

2008



VA NW Health Network
www.visn20.med.va.gov





**Message from our
Acting Network Director**

On behalf of the VA NW Health Network, I am pleased to present VISN 20's 2008 Annual Report. 2008 was a year of great growth and change for our Network, marked by extraordinary improvements in access and culminating with the retirement of our VISN Director, Dennis Lewis, in January 2009. As Acting Network Director, I now have the exciting challenge of directing the operations, finances and clinical programs of a health care network that serves Veterans throughout the Pacific Northwest and Alaska.

As we await the appointment of our new Director, I welcome the opportunity to move VISN 20 to an even higher level of service for our Veterans by using the accomplishments of the last year as a road map. Most notably, FY 2008 saw 11 new Community Based and/or Outreach Clinics become operational or move into expanded and much improved locations, with an additional six planned in FY 2009. We were also successful in improving access by 74%, removing over 5,000 Veterans from our waitlist in a twelve-month period. In addition, our Care Coordinated Home Telehealth (CCHT) program grew to include 2,427 Veterans – a 1,038% increase since the project was implemented in 2006. Third party insurance collections also increased by 114%, allowing us to continue to reinvest in Veterans services, and we continued to fill many key leadership vacancies at both the facility and VISN level.

Our work and our achievements parallel the Four Priorities VHA's Under Secretary for Health, Dr. Kussman, established in 2008: Put Patient Care First, Practice Progressive Leadership, Promote Improved Business Processes and Produce Meaningful Performance Measures to Link Performance to Excellence. By continuing to pursue these four opportunities for excellence, we can take service to Veterans to an even higher level.

To be successful, we must continue to find innovative ways to increase access, manage our remaining waiting list, improve timeliness and enhance quality and satisfaction. Our vision for the future is to continue to move health care closer to Veterans, especially in rural communities.

2009 will be a year of more growth, more changes, and limitless opportunities, and I look forward with great optimism to what the future has in store for our Veterans and their families. Thank you for all that you do to support our efforts. It is an honor and a great privilege to work with and serve you.

Sincerely,

A handwritten signature in black ink, appearing to read "Michael W. Fisher". The signature is fluid and cursive, written over a light gray rectangular background.

Michael W. Fisher
Acting Network Director



VHA Mission Statement

Honor America's Veterans by providing exceptional health care that improves their health and well-being.

Core Values

As an integral component of VHA, VISN 20 recognizes the need for a clear sense of mission and vision for the future and an understanding of the core values that motivate us as follows:

Trust. Trust means having a high degree of confidence in the honesty, integrity, reliability and sincere good intent of those with whom we work, of those whom we serve, and the system of which we are a part. Trust is the basis for the caregiver-patient relationship and is fundamental to all that we do in health care.

Respect. Respect means honoring and holding in high regard the dignity and worth of our patients and their families, our co-workers, and the system of which we are a part. It means relating to each other and providing services in a manner that demonstrates an understanding of, sensitivity to, and concern for each person's individuality and importance.

Excellence. Excellence means being exceptionally good and of the highest quality. It means being the most competent and the finest in everything we do. It also means continually improving what we do.

Compassion. Compassion means demonstrating empathy and caring in all that we say and do in responding to our co-workers, our patients and their families, and all others with whom we interact.

Commitment. Commitment means meaningful engagement with co-workers, Veterans and families. It includes a promise to work hard to do all that we can in accordance with the highest principles and ethics governing the conduct of the health care professions and public service. It is a pledge to assume personal responsibility for our individual and collective actions.



VHA Vision Statement

To be a patient-centered integrated health care organization for Veterans providing excellent health care, research, and education; an organization where people choose to work; an active community partner; and a back-up for National emergencies.

Whom We Serve

A Day in VISN 20 Includes:

- 8,471 outpatient visits
- 592 hospital inpatients
- 30,411 lab visits
- 14,500 prescriptions dispensed
- 55 surgical procedures
- 616 radiology images
- 682 nursing home residents

Veterans Profile:

- Average age is 61 years
- 42% are service connected for disabilities
- 32% are considered low income
- 40% are age 65 or older
- 9.3% female, 90.7% male

Approximately 1.2 million Veterans live in the Pacific Northwest and Alaska, 19% of whom received health care services in FY 2008. Our medical centers currently operate approximately 1,700 inpatient beds, including acute medical/surgical, domiciliary, mental health, nursing home and rehabilitative care. VISN 20 facilities recorded approximately 32,000 hospital admissions in FY 2008 and 2.5 million outpatient visits.

VISN 20's patient population has an average age of 61. 42% of our patients are service connected Veterans, with an average service connection of 51%. Additionally, 9.3% of FY 2008 patients served were female.

Alaska (11.7%) and Puget Sound (10.8%) have the highest percentage of female Veteran patients.

Walla Walla's percentage of current users over the age of 65 is 50.7%, the highest in the Network, with Roseburg coming in second at 46.5%. The percent of Veterans over age 65 for the VISN is 39.7%. Alaska has the youngest patient population in the VISN with an average age of 56.

The projected percentage of enrollees over the age of 85 for 2008 was 4.9%. By 2011, this is estimated to increase to 5.8%.

Who We Are

VISN 20, the VA Northwest Health Network, includes the states of Alaska, Washington, Oregon, most of Idaho, and one county each in Montana and California. Our 135 counties cover approximately 23% of the United States land mass. 86% of these counties are classified as having medically underserved areas or containing medically underserved populations. Percentages of people in poverty ranged from 9.4% in Alaska to 12.1% in Oregon.

Our network of health care facilities is comprised of six medical centers (including two complex care hospitals); one independent outpatient clinic; one rehabilitation center; 31 operational Community Based Outpatient Clinics (CBOCs) and/or part-time Outreach Clinics with six more scheduled for opening in 2009; and two mobile clinics. Other services include six nursing home care units, two homeless domiciliaries and 15 readjustment counseling centers.

The VA NW Health Network continuously strives to improve access, quality, patient satisfaction and wellness to better serve the Veterans of the Pacific Northwest.



Special Programs

VISN 20 is proud to support a wide variety of special programs designed to provide better care and services to Veterans. Although we primarily serve residents of the Pacific Northwest and Alaska, we also accept patients from across the nation. Our medical centers provide a full range of patient care services, with state-of-the-art technology as well as education and research. Although our facilities vary in size and complexity, a full continuum of services are offered in the following areas:

- Residential Blind Rehabilitation
- Post-Traumatic Stress Disorder
- Prosthetics & Amputation Therapy
- Serious Mental Illness
- Spinal Cord Injury
- Traumatic Brain Injury
- Alzheimer's Disease Research and Treatment
- Bone Marrow Transplantation
- Brachytherapy
- Comprehensive Cancer Treatment
- Deployment Health Clinic
- Diabetes/Endocrinology Research
- Ex-Prisoner of War Programs
- Epidemiology Research and Information
- Gulf War Illness Research and Treatment
- Kidney & Liver Transplantation
- Minority Veterans Outreach
- Gulf War Veterans Health Registry
- Parkinson's Disease Research
- Polytrauma Care
- OIF/OEF Seamless Transition Program
- Rehabilitation Research and Prosthetics
- Hepatitis C Collaborative Center for Education & Research
- Homeless Veterans Domiciliary Treatment & Rehabilitation Program



Academic Affiliations

VISN 20 facilities maintain active partnerships with two major academic centers (Oregon Health & Science University and the University of Washington), and an additional 290+ affiliations exist with both regional and national academic institutions. In FY 2008, we trained in excess of 4,000 university residents, interns, students and allied health care professionals.

Also in 2008, VISN 20 competed with other VISNs across the country for doctoral resident slots, receiving 16 additional positions. We began the 2009 academic year with 342 residents, a 5% increase.

Clinical Achievements

Access

- Reduced wait list by 74%, from 6,971 to 1,663
- Activated 11 CBOC/Outreach Clinics; received approval for three additional Outreach Clinics and one CBOC; six clinics in process for activation in FY 2009
- Walla Walla Major (state-of-the-art Outpatient Clinic) received Congressional approval for FY 2009
- Served 12,995 unique OEF/OIF Veterans, a 30% increase
- Increased CCHT enrollment by 19%, from 2,031 in FY 2007, to 2,427 in FY 2008
- Continue to exceed national average in Patient Satisfaction, ranked #7 nationally
- Consistently met C&P targets in timelines (average = 32 days) and CPEP quality
- Decreased diverts by 44% (8,625 hours in FY 2007 to 4,803)
- Bend CBOC received 1st Outstanding Primary Care Team Award; Puget Sound Deployment Health Clinic Chief awarded 1st Primary Care Trailblazer Award
- Completed 83 RACs for FY 2008, an 80% increase over the previous year. Of these, 81% were completed in the 45 day time frame. In Q4, 100% were completed in 45 days
- Second year as HERO pilot site in support of VHA's efforts to increase specialty care access
- Achieved 95% of goal for 14-day Mental Health access target
- Construction awarded for new Nursing Home at American Lake
- Puget Sound selected for Lung Transplant program
- Fisher House established at Puget Sound

- Installation of Spokane MRI as part of JIF initiative with Fairchild AFB; acquired a shared mobile MRI in Boise as part of JIF initiative with Mountain Home Air force Base; installation of Roseburg MRI as a result of September "Special" 2007 consolidation timeline
- Obtained second Mobile Medical Unit and received three year operational funds for expansion of rural access to Aberdeen, Shelton, and Oak Harbor, WA. Mobile Unit will also serve in disaster relief efforts
- Established VISN-wide post discharge call center
- VA Puget Sound maintained a strong and active sharing agreement with Madigan Army Medical Center (MAMC) and continued sharing agreement with the Navy Hospital in Bremerton
- In its ninth year, the Alaska VA Health Care System and Elmendorf Air Force Base continue to enjoy one of the largest medical sharing agreements in the VA. In 2008, 689 Veterans and 1,133 DoD beneficiaries were admitted to the joint venture hospital at Elmendorf
- Portland VAMC was one of three facilities selected for Institute for Health Care Improvement Partnership (Triple Aim) targeted at improving health of population, enhancing patient experiences and reducing per capita costs
- 100% of clinical staff completed Chronic Pain Management Training

Patient Safety

- Completed 83 individual Root Cause Analysis, an 80% increase
- In Quarter 4, 2008, 100% of RCAs were completed in the 45 day time frame
- In June 2008, an evaluation of the Network Patient Safety Program was conducted by the National Center for Patient Safety (NCPS) Program Manager. VISN 20 fully met 100% of all evaluation criteria

Accreditation

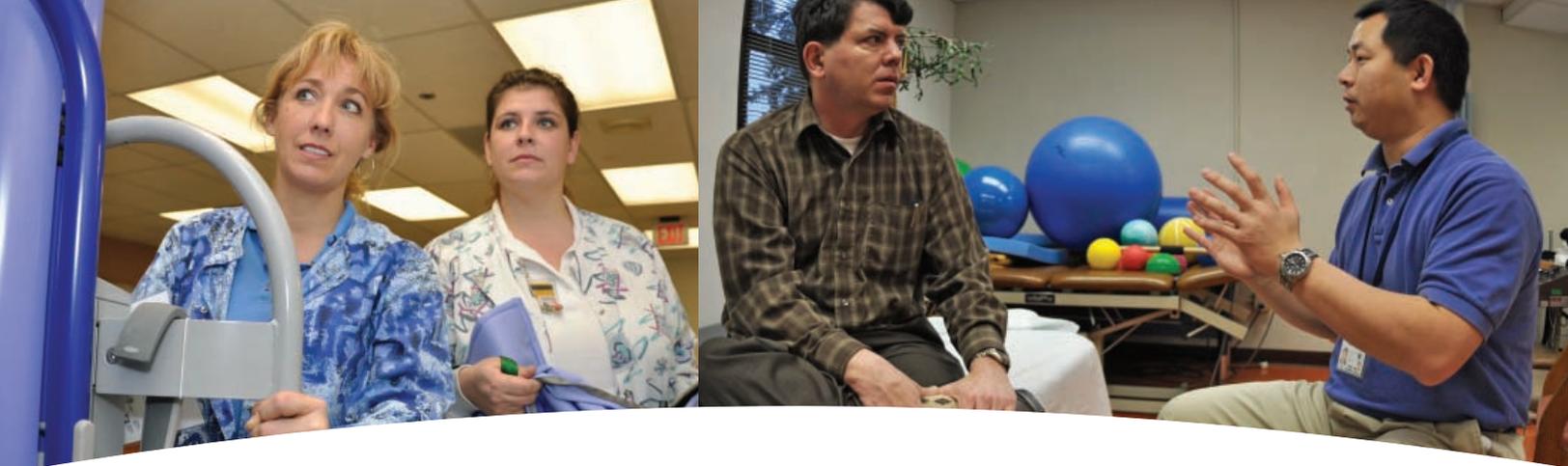
We maintain compliance with the following national accreditation organizations:

- Joint Commission
- Accreditation Council for Graduate Medical Education
- Commission on Accreditation of Rehabilitation Facilities
- Association for Assessment and Accreditation of Laboratory Animal Care
- Association for the Accreditation of Human Research Protection Programs
- Commission on Cancer
- College of American Pathologists

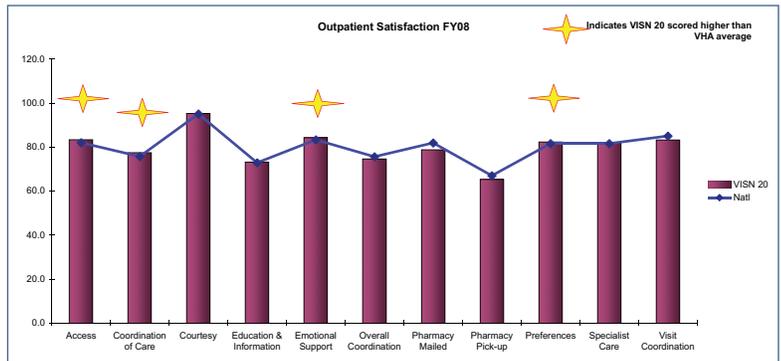
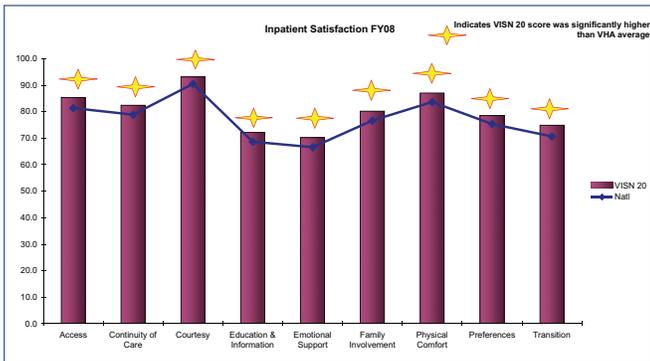
Other Achievements:

- VAMC Spokane awarded 2008 Partner for Change Environmental Excellence Award and Energy Star Award
- Held 3 month employee and Veterans MOVE (Managing Overweight and Obese Veterans Everywhere) challenge. 165 participants completed 1 million steps in 100 days
- Continued to support active Partnership Council, maintaining high level of trust among partners, bringing majority of issues to closure by consensus
- Funded 150 investigators with a research budget that exceeded \$70M





Patient Satisfaction, Quality and Performance



FY 2008 CBOC/Outreach Clinic Expansions

Location	Activity	Date
Coeur d'Alene, ID CBOC	Activated	2/08
NW Washington CBOC	Activated	2/08
Lewiston, ID CBOC	Expansion	4/08
La Grande, OR CBOC	Activated	5/08
Richland, WA CBOC	Expansion	5/08
Aberdeen/Shelton, WA Mobile Clinic	Activated	8/08
The Dallas, OR Outreach Clinic	Activated	9/08
Juneau, AK Outreach Clinic	Activated	9/08
Burns, OR Outreach Clinic	Activated	10/08
Grants Pass, OR Outreach Clinic	Activated	11/08
Metro West (Hillsboro, OR) CBOC	Activated	12/08

FY 2009 Planned Additional Access Points

Locations
Homer, AK Outreach Clinic
Mat-Su, AK CBOC
Mountain Home, ID Outreach Clinic
Metro South (Portland), OR Outpatient Annex
Crescent City, CA Outreach Clinic
Libby, MT Outreach Clinic

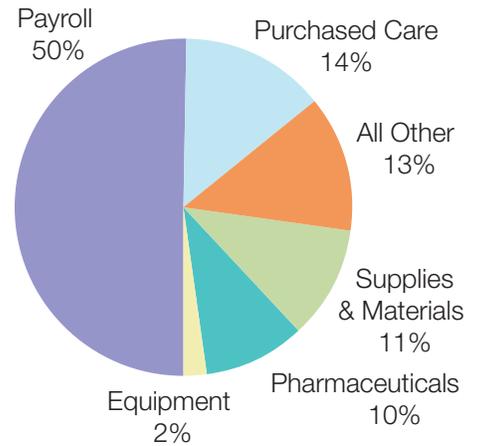
Budget/Revenue

At the start of FY 2008, VISN 20 received an initial operating budget of \$1.5B, a 12% increase over the previous year. Special programs funding grew to \$131M and our facilities collected in excess of \$100M from third party insurance companies and co-payments.

During this time frame, our facilities served approximately 208,000 Veterans, a 3% increase over FY 2007. \$160M was invested in capital upgrades, including minor/major projects, medical equipment, information technology, and maintenance and repair construction projects. \$59M of the \$160M was invested in major and minor design/construction projects.

- 204 maintenance & repairs projects were approved
- \$97M in equipment and non-recurring maintenance (NRM) projects were approved (\$31M in equipment and \$66M in NRM and capital lease accounts). Additionally, VISN 20 obligated \$59M for major and minor construction projects

Network Spending FY 2008



Other

- VISN 20 patient growth was above the national average of 1.33%
- Pharmacy prescription expenditures decreased by 5.3%
- 9,740,973 prescriptions were dispensed
- Cumulative FTEE was 8,967, a 9.9% increase
- 150 maintenance and repair projects were approved

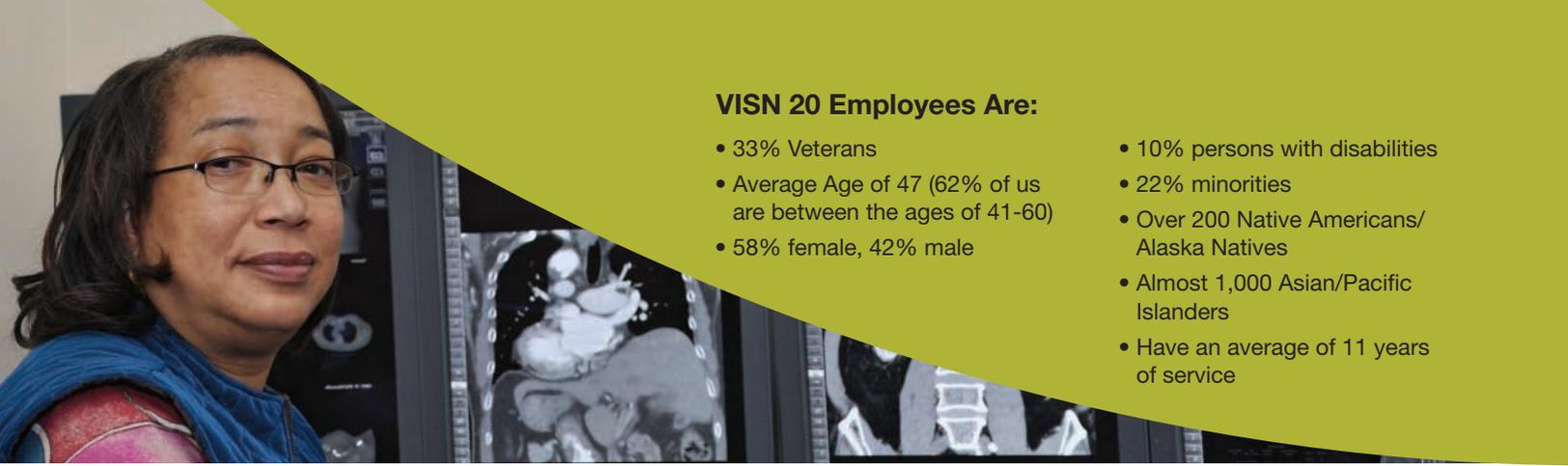
Revenue / Obligations

Insurance & Co-Pay Collections	\$100,904,618
Personal Services	\$825,920,518
Pharmaceuticals	\$163,677,117
Purchased Care	\$224,438,778
Supplies & Materials	\$170,587,522
Equipment	\$30,198,880
All Other	\$205,035,095
Total	\$1,720,762,528

Record Collections

VISN 20 closed out FY 2008 at 114.5% of our third party insurance collections goals, with four of our facilities in the top 20 for collections nationally!

Alaska	\$12,861,595	
Boise	\$10,430,155	
Portland	\$21,881,612	#5 nationally
Puget Sound	\$32,400,052	#20 nationally
Roseburg	\$8,214,241	#6 nationally
SORCC	\$2,467,733	
Spokane	\$7,916,014	
Walla Walla	\$4,733,213	#3 nationally
Total	\$100,904,618	



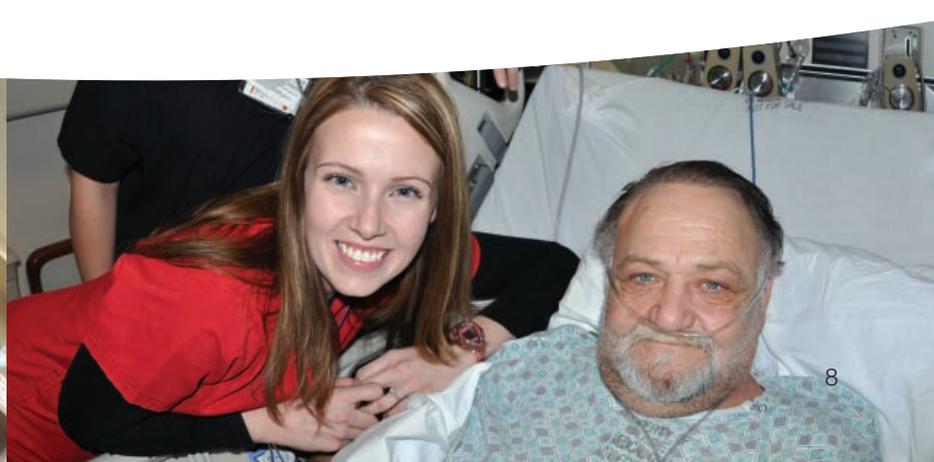
VISN 20 Employees Are:

- 33% Veterans
- Average Age of 47 (62% of us are between the ages of 41-60)
- 58% female, 42% male
- 10% persons with disabilities
- 22% minorities
- Over 200 Native Americans/ Alaska Natives
- Almost 1,000 Asian/Pacific Islanders
- Have an average of 11 years of service

Employee Development and Satisfaction

In VISN 20, we are committed to developing professional, technical and interpersonal skills and encouraging creative thinking, flexibility and stewardship. The theme for our employee development plan is “Engage, Support and Develop” an idea which is demonstrated through a variety of programs available to our staff and student trainees. In FY 2008, VISN 20 achieved the following:

- A total of 2,674 participants attended facility or VISN sponsored educational offerings
- 11,174 continuing education credits were awarded
- 131 supervisors attended Supervisory Training
- Continued to grow residency program with 16 new positions obtained, a 5% increase over 2007. Approved in 2008 for an additional 17 for 2009; a full 10% over 2007 levels
- Each facility appointed both a Designated Education Officer and a Designated Learning Officer or combined DEO/DLO position
- Supported SOARS program with one senior team leader and 11 consultants
- Supported 45 participants in VISN executive training program; one in LVA and one in HCLI; one ECF candidate; 13 TCF preceptors; hired two GHAPTS and converted two to permanent; two ECF candidates approved for 2009
- Participation rate of minorities in VISN 20 workforce in FY 2008 was 23.95%, an increase of 2.04%. Black males, Black females, Indian males, Pacific Islander males and Multi-racial males exceeded respective participation rate in the civilian labor force. Percentage of hires for all groups except for Pacific Islanders exceeded participation rate in civilian labor force; increase of 18 employees with targeted disabilities in FY 2008 compared to FY 2007, a 1.83% improvement
- VISN 20 has one of the lowest EEO formal complaint filings in VHA as well as among the lowest for informal contacts



2008 Employee Survey Results

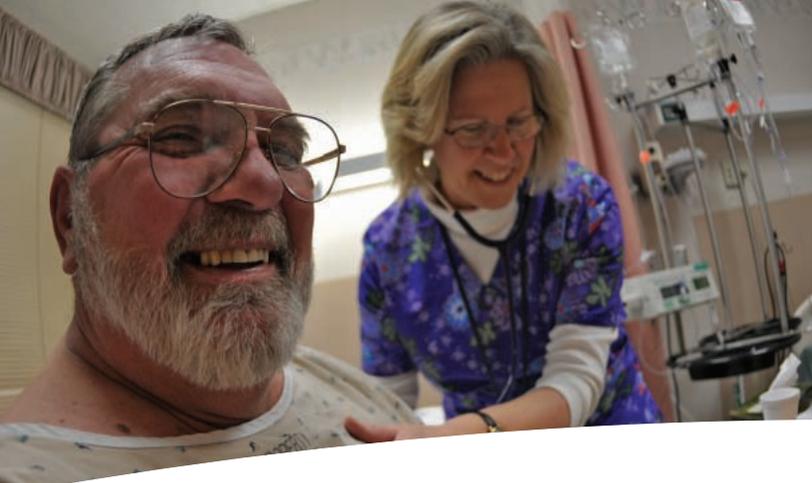
Every year, the Veterans Health Administration offers a comprehensive survey to all employees in order to gauge employee satisfaction levels. For each of the past several survey cycles, VISN 20 has received some of the highest scores in the country. We recognize that employees who feel challenged and valued are more productive and healthier, and as such, we continually strive to make VISN 20 an employer of choice. For the second year in a row, VISN 20 ranked highest among networks for Diversity Acceptance. Other top satisfiers include: Type of Work, Co-Workers, Senior Management, Work Conditions, Customer Satisfaction and Praise.



2008 All Employee Survey Results

Category	VHA 2008 Average	VISN 2007 Average	VISN 2008 Average	National Rank
Type of Work	4.13	4.11	4.07	10th
Amount of Work	3.74	3.69	3.65	14th
Pay Satisfaction	3.22	3.14	3.20	13th
Co-Worker Satisfaction	4.05	4.08	4.06	4th
Supervision	3.80	3.75	3.76	11th
Sr. Management	3.35	3.30	3.28	10th
Promotional Opportunities	2.95	2.80	2.89	11th
Work Conditions	3.57	3.57	3.52	11th
Customer Satisfaction	3.95	4.00	3.93	10th
Praise	3.35	3.31	3.36	6th
Work Quality	4.43	4.42	4.40	10th
Overall Satisfaction	3.83	3.77	3.73	12th
Satisfaction 2 years ago	3.18	3.07	3.05	15th

Scores range from 1-5; 2.75 – 3.25 = average; above 3.5 = very good; above 4 = outstanding



Leadership Changes

2008 brought a number of changes in leadership to our Network as we welcomed the following:

DIRECTORS

Sharon Helman
VAMC Spokane

Brian Westfield
VAMC Walla Walla



Sharon Helman



Brian Westfield



Perry Danner



Roy Horne

ASSOCIATE DIRECTORS

Perry Danner
VAMC Spokane

Roy Horne
Southern Oregon Rehabilitation Center & Clinics

Russell Lloyd
VAMC Walla Walla

Grant Ragsdale
VAMC Boise



Russell Lloyd



Grant Ragsdale



Paul Lambert

CHIEF OF STAFF

Paul Lambert, DDS
VAMC Boise

Our Invaluable Volunteers

The VA NW Health Network relies on the services of our many generous volunteers who allow us to continue to provide exceptional services to our Nation's Veterans. In FY 2008, the total number of regularly scheduled volunteers was 3,605. Of this number, 461 were student volunteers. Additional FY 2008 volunteer facts include:

Volunteer Hours: 534,201

Volunteer Driver Hours (included in figure above): 114,459

FTEE Equivalent: 256

Volunteer Hours Value: \$10,422,262

VTN (Volunteer Transportation Network)

Miles Driven: 1,609,488

Veterans Transported: 63,250

Cash Donations: \$596,488

All Other Donations: \$3,624,968

Total Donations: \$4,221,456

Our most heartfelt appreciation goes out to everyone who has given of themselves so generously. For information about volunteer opportunities within VISN 20, please contact your local facility.

Note: Donations made through voluntary services are earmarked exclusively for the general welfare of Veterans.

OIF/OEF Overview and Summary of Outreach Effort

Since VA's Seamless Transition efforts began in 2003, VHA facilities have seen in excess of 347,750 Operation Iraqi Freedom and Operation Enduring Freedom (OIF/OEF) Veterans. Of these, 96% (333,007) have been seen as outpatients and 4% (14,473) have been hospitalized at least once in a VA health care facility.

Through the second quarter of FY 2008, VISN 20 facilities had recorded 13,900 enrollees and 19,275 OIF/OEF users, 5.5% of the national total.

Most Requested OIF/OEF Services within VISN 20

- Medical Care
- Assistance with C&P claims
- Financial
- Employment
- Dental
- Someone who understands
- Education
- Mental Health Issues
- Marital Counseling

Medical Diagnoses among OIF/OEF VA Utilizers Nationwide (N = 347,750)

Musculoskeletal	47.6%
Mental Disorders	42.5%
Ill Defined Symptoms	39.7%
Nervous System	34.9%
Digestive System	31.8%
Endocrine/Metabolic	21.8%
Injury/Poisoning	21.2%
Respiratory	20.4%

Mental Health Diagnosis among OIF/OEF Utilizers Nationwide

PTSD	75,719
Depressive Disorders	50,732
Neurotic Disorders	40,157
Affective Psychosis	28,734
Nondependent Drug Abuse	21,201
Alcohol Dependence	12,780
Special Symptoms	7,685
Sexual Disorders	7,076

High rates of VA health care utilization by recent OIF/OEF Veterans reflect the fact that these combat Veterans have ready access to VA health care, which is free of charge for five years following separation for any health problem possibly related to wartime service.

Also, an extensive outreach effort has been developed by VA to inform Veterans of their benefits, including the mailing of a personal letter from the VA Secretary to war Veterans identified by the Department of Defense when they separate from active duty and become eligible for VA benefits.

When a combat Veteran's five-year health care eligibility passes, the Veteran will be moved to their correct priority group and charged all co-payments as applicable.



Outreach efforts include:

- Since August 2003, VISN 20 has supported the placement of VHA social worker liaisons at Madigan Army Medical Center to ensure a successful transition for returning service personnel. These employees work closely with specifically assigned Points of Contact at each of our facilities and the Network office. Our goal is to continue this important partnership as a means of encouraging those who are returning home from military commitments to pursue post deployment support.
- VISN 20 is an active participant in three Memoranda of Understanding (MOU), initiated by the states of Washington, Oregon and Idaho to ensure that various agencies work together to provide timely and comprehensive social, mental and health care services for military members and their families upon return from Iraq and Afghanistan. Participants include State Departments of Veterans Affairs, Departments of Defense/Military and Employment; US Department of Labor; Veterans Benefits and Health Administrations, state Veterans' service providers; the National Guard and the Reserve.
- The VA Puget Sound Health Care System Integrated Post Combat Care (IPCC) Clinic follows the care of Veterans (active duty, National Guard and Reservists) experiencing unique health concerns related to their specific military deployment. This care is provided even if the Veteran is receiving care outside a VA setting.
- The VA has adopted the Puget Sound Health Care System model for Integrated Post Combat Care and Dr. Steve Hunt, IPCC Director, has become the leader of this national movement. In September 2008, VISN 20 hosted a national training conference to introduce the concept to other VISNs. It also hosted a VISN conference to begin the process of integrating post combat care in all our facilities.
- Puget Sound is a Network Polytrauma Center, approved to coordinate the care and services required to meet the needs of the amputee population and assure that patients have access to the same high level of care across the Network. The facility is also responsible for implementing care that transitions individuals back into their home communities.
- Three VISN 20 facilities have been designated as Polytrauma Support Clinic Teams: Boise, Portland and Spokane. These facilities have a full range of services to support OEF/OIF seriously injured Veterans, in conjunction with the Network Polytrauma Center.
- In October 2008, VISN 20 sponsored its first annual OEF/OIF Summit. Participants included Program and Case Managers and Transition Patient Advocates, Vet Center Social Workers, State OEF/OIF Transition Advisors, National Guard/ Reserve personnel, Warrior Transition Unit staff, and OEF/OIF Veterans. The focus was to address medical issues of new Veterans, to share best practices in developing a systematic approach to service delivery, examine bio-psychosocial issues and offer continuing education for staff on business planning and VA's funding model.

VISN 20 is proud to honor the military service of our 942 employees serving in either Active Duty Military Retired (610); and National Guard/Reserves Retired (117) or Drilling/Inactive Ready Reserve (IRR)/Standby (215). These employees comprise 10.7% of our staff. During Operations Iraqi and Enduring Freedom, they stand ready to serve our country and are subject to recall.





Research

In VISN 20, we recognize the critical role of research in providing care to Veterans and the need to link research with patient care needs.

Our research programs are among VA's most robust and competitive, and include areas of significant importance to Veterans, including: diabetes, Alzheimer's disease, multiple sclerosis, limb loss prevention and prosthetics, Hepatitis C, spinal cord injuries and rehabilitation medicine, mental health, addictions treatment, Post-Traumatic Stress Disorder (PTSD), health services/translational research and deployment health issues. Leadership in these areas enhances our ability to provide state-of-the-art diagnosis and treatment to our Veteran patients.



Currently, 150 staff members are principal investigators, with over 1,000 active research projects. In FY 2008, VISN 20 facilities received approximately \$70M for research from both VA and non-VA sources (including support from the National Institute of Health and other federal agencies, volunteer health organizations, and the pharmaceutical and biotechnology industries). This strong, diversified base of support maintains our competitive edge as a leader in world-class research and the understanding of disease.

VISN 20 Nationally Recognized Programs

Centers of Excellence

- Geriatric Research, Education & Clinical Center
- Health Services Research & Development Center
- Mental Illness Research, Education & Clinical Center
- Multiple Sclerosis Education & Research Center
- Portland Alcohol Research Center
- NW Veterans Affairs Cancer Research Center
- National Center for Rehabilitative Auditory Research
- Rehabilitation for Amputations, Prosthetics & Limb Loss Prevention
- Substance Abuse Treatment & Education

Special Emphasis Programs

- Alzheimer's Disease Research & Treatment Center
- Residential Blind Rehabilitation Brachytherapy Program
- Center for Ethics
- Comprehensive Cancer Center
- Diabetes/Endocrinology Research Center
- Epidemiology Research & Information Center
- Gene Therapy and New Cancer Treatments
- Gulf War Illness Research & Treatment Center
- Hepatitis C Collaborative Center for Education & Research

- Homeless Veterans Domiciliary Treatment & Rehabilitation Program
- Post-Traumatic Stress Disorder
- Rehabilitation Research and Prosthetics
- Spinal Cord Injury Center

NIH-funded Centers

- Alzheimer's Research Center
- Diabetes/Endocrinology Research Center

Additional Programs

- Deployment Health Clinic and Operations
- Iraqi and Enduring Freedom (OIF/OEF) Seamless Transition Program



Native American Partnerships

The Pacific Northwest and Alaska are rich in their Native cultures, and VISN 20 is strongly committed to our Native American and Alaska Native Veterans. In that regard, increased efforts have been made in recent years to partner with the more than 273 tribes inhabiting the states that comprise our network. 2008 activities included:



- Provision of VA staff to tribal clinics to assist with PTSD issues
- Continuation of Tribal Veteran Representative (TVR) training; initiation of VISN-sponsored TVR training using VA curriculum. Trained 23 Native American TVRs
- Maintenance of sweat lodges on four VISN 20 campuses (Boise, Spokane, Walla Walla and White City)
- Initiation of Telemental health services at Colville, WA Community Hospital (near the Colville Tribal Nation)
- Establishment of American Indian/Alaska Native Advisory Groups at Puget Sound, Roseburg, Spokane and Walla Walla
- Continuation of MOU with Alaska and Portland Indian Health Service to support national partnership goals
- Alaska Federal Health Care Partnership, in conjunction with the Alaska VA HCS, sponsored educational sessions on telepharmacy, advanced directives and Traumatic Brain Injury (TBI)
- A team of VISN 20 staff and Portland Area Indian Health Service staff visited health clinics on three Northwest Indian reservations to explore opportunities for sharing services for American Indian Veterans
- Regular attendance of VISN and facility executive staff to quarterly meetings of the Northwest Area Indian Health Board, comprised of 43 tribes from Oregon, Idaho, and Washington
- Continued sponsorship of Camp Chaparral, now in its 15th year. The Yakama Nation hosts the event on its sacred grounds focusing on explaining aspects of the American Indian culture and traditions and how they can affect clinical outcomes, identifying the effects of PTSD and physical wounds of Native Veterans. VA clinical and administrative participants are able to describe the clinical implications of using traditional healers and elders, demonstrate increased personal sensitivity to American Indian Veterans and communicate with them about their health care needs. An additional feature at the August 2008 Camp was the presence of film crews from Northwest Indian News and the American Veteran. To date, VISN 20 has contributed over \$625,000 to Camp Chaparral and trained in excess of 840 staff members

29th Annual National Veterans Wheelchair Games

The largest annual wheelchair sports event in the world will take place in Spokane, Washington during the Summer of 2009. Open to Veterans with spinal cord injuries and other disabilities that require the use of a wheelchair, the Games promote rehabilitation, wellness and camaraderie through intense athletic competition. The Games produce a number of national and world-class champions, while at the same time providing opportunities for newly disabled Veterans to gain sports

skills and be exposed to other wheelchair athletes. Usually, one quarter of the competitors have never before participated in any type of organized wheelchair sports competition. Competitive events include swimming, table tennis, weightlifting, archery, air guns, basketball, nine-ball, softball, quad rugby, bowling, hand cycling, wheelchair slalom, power soccer, a motorized wheelchair rally and track and field.

Athletes compete in all events against others with similar athletic ability, competitive experience or age. Sponsored by the US Department of Veterans Affairs and Paralyzed Veterans of America, with financial assistance from corporate, civic and Veterans service organizations, the goal of the Games is to improve the quality of life for Veterans with disabilities and foster better health through sports competition. VISN 20 hosted the 26th Annual Games in Anchorage in 2006, with great success. We eagerly look forward to our next opportunity to welcome these inspirational athletes. If you would like to be a part of one of the biggest events ever held in Spokane, please contact Carla Lippert or Michelle Larson at (509) 434-7508. This is an opportunity to honor and serve our Veterans. For additional information, go to www.wheelchairgames.va.gov.





Puget Sound Fisher House

On September 10, 2008, Puget Sound hosted a dedication celebration for its long awaited Fisher House. The Fisher House™ program is a unique private-public partnership that supports America's military in their time of need. The program recognizes the special sacrifices of our men and women in uniform and the hardships of military service by meeting a humanitarian need beyond that normally provided by the Departments of Defense and Veterans Affairs. The VA Puget Sound Fisher House provides, at no cost, a place where families can be near their loved ones

as Veterans recover from illness or injury at the Medical Center. With 16,800 square feet, VA Puget Sound's Fisher House includes 21 suites, each with a private bath. It is a home away from home for approximately 42 family members at any given time. All décor and furnishings reflect a comfortable and homey Northwest style. The house includes a family room, kitchen, dining room, community living room and shared laundry facilities. All the rooms are handicapped accessible. Fisher Houses are built with funds provided through public and private organizations and individual

contributions from the American public. In June 2007, the Fisher House Foundation committed \$5 million to bring a Fisher House to VA Puget Sound's Seattle Division. The Friends of the VA Puget Sound Fisher House, a local non-profit group, was also formed to raise funds in the local area that was applied against the costs for construction, furnishing, and landscaping.

Congressional Delegations

Alaska

Senator Mark Begich
Senator Lisa Murkowski
Congressman Don Young

Idaho

Senator Jim Risch
Senator Mike Crapo
Congressman Walter Minnick
Congressman Mike Simpson

Oregon

Senator Ron Wyden
Senator Jeff Merkley
Congressman David Wu
Congressman Greg Walden
Congressman Earl Blumenauer
Congressman Peter DeFazio
Congressman Kurt Schrader

Washington

Senator Patty Murray
Senator Maria Cantwell
Congressman Jay Inslee
Congressman Rick Larsen
Congressman Brian Baird
Congresswoman Cathy McMorris Rodgers
Congressman Norm Dicks
Congressman Jim McDermott
Congressman Dave Reichert
Congressman Adam Smith



Facility Listing

VISN 20 Office 1601 E. 4th Plain Blvd., Building 17, 4th Floor, Suite 402 • Vancouver, WA 98661
Phone: (360) 619-5925 • Fax: (360) 737-1405

Medical Centers

Alaska – Alaska VA Health Care System and Regional Office

2925 DeBarr Road
Anchorage, AK 99508
Phone: (907) 257-4700
Fax: (907) 257-6774

Idaho – Boise VA Medical Center

500 West Fort Street
Boise, ID 83702
Phone: (208) 422-1000
Fax: (208) 422-1326

Oregon – Portland VA Medical Center

3710 SW U.S. Veterans Hospital Road
Portland, OR 97239
Phone: (503) 220-8262
Fax: (503) 273-5319

VAMC Portland – Vancouver, WA Campus

1601 E. 4th Plain Blvd.
Vancouver, WA 98661
Phone: (360) 696-4061
Fax: (503) 273-5319

Roseburg VA Medical Center

913 NW Garden Valley Blvd.
Roseburg, OR 97470
Phone: (541) 440-1000
Fax: (541) 440-1225

Southern Oregon Rehabilitation Center and Clinics

8495 Crater Lake Hwy.
White City, OR 97503
Phone: (541) 826-2111
Fax: (541) 830-3500

Washington – Puget Sound Health Care System

American Lake Campus

9600 Veterans Drive
Tacoma, WA 98493
Phone: (253) 582-8440
Fax: (253) 589-4015

Seattle Campus

1660 S. Columbian Way
Seattle, WA 98108-1597
Phone: (206) 762-1010
Fax: (206) 764-2224

Spokane VA Medical Center

4815 N. Assembly Street
Spokane, WA 99205-6197
Phone: (509) 434-7000
Fax: (509) 434-7100

VAMC Walla Walla

77 Wainwright Drive
Walla Walla, WA 99362
Phone: (509) 525-5200
Fax: (509) 527-3452

Community Based Outpatient Clinics (CBOCs) and Outreach Clinics

Alaska

Fairbanks Alaska CBOC Bassett Army Community Hospital

Bldg. 4076, Neeley Road, Room 1J-101
Fort Wainwright, AK 99703
Phone: (907) 361-6370
Fax: (907) 361-6372

Juneau Alaska Outreach Clinic

General Federal Building, Room 259
709 W. 9th Street
Juneau, AK 99801
Phone: (907) 586-7472
Fax: (907) 586-7469

Kenai Alaska CBOC

11312 Kenai Spur Hwy., Suite 39
Kenai, AK 99611
Phone: (907) 395-4100
Fax: (907) 283-4236

Idaho

Canyon County-Caldwell Idaho CBOC

120 East Pine Street
Caldwell, ID 83605
Phone: (208) 454-4820
Fax: (208) 454-4859

Coeur d'Alene CBOC

2177 N. Iron Wood Center Drive
Coeur d'Alene, ID 83814
Phone: (208) 665-1701
Fax: (208) 667-8649

Lewiston CBOC

1630 23rd Avenue, Bldg. 2
Lewiston, ID 83501
Phone: (208) 746-7784
Fax: (208) 798-8652

Salmon Outreach Clinic

111 Lillian Street #203
Salmon, ID 83467
Phone: (208) 756-8515
Fax: (208) 756-8385

Twin Falls CBOC

260 2nd Avenue East
Twin Falls, ID 83301
Phone: (208) 732-0959
Fax: (208) 732-7480



Oregon

Bandon CBOC

1010 1st Street, SE, Suite 100
Bandon, OR 97411
Phone: (541) 347-4736
Fax: (541) 347-1098

Bend CBOC

Morningside Medical Building
2115 Wyatt Court, Suite 201
Bend, OR 97701
Phone: (541) 382-9110
Fax: (541) 389-5459

Brookings CBOC

555 5th Street
Brookings, OR 97415
Phone: (541) 412-1152
Fax: (541) 412-1842

Burns Outreach Clinic

559 W. Washington
Burns, OR 97720
Phone: (541) 573-8869

East Metro Portland CBOC

10535 NE Glisan Street
Gateway Medical Bldg., 2nd Floor
Portland, OR 97220
Phone: (503) 721-1007
Fax: (503) 252-9422

Eugene CBOC

100 River Avenue
Eugene, OR 97404
Phone: (541) 607-0897
Fax: (541) 607-7573

Grants Pass Outreach Clinic

3 Rivers Medical Plaza
520 SW Ramsey Ave., Suite 102
Grants Pass, OR 97527
Phone: (541) 955-5551

Hillsboro CBOC

1925 Amberglen Parkway, 3rd Floor
Hillsboro, OR 97006
Phone: (503) 906-5006
Fax: (503) 906-5181

Klamath Falls CBOC

2819 Dahlia Street
Klamath Falls, OR 97601
Phone: (541) 273-6206
Fax: (541) 273-6207

La Grande CBOC

202 12th Street
La Grande, OR 97850
Phone: (541) 963-0627
Fax: (541) 963-2809

Lakeview Extension Clinic

VFW Post 4070
1130 N. 4th Street
Lakeview, OR 97630
Phone: (541) 273-2602

North Coast CBOC

91400 Rilea Neocoxie Road, Bldg. 7315
Warrenton, OR 97146
Phone: (503) 861-9513
Fax: (503) 861-9528

Salem CBOC

1660 Oak Street SE
Salem, OR 97301
Phone: (503) 316-8817
Fax: (503) 316-9037

The Dallas Outreach Clinic

700 Veterans Drive
The Dallas, OR 97058
Phone: (541) 296-7190

Washington

Valor CBOC Bellevue

13033 Bel-Red Road, Suite 210
Bellevue, WA 98005
Phone: (425) 214-1055
Fax: (425) 453-1619

Bremerton CBOC

925 Adele Avenue, Suite C
Bremerton, WA 98312
Phone: (360) 782-0129
Fax: (360) 377-8029

Valor CBOC Federal Way

34617 11th Place South, Suite 301
Federal Way, WA 98003
Phone: (253) 336-4142
Fax: (253) 838-3006

Valor CBOC North Seattle

12360 Lake City Way NE, Suite 200
Seattle, WA 98125
Phone: (206) 384-4382
Fax: (206) 440-3137

Port Angeles Outreach Clinic

1005 Georgianna St.
Port Angeles, WA 98362
Phone: (360) 565-9330
Fax: (360) 457-0618

Richland (Tri Cities) CBOC

825 Jadwin Avenue, Suite 250
Richland Federal Building, 2nd Floor
Richland, WA 99352
Phone: (509) 946-1020
Fax: (509) 946-0827

Wenatchee CBOC

2530 Chester-Kimm Road
Wenatchee, WA 98801
Phone: (509) 663-7615
Fax: (509) 663-7516

Yakima Clinic CBOC

717 Fruitvale Blvd.
Yakima, WA 98902
Phone: (509) 966-0199
Fax: (509) 966-4266

NW Washington – Mount Vernon

2031-C Hospital Drive
Cedar Grove Building B
Sedro Woolley, WA 98284
Phone: (360) 856-4700
Fax: (360) 856-9080



VA NW Health Network
www.visn20.med.va.gov