANS SERVED: 18,331
Operating Budget: \$103,906,000

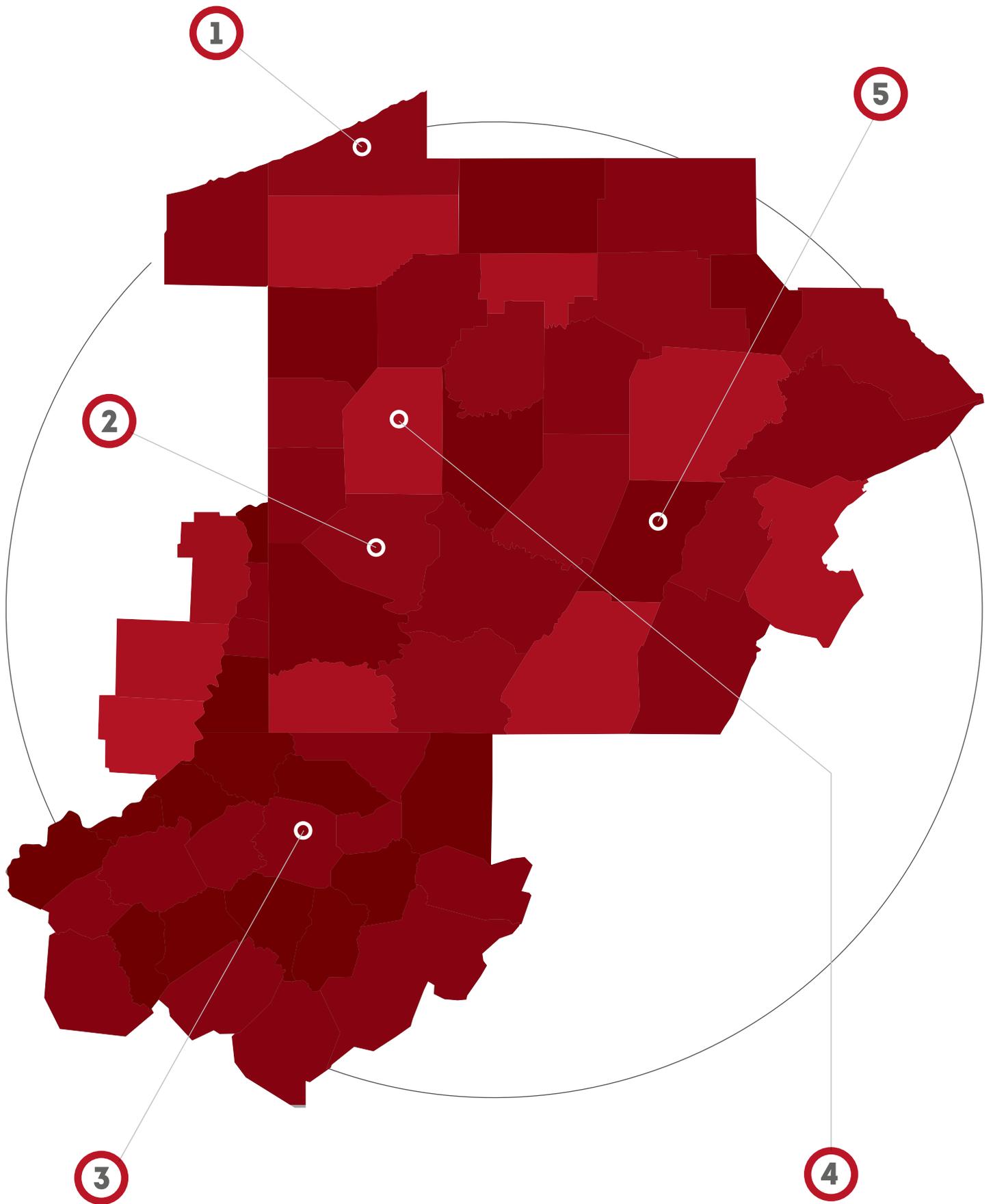
- Expanded services to Veterans by initiating first Veterans Treatment Court in Butler County.
- Opened new, 56-bed domiciliary to provide residential rehabilitation for Veterans suffering from substance abuse, homelessness, and behavioral health issues.

5

JAMES E. VAN ZANDT VA MEDICAL CENTER (ALTOONA)
2907 Pleasant Valley Boulevard
Altoona, PA 16602
1-877-626-2500
www.altoona.va.gov
www.facebook.com/VAAaltoona

EMPLOYEES: 642
OUTPATIENT VISITS: 220,555
OPERATING BEDS: 68
VETERANS SERVED: 24,823
Operating Budget: \$124,609,000

- Improved Veterans' access to care by increasing utilization of telehealth program by approximately 30%.
- Increased Community Living Center capacity to 40 beds by opening remodeled sixth floor.



VISN 4 EAST LOCATIONS

1

WILKES-BARRE VA MEDICAL CENTER

1111 East End Boulevard
Wilkes-Barre, PA 18711
1-877-928-2621
www.wilkes-barre.va.gov
www.facebook.com/VAWilkesBarre

EMPLOYEES: 1,153
OUTPATIENT VISITS: 378,967
OPERATING BEDS: 157
VETERANS SERVED: 40,102
Operating Budget: \$250,690,000

- Created a safer environment for patients and staff by implementing the HyGreen Automated Hand Hygiene Monitoring and Reminding System for health care workers.
- Improved efficiency and access for diagnostic interventional cardiac catheterizations for Veterans from Wilkes-Barre and the surrounding area by opening a brand new, state-of-the-art cardiac cath lab, staffed by specially-trained nurses and cardiologists.

2

LEBANON VA MEDICAL CENTER

1700 South Lincoln Avenue
Lebanon, PA 17042
1-800-409-8771
www.lebanon.va.gov
www.facebook.com/VALebanon

EMPLOYEES: 1,383
OUTPATIENT VISITS: 433,286
OPERATING BEDS: 193
VETERANS SERVED: 43,998
Operating Budget: \$272,423,000

- Expanded Veterans Justice Outreach program by adding three additional Veterans Treatment Courts in area.
- Established surgical services care line and appointed a new associate chief of staff for surgery in order to be prepared for upcoming expansion of surgical services.

3

PHILADELPHIA VA MEDICAL CENTER

3900 Woodland Avenue
Philadelphia, PA 19104
1-800-949-1001
www.philadelphia.va.gov
www.facebook.com/PhiladelphiaVAMC

EMPLOYEES: 2,280
OUTPATIENT VISITS: 552,338
OPERATING BEDS: 142
VETERANS SERVED: 57,598
Operating Budget: \$461,865,043

- As one of four pilot sites, opened a freestanding clinic to provide outpatient dialysis services to Veterans in order to improve clinical outcomes and reduce cost.
- Led research study aimed at empowering returning Veterans, increasing health communications, decreasing social anxiety, and positively impacting attitudes and knowledge of VA staff.

4

COATESVILLE VA MEDICAL CENTER

1400 Blackhorse Hill Road
Coatesville, PA 19320
1-800-290-6172
www.coatesville.va.gov
www.facebook.com/CoatesvilleVAMC

EMPLOYEES: 1,311
OUTPATIENT VISITS: 200,702
OPERATING BEDS: 475
VETERANS SERVED: 18,729
Operating Budget: \$189,020,000

- Co-sponsored third annual Veterans Career Fair with Pennsylvania Career Link to connect 300 Veterans with 60 employers.
- Expanded therapeutic horseback riding program to include outpatients.

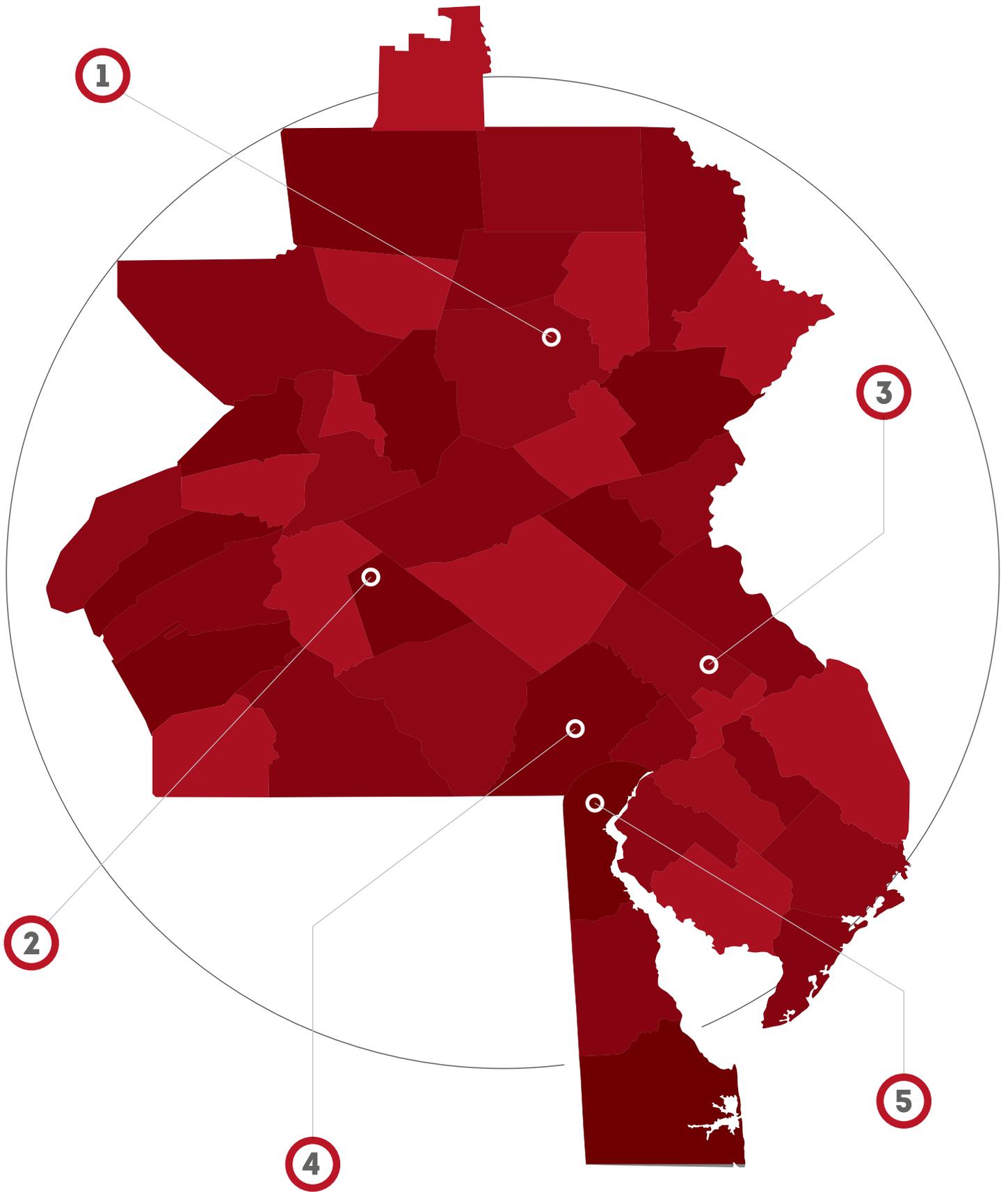
5

WILMINGTON VA MEDICAL CENTER

1601 Kirkwood Highway
Wilmington, DE 19805
1-800-461-8262
www.wilmington.va.gov
www.facebook.com/WilmingtonVAMC

EMPLOYEES: 1000
OUTPATIENT VISITS: 243,282
OPERATING BEDS: 120
VETERANS SERVED: 29,566
Operating Budget: \$167,323,814

- Sponsored two homeless summits to continue to develop and enhance collaborations with community providers in southern New Jersey and Delaware.
- Held third annual Delaware Stand Down where more than 200 Veterans registered for services and met with 27 employers to discuss employment opportunities.



20%

Primary care interactions with patients by telephone.



TEAM EFFORTS TRANSFORMING HEALTH CARE

Transforming a health care system the size of the Veterans Health Administration (VHA) is no easy task. VHA, however, is doing just that — changing its model of care from finding illnesses and “fixing” them to a personalized, proactive approach that is driven by the individual needs of Veterans. In VISN 4, the primary tool for accomplishing this task is Patient Aligned Care Teams (PACT).

A Coatesville VA PACT team receives recognition from VA for their success in implementing PACT and providing high-quality primary care for their Veteran patients.





We bought into PACT, we implemented it, and we continue to measure its success. That's not only true for Coatesville; it's true for all of VISN 4!

SHEILA CHELLAPPA, MD
VA Coatesville Chief of Staff

"PACT is about providing each Veteran with a team of health care professionals who are partnering with the Veteran to keep his or her health status as good as it can be," explains David S. Macpherson, MD, MPH, VISN 4's chief medical officer.

"It's a shift in how traditional medicine has been provided. It's more about a team listening to you about your health care concerns, letting you know your options, and then you make a decision about what you want to do about them."

Patient Aligned Care Teams cared for more than three-quarters of the 320,000 Veterans served by VISN 4 in fiscal year 2012. A team typically includes a primary care provider, a clinical associate, a registered nurse care manager, a clerk, and the Veteran and

his or her caregiver. With the support of other health care professionals, the team provides an entire community of care for every VA patient.

As a direct result of PACT, 90 percent of VISN 4 Veterans can get appointments to see their primary care provider within seven days of the day they want to visit, and two-thirds (66 percent) can see their provider on the same day they call if they have an issue that needs immediate attention. When they come for a visit to primary care, eight times out of ten they are able to see their regular primary care provider.

VISN 4 now handles 20 percent of its primary care interactions with patients by telephone, saving Veterans the need to physically visit the hospital when they aren't well or live some distance away.

The Network has also significantly ramped up its ability to provide virtual care. In fiscal year 2011, health care providers received 200 email messages from patients using our secure messaging system. In fiscal year 2012, that number increased to approximately 4,000 – and most of those were answered in three days or less.

"One of the reasons we've been so successful in this effort is that we've been able to arrange for PACT training," explains Macpherson. "Every two weeks, we hold a Live Meeting session for all VISN 4 Patient Aligned Care Team members at which we discuss best practices, review performance, and share issues of importance."

While all VISN 4 facilities have fully embraced the PACT model, Macpherson cited two — Coatesville and Erie — where the process is most advanced. Coatesville, was recently cited as one of VA's "sweet seven" — seven facilities nationwide that have been the most successful in implementing PACT.

Sheila Chellappa, MD, chief of staff at Coatesville, shared some of the reasons for her facility's success. "We embraced the implementation right from the start," she explains. "We identified a pilot team to see how a team-based model might

improve care for our Veterans. Then, we used the pilot team to spread the model throughout our facility."

Coatesville used PACT to significantly improve access to care for Veterans in their area. "Our goal was to ensure that new patients get appointments and patients who needed to see their provider earlier than their regularly scheduled appointments were able to do so," says Chellappa. "We modified our appointment scheduling procedures to give us enough available slots to make that happen."

PACT has also improved the quality of care the facility provides. Coatesville now provides outreach to every Veteran it serves by calling them two days after any inpatient hospitalization, whether they were hospitalized at the facility, at another VA hospital, or even at a local community hospital.



BUILDING BETTER CARE

LEBANON



Renovate Canteen

Cost: \$4,449,486 | **Construction Start:** June 2011
Move-in Date: Nov. 2012 | **Square Feet:** 9,032
Architect: Burkhavage Design Associates
Contractor: Cedar Electric and Funk Construction

HIGHLIGHTS

- higher, architecturally-pleasing ceiling that includes rotunda
- extensive natural light
- seating area open around the clock

WILKES-BARRE



Cardiac Catheterization/Hemodialysis Renovations

Cost: \$3,759,631 | **Construction Start:** June 2010
Move-in Date: Jan. 2012 | **Square Feet:** 12,000
Architect: Burkhavage Design Associates
Contractor: Fidelis Design and Construction, LLC.

HIGHLIGHTS

- cardiac catheterization lab has state-of-the-art General Electric Health Care equipment to provide diagnostic testing
- extended services to nearby VA medical centers, including Lebanon VA
- increased hemodialysis capacity and most advanced heat and ultraviolet light water purification system to provide better and safer care to more Veterans

ALTOONA



Relocate and Expand Rehabilitation Administration and Prosthetic Area

Cost: \$2,805,471 | **Construction Start:** Sept. 2011
Move-in Date: Sept. 2012 | **Square Feet:** 9,310
Architect: AE Works Ltd.
Contractor: R.C. Clark Contractors Inc.

HIGHLIGHTS

- relocate to first floor for convenience
- provided office space for physical medicine and rehabilitation staff previously located on a separate floor and wing from the new rehabilitation building
- separate entrance, patient waiting area and restrooms
- additional space for staff and equipment

WILMINGTON



Renovate Specialty Clinic

Cost: \$3,894,000 | **Construction Start:** June 2011
Move-in Date: Sept. 2012 | **Square Feet:** 14,000
Architect: HD&P
Contractor: Fidelis Design and Construction

HIGHLIGHTS

- new space for hemodialysis and the genitourinary clinics
- area demolished and rebuilt to provide all new infrastructure
- done in three phases to minimize clinical operation impact

PHILADELPHIA



Top: PVAMC Sudha Thomas, RN, BSN, assists Gary Roundtree, the first Veteran to receive treatment at the Outpatient Dialysis Center.

Bottom: Upgrades to the PVAMC state-of-the-art wet lab include energy conservation measures to reduce power consumption

Outpatient Dialysis Center

Cost: \$1,187,983 | **Construction Start:** Oct. 2011
Move-in Date: April 2012 | **Square Feet:** 10,000
Architect: Marshall Sabatini Architecture
Contractor: Philadelphia Suburban Dev. Corporation

HIGHLIGHTS

- 13 dialysis stations and one isolation room
- two shifts operate six days a week to treat a total of 48 Veterans each week
- one of four freestanding dialysis clinics in the country

Research Lab Upgrade

Cost: \$5,963,981
Construction Start: Jan. 2012 (2nd floor); Jan. 2013 (5th floor)
Move-in Date: Dec. 2012 (2nd floor); July 2013 (5th floor)
Square Feet: 18,170 | **Architect:** AE Works
Contractor: Fidelis Design & Construction, LLC.

HIGHLIGHTS

- state-of-the-art wet labs
- modern HVAC/control systems to ensure air pressure and temperature relationships
- energy conservation measures to reduce power consumption, using occupancy sensors and night set backs

\$141m

total spent on maintenance and upgrades

\$170m

total spent on new construction



P

The PVAMC employee parking garage opens in August to offer staff 450 additional parking spaces.

QUALITY PERSONIFIED

The Department of Veterans Affairs collects data on the quality of the care it provides so that Veterans and their families have reliable information to help them understand the level of care VA provides, and to demonstrate the Department's commitment to achieving the highest standards of patient care.

"Metrics are important because they drive disease management and care of our Veterans," said Barb Forsha, MSN, VISN 4's quality management officer. "They give us targets to meet to improve our performance, and give us an ongoing look at how we're doing throughout the year."

Quality measures in VISN 4 are also regularly compared to those of other VA health care networks — and VISN 4 is among the leaders in nearly every category. Among the areas in which the Network excels are:



PACT (PATIENT ALIGNED CARE TEAMS)

VISN 4 is among the Nation's leaders in transforming to a system that provides more patient-centric care, and PACT teams are at the heart of that transformation. As a network, VISN 4 exceeded every PACT metric — a performance unmatched in the VA system.



PERCEPTIONS OF CARE

VISN 4 is among the top five VA networks for 10 of 13 inpatient perceptions of care (Veterans' opinions of the care they receive) and the other three are in the top six or seven. VISN 4 also ranked in the top five in six of nine areas of outpatient perceptions of care, and once again, placed in the top six or seven for the other three.



DISEASE-SPECIFIC MEDICAL MANAGEMENT

VISN 4 facilities have continued to maintain high performance levels in managing illnesses such as diabetic care, cardiac care, and pneumonia care. The Network's averages are significantly higher, not only than other VA networks, but also than most private health care providers.



I am so proud of every single one of our facilities. It gets harder every year to stay in the top group (of VA networks), because others are getting better!

BARBARA FORSHA | Quality Manager



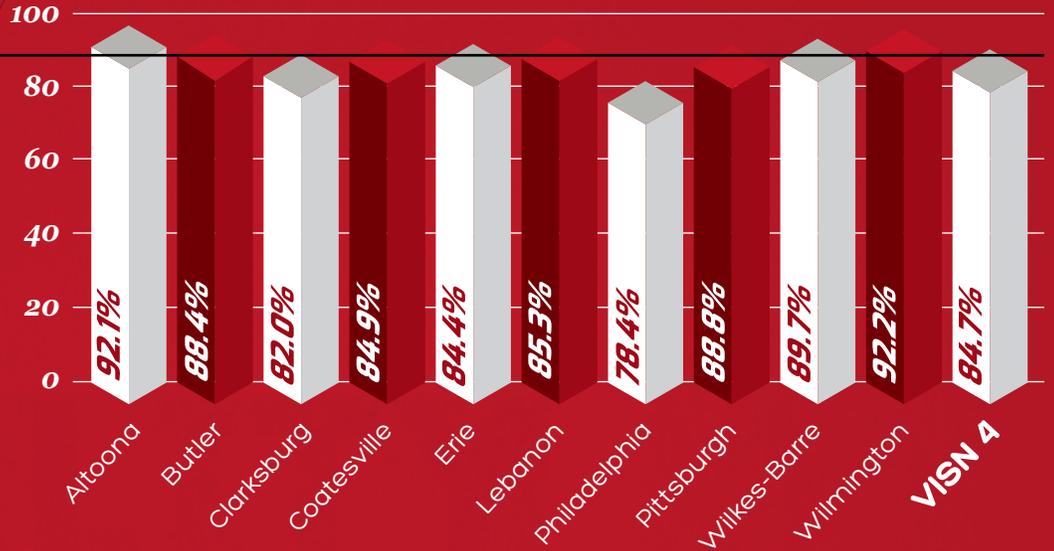
HOMELESS VETERANS HOUSED AT POINT IN TIME - FY12

85%

VISN 4 avg. of homeless Veterans house at one point in time

88%
overall goal

The Department of Housing and Urban Development (HUD) and VA Supportive Housing Program (HUD-VASH) combines voucher rental assistance for homeless Veterans with case management and clinical services, which VISN 4 provides at its medical centers and community-based outpatient clinics. This performance measure determines how many HUD-VASH vouchers are in use during a particular point in time. This chart looks at the percentage of homeless Veterans housed based upon the number of HUD-VASH vouchers distributed.



MODERATE STATIN MEDICATION

76.2%
overall goal

Women are the fastest growing group within the Veteran population. VISN 4 is working hard to address the health care needs of women Veterans and ensure that timely, equitable, high-quality, comprehensive health care services are provided in a sensitive and safe environment. This performance measure looks at women Veterans with diabetes who had their "bad" cholesterol tested and appropriate clinical action was taken based upon results.



HEALTH CARE OF THE FUTURE, TODAY



In 2012, VISN 4 continued to use virtual care technologies to bring high quality, safe, and affordable health care to Veterans living in rural areas or who have difficulty getting to one of our facilities. Here are a few of the areas in which the Network has demonstrated success in using technology to improve our care.



TELEHEALTH

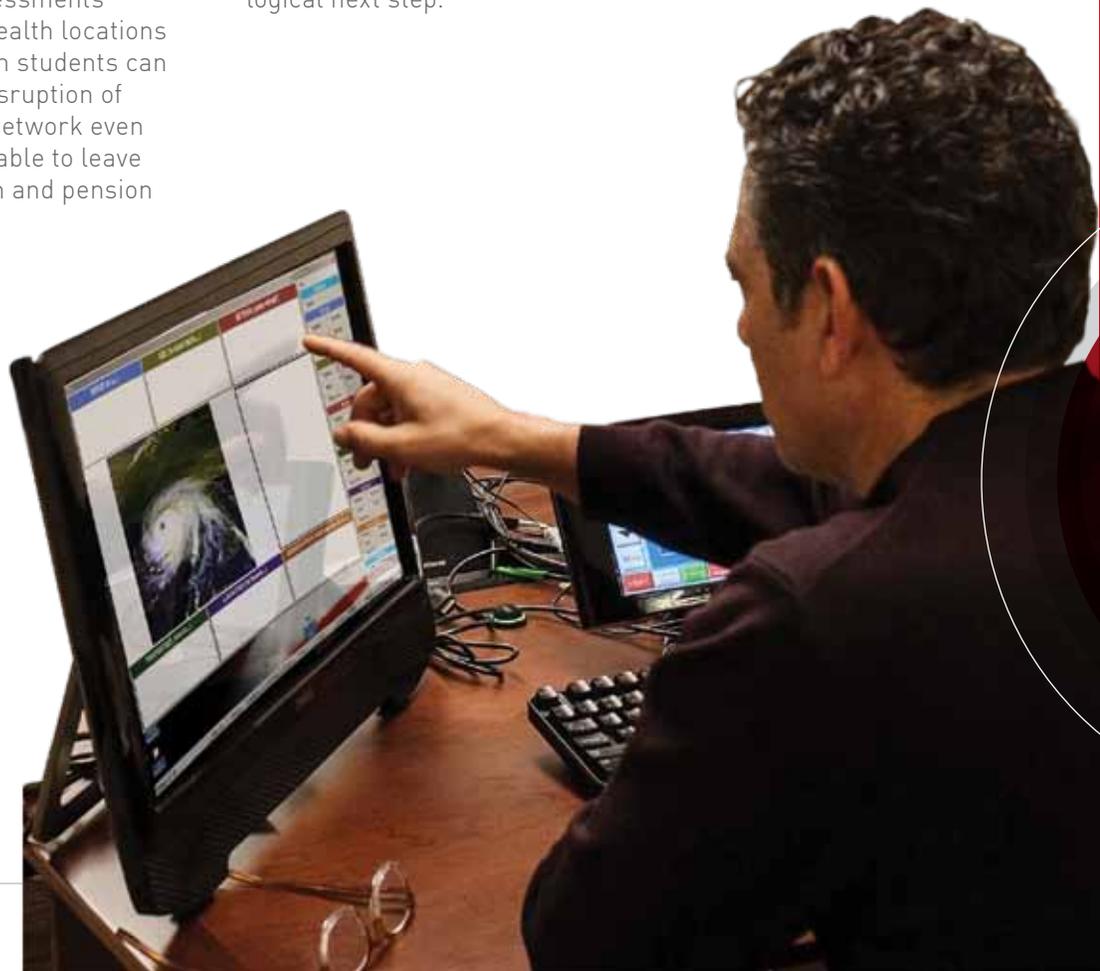
In 2012, VISN 4's telehealth program continued to expand the comprehensive array of services it provides using telecommunications technologies. This year, nearly 55,000 Veterans used one or more of the Network's telehealth services, according to Jim Torok, VISN 4's telehealth program manager.

Network goals include: expanding teledentistry services; providing wheelchair assessments remotely; and placing remote telehealth locations at college campuses so that Veteran students can receive health care with minimal disruption of their busy schedules. In 2012, the Network even arranged for a Veteran who was unable to leave his home to receive a compensation and pension examination remotely.

In 2013, VISN 4 also hopes to continue to expand its telehealth services by bringing cognitive behavioral therapy (CBT) into the homes of some of the Network's mental health patients. Many Veterans already access CBT and other therapies from remote locations and have demonstrated high levels of attendance and satisfaction with their care; bringing this therapy into the home is a logical next step.

It's tough to maintain the exponential growth we are seeing, but we have a lot of staff that are very dedicated and focused on serving Veterans in this way.

JIM TOROK
Telehealth Program Manager





Responding to Veterans' questions by email is a much faster process. It also makes it easier to direct questions to the right people, and helps us enable our employees to work to their highest capacity.

LISA KENDZIORA
Secure Messaging Coordinator

SECURE MESSAGING

VISN 4 has fully embraced a new way for Veterans to communicate with their VA health care providers. Secure messaging is a feature of VA's MyHealthVet Web portal (www.myhealth.va.gov), which allows Veterans to send and receive electronic messages related to their health using a safe and secure system.

Approximately 40,000 VISN 4 patients have completed the in-person authentication process to enable them to participate in secure messaging.

"It's pretty much just basic email," explains Lisa Kendziora, the Network's secure messaging coordinator. "It allows you to use your computer to communicate with your provider on non-urgent and non-emergent health care issues, such as appointments, test results, and possible side effects from your medications."

Secure messaging also enables providers to reach out to Veterans to share information that may be of importance to them.

VISN 4's goal is to answer all secure messaging inquiries within three business days. Currently, 90 percent of inquiries are answered within that time period.

E-CONSULTS

One of VISN 4's newer forays into virtual care is electronic consulting with specialty care physicians, or E-Consults. E-Consults allow Veterans in remote areas to see specialty care physicians without having to travel to distant sites at which the physicians are located. Primary care providers also use E-Consults to speak with specialists about the care of their patients.

By utilizing electronic consultation, specialists can indicate what laboratory work or tests should be done prior to an appointment with them to eliminate the possibility of a wasted trip. Usually, primary care physicians will ask Veterans if they are interested in having E-Consults placed when a question or an issue might be appropriate for that type of care, instead of requiring a face-to-face visit.

In 2012, VISN 4 conducted approximately 4,000 E-Consults, nearly

four times as many as in 2011. VA Pittsburgh Healthcare System (VAPHS), Coatesville, Philadelphia, and Wilkes-Barre all have specialists now offering E-Consults, and all VISN 4 sites have the ability to request E-Consults for at least some specialties.

"E-Consults are a great way to minimize travel for Veterans while still allowing them to access needed specialty care," explains Jennifer Skoko, VISN 4's E-Consult project manager.

She cites a VISN 4 study indicating that patients using E-Consults were able to manage their diabetes as well as, if not better than, patients who regularly visited the diabetes clinic at VAPHS. They also typically allow primary care providers and Veterans to get quicker responses (averaging seven days or less) than if they wait for a face-to-face appointment.



90%

of all secure messaging inquiries answered

FAST AND ACCURATE CLAIMS PROCESSING

Compensation and Pension (C&P) examinations are scheduled at VA Medical Centers, including those in VISN 4, once a Veteran has filed a claim for service-connected benefits or has asked for increases in service-connected disability levels. The exams determine whether a disability is related to a Veteran's time as an active duty Servicemember, and to what degree the disability affects his or her life.

Compensation and Pension (C&P) examinations are scheduled at VA Medical Centers, including those in VISN 4, once a Veteran has filed a claim for service-connected benefits or has asked for increases in service-connected disability levels. The exams determine whether a disability is related to a Veteran's time as an active duty Servicemember, and to what degree the disability affects his or her life.

Because these examinations are essential to determine what compensation a Veteran might be owed, it's very important they be scheduled as quickly as they can be — and completed as accurately as possible. In 2012, VISN 4 did an outstanding job of meeting

both of these goals.

"The faster and more accurately we generate medical reports, the faster the Veterans Benefits Administration can determine what compensation the Veteran may be owed," explains Anne Mickolajczak, VISN 4's compensation and pension administrator.

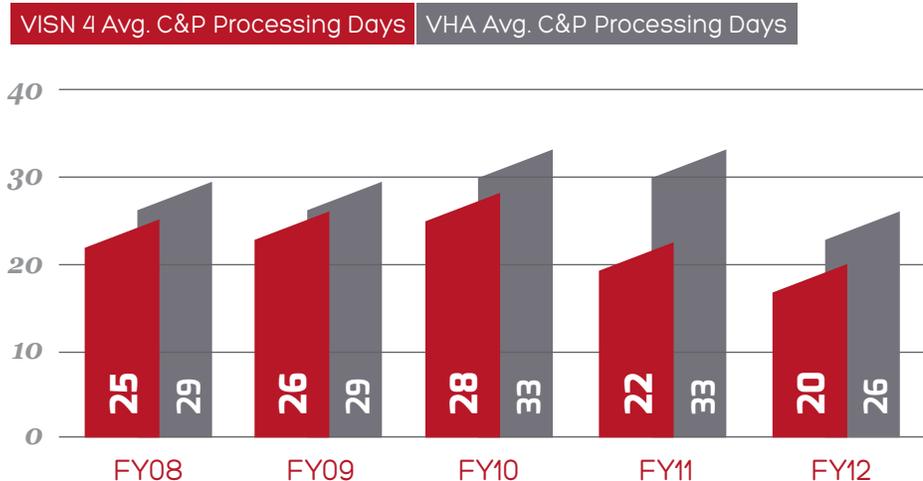
Last year, VISN 4's teams sent medical reports to the Veterans Benefits Administration in an average of 22 days from the time a Veteran filed his or her claim. This beat both the national standard for timeliness in this area, which was 30 days, and the nationwide average for VISNs, which was 26 days.



92%
medical report accuracy rating

In addition, the medical reports VISN 4's C&P teams generated a 92 percent accuracy rating, even with the national average — and well above the 85 percent national goal.

VISN 4 CONSISTENTLY LEADS THE WAY IN IMPROVING CLAIMS PROCESSING TIMES



The better we are at our jobs, the faster the Veteran gets an answer.

ANNE MICKOLAJCZAK
VISN 4 Compensation and Pension Administrator

VOLUNTEERS MAKE IT HAPPEN

In many ways, volunteers are the unsung heroes of VISN 4 and the Department of Veterans Affairs. VA's Voluntary Service (VAVS) is the largest volunteer program in the federal government, with men and women from their teens to their nineties serving as volunteer partners on VISN 4's health care team.

Our volunteers make it possible for VA to reach Veterans where they live and deliver the exceptional service Veterans have earned. In 2012, more than 6,000 volunteers donated their most precious resource — their time — to help Veterans at VISN 4 facilities.

VAVS departments in VISN 4 routinely work with Veterans service organizations and other community groups to find assignments for volunteers that enable VA to provide enhanced services, amenities, and activities for Veterans who rely on VISN 4 for their health care.

Karen O'Neal, liaison chief for VAVS representatives in VISN 4, recently highlighted one of VISN 4's most

successful volunteer-staffed programs: the Disabled American Veterans (DAV) transportation network, which provides van transportation service to Veterans from their homes to the hospital.

"Our facility in Erie is number one in Pennsylvania and in the top five in the country for the number of miles driven and the number of vans dispatched," O'Neal said. "We get new vans every year from the DAV. We have more than 165 drivers that transport more than 30,000 Veterans yearly and we serve several surrounding counties."

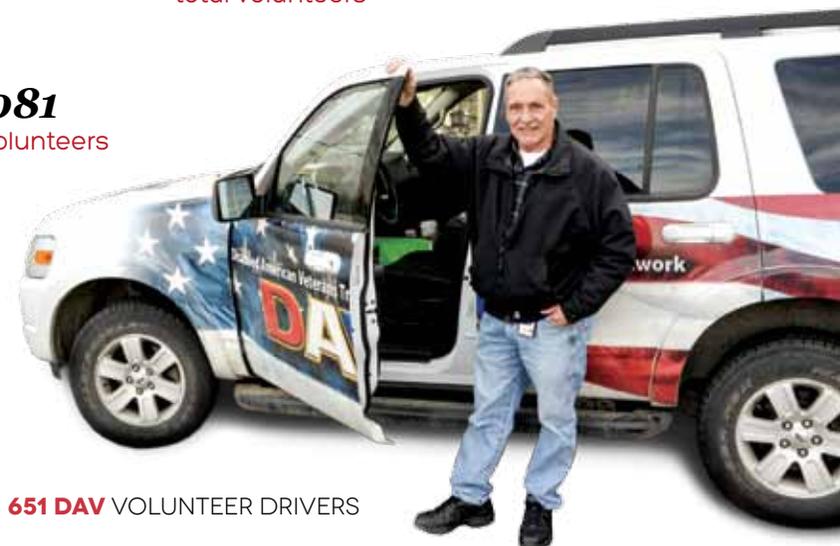
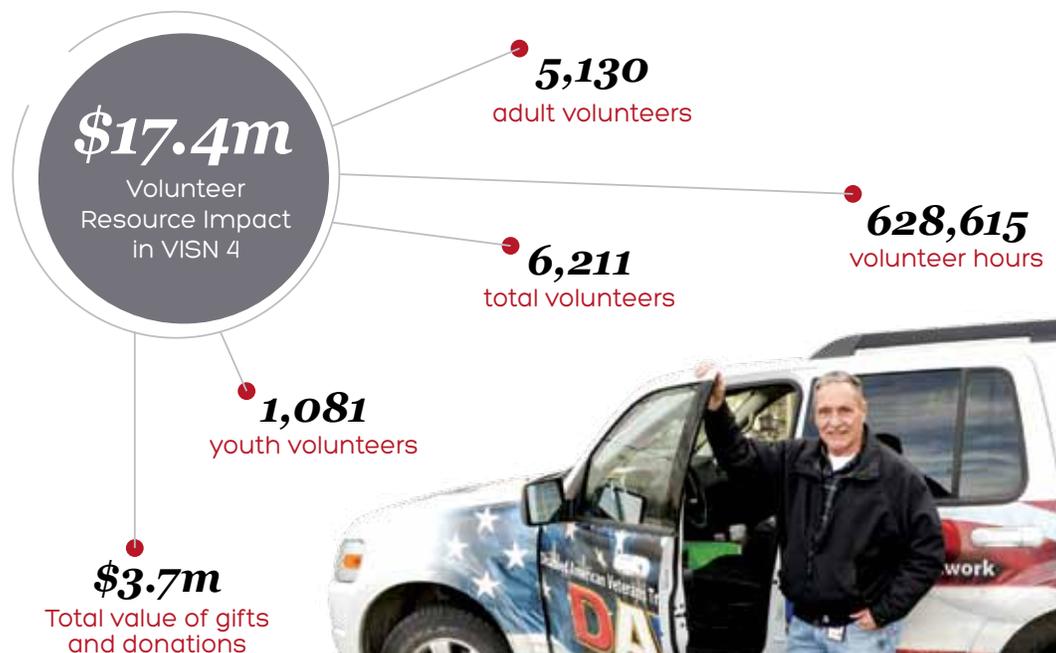
O'Neal said that for many Veterans these vans are the difference between getting health care and not getting health care.



The true value of VISN 4 volunteers' generosity and devotion to Veterans is immeasurable! Their daily display of human compassion shows their commitment to our Nation's Veterans. Any volunteer will tell you that volunteering is more self satisfying than anything they've ever done.

KAREN O'NEAL
Liaison Chief for VAVS

VISN 4 VOLUNTEER STATISTICS FY2012



651 DAV VOLUNTEER DRIVERS



LATEST TECHNOLOGY FOR THE MOST MODERN CARE

PHILADELPHIA - 1.7m in equipment costs

Radiation Therapy Accelerator

- enhances delivery of state-of-the-art radiotherapy for Veterans undergoing cancer treatment
- prevents need for referral to the community

WILMINGTON - 1.6m in equipment costs

Interventional Radiology

- supports state-of-the-art percutaneous catheter-based endovascular interventions
- prevents need for referral to the community

(Top) PVAMC radiation therapist Paul Trainor adjusts the linear accelerator. (Bottom) The brand new Interventional Radiology Suite supports the Wilmington VA Medical Center's new endovascular surgery program with the very latest in modern technology and skills.



\$2.4m

total spent on new equipment



For more information about VA Research, visit www.research.va.gov (using the QR Code above) or www.facebook.com/varesearch.

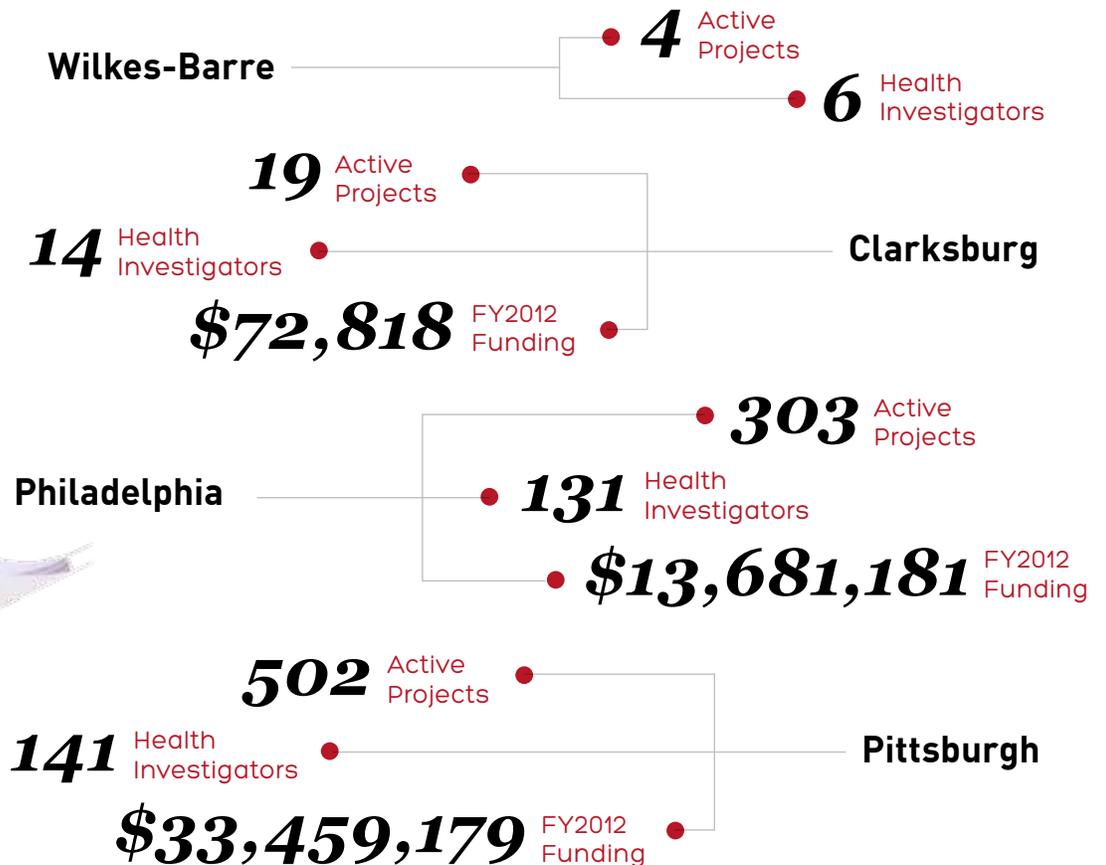
CREATING THE FUTURE OF HEALTH CARE

Research has been called the “jewel in the crown” of VA health care. VA research is a national asset that benefits Veteran patients and the entire Nation by moving medical science forward. From research on tuberculosis in the 1940s, to today’s developments in advanced robotic prosthetics, VA is ranked as one of the Nation’s leaders in health research. VISN 4 currently has research programs located in Clarksburg, Coatesville, Philadelphia, Pittsburgh, and Wilkes-Barre.

Specialized research centers include:

- Center for Health Equity Research and Promotion - Pittsburgh & Philadelphia
- Center of Excellence for Substance Abuse Treatment and Education - Philadelphia
- Geriatric Research, Education and Clinical Center - Pittsburgh
- Human Engineering Research Laboratory - Pittsburgh
- Mental Illness Research, Education and Clinical Center - Pittsburgh & Philadelphia
- Parkinson’s Disease Research, Education and Clinical Center - Philadelphia

RESEARCH STATISTICS FOR FISCAL YEAR 2012 INCLUDE:



FISCAL RESPONSIBILITY FOR BETTER CARE

Although the amount of funding VISN 4 received in Fiscal Year (FY) 2012 was similar to the funding the VISN received in FY 2011 (in 2012, the VISN received \$2.487 billion; in 2011, the figure was \$2.435 billion), Baker pointed to a number of significant accomplishments.

"In VISN 4, medical center directors are responsible for their budgets," explains James Baker, the Network's chief financial officer. "They're also held accountable for the funds entrusted to them. This year, we were able to successfully obligate more than 99 percent of the funds we earned — one of the best records in the Nation!"

VISN 4 was also able to use more of its FY 2012 funding for construction and equipment replacement, as the work of modernizing the Network's physical plant and equipment continues. "Mr. Moreland (VISN 4's director) wants us to be sure that our Veterans are being treated with the newest technology available, and we're doing that," says Baker. The Department of Veterans Affairs did obligate \$139 million for new health care equipment in the fiscal year, he said.

Technology and other improvements gaining efficiencies also allowed VISN 4 to reduce its personnel rolls by 282 to 12,287, while simultaneously reducing the cost of purchasing care from non-VA health care facilities by \$16 million. VISN 4 also exceeded its goal for Medical Care Cost Recovery, obtaining \$114.3 million from health care insurers to increase its ability to care for Veterans.

Baker attributes the Network's success to the high priority the VISN 4 director places on managing resources. "Budgeting is part of every medical center director's performance plan," he explains. "All our directors look at the same VISN obligation report every month, so everyone knows exactly where they stand!"

We made it a priority to reduce our travel, printing, and some of our supply costs. These reductions saved our Network more than a million dollars this year — funds that were then used to provide additional care for Veterans.

JAMES BAKER
VISN 4 Chief Financial Officer



\$114.3m

obtained toward Medical Care Cost Recovery



FISCAL YEAR 2012 OPERATING STATISTICS



114.3m
Medical Care
Collections Fund

421.5m
Services

100.1m
Drugs & Medicines

1.2b
Salary & Benefits

143.4m
Consolidated Mail-
Out Pharmacy

140.5m
Lands & Structures

337.3m
Miscellaneous

138.9m
Equipment

3.7m
Gifts & Donations

workload



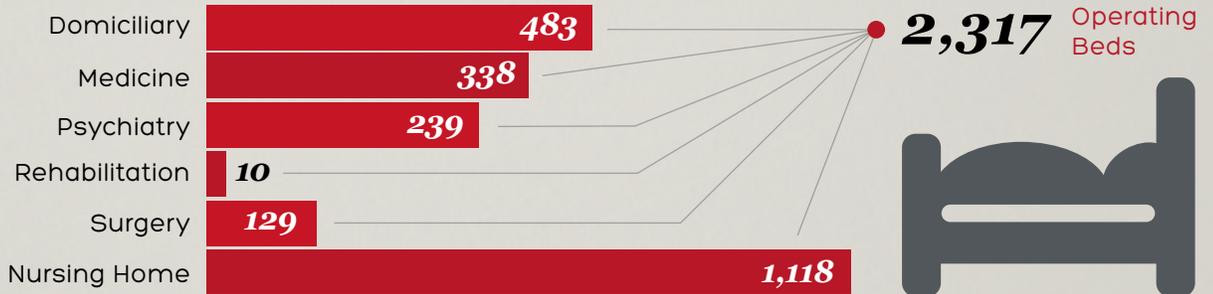
317,449
Total Veterans Served



3,414,827
Total Outpatient Visits



60,332
Inpatient Admissions



staffing



13,043
Total Employees

5,121 Veterans Employed

133 Research Staff

2,492 Nurses

665 Full-Time Physicians

6,211 Volunteers



Introducing the

VISN 4 LEADERSHIP TEAM

VISN 4's senior leadership team is comprised of seven dedicated employees who have committed their special skills to serving Veterans. Each offers his or her sound professional knowledge, energy, and enthusiasm to our Network to ensure we provide extraordinary care to Veterans and their families every day.



100%

leadership quality from these 7
unique individuals of VISN 4





MICHAEL E. MORELAND, FACHE

Network Director since December 2006

Directs the operations, finances and clinical programs for the 10 medical centers and 43 outpatient clinics that comprise VISN 4.



CARLA ACRE SIVEK, MSW

Deputy Network Director since July 2009

Oversees operational aspects of VISN 4, including finance, logistics and capital assets.



DR. DAVID S. MACPHERSON, MPH

Chief Medical Officer since June 2007

Oversees all clinical programs in both inpatient and outpatient settings along with research and education activities in VISN 4.



JAMES F. BAKER

Chief Financial Officer since December 2009

Directs all financial management activities within VISN 4 to ensure compliance with departmental and Veterans Health Administration financial policies.



KIMBERLY BUTLER, MPH

Executive Assistant since September 2012

Plans and facilitates projects, initiatives, and administrative logistics for the Network office.



DAVID E. COWGILL

Public and Community Relations Manager since January 2007

Communicates key information to Veterans, VISN 4 staff, and VA stakeholders throughout the Network.



BARBARA FORSHA, MSN, RN, ET

Quality Management Officer since February 2008

Monitors internal and external performance metrics to ensure quality of care, efficient use of resources and maintenance of accreditation status.



Learn more about our Leadership Team at www.visn4.va.gov/VISN4/VISNLeadership.asp or scan the QR Code with a smartphone app.



STAY UP-TO-DATE WITH ALL OF VISN 4

Read more about the accomplishments of your local VISN 4 medical center and see how we are advancing health care for our Nation's Veterans by visiting www.visn4.va.gov/VISN4/Annual_Reports.asp or scanning the QR code with a smartphone app.



ERIE



LEBANON



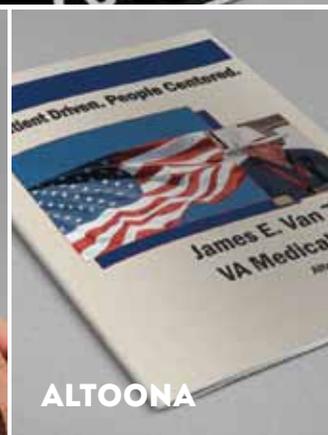
WILKES-BARRE



BUTLER



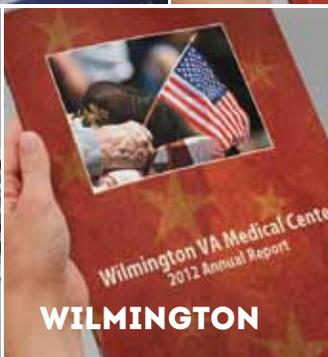
PITTSBURGH



ALTOONA



CLARKSBURG



WILMINGTON



PHILADELPHIA



COATESVILLE



You can find all VISN 4 publications and news updates at www.visn4.va.gov/VISN4/Media_Center.asp or scan the QR Code with a smartphone app.



VISN 4 2012 Annual Report

EDITORIAL BOARD

Executive Editor
David E. Cowgill

Managing Editor
Shelley Kay Nulph

Contributors
Casey Coulter
Keith Gottschalk
Louis Scavnicky

Photographers
David O. Curtis
William George
Glenn Hangard
David Jones
Ted Shudak
Doug Wagner
John Widmaier Jr.
Andrea Young

VISN 4 Public Affairs Officers

Jennifer Askey
Doug Etter
Connie Faluszczyk
Sarah Gudgeon
Amanda Kurtz
Kathleen Pomorski
Charles Quesenberry
Vince Riccardo
Wesley Walls
Andrea Young



VA HEALTHCARE - VISN 4

323 North Shore Drive
Suite 400
Pittsburgh, PA 15212
412-822-3316



Visit us online at www.visn4.va.gov or scan the QR Code with a smartphone app.





TO CARE FOR HIM WHO SHALL
HAVE BORNE THE BATTLE AND FOR
HIS WIDOW AND HIS ORPHAN

ABRAHAM LINCOLN