

2009 ANNUAL REPORT



LETTER FROM THE DIRECTOR



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

I am continually amazed by how hard VISN 4 employees work.

We coordinate care for hundreds of thousands of Veterans, complete millions of dollars in construction, conduct countless hours of research...our list of responsibilities seems endless.

VISN 4 employees also make quite an impressive mark on the health care industry at large. We publish articles to broaden humanity's understanding of diseases and advance cutting-edge medical practices and techniques. We also lead the health care industry—both at a national and international level—in benchmarks of quality performance.

I can say with great confidence that our future looks bright. We have enough financial support to sustain our enhanced staffing levels and to continue modernizing and maintaining our medical facilities. We also have the resources to expand our community-based outpatient clinics and to take our rural health, women's health and behavioral health initiatives to the next level. In addition to this growth, we will spend 2010 augmenting our telehealth programs, financial management, MRSA prevention leadership and more.

As much as this annual report is about looking back on a year well spent, it is also about getting energized and excited for tomorrow. It is about honoring the extraordinary precedent that we have set and moving forward with confidence, knowledge and purpose.

VISN 4 is well-positioned for the future, and we will continue to make sure that we are providing the best care in the best locations with the best staff anywhere.

So thank you for an amazing 2009, and here's to an even more impressive and successful 2010.

Sincerely,

A handwritten signature in black ink that reads "Michael E. Moreland". The signature is fluid and cursive, with a large, stylized "M" and "E".

MICHAEL E. MORELAND, FACHE
NETWORK DIRECTOR, VISN 4

VISN 4 2009

STATISTICAL SNAPSHOT



309,169
VETERANS SERVED

\$3,194,860 IN DONATIONS

2,990,221 OUTPATIENT VISITS



6,332 VOLUNTEERS

944

research projects

\$2.1 BILLION
OPERATING BUDGET

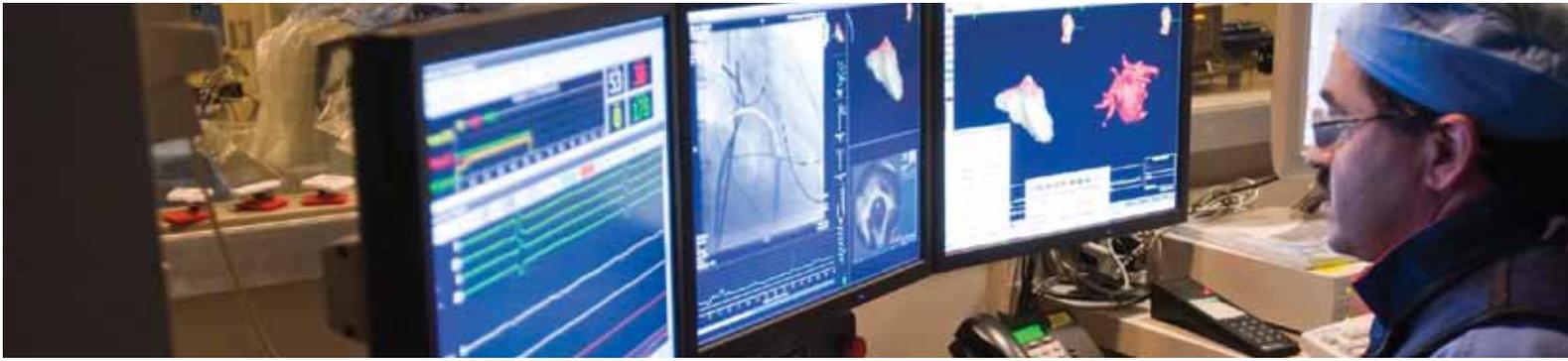
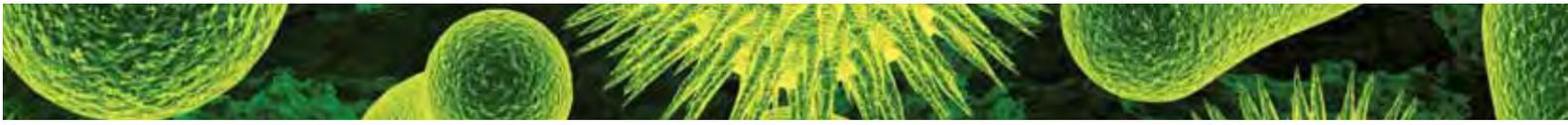
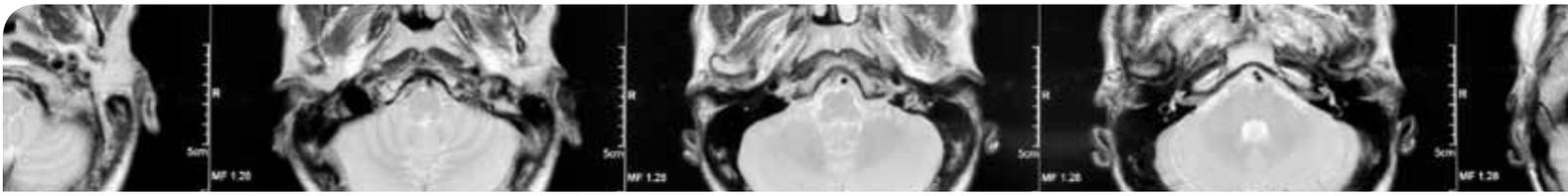
13,424
EMPLOYEES



4,115 SURGERIES

\$47,636,609
IN RESEARCH FUNDING

FORTY-FIVE OUTPATIENT CLINICS





10

TEN WAYS VISN 4 CHANGED HEALTH CARE (FOR THE BETTER) IN 2009

VA HEALTHCARE-VISN 4 IS—WITHOUT question—a mover and a shaker. We build world-class medical facilities. We embrace cutting-edge technologies. We dream bigger and work harder than most health care communities in the public and private sector, and we are also passionately committed to serving Veterans above and beyond the call of duty.

Not surprisingly, our annual report is a reflection of this ambition and a celebration of our successes. Despite some stiff competition, we've managed to whittle down the year's accomplishments to 10 notable milestones. So, sit back, settle in and flip the page to learn about some of the many amazing feats we achieved in 2009.

An artist's rendering of VA Pittsburgh's consolidation building, which is slated to open in 2011.



1 We Engineered a Healthier Future

VISN 4 spent the last year laying a solid foundation—quite a few, in fact. It's all part of our master plan to ensure that the network's Veterans will have the very best medical care for years to come. In 2009, we devoted **an unprecedented \$260 million** to a wide array of development projects throughout the network. Some of the many initiatives on our official construction and design rosters include:

The soon-to-open specialty clinic at the Erie VA.



« **A \$3.5 million specialty care clinic expansion at the Erie VA.** This project, which is slated for completion in the summer of 2010, will give the medical center 17 new exam rooms and a centralized check-in area. It will also expand the specialty clinic by 8,000 square feet and renovate another 4,000 square feet of space.

Erie's construction site in 2009.





The \$3.7 million construction project at the Lebanon VA.



The new parking garage at the Philadelphia VA.

➤ **A \$3.7 million construction project for consolidated rehabilitation services at the Lebanon VA.**

A \$6.8 million project to modernize inpatient wards at the Louis A. Johnson VA in Clarksburg, W.Va.

A \$6 million renovation of the Philadelphia VA's emergency department. This 15-month project is underway and will expand the emergency department's capacity by 10 exam rooms (for a total of 20). Other bonuses include streamlined patient flow and enhanced privacy.

➤ **A \$7.8 million, 450-stall parking garage at the Philadelphia VA.**

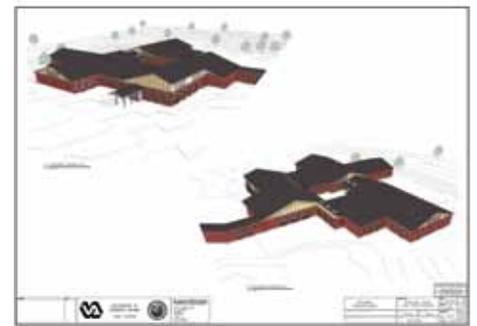
A \$4.8 million emergency room addition at the Wilmington VA.

A \$2.6 million canteen upgrade at VA Pittsburgh's University Drive site.

A \$2.5 million renovation to centralize patient check-in and appointment areas at the Lebanon VA.

A \$2.2 million modernization initiative for the pharmacy at the Coatesville VA. Beyond bringing fresh upgrades to the pharmacy, this project will expand the pharmacy by 4,000 square feet and afford patients better access to services.

➤➤ **A multi-phase, \$17 million initiative to construct a community living center complex at VA Butler Healthcare.** When construction wraps up in 2011, this single-level residential community will have 60 private bedrooms and a centralized nursing station. "The new facility will enable us to better meet the needs of our Veterans now and in the future," says VA Butler Healthcare Director Patricia Nealon.



VA Butler renderings, above, and construction photos at left.



The new ambulatory care center at VA Pittsburgh.

VA PITTSBURGH'S EXPANSION PROJECT

VA Pittsburgh Healthcare System broke ground on two buildings as part of its \$143 million construction initiative, officially called the VA Pittsburgh Expansion Project. Upon completion, this project will add three buildings to the health care system's grounds: a \$75.8 million consolidation building, which will merge primary care and behavioral health services; a \$38.2 million ambulatory care center, which will house an array of services such as audiology, prosthetics and adult day care; and a \$60 million research building. Designs for the final building—the research center—are complete, and the entire project is scheduled to conclude in 2012.

2 We Invested in High-Tech

VISN 4 purchased or installed more than **\$16.3 million worth of cutting-edge equipment** in 2009. Here is a sampling of the technologies we added to our growing arsenal of medical machinery.

Shimadzu's Sonialvision Versa Fluoroscopy X-Ray Unit (two)

Site: Altoona

Price tag: \$438,028 each

Why it's so great: This X-ray unit caters to wheelchair-bound or bedridden patients and gives radiologists a clear digital image to help them make more accurate diagnoses.



GE's OEC 9900 Elite Digital Mobile C-Arm

Site: Wilkes-Barre and Wilmington

Price tag: \$130,719 each

Why it's so great: This ultra-flexible C-Arm comes equipped with advanced imaging software that enables surgeons to make noninvasive medical diagnoses.

GE's Definium 8000 Radiography Unit

Site: Coatesville

Price tag: \$562,206

Why it's so great: This unit delivers top-notch digital X-ray images in rapid speed.



Siemens' MAGNETOM Avanto MRI unit

Site: Lebanon

Price tag: \$1,500,000

Why it's so great: Quiet and comfortable, the MAGNETOM Avanto offers fast and clear imaging from head to toe.

“Our medical centers exceed modern health care standards, and we do this, in part, by investing in the latest, smartest and safest technologies available in medicine today.”

—JOSEPH DELANKO, CAPITAL ASSET MANAGER FOR VISN 4



Siemens' ACUSON S2000 ABVS

Site: Clarksburg
Price tag: \$314,456

Why it's so great: This ultrasound unit delivers full-field breast scans to give physicians a clearer view of breast anatomy and pathology.



Burlodge's B-Pod Retherm Stations (seven)

Site: Butler

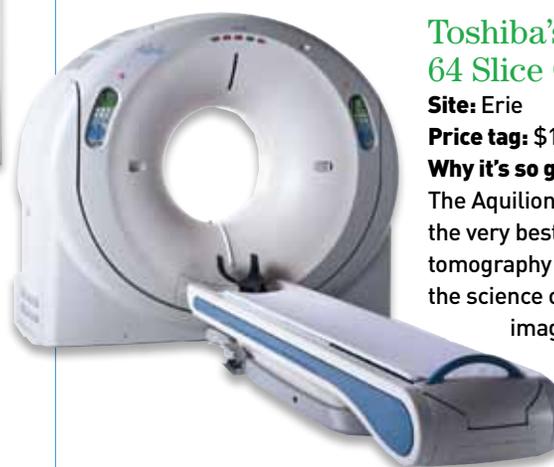
Price tag: \$321,308 total

Why it's so great: The B-Pod is a space-saving, state-of-the-art meal-delivery system that keeps food ready to serve and at the perfect temperature.

Siemens' Artis Zee Multi-Purpose System

Site: Pittsburgh
Price tag: \$1,333,647

Why it's so great: This avant-garde imaging system helps physicians better diagnose and intervene when it comes to cardiac and vascular diseases.



Toshiba's Aquilion 64 Slice CT scanner

Site: Erie
Price tag: \$1,114,446

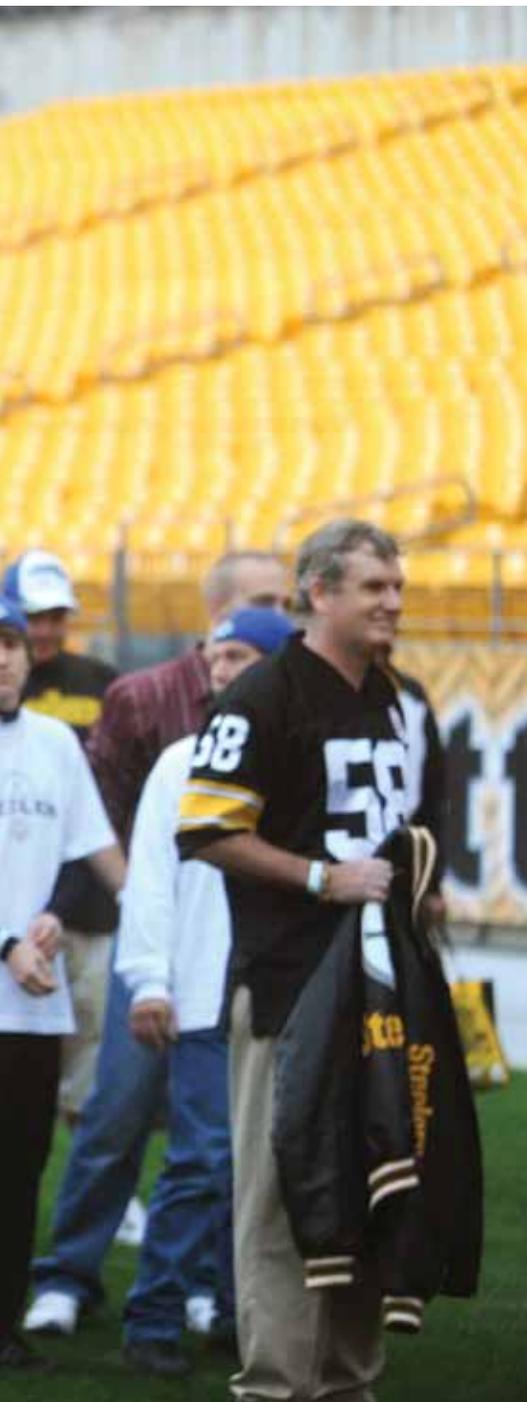
Why it's so great: The Aquilion represents the very best in computed tomography (CT), which is the science of using X-ray images to create a comprehensive view of the body's interior structures.

3 We Expanded Outreach Initi

Marine Gunnery Sergeant
Michael Palarino takes
aim during VISN 4's
Heroes at Heinz Field
event in Pittsburgh.



Our atives



In 2009, VISN 4 facilities rolled up our sleeves and ramped up our outreach efforts to connect Veterans with benefits and services that they had earned and deserve. In all, the network's **10 medical centers participated in an impressive 535 outreach events** in 2009.

This hard work paid off.

VISN 4 enrolled 8,604 new Veterans in the VA system throughout the year, including more than 3,000 Operation Enduring Freedom and Operation Iraqi Freedom (OEF/OIF) Veterans. This marks an impressive 25 percent jump in OEF/OIF enrollment relative to 2008.

Some of the outreach events that VISN 4 medical centers participated in include:

- **The Louis A. Johnson VA** in Clarksburg, W.Va. led the network's outreach efforts by participating in 116 events, including sending a rural health mobile unit to local college campuses to connect with Veterans in an academic setting.
- **VISN 4** held its second consecutive Heroes at Heinz Field event, where returning service members spent an evening tossing and kicking footballs alongside players from the Pittsburgh Steelers organization.
- **The James E. Van Zandt VA** in Altoona hosted flu shot clinics in all 14 counties of its jurisdiction.
- **The Coatesville VA** tipped its hat to Mental Health Awareness Week in October by

offering community educational sessions on mental health and corresponding VA programs and services.

- **The Wilkes-Barre VA** held 27 suicide prevention events throughout 2009 to help raise awareness on the topic.
- **The Philadelphia VA and VA Pittsburgh Healthcare System** each hosted "First Swing" amputee golf clinics, where Veterans with prosthetic or missing limbs spent a day at the driving range and received swing tips from professional golf instructors.
- **VISN 4** also launched one of its most comprehensive and aggressive enrollment initiatives ever with the return of the 56th Stryker Brigade to Fort Dix Army Base in New Jersey. The Brigade's return in September 2009 marked the second-largest demobilization of the Pennsylvania National Guard in 50 years. To capitalize on this opportunity, 20 employees from throughout VISN 4 held some 45 briefings on VA health care and worked alongside the Pennsylvania National Guard and the national VA to help enroll every returning soldier in the VA system.

REACHING OUT TO NEWLY RETURNING VETERANS IN UNPRECEDENTED WAYS

Satellite Media Tour VISN 4 Director Michael Moreland conducted a satellite media tour in February 2009 to encourage newly-returning combat Veterans to enroll with a Department of Veterans Affairs medical center to receive health care.

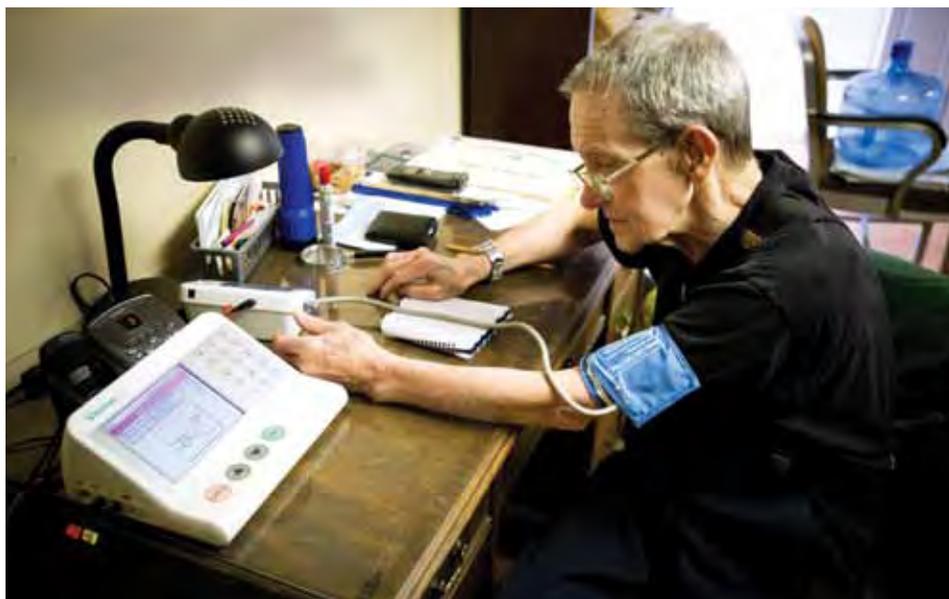


Public Service Announcement VISN 4 produced a public service announcement for returning service members, urging them to take advantage of VA health care. The announcement aired on television and radio stations throughout VISN 4 and in states in the mid-Atlantic region.



4 We Extended our Circle of Care

In 2009, VISN 4 began aggressively expanding its rural health programs with funding from the Office of Rural Health. The goal? Enhance care options for Veterans in rural areas.



Beyond adding services to community-based outpatient clinics, the network allocated \$850,000 to establish a new outreach clinic at the Pennsylvania National Guard training center at Fort Indiantown Gap in Annville, Lebanon County, Pa. The clinic, which opened its doors in January 2010, will provide primary and behavioral health services to Operation Enduring Freedom and Operation Iraqi Freedom Veterans training at the site.

VISN 4 also invested heavily—nearly \$3.2 million—to bolster its care coordination home telehealth programs, which allow Vet-

Clarksburg VA dermatologist Drury Armistead conducts an E-consult.



erans with chronic diseases to access medical care from the comfort of their homes using a variety of simple technologies. Beyond these initiatives, the network earmarked an additional \$918,000 to strengthen its E-consult capabilities. E-consulting enables Veterans to visit a nearby outpatient clinic and “meet” with specialized doctors at far away medical facilities by utilizing electronic medical records and two-way communication technologies.

“VISN 4 has a very high percentage of rural Veterans. Every facility has rural Veterans in their coverage area. We are implementing a variety of initiatives to reach out to them and assure they have convenient access to quality health care,” says Betsy Helsel, the network’s access and care coordination program manager.



TWO NEW OUTPATIENT CLINICS

In 2009, VISN 4 added two outpatient clinics in a continued quest to give Veterans greater access to VA services. The Philadelphia VA Medical Center opened an outpatient clinic offering comprehensive primary care and behavioral health services in southern New Jersey in June 2009. VA Butler Healthcare opened its fifth community-based outpatient clinic in December 2009. The clinic, located in Cranberry Township, offers primary care services and routine laboratory work.

VISN 4 operates 10 major medical facilities and 45 community-based outpatient clinics.

Clarksburg VA's mobile clinic team.



RURAL HEALTH PROGRAM LAUNCHES IN WEST VIRGINIA

The Louis A. Johnson VA capitalized on a \$1.3 million federal award to launch a new program intended to address the specific needs of rural Veterans. As part of this program, the facility purchased a \$350,000 rural health mobile clinic, which hit the road in 2009. The 40-foot vehicle is outfitted with exam rooms, a reception area and basic lab capabilities and offers a variety of services—blood work, physicals, flu shots and more—to Veterans in 19 counties in northern West Virginia.



“Veterans work with their outpatient provider and medical team to pursue the healthiest lifestyle possible. Because of this important relationship, VISN 4 has greatly expanded the locations where Veterans can receive outpatient services—and this includes both primary care services and some commonly needed specialty services.”

—DR. DAVID MACPHERSON, CHIEF MEDICAL OFFICER FOR VISN 4

5 We Forged Community Partnerships

VISN 4 facilities continually connect with new organizations and strengthen existing ties to maximize the care and services available to Veterans. Here are just a few of the many partnerships our medical centers formed in 2009:

VA Butler Healthcare paired up with the local housing authority to provide an additional 10 transitional beds for homeless Veterans at their facility.

The Louis A. Johnson VA worked with the American Red Cross to get a \$10,000 grant to purchase items for patients, including coats for homeless Veterans and CD players for community living center residents.

The voluntary service department at the Wilmington VA Medical Center connected with a local high school, the Sarah Pyle Academy for Academic Intensity, to develop a special volunteer program for youths.

The Lebanon VA partnered with the Lancaster-Lebanon Intermediate Unit 13, a local education service agency, to enable handicapped individuals to obtain job training at the medical center.

The Erie VA collaborated with the Business and Manufacturers Association for Roar on the Shore, a fundraising event that raised \$55,000 for the medical center.

VA Pittsburgh teamed up with the Pittsburgh-based Keystone Paralyzed Veterans of America to begin fundraising for the 2011 National Veterans Wheelchair Games. The event—the largest annual wheelchair sporting competition in the world—will come to Pittsburgh in August 2011.



Housing and Redevelopment Authority of the County of Butler

American Red Cross



Erie's Roar on the Shore event.



Veterans and PVA members Tom Strang and Jerry Baylor.

“This year was all about embracing teamwork and breaking down boundaries.”

—LOVETTA FORD, MENTAL HEALTH MANAGER FOR VISN 4

VETERANS COURT PROGRAMS TAKE OFF



In 2009, VA Pittsburgh Healthcare system established the first Veterans Justice Outreach Program in VISN 4, and the network is



poised to expand this initiative in 2010. Social worker **Torrie Osterholm**—who is getting a similar program off the ground at the Coatesville VA Medical Center—tells how these innovative Veterans Courts benefit VISN 4 communities.

Q: What is VISN 4's goal in setting up these courts?

Osterholm answers VA's goal is to obtain needed treatment for Veterans as an alternative to incarceration. We work in partnership with local law enforcement, courts and mental health providers to assist justice-involved Veterans struggling with mental health, substance abuse or other reintegration issues.

Q: Beyond Veterans, who stands to gain from these programs?

Osterholm answers By utilizing their VA benefits, Veterans do not burden the county court system or their resources. Also, the VA's programs are Veteran-specific and can really address a number of their medical and mental health needs.

Q: Why is this initiative important?

Osterholm answers About 20 percent of the troops returning from Iraq and Afghanistan have reported symptoms of post-traumatic stress disorder or major depression. Sometimes, these struggling Veterans turn to alcohol or drugs to “self medicate” after experiencing the trauma of war. Many Veterans do not seek treatment for these issues, and some find themselves involved in the criminal justice system. This initiative is one important way that we can help give these Veterans a second chance.

6 We Enriched Aid for the Homeless

Veteran Farlow's future looks bright.



Throughout VISN 4, medical centers are ramping up efforts to unite homeless Veterans with the VA's extensive network of services in hopes of securing them stable jobs, permanent housing and a brighter future.

At the James E. Van Zandt VA in Altoona, Homeless Veterans Coordinator Karen Vislosky is committed to this initiative. Like her VISN counterparts, she is determined to realize the VA's goal to end homelessness among Veterans within five years.

These efforts are not lost on Fred Farlow, 51, who served four years in the U.S. Marine Corps. Farlow has spent the last 10 years battling—and finally beating—addiction. His rough journey had left him homeless with a spotty work history at best.



Even worse, Farlow's experiences with social workers gave him little hope for change. "They pushed a form across the desk and told me they could help me in three months," he recalls. "I walked in there because I needed help that day!" Much to the Veteran's surprise, when he visited Vislosky's office in early 2009, she listened. She understood. "She knew I was doing my part. She got to know me," he recalls.

"I help them take small steps," adds Vislosky. "They decide the next thing to do,

and I figure out how the VA can help them with that next thing."

With Vislosky at his side, Farlow gained job experience through the VA's Compensated Work Therapy Program. Now a driver for Pyramid Healthcare, the Veteran works with people who are entering treatment themselves. Farlow has also received housing assistance through a program run by the VA and the Department of Housing and Urban Development. "Thanks to this program and Karen, I don't need to worry about a place to live ever again," he says.

"We made great strides in 2009," says Vislosky of VISN 4's mission to end homelessness. "And we are getting there one success story at a time."



7 We Enhanced Women's Health Care Services

Some 14,000 Veterans enrolled in health care in VISN 4 are women—and this number is growing, according to Desmarie DeCuir, the women Veterans coordinator for the network. In response to this trend, VISN 4 medical centers spent the last year expanding their spectrum of programs and services for female Veterans. • Check out a few facility spotlights:

The Lebanon VA allocated \$1.9 million to create a new women's clinic in February 2010. The facility purchased a colposcope, a loop electrosurgical excision procedure device, an ultrasound machine and gynecological exam tables in anticipation of the clinic's launch.

The women Veterans clinic at the Louis A. Johnson VA installed new mammography equipment and can now offer women Veterans breast cancer screenings, bone density exams and comprehensive gynecological

14,051
WOMEN VETERANS
ENROLLED IN VA
CARE IN VISN 4.

THE NUMBER OF
WOMEN VETERANS
ENROLLED IN VISN 4
JUMPED 9 PERCENT
FROM 2008 TO 2009.

Since adding these positions, the number of active users in the medical center's Women

care in addition to primary care and behavioral health services.

The Erie VA recently hired a full-time women Veterans program manager and part-time women Veterans case manager.

Veterans Program has increased by more than 26 percent.

In December 2009, the Philadelphia VA opened a new women's health center, which boasts seven exam rooms, a dedicated behavioral health room, an ancillary laboratory, a patient education room and a large waiting and reception area.

The Wilmington VA expanded women's health care to its Vineland, N.J., and Dover, Del., community-based outpatient clinics.

8

We Spent Stimulus Funds Wisely

The American Recovery and Reinvestment Act awarded nearly **\$50 million dollars to VISN 4 facilities** in 2009. We are working hard to ensure that our medical centers are using these funds to help maintain their state-of-the-art status.

- Two electrical upgrade projects at VA Butler Healthcare totaling \$4 million.
- A \$2.1 million overhaul of the surgical intensive care unit at VA Pittsburgh's University Drive division. The new 14-bed unit will enlarge patient rooms and increase privacy in addition to offering a centralized area for nurses.
- A \$1.7 million behavioral health clinic renovation at the Philadelphia VA.
- A \$1.4 million emergency department renovation to add eight private patient rooms at the Louis A. Johnson VA in Clarksburg, W.Va.
- A \$612,000 overhaul of the canteen at the James E. Van Zandt VA in Altoona.

10 We Promoted Veteran-Centered Research

In 2009, VISN 4 invested more than **\$47 million in 977 active research projects** throughout the network. Some health topics that our investigators tackled include:



- How to improve end of life care
- How brain volume loss impacts chronic pain in geriatrics
- The differences between watchful waiting and medical intervention in prostate cancer patients
- The impact of telehealth on glycemic control for diabetics
- The mechanisms behind ultraviolet effects in autoimmune skin diseases
- How neuroimaging techniques can inform examinations of substance abuse
- The relationship between wheelchair transfer techniques and joint stress

9 We Cultivated Academic Affiliations



VISN 4 facilities take great pride in teaching tomorrow's health care leaders. VA Pittsburgh supports more than 160 academic affiliations for a variety of disciplines and "we are constantly adding new affiliations," says Amy Jones, the health care system's administrative officer of education. Some of the many new institutions that VA Pittsburgh partnered with in 2009 include Waynesburg and Slippery Rock universities for nursing and Boston University for occupational therapy. Another VISN 4 facility—the Philadelphia VA Medical Center—supports more than 75 ongoing medical affiliations with schools such as the University of Pennsylvania, Temple University and Rutgers University. Here are a few more academic partnerships forged by network facilities in 2009:



Louis A Johnson VA in Clarksburg, W.Va.

West Virginia School of Osteopathic Medicine and Camden-Clark Memorial Hospital

Coatesville VA Medical Center

Drexel University School of Medicine

Wilkes-Barre VA Medical Center

The Commonwealth Medical College, Scranton campus

Wilmington VA Medical Center

Temple University

Select Milestones



COATESVILLE

1400 Blackhorse Hill Rd.
Coatesville, PA 19320
610-384-7711
www.coatesville.va.gov

Operating Budget:

\$171,836,000

Veterans Served: 19,352

Operating Beds: 475

Outpatient Visits: 175,309

Employees: 1,343

Volunteers: 643

Reduced the average wait time for new enrollees by 55 percent, from 25 days to 11.5 days.

Partnered with Chester County Mental Health Recovery Court to provide behavioral health support in lieu of incarceration for Veterans who commit nonviolent offenses due to mental illness.

Restructured the residential therapeutic program to better serve women. The new 17-bed Power of Women Embracing Recovery program aids women suffering from homelessness, mental health or substance abuse issues.

Received \$3.56 million in stimulus funds to renovate the pharmacy and to upgrade the medical center's electrical distribution system and boiler plant controls.



LEBANON

1700 South Lincoln Ave.
Lebanon, PA 17042
717-272-6621
www.lebanon.va.gov

Operating Budget:

\$220,823,000

Veterans Served: 43,253

Operating Beds: 248

Outpatient Visits: 425,457

Employees: 1,390

Volunteers: 495

Collected \$23 million in medical care collection funds, exceeding VISN 4's established goal of \$18.1 million.

Achieved the highest level of employee satisfaction in VISN 4 and nationwide for work amount, co-worker support and customer satisfaction.

Utilized \$4 million in stimulus funds to renovate the facility's patient check-in area and bathrooms and also install a chiller.

Created a suicide-prevention pamphlet that targeted returning combat Veterans and promoted strength and resilience through physical fitness.

and Statistics for 2009



PHILADELPHIA

3900 Woodland Ave.
Philadelphia, PA 19104
1-800-949-1001
www.philadelphia.va.gov

Operating Budget:

\$390,828,000

Veterans served: 54,284

Operating Beds: 277

Outpatient Visits: 424,143

Employees: 2,206

Volunteers: 518

Began renovating the Community Living Center to expand common areas, enhance courtyards and create a 10-bed palliative care unit. When complete, this multi-phase project will total \$9 million in improvements.

Opened a new clinic annex to better serve Veterans in southern New Jersey and expanded services at an existing community-based outpatient clinic in Gloucester County, N.J.

Hosted nearly 400 Veterans during Stand Down 2009 and provided services and information to Veterans who are homeless or at risk of homelessness.



WILKES-BARRE

1111 East End Blvd.
Wilkes-Barre, PA 18711
1-877-928-2621
www.wilkes-barre.va.gov

Operating Budget:

\$189,856,000

Veterans Served: 41,253

Operating Beds: 163

Outpatient Visits: 369,879

Employees: 1,231

Volunteers: 425

Refurbished the mental health inpatient ward to further enhance aesthetic appeal and patient safety.

Established an agreement with a non-VA community partner, Geisinger Wyoming Valley Health Care System, to offer Veterans emergency medical consultations.

Held 62 outreach events to help raise awareness about VA benefits and services.

Received VA approval to establish an affiliation with The Commonwealth Medical College, a medical school based in Scranton, Pa.



WILMINGTON

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

Operating Budget:

\$144,000,000

Veterans Served: 25,028

Operating Beds: 120

Outpatient Visits: 206,538

Employees: 1,005

Volunteers: 441

Received a three-year accreditation from the American College of Surgeons for the medical center's cancer program, which is now eligible to receive the Commission on Cancer's Outstanding Achievement Award.

Hosted two Welcome Home celebrations to honor Veterans returning from military service in Iraq and Afghanistan.

Purchased more than \$1 million in high-tech equipment for the medical center's surgery and radiology departments.

Select Milestones



ALTOONA
 2907 Pleasant Valley Blvd.
 Altoona, PA 16602
 1-877-626-2500
 www.altoona.va.gov

Operating Budget:
 \$100,050,000

Veterans Served: 24,267

Operating Beds: 68

Outpatient Visits: 169,336

Employees: 602

Volunteers: 346

BUTLER
 325 New Castle Rd.
 Butler, PA 16001
 1-800-362-8262
 www.butler.va.gov

Operating Budget:
 \$82,137,176

Veterans Served: 17,376

Operating Beds: 163

Outpatient Visits: 127,545

Employees: 603

Volunteers: 607

Held 51 outreach events, which led to 120 new Veterans enrolling in VA care.

Hosted the medical center's first-ever Stand Down to aid homeless Veterans and raise awareness about homelessness. The event, which drew a crowd of nearly 130 attendees, offered Veterans haircuts, flu shots, food and clean clothes as well as information about VA benefits and services.

Purchased \$1.62 million in high-tech X-ray and imaging equipment.

Revitalized the facility's Community Living Center by adding touches of home, such as cozy bedding and furniture.

Activated a toll-free centralized call center—staffed with a registered nurse and medical support assistants—that enables Veterans to connect with a VA employee throughout the workweek.

Opened a community-based outpatient clinic—the facility's fourth—in Cranberry Township, Pa.

Created a women's health care team and dedicated space with new furnishings, exam tables and equipment.

and Statistics for 2009



CLARKSBURG

1 Med Center Dr.
Clarksburg, WV 26301
304-623-3461
www.clarksburg.va.gov

Operating Budget:

\$119,086,000

Veterans Served: 20,684

Operating Beds: 100

Outpatient Visits: 226,205

Employees: 851

Volunteers: 535

Used \$1.6 million in stimulus funds to renovate the medical center's emergency room area and dental lab.

Launched a \$450,000 mobile health clinic that travels throughout north-central West Virginia to better serve rural Veterans.

Participated in 116 community events, such as health fairs, parades and school presentations.

Acquired new mammography, breast ultrasound and breast magnetic resonance imaging equipment to help female Veterans address all annual gynecological needs in one place and at one time.



ERIE

135 East 38th Street Blvd.
Erie, PA 16504
1-800-274-8387
www1.va.gov/erie

Operating Budget:

\$109,473,000

Veterans Served: 21,163

Operating Beds: 65

Outpatient Visits: 236,263

Employees: 711

Volunteers: 545

Launched the bedside collaborative care initiative and increased direct patient care time at the bedside by 22 percent, which translates to more than five hours per shift spent side-by-side with patients.

Implemented the medical home model in a primary care team, adding four case managers who work as liaisons between the primary care provider and the patient to ensure the prevention and early detection of chronic diseases.

Added five hospice team members: two licensed practical nurses, a psychiatrist, a recreational therapist and a hospice and palliative care coordinator/nurse educator.



PITTSBURGH

University Drive
Pittsburgh, PA 15240
412-688-6000
www.pittsburgh.va.gov

Operating Budget:

\$450,418,388

Veterans Served: 60,141

Operating Beds: 583

Outpatient Visits: 538,436

Employees: 3,113

Volunteers: 1,152

Participated in roughly 60 community outreach events to relay health and benefits information to more than 3,000 Veterans and eligible service members.

Earned an unprecedented three national Nursing Services Innovations Awards. Two of the health care system's winning entries focused on improving health care access to rural Veterans.

Established a Veterans Engineering Resource Center—one of only four centers nationwide—to help apply engineering principles to common health care delivery issues.

Launched the Veterans Justice Outreach Program to better aid Veterans involved in Allegheny County's judicial system.

VISN 4 OPERATING STATISTICS FOR 2009

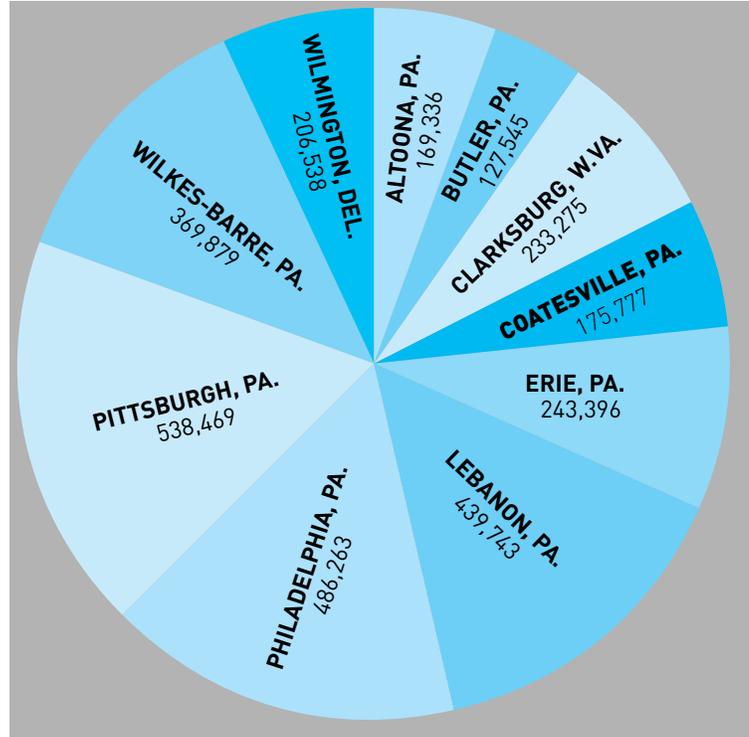


Operating Beds =

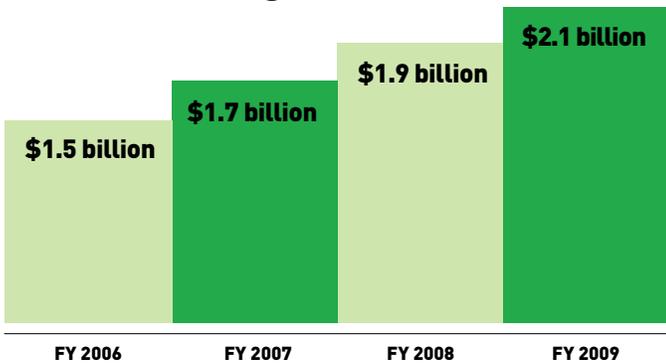
2,320

- Nursing Home 1,118
- Domiciliary 350
- Medicine and Intermediate 334
- Psychiatry 240
- Psychiatric Residential Rehabilitation Treatment 135
- Surgery 129
- Rehabilitation 10
- Neurology 4

Outpatient Visits = 2,990,221



Total Budget Comparison



Medical Care Collections Fund

\$120,537,158

TOTAL BUDGET = \$2,112,751,000

Salary and Benefits \$1,091,147,000

Consolidated Mail-Out Pharmacy \$144,454,000

Drugs and Medicines \$78,307,000

Services \$358,200,000

Miscellaneous \$264,520,000

Equipment \$43,150,000

Lands and Structures \$132,973,000

63,178

INPATIENTS TREATED

NETWORK LEADERSHIP



MICHAEL E. MORELAND, FACHE

Network Director since December 2006

Moreland directs the operations, finances and clinical programs for the 10 medical centers and 45 outpatient clinics that comprise VISN 4.



CARLA SIVEK, MSW

Deputy Network Director since July 2009

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



DR. DAVID S. MACPHERSON, MPH

Chief Medical Officer since June 2007

Macpherson oversees all clinical programs in the inpatient and outpatient settings along with research and education activities in VISN 4.



JAMES BAKER

Chief Financial Officer since December 2009

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



DOROTHY STEELE
Executive Assistant since June 1996

Steele plans and facilitates projects, reports and initiatives for the network office as well as provides oversight and advice for administrative and logistical activities in VISN 4.



DAVID E. COWGILL
Public and Community Relations Manager since January 2007

Cowgill directs all media, communications and outreach initiatives as well as all stakeholder and congressional relations for VISN 4.



BARBARA FORSHA, MSN, RN, ET
Quality Management Officer since February 2008

Forsha oversees operations for VISN 4's quality management programs, which include performance measurement, internal and external accreditation, utilization management and Veteran satisfaction.

“You must love those you lead before you can be an effective leader. You can certainly command without that sense of commitment, but you cannot lead without it.”

—SECRETARY OF THE VA AND FORMER ARMY GENERAL ERIC K. SHINSEKI



VA Healthcare-VISN 4

323 North Shore Drive
Suite 400
Pittsburgh, PA 15212

PHONE: 412-822-3316

FAX: 412-822-3275

www.visn4.va.gov



VISN 4

MICHAEL E. MORELAND, FACHE
NETWORK DIRECTOR

CARLA SIVEK, MSW
DEPUTY NETWORK DIRECTOR

DAVID S. MACPHERSON, MD, MPH
CHIEF MEDICAL OFFICER

JAMES BAKER
CHIEF FINANCIAL OFFICER

DOROTHY STEELE
EXECUTIVE ASSISTANT

DAVID E. COWGILL
PUBLIC AND COMMUNITY
RELATIONS MANAGER

BARBARA FORSHA, RN, MSN, ET
QUALITY MANAGEMENT OFFICER

VISN 4 ANNUAL REPORT

MANAGING EDITOR
DAVID E. COWGILL

EDITOR
BETHANY MIGA

CONTRIBUTORS
HEATHER FRANTZ
SHELLEY NULPH
ANDREA YOUNG

VISN 4 publishes its annual report for the patients, employees, volunteers and friends of VA Healthcare-VISN 4. For questions about this report's content, contact David Cowgill at 412-822-3578 or david.cowgill@va.gov.