

VA BUTLER HEALTHCARE



 **VA Butler**
HEALTHCARE
annual report

A WINNING SEASON

Serving our MVPs...

Most Valuable Veterans

TO OUR HONORED VETERANS, DEDICATED EMPLOYEES, COMPASSIONATE VOLUNTEERS, AND DEAR FRIENDS OF VA BUTLER HEALTHCARE,

It is with enthusiasm that I introduce you to VA Butler Healthcare's 2012 Annual Report – *A Winning Season*.

THANK YOU for a great year!

In sports, a Most Valuable Player (MVP) is typically given to the highest performer. At VA Butler Healthcare, our Veterans are viewed as **MOST VALUABLE VETERANS** – and our team of dedicated health professionals works together every day to provide personalized, proactive, and patient-driven health care.

This year was filled with exceptional accomplishments and new beginnings that included awarding and starting design of a new Health Care Center, initiating the first Veterans Treatment Court in Butler County, completing construction of our new 56-bed Domiciliary, expanding Virtual Care, such as the Tele-Amputee Clinic, and enhancing our women Veterans' health care program.

I expect 2013 to be another winning season, and I look forward to expanding relations across organizations, with our Veterans, and in the community.

John A. Gennaro
John A. Gennaro, FACHE, MBA, MHSA
Director, VA Butler Healthcare



...and Coaching an All-star Team

2012 Leadership

"2012 continued our time-honored tradition of serving Veterans – making it our personal mission to 'Make Lives Better' by providing the highest quality health care that is continuously improving. Our Veterans' satisfaction with our services is our commitment to being an excellent provider of choice"

JOHN A. GENNARO
Director

"Our staff showed their selflessness, sense of caring, and dedication to VA's mission in 2012 – from exceeding the CFC goal to completing construction of the new Domiciliary. Working as a team to provide the best care for Veterans is at the core of what we do!"

REBECCA HUBSCHER
Associate Director for Operations

"We focused on enhancing access and improving care this year – from expanding women's health at our VA outpatient clinics and increasing housing resources for homeless Veterans to further refining our Patient Aligned Care Team (PACT) model – and we will continue to do so in 2013."

DR. TIMOTHY BURKE
Chief of Staff

"2012 was a great year for forward progress – we transitioned 30 CLC Veteran residents to new, homelike rooms while continuing construction on the final 30 beds. We also helped keep our Veterans healthy at home longer through the use of our nationally recognized telehealth program."

SHARON PARSON
Nurse Executive

12-0 Record

VA Butler Healthcare Highlights

1 Appointed **JOHN A. GENNARO, FACHE, MBA, MHSA** as the new Director and **REBECCA HUBSCHER, MSW, MBA** as the new Associate Director for Operations for VA Butler Healthcare

2 Awarded the contract to Westar Development Company for the **NEW HEALTH CARE CENTER (HCC)** and started the design phase on the 21-acre Butler County site

3 Initiated the first **VETERANS TREATMENT COURT (VTC)** in Butler County

4 Participated in two Veteran **STAND DOWN** events to assist homeless Veterans – the Lawrence County Veteran Stand Down and the Armstrong County Veteran Stand Down

6 Recognized for the **TELE-DERMATOLOGY** program nationally – one of the top three best practice programs in the Veterans Health Administration (VHA)

5 Offered a new monthly support group for Family Caregivers – a **PTSD CAREGIVER SUPPORT GROUP** for all caregivers whose Veterans have post-traumatic stress disorder (PTSD)



7 Completed construction of the new, 56-bed **DOMICILIARY (Dom)** for Veterans – including beds for women Veterans [first time!]



8 Hired additional Women's Health Providers to **EXPAND WOMEN'S HEALTH SERVICES** at the main facility and the Mercer and Lawrence County VA Outpatient Clinics

9 Celebrated **WHITE CANE DAY** in October to celebrate the achievements of Veterans who are blind and visually impaired. A demonstration on mobility using the white cane was part of this Visual Impairment Services Treatment (VIST) event.



10 Completed the 1,500 square foot Atrium (similar to a sunroom) in July 2012 for the new **COMMUNITY LIVING CENTER (CLC)**

11 Received two new vans from the **DAV TRANSPORTATION NETWORK SERVICE**. The two vans will be used at the Michael A. Marzano VA Outpatient Clinic in Mercer County for transporting Veterans to VA Butler and VA Pittsburgh

12 Started **NEW HEALTHY LIVING PROGRAMS** such as Telephone Lifestyle Coaching (TLC), a pilot program designed to help Veterans achieve personal health goals and weekly Veteran Fitness Classes...and held the first ever Healthy Living Recognition Event for 33 Veterans

Teamwork: A Winning Strategy

PACT Achievements in 2012

VA Butler Healthcare uses the Patient Aligned Care Team (PACT) approach – improved access to VA health care, coordinated and whole-person care, enhanced means of communication, and streamlined care. VA care applies team-based principles of care – care that places Veterans at the center of their PACT. In 2012, our PACT teams exceeded national goals, and worked together to reach new achievements in care:



- Completed Primary Care appointments within seven days
[TARGET: 90% RESULTS: 98.7%]
- Provided same-day access with Primary Care Provider or their Primary Care Nurse
[TARGET: 66% RESULTS: 92.6%]
- Ensured Veterans saw their own Primary Care Provider at least three out of four visits
[TARGET: 75% RESULTS: 93.7%]
- Contacted Veterans within two days of transition from an inpatient hospital
[TARGET: 50% RESULTS: 70.8%]
- Achieved national My HealtheVet goals (first in VISN 4 and in the top 20 ranking nationally!) by expanding My HealtheVet's online *Secure Messaging* feature to include Specialty Care Medicine; increasing the number of Veterans who complete the In-Person Authentication (IPA) process to **44%**; and increasing the number of Veterans who Opt-In to Secure Messaging to **19%**
- Utilized PACT phone calls or telehealth to address Veterans' needs and eliminate travel/decrease travel to Primary Care appointments or to specialists
[TARGET: 20% RESULTS: 26.5%]
- Established a Pharmacy Anticoagulation Clinic with over **1,100** visits for over **160** unique Veterans (and, pharmacists reviewed over **1,500** non-formulary drug requests for FY12 which were completed within **26** hours of provider entry)



"One of the most important things for me is the direct access. Having direct contact with the VA without a face-to-face appointment or ER visit is one of the greatest things. With the VA, I can get access and get an answer when I need it."

Navy Veteran Ed Luczak

"The way a team plays as a whole determines its success. You may have the greatest bunch of individual stars in the world, but if they don't play together, the club won't be worth a dime."

Babe Ruth, Hall of Fame MLB player



"This is the right place, the right time, the right team."

Shaquille O'Neal,
retired NBA player

Home Field Advantage

Health Care Closer to Home with VA's
Outpatient Clinics and Telehealth Programs



VA Butler Healthcare's five Community-based Outpatient Clinics (CBOC) in Armstrong, Clarion, Southern Butler (Cranberry Township), Lawrence, and Mercer Counties expanded services and hired new Providers in 2012. Our goal is to provide excellent care to all Veterans in one location, close to their homes.

At all five clinics, we added telehealth technicians, dermatology imaging, retinal imaging, a registration clinic, more TeleMOVE! program options, and improved transportation services. In Lawrence and Mercer, women Veterans health services and Pharmacy Point-of-Care were also added. New services we're planning for 2013 – Tele-Chaplaincy and Tele-Palliative Care. Stay tuned!

Six new providers were hired at our VA CBOCs: Dr. Katherine Koczan and Physician Assistant Lauren Witherup (Clarion), Dr. Kathy McNutt and Physician Assistant David Breit (Mercer), Dr. Shannon McIntyre and Registered Nurse/Clinic Lead Titus Kremer (Cranberry). Dr. Lillian Jordan, a long-time provider at the main facility, was new to the Mercer and Lawrence CBOCs.

"This is VA innovation at its best – no wait, no copay, no trip to Pittsburgh. We typically have a diagnosis and treatment plan in place within 48 hours. Everyone wins."

Dr. Timothy Burke, Chief of Staff
(About VA Butler's Tele-Derm program)

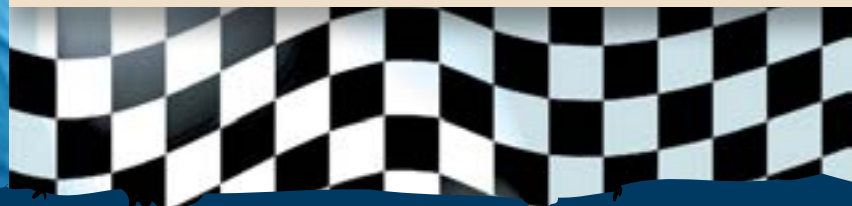
This year we served **1,999** unique Veterans with our telehealth programs, and exceeded our telehealth goals. Our Home Telehealth program provided 3,213 encounters to Veterans [**109.33% OF TARGET ACHIEVED**], Clinical Video Telehealth provided 2,523 encounters to Veterans [**181.51% OF TARGET ACHIEVED**], and Store-and-Forward Telehealth provided 606 encounters to Veterans [**80.80% OF TARGET ACHIEVED**].

- Home Telehealth continued to grow significantly as PACT involvement continued, and a new vendor, Cardio Comm, offered Interactive Voice Response (IVR) technology.
- Clinical Video Telehealth established five new telehealth clinics in 2012 – Tele-Amputee with the Clarksburg VA, Tele-Anticoagulation with the Mercer and Lawrence County VA Outpatient Clinics, Tele-Woman's Health, Tele-Palliative Care, and Tele-Speech Therapy.
- Store-and-Forward Telehealth ranked 2nd in the National Clinical Success Initiative this year for the success of our Tele-Dermatology Program.



"VA Butler Healthcare has a great reputation, and I have not been disappointed. I am not treated any differently because I am a female Veteran. Female Veterans are treated with dignity and respect, and the care is outstanding."

Army Veteran Traci Thrasher



"If there's one great thing I think that's happened over the years, it's that women are being accepted into a man's world in all different areas, whether it's flying an airplane or driving a race car."

Danica Patrick, NASCAR driver (and the only woman to win an IndyCar Series race)

Forward Progress for Women's Health

Expanding Health Care Services for Women Veterans

New female providers, expanded services, and Domiciliary beds for the first time for women Veterans – it's been a successful season for our Women Veterans Health Program. Here's just a few of the ways we made forward progress for women Veterans in 2012:

- Expanded the services available for women Veterans at VA Butler Healthcare to include: IUD insertion/removal, pessary fittings, endometrial biopsies, contraceptive counseling, breast exams, pelvic exams, urodynamics diagnostic tests, Pap smears, pregnancy testing, and testing for infections
- Hired new women's health providers at the main facility and at the Armstrong, Clarion, Lawrence and Mercer County VA Outpatient Clinics to perform GYN services, (Armstrong and Clarion to begin providing in 2013)
- Completed Domiciliary rooms for women Veterans – first time ever! Rooms have keyless entry and private bathrooms
- Hosted healthy living awareness campaigns and educational events for women Veterans throughout the year including – *Go Red Day* for Women's Heart Health, *Pink Out* for Breast Cancer Awareness, and the annual women Veterans' Christmas Tea
- Held a ceremony to honor WWII and Korean Era women Veterans in Adult Day Health Care. Marine Corps Veteran Helen Erdos, Air Force Veteran Marianne Heasley and Army Veteran Marie Miller were presented with military medals they earned during their military service, but never received
- Increased the number of women Veterans enrolled to receive health care by 38 this year for a total of **1,055**



The Real Champions

Returning Service Members

We served nearly **3,000** returning service members and their families this year, 300 were new enrollees to VA health care. Our Operation Enduring Freedom (OEF)/Operation Iraqi Freedom (OIF)/Operation New Dawn (OND) team also...

- Attended **20** outreach events including Butler sporting events, employment and educational fairs, and community activities to introduce VA health care to local Veterans
- Hosted the 6th Annual Welcome Home Event at the Butler County Fairgrounds in conjunction with the second annual Bantam Jeep Heritage Festival with about **200** Veterans in attendance
- Collaborated with Wounded Warrior Transition Units and the Marine Wounded Warrior Regiment to enhance services for local Veterans
- Escorted **14** Butler-area Veterans to Heinz Field for "Heroes at Heinz Field" – a recreational event with the Pittsburgh Steelers
- Hired a new OEF/OIF/OND Program Coordinator



Pittsburgh Pirates Alumni Grant Jackson attended this year's annual Welcome Home Event for OEF/OIF/OND Veterans and their families to thank them for their service and sign autographs. Mr. Jackson was the winning pitcher for the Pirates in Game 7 of the 1979 World Series. Following his playing career, he was a Pirates coach



"The OEF/OIF/OND program is continually growing – it's phenomenal. They [VA] recognize that every war is different and they've identified that and focus their treatment on specific campaigns."

Army Reserves Veteran Dave Titley

VA Butler OEF/OIF/OND Veterans who attended the "Heroes at Heinz Field" event included: Tyson Mortensen, Joshua Caskey, Dave Crispen, Robert Dean, Anthony Kennedy, Dean Isaacs, Brian Coutch, Eric Cavaliero, Meghan Weber, Ben Bachinsky, Gary Myers, Nate Scheller, Clayton Fredley, and Joel Stagna



"Thank you to all the Veterans and current service people both here in the USA and around the world. Thank you for all your service to this great country and providing us with the freedoms we take for granted every day. All of you men and women who serve, and have served, we thank you and love you and honor you! God bless you all."

Ben Roethlisberger, Pittsburgh Steelers quarterback

A Homerun for

Ending Veteran Homelessness

VA Butler Healthcare provided housing for over **500** Veterans this year! In addition, VA Butler partnered with the local community to recognize August 2012 as Homeless Awareness Month. Events held throughout Butler County included the annual VA Community Homeless Assessment Local Education & Networking Groups (CHALENG) Forum, a 5K Walk/Run for Shelter, donation collection stations, a spaghetti dinner-fundraiser, a Homeless Veteran Bike Run and a mock Shantytown in the community. Check out how else we helped to end Veteran homelessness in 2012:

Tackling Mental Health Care

Increasing Access in 2012

VA Butler Healthcare has devoted more people, programs, and resources to improve mental health access for America's Veterans. We are committed to advancing opportunities for Veterans to achieve optimal mental health care and services. *What did we do in 2012?*

- Provided same-day, **WALK-IN SERVICES** for Veterans that identify an urgent need to be evaluated
- Utilized **CLINICAL VIDEO TELEHEALTH** to provide mental health care and assessment to Veterans at our five VA Outpatient Clinics
- Started **GROUP THERAPY** – before the initial Psychological assessment is completed – for Veterans who are referred for Substance Abuse Treatment
- Scheduled **SAME-DAY EVALUATION AND SERVICES** for any Veterans who screen positive for depression, PTSD, alcohol or substance abuse
- **COORDINATED CARE WITH LOCAL HOSPITALS** to ensure Veterans are seen at VA Butler within seven days of discharge (however, many are seen the same-day as discharge)
- **OFFERED SEVERAL NEW EVIDENCE-BASED TREATMENTS** for Veterans who have experienced Military Sexual Trauma (MST) – including Cognitive Processing Therapy and Prolonged Exposure Therapy. Acceptance and Commitment Therapy will be available soon



- Saved lives every day through our local **SUICIDE PREVENTION PROGRAM** as well as the national Veteran Crisis Line which has fielded more than 600,000 calls from Veterans in need and helped rescue more than 21,000 Veterans in immediate crisis. In addition, **82** outreach events promoted suicide prevention and awareness and **263** "We Care Cards" (suicide prevention mailings) were sent monthly to Veterans who were at high risk for suicide



"What first brought me to the VA was Desert Storm. I watched it on TV every night, and it really started to bring things back for me. I started to be haunted by my past in Vietnam, and I basically crashed. It was like I fell off a cliff. I couldn't sleep at night, I was losing weight fast, and my wife said, 'You **need** to go to the VA.'...The VA is always there for me. I have been blessed to have worked with some very, very good people who are not only caring, but are outstanding professionals in their field."

Vietnam Veteran Randy Smith

"Mental will is a muscle that needs exercise, just like muscles of the body."

Lynn Jennings, Olympic Champion long-distance runner



the Homeless Veterans Program

- Provided **10** beds for emergency housing through Tomorrow's Hope and **10** beds for transitional housing through the Mechling-Shakley Veteran Center
- Allocated **100** housing vouchers for the Department of Housing and Urban Development (HUD) and the VA's Supported Housing (HUD-VASH) program
- Served **235** unique Veterans through the Health Care for Homeless Veterans (HCHV) program
- Held community events to support the homeless community, including two Veteran Stand Down Events in Armstrong and Lawrence Counties, each with over **100** participants
- Participated in the second national VA2K Walk & Roll, raising over **\$1,500** in donated items for local homeless Veterans

"The VA is like a second family. I don't know where I'd be without the VA today; I'd probably be on the streets."

Army National Guard Veteran
Jared Herstine



"We are committed to the principle that when mental illness plays a role in a Veteran's involvement with the criminal justice system, both the Veteran and the community are better served by treating the Veteran's mental illness rather than just incarcerating him or her."

Brad Schaffer,
VA Butler's Veteran Justice
Outreach Coordinator

"My motto was always to keep swinging. Whether I was in a slump or feeling badly or having trouble off the field, the only thing to do was keep swinging."

Hank Aaron, Hall of Fame MLB player

VA Butler Healthcare with the Assist!

New Veterans Treatment Court in Butler County

VA Butler Healthcare's Veterans Justice Outreach (VJO) program, which served close to **300** Veterans this year, assists justice-involved Veterans with mental health treatment, outreach, and other community reintegration services that can help facilitate recovery and prevent homelessness.

This fall the VJO program

helped establish the first Veterans Treatment Court (VTC) for Butler County.

Of the Veterans' caseloads reviewed by the Butler County Probation Office in 2011, 56% had been homeless (at least once), 62% suffered from mental health issues (42% of those suffering from PTSD), and 47% suffered from substance abuse. Veterans can face challenges transitioning back to civilian life and the new Veterans



Michael E. Moreland, VA's Network Director (VISN 4), John A. Gennaro, VA Butler Healthcare's Director, President Judge Thomas Doerr, and Judge Timothy McCune signed a Memo of Understanding (MOU) in September 2012 to begin the new VTC in Butler County.

Treatment Court is specifically designed to reach out to these Veterans. Veterans Treatment Courts work to divert those with mental health issues and homelessness from the traditional justice system and to give them mental health or substance abuse treatment and support tools for rehabilitation and readjustment.

Strength Training

Restoring Health and Independence

VA Butler's Physical Medicine and Rehabilitation Department improved our Veterans' health and independence through new programs, education, state-of-art equipment, and prosthetic devices.



- Increased participation in the **BACK CONDITIONING PROGRAM** for Veterans with chronic back pain with **80** visits for **17** Veterans completed
- Served over **2,800** Veterans in the **WOUND & LYMPHEDEMA CLINICS**
- Completed **600** consults for power chair, manual wheelchair, and home evaluations for ramps, stair-glides, and HISA grant money applications
- Utilized Baltimore Therapeutic Equipment to increase Veteran's strength and coordination – and planning to expand its use to functional capacity evaluations in FY13
- Restructured CARF/CIIRP Functional Independence Measure (FIM) scoring to be entered by Physical Medicine and Rehabilitation Department beginning May 1 [**120** entries]
- Provided **1,200** Veterans with shoes through our **DIABETIC SHOE PROGRAM** – including shoes delivered to all five VA Outpatient Clinics – saving Veterans travel expense and time
- Helped **66** Veterans to receive their state license/certificate of training through the **DRIVING REHABILITATION PROGRAM**
- Performed **29,448** work actions for prosthetics and sensory aids, including supplies, equipment, devices – and services to replace, support, or repair equipment
- Initiated VISN 4's first Tele-Amputee clinic with VA Clarksburg – **15** visits to the clinic to date
- Received **III** new referrals for second-level Polytrauma Clinic screens [**29%** increase over FY11], and **104** second-level interdisciplinary screens completed [**33%** increase over FY11]



"The medical care has been the most helpful for me...I wouldn't be functioning without it!"

Army Veteran Harry Spiker

"It's not the disability that defines you; it's how you deal with the challenges the disability presents you with. We have an obligation to the abilities we **DO** have, not the disability."

Jim Abbott, former MLB player (who pitched despite having been born without a right hand)

"The difference between a successful person and others is not a lack of strength, not a lack of knowledge, but rather a lack of will."

Vince Lombardi, Hall of Fame NFL coach

Returning to the Starting Lineup

Helping Veterans with Employment Opportunities

This summer VA Butler Healthcare hosted a hiring fair for Veterans conducted by the U.S. Chamber of Commerce that connected **39** employers with **165** Veteran job seekers, **10** of which were on-site hires. We're committed to finding and securing employment for our Veterans. VA Butler's Vocational Rehabilitation Department provided services to **540** Veterans in 2012 with four key initiatives:

Compensated Work Therapy (CWT)
372

Supported Employment
13

[**70%** now employed full-time]

Homeless Veterans Supported Employment
48
[**35%** now employed full-time]

Vocational Assistance
107

VA Butler's Vocational Rehabilitation team also began a new program in 2012 that provides local employers the opportunity to temporarily hire VA Butler's Veterans for a 90-day period. After the 90-day trial period, employers have the chance to hire successful Veterans full-time. The program provides employers and Veterans an opportunity to see if a job is a good fit for both of them before a permanent position is established.



"I would have been unemployed if not for the CWT program. They helped me with my résumé, the application process, and preparing for the interview."

Army Veteran Jennifer Lacina



The #1 Fans

Caregiver Support

Family Caregivers impact the lives of the Veterans we serve at VA Butler Healthcare. They often put their own lives on hold to help Veterans of all eras who served this nation. Caregivers make tremendous sacrifices every day and we are at-the-ready to serve with our caregiver services, support, and resources. We're your fans too – and in 2012 we:

- Helped **14** families receive the new benefits and support services available for eligible post 9/11 Veterans
- Supported nearly **300** Family Caregivers with VA benefits and services
- Thanked caregivers at the third annual Caregiver Luncheon during National Caregiver Month in November
- Initiated a monthly PTSD Caregiver Support Group for all caregivers whose Veterans have post-traumatic stress disorder
- Supported current and former caregivers as referred through the National Caregiver Support Line (1.855.260.3274)



"VA's caregiver services help me to not feel alone. I feel like I have a team behind me waiting to help and wanting us to do well. I have walked into the Caregiver Support Coordinator's office in the middle of an emotional breakdown during a really bad day – and she was there with open arms, getting us all the help we needed.

Caregiver Kelly Caskey
(wife/primary caregiver to
Retired Marine Corps Infantry
Staff Sergeant Joshua Caskey)



"Hard work and togetherness. They go hand in hand. You need the hard work because it's such a tough atmosphere... to win week in and week out. You need togetherness because you don't always win, and you gotta hang tough together."

Tony Dungy, NFL player and coach





2012 Healthy Living Playbook

Keeping Veterans Well and Well-Informed

- Launched Telephone Lifestyle Coaching (TLC) —a pilot program of telephone-based coaching for Veterans interested in making health behavior changes to improve their well-being. Close to 200 Veterans have participated in the program to date. **THE MOVE! TLC PROGRAM HAD 27 VETERANS PARTICIPATE THIS YEAR FOR A WEIGHT LOSS TOTAL OF 178 POUNDS**
- Helped Veterans quit tobacco through Tobacco Cessation classes, support groups, and medication. **80%** of Veterans who attended Tobacco Cessation classes are still smoke free, and over **45%** of those surveyed quit using tobacco after participating in the TLC program
- Held the first ever **HEALTHY LIVING FOOD DRIVE** to support Veterans in need. **966** items were collected; **22** single Veterans and **SIX** families with two or more children benefitted from our food drive
- Started weekly, free **VETERAN FITNESS CLASSES** this summer
- Hosted the first annual **HEALTHY LIVING RECOGNITION EVENT** in October. **33** local Veterans were recognized for successes made toward healthy living choices resulting in positive outcomes
- Enrolled **558** Veterans in **MOVE!**, VA's national weight management program for Veterans for a total weight loss of **2,422** pounds
- Added Interactive Voice Response (IVR) to the Tele**MOVE!** program allowing the program to be handled over the phone for ease of participation for those on-the-go! Tele**MOVE!** participants lost nearly **900** pounds this year

"**MOVE!** not only helped me control my diabetes and maintain my sugar, but now I feel a lot better, my back doesn't hurt as much as it did, and I think I'll last another 20-30 years."

Air Force Veteran Toni DeNoi
(lost over 100 lbs through VA
Butler's **MOVE!** program)



"If you don't do what's best for your body, you're the one who comes up on the short end."

Julius Erving, retired NBA player

Construction Hat-trick

Three New Facilities for Veterans

COMMUNITY LIVING CENTER ATRIUM OPENS IN JULY AND FINAL PHASE OF CONSTRUCTION UNDERWAY!

VA Butler's newly constructed Community Living Center (CLC) is being completed in three phases. In fall 2011, phases one and two were completed and Veterans moved into the new space. Phase three – the final phase of construction – began this summer!

Once completed, the CLC will include **60** private rooms and a game room, computer room, a spa room for therapeutic programs, and much more. Each Veteran will enjoy private bedrooms with Internet access, a study, and a private bath.

In July 2012 we also completed the new CLC Atrium (similar to a sunroom). The Atrium is 1,500 square feet of interior space, accented by expansive skylights to provide an outdoor ambience while maintaining climate control for Veteran residents. The outdoor garden area is 1,200 square feet of open air-space – with a covered porch area and ample outdoor seating for fresh air enjoyment in a secure environment.



2012



"This new facility [Health Care Center] will ensure that Pennsylvania's Veterans continue to have world-class medical care that they've earned through their service to our Nation."

Eric K. Shinseki, Secretary of Veterans Affairs

HEALTH CARE CENTER CONTRACT AWARDED IN JUNE AND CURRENTLY IN DESIGN PHASE

In June 2012, VA selected the developer to build the new Health Care Center (HCC) on the 21-acre Deshon Woods property in Butler County. The contract was awarded to Westar Development Company, an estate development company with extensive property management experience and a proven track record with the Federal Government and LEED (Leadership in Energy and Environmental Design) human and environmental health certifications. VA will lease the facility from the Westar Development Company annually during a 20-year term. It is estimated that construction will be completed in summer 2014 with activation in 2015.

The HCC will enhance the outpatient health care environment for our Veterans and their families and will provide new space for all outpatient services and support staff. The HCC also allows for expansion of health care clinics as our Veteran utilization increases. All Veteran health care services currently provided in Building 1 will be provided at the new HCC.

The post-award meeting for the HCC was held in August, and VA Butler and the developer hold regular design meetings to determine department space layout and equipment needs. Stay tuned for the official groundbreaking as construction begins in 2013!

DOMICILIARY RIBBON-CUTTING IN OCTOBER, INCLUDING FEMALE VETERAN ROOMS FOR THE FIRST TIME

VA Butler Healthcare held the official Ribbon-Cutting Ceremony for the newly constructed Domiciliary (Dom) in October. VA Butler's new **56-BED** Domiciliary will provide residential rehabilitation for Veterans with behavioral health issues, alcohol use, substance abuse, and homelessness.

VA Butler's new Domiciliary includes a total of five new buildings. The main treatment building includes group therapy rooms, a recreation center, computer room, dining hall, life skills training room and a crafts room. The four remaining buildings are townhomes where Veterans will reside. The new residential facility will accommodate male and female Veterans as well as meet the needs of bariatric and disabled Veterans.

All of the Dom townhomes are equipped with a full kitchen, washer and dryer, and modern furnishings to offer a home-like environment. Veterans will be responsible for cleaning their townhomes, purchasing groceries, cooking and laundry.



"All across VISN 4 we are constructing new facilities and renovating existing facilities to improve health care for today's Veterans and to assure top quality care for tomorrow's Veterans."

Michael E. Moreland, FACHE, Network Director, VA Healthcare, VISN 4



"The Domiciliary helped get me on my feet – it's a wonderful program, and the people that work there really care about Veterans. I came here with nothing. After I left the Dom, I got my own house, I'm now working in VA Butler's CWT program, I'm a certified recovery specialist, and I'm going to school to become a social worker."

Navy Veteran Darryl Brown



"We all have a responsibility – whether we're on the front line or a civilian – to make sure the men and women who do put their lives on the line know how much we appreciate it, respect it, understand it and never take it for granted."

Phil Mickelson, World Hall of Fame PGA golfer

Volunteer Spirit

2012 Volunteer Giving

VA Butler Healthcare's **409** volunteers supported the main facility and all of the VA Outpatient Clinics with **47,409** hours of their time in 2012. Like VA Butler's employees, our volunteers exemplify VA's ICARE values of Integrity, Commitment, Advocacy, Respect and Excellence. The impact of their time and contributions is not only a cost-savings to the facility, but it also enhances customer service. The greeter programs welcome Veterans as they walk through our doors; the escort service provides companionship and activities through Recreational Therapy; and the Volunteer Transportation Program improves access to care for local Veterans with VA appointments. With **68** volunteer drivers and **13,462** volunteer driver hours, over **3,000** patients were transported to and from VA appointments.

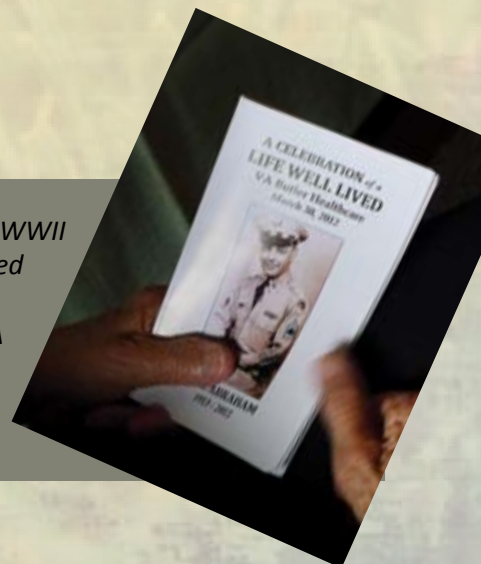
VA Butler's Voluntary Services also received **\$470,456.94** in donations for our Veterans in 2012. A variety of items were donated to the new Community Living Center (CLC) for the Recreational Therapy program – a billiard table, computers, bingo system, and puzzles/games. Donations and gifts from various individuals, families, service organizations, Veteran groups, and friends of VA Butler Healthcare help make the new facility even more home-like for our Veterans. Thanks to our generous donors this year!



"Abie exuded all the hallmarks of a great volunteer – dedication, commitment, selflessness, and a desire to serve others. He was an exceptional man, an exceptional soldier and an exceptional volunteer. To commemorate the legacy of Abie Abraham, do something worthwhile – volunteer."

Paula McCarl,
VA Butler's Voluntary Services Coordinator

Voluntary Services held a memorial service in March 2012 for longtime volunteer and WWII Veteran Abie Abraham. Abie retired from the Army with 30 years of service. He endured the infamous Bataan Death March and was a POW for three and a half years. Abie continued to serve his fellow Veterans as a Veteran Ambassador by volunteering at VA Butler Healthcare. He accumulated 37,000 hours of service, the highest number of hours by any volunteer to date at VA Butler Healthcare. Abie, you will be missed.



Your Health Care Champions

2012 Employee Achievements



When Veterans, their families and caregivers walk into VA Butler Healthcare, they find employees who embrace VA's Core values of **Integrity, Commitment, Advocacy, Respect and Excellence (ICARE)**. VA Butler's **573** employees championed for our Veterans this year (as we do every year) – and will continue to do!

VA Butler employees had the highest participation rate in VISN 4 for this year's All Employee Survey (AES) with a rate of **73.7%**. VA Butler employees raised **\$63,008.88** for the 2012 Combined Federal Campaign (CFC) – exceeding the goal for the fourth year in a row! And, **34** employees took home Excellence in Government FEB Awards.

"Champions aren't made in the gyms.
Champions are made from something they
have deep inside them – a desire, a dream,
a vision."

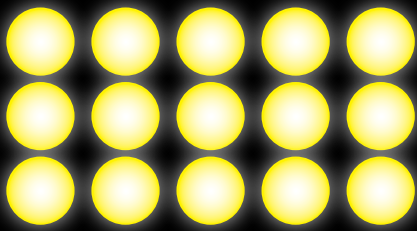
*Muhammad Ali, former heavyweight boxer
(the first and only three-time World Heavyweight Champion)*



"I wanted to come to VA Butler Healthcare because I knew I'd be in good hands. VA employees really care for Veterans of all eras and wars and want to help them with anything they may need."

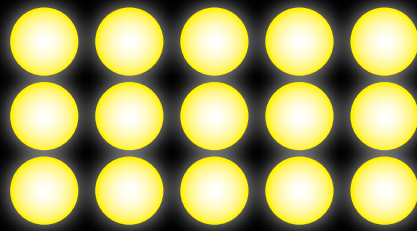
Army Reserves
Staff Sergeant
Craig Pienkoski





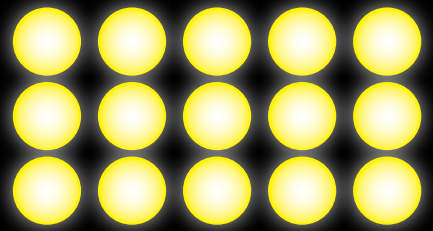
18,331

VETERANS SERVED



163,820

OUTPATIENT VISITS



6

NATIONAL

ACCREDITATIONS

Both non-government and government agencies who oversee the safety and quality of health care reviewed and accredited VA Butler Healthcare

573

EMPLOYEES

\$103,906,000

OPERATING BUDGET

409

VOLUNTEERS

613

FACEBOOK FANS

47,409

VOLUNTEER HOURS

591

TWITTER FOLLOWERS

43

AFFILIATIONS WITH
CAREER INSTITUTES

136,646

WEBSITE VISITS

163

OPERATING BEDS

60

OUTREACH EVENTS

Over 4,000 Veterans
attended outreach events

23 OF 26

QUALITY OF CARE

MEASURES MET

Exceeded performance when compared to private health plans on measures for Behavioral Health, Diabetes, Ischemic Heart Disease, and Prevention Management



A PHOTO





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Butler, PA 16001

800.362.8262

724.287.4781



BUTLER.VA.GOV



FACEBOOK.COM/VABUTLERPA



TWITTER.COM/VABUTLERPA



TALKSHOE.COM/TC/85029



ARMSTRONG COUNTY VA OUTPATIENT CLINIC

Klingensmith Building
313 Ford Street, Suite 2B
Ford City, PA 16226
724.763.4090

CLARION COUNTY VA OUTPATIENT CLINIC

AC Valley Medical Center
855 Route 58, Suite One
Parker, PA 16049
724.659.5601

CRANBERRY TOWNSHIP VA OUTPATIENT CLINIC

Freedom Square
1183 Freedom Road, Suite A101
Cranberry Township, PA 16066
724.741.3131

LAWRENCE COUNTY VA OUTPATIENT CLINIC

Ridgewood Professional Centre
1750 New Butler Road
New Castle, PA 16101
724.598.6080

MICHAEL A. MARZANO VA OUTPATIENT CLINIC (MERCER COUNTY)

295 North Kerrwood Drive, Suite 110
Hermitage, PA 16148
724.346.1569

2012 va butler healthcare annual report

VA BUTLER HEALTHCARE, located in Butler County, Pennsylvania has been attending to Veteran's total care since 1947. We are the health care choice for over **18,000** Veterans throughout Western Pennsylvania and parts of Ohio and are a member of VA Healthcare VISN 4 under the U.S. Department of Veterans Affairs. VA Butler provides comprehensive Veteran care including primary, specialty and mental health care – as well as management of chronic conditions and social support services for our nation's finest, **AMERICA'S VETERANS**.

The 2012 VA Butler Healthcare Annual Report is published for Veterans, employees, volunteers, and friends of VA Butler Healthcare.

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