



VA Healthcare
VISN 4

2015 Annual Report

Year in Review

During this era which calls for action and our best efforts, VISN 4 has risen to many challenges on a journey of transforming health care for Veterans. We are modernizing VA's culture, processes, and capabilities to put the needs, expectations, and interests of Veterans and their families first. As we forge into the next chapter (2016), we look back on the highlights and successes of 2015.



Message from the Director

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

It is a privilege and honor to be appointed by VA Secretary Bob McDonald to begin serving as the VISN 4 Director on January 10, 2016. In this position, my goal is to assist VISN 4 facilities in the continued improvement of safety, quality, access, satisfaction, and efficiency of the care we provide Veterans.

VISN 4 currently encompasses 9 medical centers, 44 outpatient clinics, and 1 mobile clinic while working closely with 17 Vet Centers. At the close of fiscal year 2015, the Clarksburg VA Medical Center was realigned under VISN 5, as part of the MyVA transformation.



As you are aware, there have been many challenges over the past couple of years. During that time VISN 4 was temporarily without a permanent director. My colleagues Gary Devansky (Coatesville VA Director), Carla Sivek (VISN 4 Deputy Director), and William Mills (Altoona VA Director), stepped to the helm of the network with turns as outstanding interim directors. For that, I am proud and grateful.

By adhering to our I CARE core values (Integrity, Commitment, Advocacy, Respect, Excellence), all VISN 4 employees are making a profound impact on the lives of Veterans every day. Our core values define who we are as an organization: our culture, our character, and how we will serve Veterans.

Through a vast spectrum of programs and services, VISN 4 strives to improve and maintain Veterans' health and well-being. This Web-based annual report shares a glimpse of these programs, and of our 2015 successes and workload. I hope you enjoy reading it.

Thank you for your continued support of our network as we begin another year of providing world-class health care for Service members who have defended America's freedom throughout the world.

With warm regards,

Michael D. Adelman, M.D.

Network Director
VA Healthcare – VISN 4

VA Healthcare – VISN 4 Leadership

Michael D. Adelman, M.D.
Network Director

Carla Sivek, MSW
Deputy Network Director

Timothy Burke, M.D.
Chief Medical Officer

Charles R. Tilges
Chief Financial Officer

Moira M. Hughes, FACHE
Quality Management Officer

David E. Cowgill
Communications Manager

Kimberly Butler, MPH
Executive Assistant

Improving Access to Care

One of VISN 4's most important goals is to enhance Veterans' ability to access our services. To that end, we've significantly expanded the care provided at our network of outpatient clinics, increased Telehealth usage, added services and staff, and extended our hours in order to improve access to VA care. We want to make it easy for Veterans to access every health care service our Network offers.

Telehealth

★ Philadelphia VA Medical Center implemented Tele-Cardiology at the outpatient clinic in Horsham, Pennsylvania. Telehealth usage has been expanded in areas such as insomnia, sleep apnea, rehabilitation, surgery, gastrointestinal, and transplant.



✿ Altoona VA Medical Center added seven new Clinical Video Telehealth (CVT) programs in 2015 including: heart healthy group, Veterans Justice Outreach, Hepatitis C, Primary Care-Mental Health Integration, Primary Care, Rheumatology and Stem Cell. These were added to other services such as physical therapy, behavioral health, nutrition to name a few.

Miles Dunklebarger, a Vietnam Veteran who has been a patient at Altoona VA for 20 years, previously traveled to VA Pittsburgh Healthcare System for some of his care. "This saves us Vets a lot of travel time, and it's got to be saving VA a lot of bucks," he says. "I will take this in a heartbeat over traveling all day for a one-hour appointment."

✿ VA Pittsburgh Healthcare System has one of the highest virtual care usage rates in the country. Some 55 percent (nearly 36,000 Veterans) of our local patient population virtually connects with caregivers using secure messaging, e-consults, and telehealth technology.

VAPHS offers telemental health services at all five of its outpatient clinics as well as two regional Vet Centers, a transitional housing and services center for veterans, and a regional trade school. These services enable a patient to attend a computer-enabled virtual appointment with a Pittsburgh-based VA medical provider. Services provided include individual and couples therapy, medication evaluation, medication management, and therapies for Post-Traumatic Stress Disorder, depression, insomnia, anxiety, stress management, grief and life transitions.



VAPHS offers select Veterans in-home telemental health services to monitor their medical and psychiatric care. Veterans utilize a home monitoring device to transmit important health data, such as their blood pressure and mood, to a telehealth nurse working at a remote location. Home-based telemental health improves communication between a Veteran and his or her clinical team while reducing the incidence of emergency department visits and hospital admissions. At any given time, more than 200 Veterans are using VA Pittsburgh's home-based telemental health services.

✿ A collaborative effort between the Coatesville and Philadelphia VA medical centers now offer home sleep tests to evaluate Veterans for sleep apnea. This novel program improves access to care, reduces time lost from work for Veterans, reduces the need to outsource this service, decreases VA cost of care, and serves as a model for remote delivery of specialty services.

Outpatient Clinics

✿ Work performed in 2015 allowed Altoona VA's outpatient clinic in State College, Pennsylvania, to open in a new location on March 3, 2016. The new location, twice the size of the former clinic, will provide additional specialty care and telehealth services, such as audiology, mental health, nutrition and dermatology.

★ VA Butler Healthcare relocated, improved, and expanded three outpatient clinics in Armstrong County, Clarion County, and Cranberry Township (all in Pennsylvania). The new clinics provide additional resources and staffing to implement Patient Aligned Care Teams, podiatry services, and expanded telehealth offerings.



Clarion County's clinic saw the greatest change in location: 91% of Clarion County Veterans live in zip codes for cities within 15 miles of Clarion, Pennsylvania, the site of the new clinic, compared to only 38% of Veterans living within 15 miles of the old site in Parker, Pennsylvania.

★ At Lebanon VA's Berks County, Pennsylvania, outpatient clinic, the new Suicide Prevention Coordination (SPC) Clinic (primarily based in Lebanon) offers real-time, virtually based consultation services to Veterans in Berks County.



With the crisis management and consultation services boasting positive feedback from both providers and Veterans, this virtual SPC Clinic expanded to all VA clinic locations. The virtual SPC clinic has since improved provider/clinic hand-off communication, exercised use of transitional care planning, improved rapport with each clinic's multi-disciplinary teams, and decreased travel costs for both the VA and Veterans seeking supportive services.

★ Wilmington VA has begun work to relocate outpatient clinics in Cumberland County, New Jersey, and Sussex County, Delaware, to larger facilities. Both locations will almost double the size of the existing clinics, improving access to care and allowing for future expansion of services to meet the needs of local Veterans.

★ Wilmington VA opened a new call center in September 2015 to help answer incoming phone calls from Veterans trying to contact outpatient clinics. The goal of the center is to improve access for Veterans, so they can easily speak with VA staff who can make or change appointments, and quickly deliver messages to Veterans' health care teams.



New Services

★ VA Butler's Center for Behavioral Health started a weekly, women Veterans' Military Sexual Trauma support group in the spring of 2015. This new group is geared towards support (it is not a trauma processing group). Topics discussed in the group include: increasing a sense of safety, learning to trust others, shame and guilt, recognizing possibly unsafe situations, and the cyclical nature of Post-Traumatic Stress Disorder.



★ A new acupuncture clinic for Veterans at VA Butler Healthcare started in 2015. VA Butler Chiropractors, Zachary Cupler and Michael Anderson, both licensed acupuncturists, provide this new service to eligible Veterans.

★ Nurses in Philadelphia VA's Behavioral Health Interdisciplinary program now call all patients about a week after their initial intake appointment to improve their ongoing access and to follow up on their experience with their intake. This initiative helps staff in measuring care, addressing side effects of medications and promoting return to care for Veterans. Since its implementation, staff has noticed an increase in clinic attendance after intake appointments.

New Staff

★ Altoona VA Medical Center hired five new specialists to provide additional access to health care for Veterans. Access to specialty care services has improved greatly as a result of the additional staff. In September 2015, the average wait time for completed appointments for specialty care was only 4.88 days, compared to 5.63 days in that same period in 2014.



★ Erie VA Medical Center hired a total of 34 additional staff – 22 in primary care, nine in specialty care, and three in mental health care – to further enhance patient access as part of the Veterans Access, Choice, and Accountability Act of 2014. With the additional staff, Erie VA added a pain clinic and increased a number of specialty care services, specifically in home-based primary care, optometry, on-site chiropractic care and non-VA care consult management.

Extended Hours

★ Coatesville VA Medical Center began offering late afternoon and Saturday morning appointments in the audiology clinic for Veterans requiring hearing tests, adjustments and repairs, and compensation and pension exams. The audiology clinic also piloted a facility-wide telephone access improvement initiative. The changes have led to improved speed of calls answered, a reduction of call transfers and improved first call resolution.

★ VA Pittsburgh Healthcare System now offers extended clinic hours as well as rapid access and drop-in clinics. Extended clinic hours enable Veterans to meet with their VA primary care team and select specialists outside of normal weekday business hours. Rapid access clinics offer same-day care to Veterans with a pressing medical need. Behavioral health drop-in clinics are available every weekday on VA Pittsburgh's University Drive campus. Veterans can receive immediate physical medicine and rehabilitation care, including durable medical equipment services, on a drop-in, as-needed basis on weekdays.



Other Improvements

★ In response to patient feedback, Erie VA Medical Center decentralized the call center to allow patients to contact their Patient Aligned Care Teams (PACT) directly by phone. As a result of the decentralization of the call center, PACTs are fully staffed, making those teams a stronger health care asset for patients. Communication between Veterans and their PACTs has significantly improved, especially those seeking care at outpatient clinics. Many Veterans have commended this new change for improving communication and access to their personal PACTs.

★ Access initiatives at Wilkes-Barre VA Medical Center centered not only on process execution, such as the establishment of a call center and process improvements related to Audiocare and reminder letters, but also on facility improvements for increased Veteran parking and improved wayfinding.

★ At Wilmington VA Medical Center, optimized primary care clinic appointment grids allow providers to see more Veterans and better assess scheduling capacity. Teams also reviewed primary care panels to identify unused capacity, making way for more Veterans to be assigned a primary care provider.

Facility Enhancements and Expansions

Newly constructed buildings, offices, and suites allow VISN 4 to provide more and better assistance to the Veterans we are privileged to serve. The benefits of the projects completed or began in 2015 are numerous: they will help Veterans receive shorter wait times, more homelike environments, increased privacy, and new treatments. They also demonstrate our responsibility to help protect the environment of the communities in which our Network's facilities are located. Here are some of the construction projects VISN 4 has taken on in order to ensure our Veterans receive world-class health care in facilities that are worthy of them.

★ Altoona

Behavioral Health Building

Cost	\$7.8 million
Construction Start	July 2014
Move-in Date	November 2015
Square Feet	23,463
Architect	Harrell Design Group, P.C.
Contractor	Altamar Enterprises, Inc.



Behavioral Health Building Highlights:

- Provides enough space for demand for behavioral health services, which is expected to grow by 40% over the next 20 years
- Integrates primary care and mental health

★ Butler

Health Care Center

Construction Start	Fall 2015
Move-in Date	2018
Square Feet	168,000



Health Care Center Highlights:

- Will expand VA Butler Healthcare's outpatient services and will include primary care, specialty care, dental, lab, pathology, radiology, mental health, and ancillary and diagnostic services
- Two-story building, located on North Duffy Road, is approximately 1.4 miles away from the VA Butler campus
- Operated by a lease with Cambridge Healthcare Solutions PA, LP (Cambridge), of Vienna, Virginia
 - VA will occupy the Center for 20 years
 - Cambridge will be paid \$8.4 million in fully-serviced annual rent after an initial rent abatement period
 - VA will also make a lump sum payment in the amount of \$4.9 million for tenant improvements at the time of construction completion

★ Coatesville

Renovate Physical Medicine and Rehabilitation

Cost	\$4.9 million
Construction Start	December 2014
Move-in Date	Spring/Summer 2016
Square Feet	25,000
Architect	Bray Mooney Construction
Contractor	Edgewater Construction Services LLC

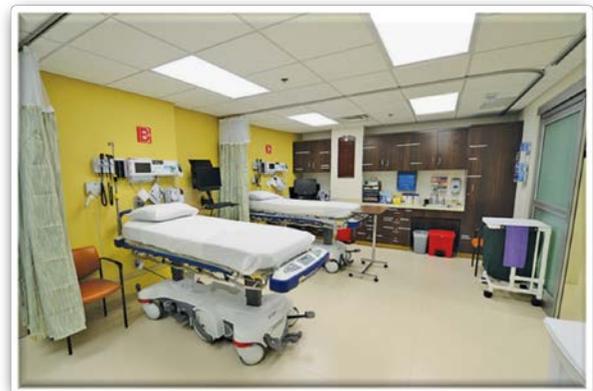


Physical Medicine and Rehabilitation Highlights:

- State-of-the-art equipment and environment for the delivery of physical, occupational and kinesio therapies; physiatry and audiology
- Therapeutic pool with natural light
- Gym for patient use
- Patient-centered environment and improved utilities infrastructure

Specialty Care, Urgent Care and Diagnostic Service Center

Cost	\$13.4 million
Construction Start	May 2013
Move-in Date	October 2015
Square Feet	35,000
Architect	Bray Mooney Construction
Contractor	CTA Builders



Specialty Care, Urgent Care and Diagnostic Service Center Highlights:

- State-of-the art equipment and environment for the delivery of specialty care, urgent care, and laboratory and radiology services
- Centralized check-in area
- Optimal lay out for staffing efficiency and patient flow

Install Emergency Generators to Power Entire Facility

Cost	\$7.6 million
Construction Start	April 2014
Activation Date	August 2015
Details	Two two-mega-watt, 13,800 volt generators
Architect	Apogee Design
Contractor	Thompson Engineering



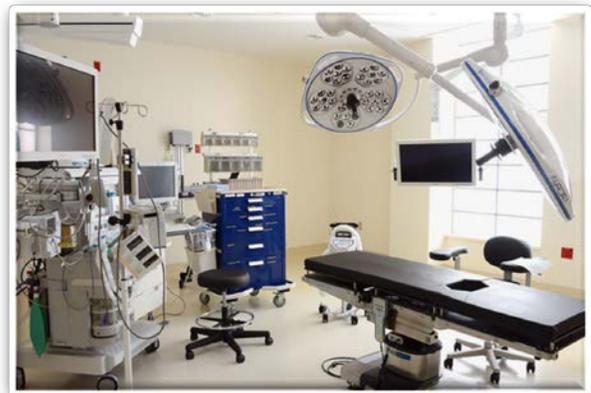
Emergency Generators Highlights:

- Can power entire 42-building campus for 96 hours with full fuel tanks
- Automatic, immediate and seamless switch from utility power to generator power

★ Erie

Ambulatory Surgery Center

Cost	\$6.2 million
Construction Start	December 2013
Move-in Date	November 2015
Square feet	9,500
Architect	IKM
Contractor	RB Vetco



Ambulatory Surgery Center Highlights:

- Easy access to care
- Potential to expand surgeries such as cataract surgeries & some pain management surgeries

Parking Garage

Cost	\$6.9 million
Construction Start	South Lot work began in September 2014; garage structure started in March 2015
Activation Date	Spring 2016
Size	280 spaces
Architect	WRL
Contractor	Mare



Parking Garage Highlights:

- Energy efficient VRF HVAC and LED lighting
- Will significantly improve patient satisfaction and the overall patient experience by enhancing ease of access and parking to the facility

★ Lebanon

Center for Veterans Enterprise

Cost	\$7.6 million
Construction Start	September 2013
Move-in Date	December 2015
Square feet	20,077
Architect	Array Architecture
Contractor	Cedar Electric



Center for Veterans Enterprise Highlights:

- Four-bay training kitchen
- Relaxed computer area
- Four classrooms
- Ten treatment rooms
- A place to train Veterans in job and life skills to prepare them for meaningful employment

Berks County Community Clinic

Cost	\$1 million
Construction Start	May 2014
Move-in Date	October 2015
Square feet	9,996
Architect	LSC Architecture
Contractor	Kinsley Construction



Berks County Community Clinic Highlights:

- True on-stage/off-stage model with patient access in the front of the clinic and provider access in the back
- State-of-the-art rooms with video teleconferencing capability in every room
- Efficient health care
- No rescheduling Veterans if a specialist is available by videoconference

★ Philadelphia

Canteen/Retail Store Renovation

Cost	\$1.9 million
Construction Start	November 2013
Move-in Date	early 2016
Square feet	7,400
Architect	Howard Kulp/TNF
Contractor	Fidelis Design and Construction



Canteen/Retail Store Highlights:

- Complete renovation
- Upgraded and improved dining area and kitchen
- Extensive improvement to the area's plumbing and electrical systems
- Creation of a new model for food service
- Creates a "restaurant feeling" with varied color palate, textures, materials and new seating
- Permits operating changes to provide extended hours of operation and improved services for Veterans, patients and staff

★ Pittsburgh

Operating Room Expansion

Cost	\$5.8 million
Construction Start	August 2014
Phase I completion (new PACU open)	July 2015
Phase II completion (new operating rooms open)	June 2016
Architect	Weber Murphy Fox
Contractor	Addvetco, Inc.



Operating Room Expansion Highlights:

- New, state-of-the-art, 14-bed PACU, including improved support space for equipment storage, supply storage, and staff break and locker areas
- Two new, 1,000-square-foot, state-of-the-art operating procedure rooms capable of supporting currently available robotic surgical equipment and improved storage areas for operating rooms, anesthesia, and equipment
- Decrease current wait times for Veterans requiring surgical procedures as well as improve the efficiency of surgical service since the operating rooms are large enough to be used for many different types of cases

★ Wilkes-Barre

Oncology Expansion

Cost	\$3.3 million
Construction Start	December 2013
Move-in Date	February 2015
Square feet	10,000
Architect	Bray Mooney Consulting
Contractor	Seawolf Construction



Oncology Expansion Highlights:

- 12 infusion bays, each with an exterior window, a television, heated vibrating chairs and enough space for the patient to have a companion with them during treatment
- 3 exam rooms and a bone marrow treatment room
- Family lounge/homelike environment

★ Wilmington

Renovate 5 West (eye clinic)

Cost	\$2.9 million
Construction Start	October 2013
Move-in Date	March 2015
Square feet	10,800
Architect	Apogee Consulting Group
Contractor	GBD



5 West Renovation Highlights:

- 12 exam rooms and a laser suite
- Dramatically improved patient flow with an easily identified check-in area, waiting room, and sub-waiting rooms
- New finishes create a relaxed, professional atmosphere

Celebrated Events

In every organization, events occur that deserve to be recognized; and employees are honored who deserve to feel proud. Within VISN 4, we call these "celebrated events." In 2015, our Network's celebrated events included visits from dignitaries, prestigious awards that recognize demonstrated excellence, and positive progress with efforts to end homelessness among Veterans.

Facility Events

★ VA Butler Healthcare is working with partners to help justice-involved Veterans through Veterans Treatment Courts (VTC).

Butler County's VTC celebrated the graduation of five Veterans in August and its three-year anniversary in November. A total of eight Veterans have now graduated from Butler's program.

Mercer County's VTC completed its first year of operation in 2015, and is preparing for a graduation in early 2016. Lawrence County's VTC is projected to begin in 2017.



★ Coatesville VA Medical Center held its 19th Annual Caregiver Support Conference on November 13, 2015, during National Family Caregivers Month. Approximately 75 family caregivers attended for support, to network and to learn about self-care. Experts presented interactive sessions on mindfulness as a tool, strategies for managing dementia behaviors, and post-traumatic stress disorder and domestic abuse.



★ Coatesville VA Medical Center held its annual Community Homeless Assessment, Local Education and Networking Groups or CHALENG meeting on September 2015. The meeting focused on the progress that has been made throughout Chester, Delaware and Montgomery counties toward ending homelessness among Veterans.



Local partnerships are at the heart of the effort – the Department of Housing and Urban Development local housing authorities, municipalities throughout the counties, Chester County Department of Community Development, Montgomery County Department of Veterans Affairs, Delaware County Department of Human Services, the Veterans Multi-Service Center, the Fresh Start Foundation, Catholic Social Services and many other valued partners have worked with the medical center to set the path to an effective end.

★ Erie VA Medical Center hosted the annual Welcome Home Veterans Appreciation Event at the Erie Zoo with more than 850 Veterans and their families in attendance.



VA program representatives and other Veteran-related service organizations were on-site throughout the evening to meet with Veterans and provide them with information about VA services and other Veteran-related community resources. This event offered a one-stop shop to connect Veterans with a number of VA and community resources and was Erie's largest Welcome Home event yet!

★ Thanks to Lebanon VA employee, Wendy Trafelet, registered nurse and nurse manager, domiciliary residents there enjoyed a July afternoon ice cream party. Ms. Trafelet's husband won 200 servings of ice cream in a contest, and he and his wife wanted to donate it to Lebanon's Veterans.



★ On May 2, 2015, the Philadelphia VA Medical Center held a ceremony to celebrate the renaming of the facility as the Corporal Michael J. Crescenz Department of Veterans Affairs Medical Center. The event was attended by more than 700 people including Cpl. Crescenz's commanding officer, members of his unit, his family, elected officials, Veterans and members of the community.



The name change was the result of legislation signed into law by President Obama that recognized the only Philadelphian who served in the Vietnam War to receive the Medal of Honor.

Dignitary Visits

★ VA Secretary Robert "Bob" McDonald made his first visit to VA Pittsburgh Healthcare System July 20-21. He delivered a speech at the national VFW convention, met with the University of Pittsburgh leaders, and held a press conference, conducted an employee town hall and awards presentation, and met summer youth volunteers at VA Pittsburgh.



★ Dr. Carolyn Clancy, then VA Interim Undersecretary for Health, visited VA Pittsburgh Healthcare System on May 18 and gave the keynote address during our Research Week kickoff ceremony.



★ On November 18, Dr. David J. Shulkin, M.D., VA's Under Secretary for Health, toured VA Pittsburgh Healthcare System while in town for the National Veterans Small Business Engagement and meetings at the University of Pittsburgh.

Employee Awards

★ In January 2015, a VA Pittsburgh Healthcare System cardiologist, Dr. Suresh Mulukutla, was selected as the 2015 Governor-Elect of the American College of Cardiology Western Pennsylvania chapter. Mulukutla began his term as Governor-Elect in March 2015 and will serve as Governor of the regional chapter from March 2016 through March 2019.



★ Leslie R. M. Hausmann, PhD, VA Pittsburgh Healthcare System researcher, was selected for the Secretary's 4th Annual Diversity and Inclusion Excellence Awards Program. Her nomination for this prestigious national award by the VA Office of Diversity and Inclusion was approved by the Secretary of VA, Robert A. McDonald.

Facility Awards

★ Altoona VA Medical Center was inducted into the Blair County Business Hall of Fame on Oct. 20, 2014.

When the medical center opened in 1950, 250 employees were charged with the care and treatment of 200 Veterans in inpatient beds. Now, just over 700 employees provide a vast array of advanced medical care to almost 25,000 Veterans in multiple settings ranging from primary care to behavioral health, to radiology, physical therapy, acute and long term care residential units and much more.



Despite fluctuating annual budget allocations over the past 64 years, Altoona VA has never laid off employees. With the support of elected officials, the community, the American Federation of Government Employees, and all staff, the medical center has become one of Blair County's most significant employers and community resources.

★ The Patriot Café at the Lebanon VA Medical Center was selected as one of the best dining facilities in the entire VA. Lebanon's Veterans Canteen Service was one of 15 recipients of the "Outstanding Canteen of the Year" award, which annually recognizes dining facilities and retail outlets at VA medical centers which exceed customer service expectations, reflect outstanding operating results, and meet or exceed standards for year-end-inventory management. This is the second year in a row for the Lebanon facility to receive the honor.



The term "Canteen" is an old military reference to cafeterias or areas where troops could dine, socialize, or purchase items for personal use.

★ The Jewish Healthcare Foundation, in partnership with The Fine Foundation, announced the winning teams for the 2014 Fine Award for Teamwork Excellence in Health Care on Nov. 12, 2014. VA Pittsburgh Healthcare System took home a platinum award for revamped policies and procedures for anesthesia, surgery, and recovery for joint replacement patients. This award—the third Fine award earned by VA



Pittsburgh—is open to all western Pennsylvania health care providers. It encourages teamwork in developing systems, tools and programs that better serve patients and families.

✿ In a national survey, Lebanon VA Medical Center was ranked among the top ten educational sites within the US Department of Veterans Affairs. The annual survey entitled "Learner Perception Survey" is conducted with medical residents each calendar year by VA to identify high-performing educational facilities. Over the past two years, medical residents rated their experience at the Lebanon VA Medical Center in the top 10 sites among VA facilities in the Nation.

This year, the internal medicine program at Lebanon VA was ranked number one in the state among VA hospitals. While Lebanon VA's principle medical school affiliation is with Penn State Hershey College of Medicine, Lebanon maintains more than 100 other academic training agreements.

Dr. Michael MaCauley, a hospitalist physician at Lebanon VA is the medical residency coordinator. "Nearly 70% of physicians practicing medicine in the United States received some of their clinical training at VA facilities," he said. "No other health care organization can make that claim. Our Nation depends on us getting it right and our clinical staff consistently demonstrates their ability to do that very thing. VA is a great place to work as a physician."

✿ Three VISN 4 facilities received awards from Practice GreenHealth, the Nation's leading health care community that empowers its members to increase their efficiencies and environmental stewardship while improving patient safety and care through tools, best practices and knowledge.

Altoona VA Medical Center, the first VA medical center ever to win the Top 25 Award, won the award for the second year in a row, as well as a Top Ten Circle of Excellence award for water conservation. The Top 25 Award is the highest environmental excellence award given by Practice Greenhealth each year to honor environmental achievements in the health care sector.

Erie VA Medical Center received an Emerald Award, which recognizes health care facilities that go above and beyond in regards to environmental stewardship. Erie VA was recognized as a leader in excellence in efficiency and sustainability in two categories: energy efficiency and sustainability; and water conservation and efficiency.

Wilkes-Barre VA Medical Center received the Partner for Change Award for developing a program that reduced the production of regulated medical waste by 60 tons per year and developing a program to reduce solid waste production by selling 25 tons of wooden pallets collected by the warehouse instead of sending them to the landfill.



★ All nine VISN 4 medical centers earned a Gold Cornerstone Recognition Award. VA's Patient Safety Cornerstone Recognition Award recognizes VA medical centers who meet standards established by the VA National Center for Patient Safety.

Patient safety managers and their hospital-based patient safety programs are reviewed based on staff-reported adverse events and close calls, which represent the foundation of a robust and effective patient safety program. The national program is intended to inspire the culture of open communication in reporting and identifying system issues related to patient safety.



Ending Veteran Homelessness

★ The Housing Authorities of Chester County, Delaware County and Montgomery County received additional Departments of Housing and Urban Development and Veterans Affairs Supportive Housing (HUD-VASH) vouchers in April 2015. \$530,266 in HUD-VASH vouchers were awarded between the counties. Coatesville VA Medical Center administers a total of 444 vouchers across these three counties.

★ Erie VA Medical Center's Homeless Care Team continues to lead the way in providing quick, permanent housing to homeless Veterans. On average, it takes 44 days from the day a Veteran enrolls in the HUD-VASH Program to the day they have permanent housing which puts Erie in the top 10 percent in the Nation for helping Veterans secure permanent housing quickly. In 2015, Erie's Homeless Care Team helped 86 Veterans find a place to call home. The Team continues to provide regular weekly, even daily, outreaches to community shelters and homeless agencies in efforts to help identify homeless Veterans and connect them with services designed to help get them back on their feet.

Measuring Success

To track the impact of our efforts, and to allow for real-time adjustments based on the evolving needs of Veterans, VISN 4 closely monitors a range of metrics, including:

Customer Satisfaction

VISN 4's scores are routinely among the top VISN scores nationwide. In a survey of outpatients, VA asks Veterans about their satisfaction with their provider, communication with their care team, the care they received, and more. VISN 4 scored above the national average in all categories last year, and was the top-scoring VISN in the category of comprehensive adult behavioral exams.

Patient Centered Medical Home Survey

	National	VISN 4
Routine check-up received as soon as needed	52.4	61.8
Patient's rating of provider	65.2	72.5
Discussed health goals	64.4	66.7
Discussed difficulties in caring for self	49.7	53.8
Self-management support	57.0	60.2
Access	41.1	48.9
Comprehensive adult behavioral	62.1	66.1
Shared decision making composite (medical decisions)	59.7	64.3
Communication composite	70.9	77.6
Office staff	66.2	72.3
Care needed right away	43.7	53.1

Inpatient Dimensions of Care

In a survey of inpatients, VA asks Veterans about their satisfaction with their care, the environment, and communication with their care team. VISN 4 scored right at or above the national average in all categories.

	National	VISN 4
Communication with nurses	93.5	93.3
Communication with doctors	92.9	93.2
Communication about medications	80.1	80.3
Responsiveness of hospital staff	86.4	87.6
Discharge information	84.7	87.1
Pain management	88.6	90.2
Cleanliness of hospital environment	90.4	90.1
Quietness of hospital environment	84.6	86.0
Willingness to recommend hospital	65.5	64.7
Overall rating of hospital	64.3	65.1
Shared decision making	74.0	74.4
Care transition	49.7	48.4

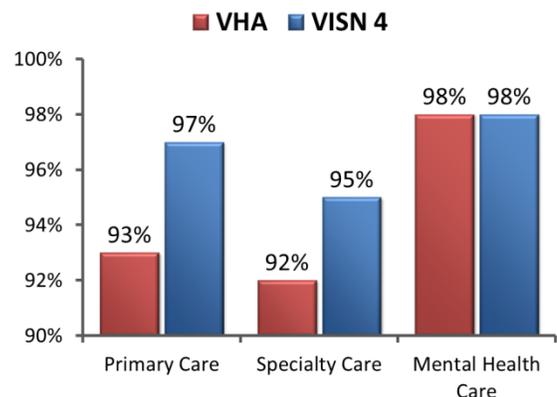
Employee Satisfaction

2015 All Employee Survey scores show high employee satisfaction in the areas of customer service we provide, connection to the VA mission and effective working relationships with their supervisor.

All Employee Survey Question	Score
How satisfied do you think the customers of your organization are with the products and services it provides?	 3.74
I feel a strong personal connection with the mission of VA.	 4.27
Supervisors and team leaders understand and support employee family and personal life responsibilities in my work group.	 3.85
I have received the training I need to do my job well.	 3.87
I have an effective working relationship with my supervisor.	 3.91
I feel comfortable talking to my supervisor about work-related problems even if I'm partially responsible.	 3.85
If I am unsure of how to carry out a procedure, I am comfortable asking for help.	 4.19

Quality and Timeliness of Operations

Most new patients to VISN 4 are seen within 30 days of their desired date, bringing the network's score above the national average.



Volunteer Services

In fiscal year 2015, VISN 4 was in the top 3 recipients of total VAVS impact in the Nation. VISN 4's total resource impact was more than \$17 million!*

Seven VISN 4 facilities have a "No Veteran Dies Alone" program. During fiscal year 2015, these 127 volunteers dedicated 824 hours of service to providing companionship to hundreds of Veterans during their final hours.

Through VISN 4's Volunteer Transportation Network, 772 volunteer drivers made it possible for thousands of veterans to receive needed and deserved health care during fiscal year 2015. Volunteer drivers must pass a physical examination, driver's license background check, and complete driver's training, in addition to all regular volunteer requirements. These volunteers accumulated more than 135,100 hours of service and more than 34,000 trips last year!

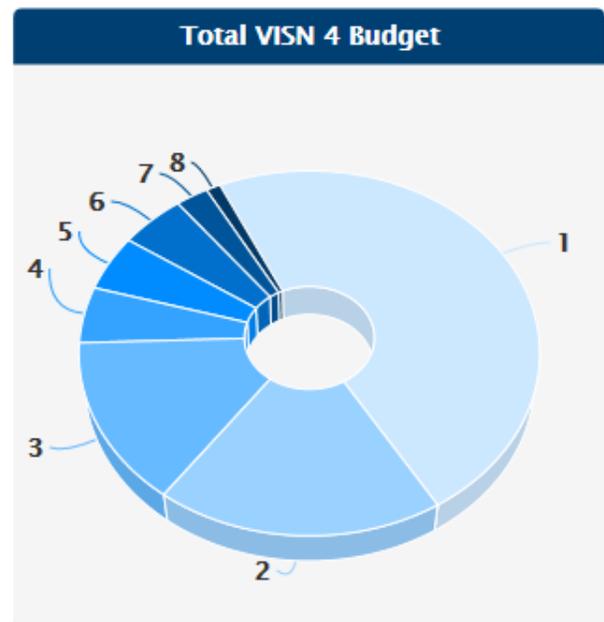
In 2016, VA Voluntary Service will celebrate 70 years of volunteer support and philanthropic donations to VA hospitals. Help us celebrate by signing up to volunteer!

*Editor's Note: Louis A. Johnson VAMC in Clarksburg, West Virginia, was realigned to VISN 5 effective October 1, 2015. As a result, data from this facility is included in these FY15 volunteer statistics.

VISN 4 Operating Statistics

Financial Report

Total Budget:	\$2,701,419,000
1) Salary and Benefits	\$1,375,060,000
2) Services	\$533,876,000
3) Miscellaneous	\$404,064,000
4) Medical Care Collections Fund	\$144,876,000
5) Consolidated Mail-out Pharmacy	\$144,480,000
6) Drugs and Medicines	\$144,277,000
7) Lands and Structures	\$68,233,000
8) Equipment	\$31,428,000
Total Value of Gifts and Donations Received:	\$4,479,571.52



Total Operating Beds	
Total Operating Beds	2,125
Nursing Home	1,057
Domiciliary	432
Medicine	276
Psychiatry	191
Surgery	117
Psychiatric Residential Rehabilitation Treatment	42
Rehabilitation	10

Workload Snapshot	
Total Veterans Served	321,661
Women Veterans Served	17,393
Total Outpatient Visits	3,709,986
Inpatient Admissions	38,135
Prescriptions Filled	6.71 million

Staffing Report	
Employees	14,099
Veterans Employed	4,015
Nurses	2,844
Physicians	1,076
Volunteers	3,886

Facility Operating Statistics

★ James E. Van Zandt VA Medical Center (Altoona)

Operating Statistics	
Employees	710
Operating Beds	51
Outpatient Visits	224,651
Veterans Served	25,814
Operating Budget	\$140,776,000

<http://www.altoona.va.gov/>

<http://www.facebook.com/VAAaltoona>



★ VA Butler Healthcare

Operating Statistics

Employees	553
Operating Beds	163
Outpatient Visits	175,573
Veterans Served	19,855
Operating Budget	\$92,972,131

<http://www.butler.va.gov/>

<http://www.facebook.com/VAButlerPA>



★ Erie VA Medical Center

Operating Statistics

Employees	713
Operating Beds	60
Outpatient Visits	263,999
Veterans Served	21,797
Operating Budget	\$144,000,000

<http://www.erie.va.gov/>

<http://www.facebook.com/VAMCErie>



★ VA Pittsburgh Healthcare System

Operating Statistics

Employees	3,670
Operating Beds	549
Outpatient Visits	706,270
Veterans Served	70,454
Operating Budget	\$643,500,000
Research Funding	\$32,412,201
Research Investigators	127
Research Projects	283

<http://www.pittsburgh.va.gov/>

<http://www.facebook.com/VAPHS>



★ Coatesville VA Medical Center

Operating Statistics

Employees	1,269
Operating Beds	396
Outpatient Visits	232,368
Veterans Served	19,880
Operating Budget	\$194,000,000
Research Funding	\$14,107
Research Investigators	19
Research Projects	26

<http://www.coatesville.va.gov/>

<http://www.facebook.com/CoatesvilleVAMC>



★ Lebanon VA Medical Center

Operating Statistics

Employees	1,453
Operating Beds	188
Outpatient Visits	502,309
Veterans Served	44,835
Operating Budget	\$241,500,961

<http://www.lebanon.va.gov/>

<http://www.facebook.com/VALebanon>



★ Corporal Michael J. Crescenz VA Medical Center (Philadelphia)

Operating Statistics

Employees	2,641
Operating Beds	423
Outpatient Visits	97,733
Veterans Served	60,801
Operating Budget	\$533,252,000
Research Funding	\$13,247,189
Research Investigators	107
Research Projects	200

<http://www.philadelphia.va.gov/>

<http://www.facebook.com/PhiladelphiaVAMC>



★ Wilkes-Barre VA Medical Center

Operating Statistics

Employees	1,320
Operating Beds	166
Outpatient Visits	403,352
Veterans Served	39,054
Operating Budget	\$258,017,000
Research Investigators	7
Research Projects	4

<http://www.wilkes-barre.va.gov/>

<http://www.facebook.com/VAWilkesBarre>



★ Wilmington VA Medical Center

Operating Statistics

Employees	920
Operating Beds	60
Outpatient Visits	297,710
Veterans Served	29,195
Operating Budget	\$191,836,073

<http://www.wilmington.va.gov/>

<http://www.facebook.com/WilmingtonVAMC>

