

Louis A. Johnson VA Healthcare System

ANNUAL REPORT 2012

“The Price of Freedom is Visible Here”





“**I**” – perform my job with utmost *integrity*

“**C**” – show *commitment* to the veterans, staff and volunteers that I work for and with

“**A**” – be an *advocate* on behalf of the veteran

“**R**” – *respect* the veteran and their specific needs

“**E**” – strive for *excellence* every day

Leading Into the Future



Beth M. Brown
Medical Center Director



Judy T. Finley
Associate Director



Glenn R. Snider, MD
Chief of Staff



Denise L. Boehm
Associate Director for Patient
Care Services

Dear Fellow Employees, Veterans, Volunteers and Friends of the Louis A. Johnson VA Healthcare System,

It gives me great pleasure to share with you the Louis A. Johnson VA Healthcare System (LAJVAHS) 2012 Annual Report. Although I arrived at mid-year, the past year was very rewarding and successful with the development of a number of new programs and services and the expansion and enhancement of existing ones to better serve Veterans in North Central West Virginia.

We are proud to serve a Veteran population of approximately 70,000 from 26 counties of North Central West Virginia, Maryland, Pennsylvania and Ohio. More than 22,000 of these Veterans have chosen the LAJVAHS as their primary health care provider.

The staff and volunteers of the LAJVAHS take pride in offering the best possible quality of healthcare services to the Veterans we serve and in being an “Employer of Choice” to our staff. Our achievements of this past year are the result of an innovative and progressive team, the selflessness of our special volunteers, and the continuing support of our external stakeholders and community partners.

It is our goal to provide each of our Veterans with the highest quality of health care, as we embrace the VA’s “**I CARE**” philosophy.

It is an honor and privilege to serve those who have served.

Sincerely,

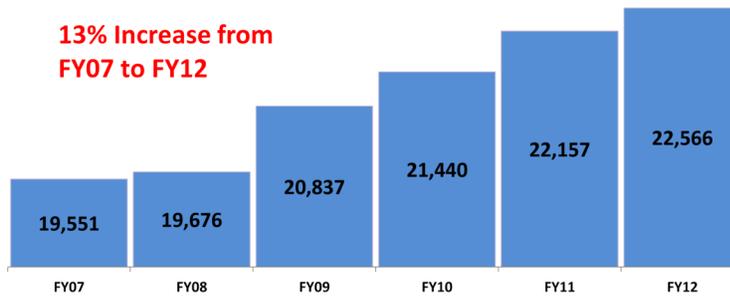
A handwritten signature in cursive script that reads "Beth M. Brown".

Beth M. Brown, MS, FACHE, VHA-CM
Director, SES

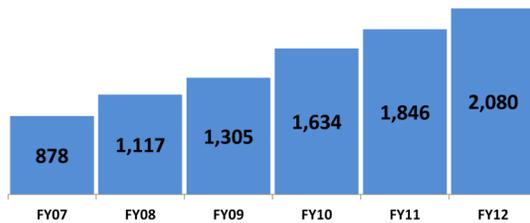
Integrity

"I love this place. I trust the providers here and look forward to coming back. This facility is the tops." -R. Echols, Navy Veteran

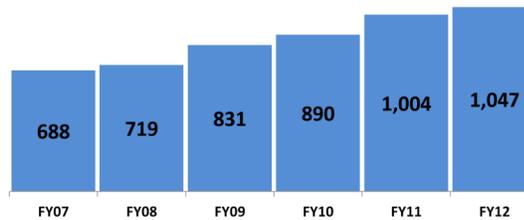
Increase in Unique Veterans



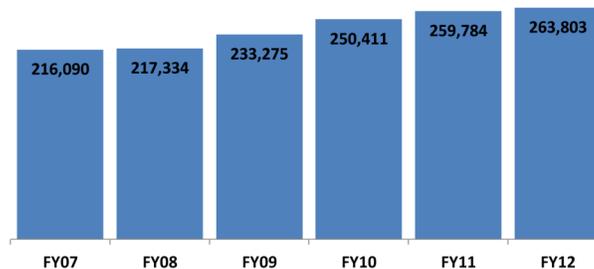
OEF/OIF/OND UNIQUE VETERANS



UNIQUE WOMEN VETERANS



Outpatient Visits



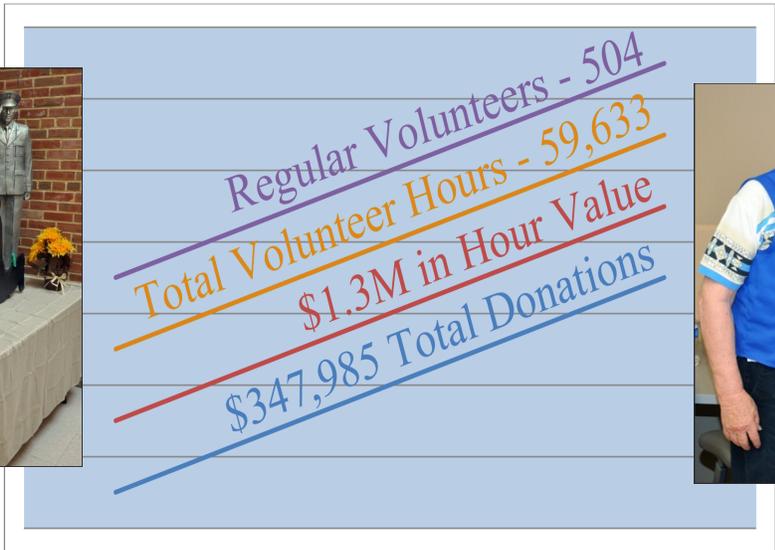
Providing access to VA Healthcare is a priority for the Louis A. Johnson VA Healthcare System which is located in a primarily rural area. Efforts to increase access have been successful, as the number of total unique Veterans served has risen 13 % over the last five years. In addition, the LAJVAHS was one of three facilities in VISN 4 (Pittsburgh, Wilmington) to increase unique Veterans served.

Commitment

"I have been blessed and impressed by the care received, which is beyond my wildest expectations."

-T. Pauley, Air Force Veteran

THANK YOU VOLUNTEERS!



Your dedication is off the charts!

The LAJVAHS is proud to support Project Healing Waters, a national organization focusing on the physical and emotional rehabilitation of Veterans through fly fishing.



With the help and support of the Clarksburg Mission, the LAJVAHS remains committed to ending Veteran homelessness. A new transitional housing facility for female Veterans was opened at the Clarksburg Mission in June 2012.

A dvocacy

“Your greeter does a great job answering questions and directions for the Veterans. He is sincere with his job and the Veterans just love him. He is a morale booster to the men.” -N. Allen, Army Veteran

LAJVAHS Provides Legal Services to Veterans

The LAJVAHS and the West Virginia University College of Law established the **Veterans Assistance Project**, a cooperative affiliation to provide legal services to Veterans. The memorandum of understanding will provide assistance to qualified Veterans in family law (including violence protection, custody, support, divorce and adoption), social security and other public benefits, property issues and consumer debt relief. Student attorneys will represent Veterans and appear in both state and federal courts throughout northern West Virginia.



LAJVAHS employees raised \$56,676 for local, state, national and international charities during the Combined Federal Campaign, eclipsing the goal of \$50,000.

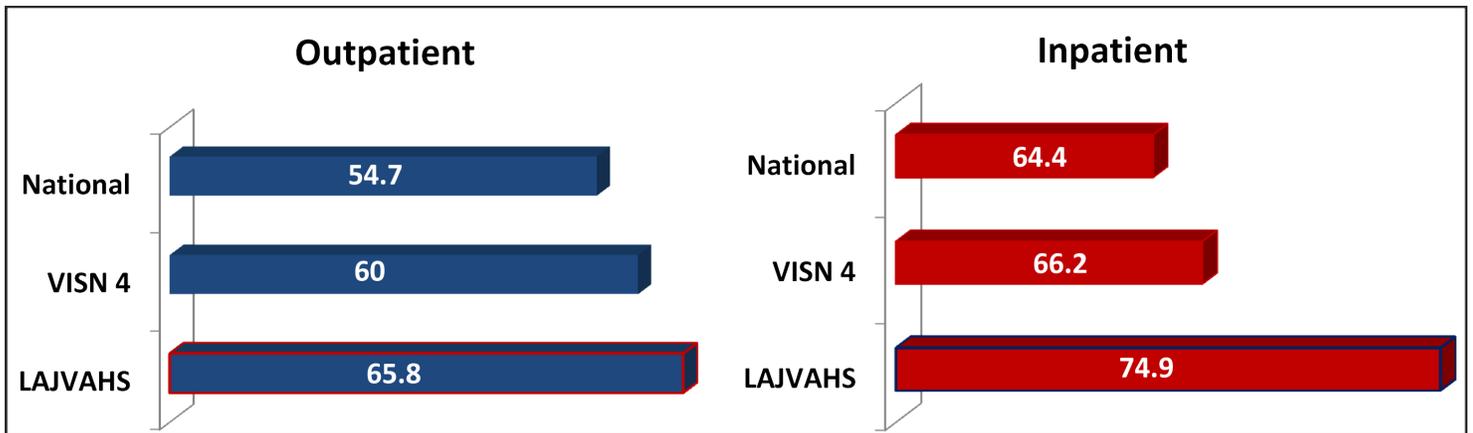
More than 50% of the money raised stays in the local community.



Beth Brown, Director, and Hal Davisson, Driver, stand beside one of the two new state-of-the-art motor coaches, which provide transportation services for Veterans nine times a week from the LAJVAHS to the Pittsburgh VA Healthcare System.

Respect

"I have been coming here for years and everyone does a wonderful job. I really appreciate all of the hard work."
- W. Barone Jr. Marine Corps Veteran



LAJVAHS Patient Satisfaction scores continue to exceed National and VISN scores.

LAJVAHS
 VOLUME 7, ISSUE 1
 AUGUST 2012

Beth M. Brown Named Director of LAJVAHS

Caregiver Support Available

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THE LAJVAHS would like to thank our Congressional representatives for their continued support of our mission.



The new LAJVAHS Employee Newsletter debuted in August 2012. Designed to increase employee communication and morale, the newsletter is published six times a year highlighting accomplishments, new hires and programs and other employee related issues.

Excellence

"My Physical Therapist is a very dedicated caregiver who has given me encouragement that we Veterans will continue to receive excellent health care." -T. Donaldson, Army Veteran



Surveys and Accreditation

The Louis A. Johnson VA Healthcare System was surveyed by the Commission on the Accreditation of Rehabilitation Facilities (CARF) in December 2011, and received full accreditation for the following programs: Psychosocial Residential Rehabilitation Treatment Program (PRRTP), Residential Rehabilitation Treatment Program (PRRP), Substance Abuse Residential Rehabilitation Treatment Program (SARRTP), Homeless programs—Grant and Per Diem, HUD-VASH and Health Care for Homeless Veterans (HCHV).

In June 2012, the College of American Pathologists (CAP) inspected the LAJVAHS laboratory which received a full two-year accreditation. Numerous compliments were received on the new Beckman Power Processor automated laboratory specimen processing system.

In July 2012, the Food and Drug Administration (FDA) completed an annual inspection of the mammography program. The program passed their third consecutive FDA national mammography standards inspection with all areas in full compliance.

Progress Continues

Construction continues to be a top priority at the LAJVAHS. In 2012, several infrastructure improvements were completed.

As we progress into 2013, look for the following projects:

- Surgical Care Suite - 3rd Floor
- Behavioral Health Renovation - 4th Floor
- Behavioral Health Villas
- Parking Garage
- Wood County CBOC Radiology Upgrade
- Expansion of Tucker and Braxton CBOC's



ICARE

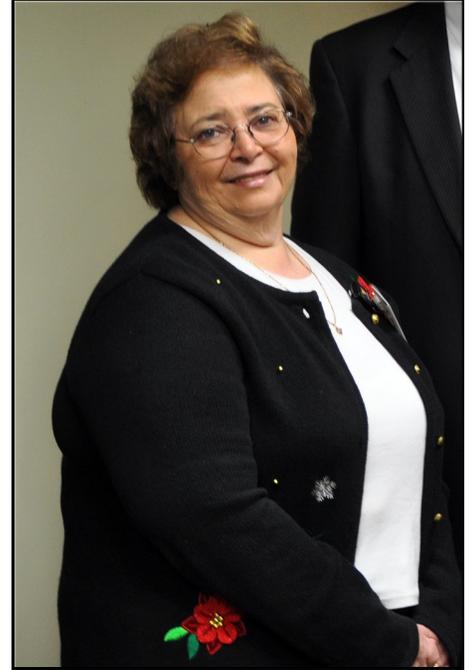


THANKS... for more than 60 years of dedicated Federal service.

William E. Cox retired in January 2012 after serving the LAJVAHS as Director for seven years.

Theresa White retired in February, 2012 with 31 years of service to the LAJVAHS, the last four as nurse executive.

On behalf of the employees, volunteers, Veterans and stakeholders of the LAJVAHS, we would like to thank them for their leadership and dedication and wish them well in their retirement.



2012 School at Work Graduates (from left) Cynthia Woolford, N&FS, Harold Jobe, N&FS and Christopher Ashcraft, FMS.



National Veterans Awareness Ride motorcyclists make their annual visit to North Central West Virginia.



Staff, including Beth Brown, Director participate in the annual VA 2K Homeless Walk to support area homeless Veterans.

2012 In Pictures...



Website

www.clarksburg.va.gov

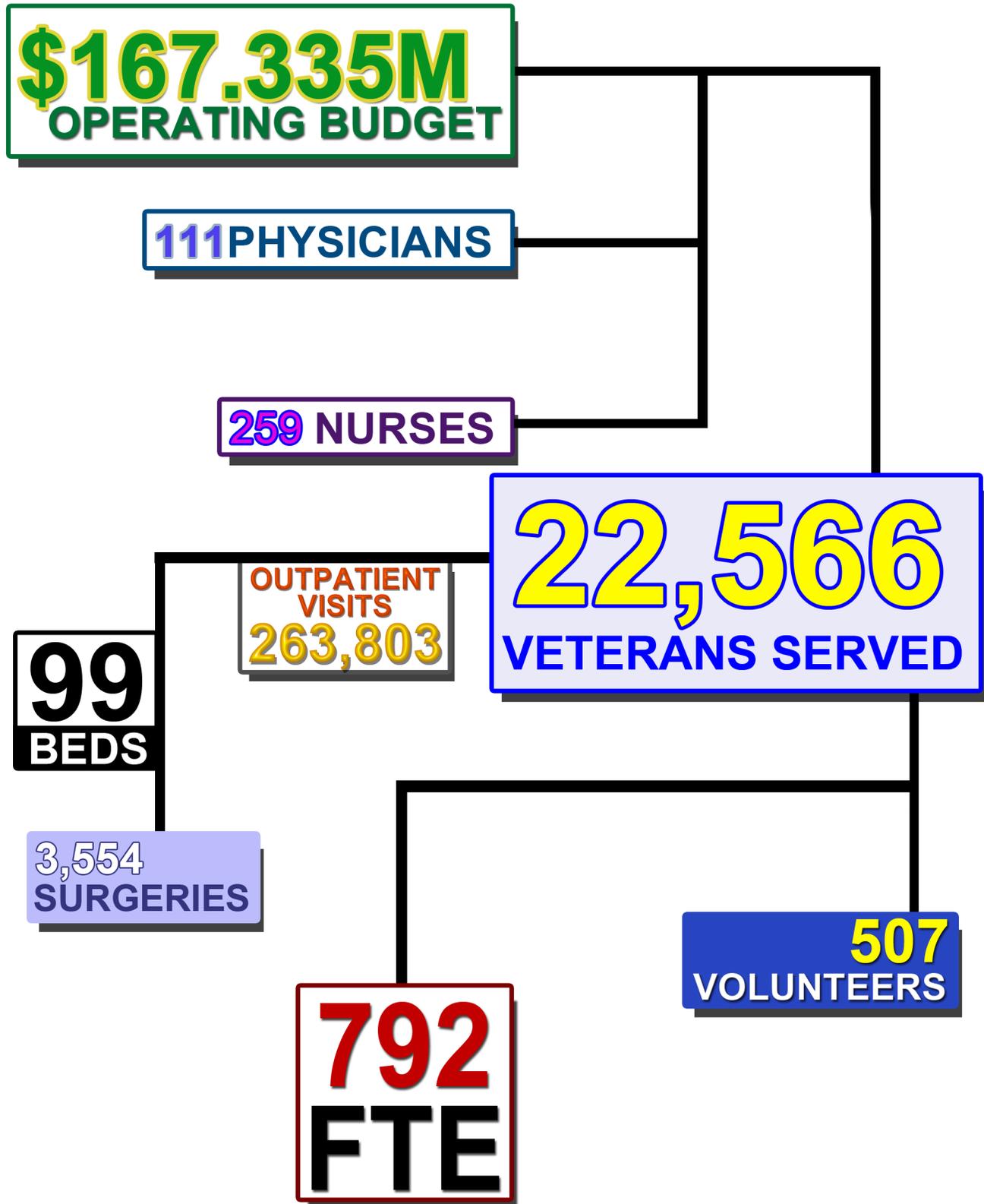
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...and stay informed on what's going on at Your Louis A. Johnson VA Medical Center

... by the Numbers



Louis A. Johnson VA Healthcare System

One Medical Center Drive

Clarksburg, WV 26301

1-800-733-0512

www.clarksburg.va.gov

Veteran-Centered Care



Wood County CBOC

2311 Ohio Avenue, Suite A
Parkersburg, WV 26101

Phone: 304-422-5114

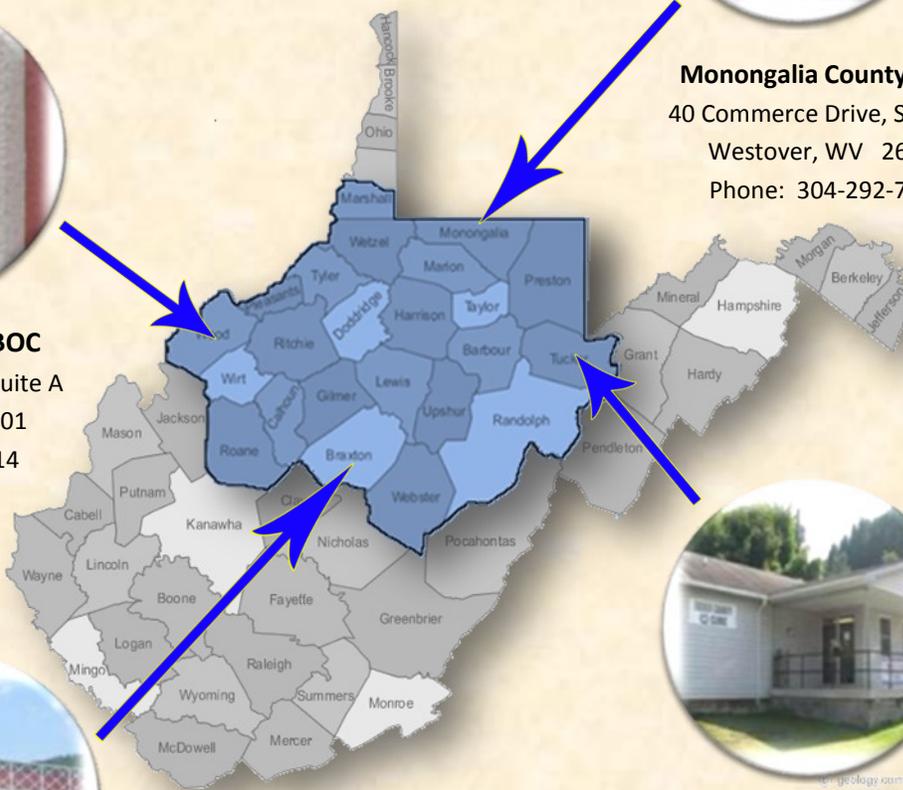


Monongalia County CBOC

40 Commerce Drive, Suite 101

Westover, WV 26501

Phone: 304-292-7535



Braxton County CBOC

93 Skidmore Lane

Sutton, WV 26601

Phone: 304-765-3480



Tucker County CBOC

206 Spruce Street

Parsons, WV 26287

Phone: 304-478-2367 or 2219



VA
HEALTH
CARE

Defining
EXCELLENCE
in the 21st Century