

> VISN 20
2010 Annual Report





Message From The Network Director

VISN 20 is many things. A multi-faceted health care system committed to supporting healthy, productive lifestyles. A world class research organization responsible for innovative discoveries. A community of medical centers, clinics and rehabilitation facilities that spans 6 states, 135 counties and 23% of the US land mass. In addition to offering routine surgeries, complex transplants, and a full complement of preventative care services, VISN 20 also provides homeless Veterans with a place to sleep and the tools to obtain permanent housing. Our social workers can be found working in county courts and jails, providing support to incarcerated Veterans or those facing the possibility of jail time. We welcome heroes home from combat and provide help to them and their families during the sometimes lengthy reintegration process. Our employees publish articles to broaden public understanding of disease and new medical practices, and, as part of the Veterans Health Administration, we lead the health care industry in quality performance outcomes.

In 2010, we made great improvements in the provision of rural care, behavioral health and women's health to the more than 1 million Veterans who live in our region. VISN 20's telehealth programs continued to grow, reaching out to Veterans in the privacy of their own homes, or in clinics closer to home. Our financial management practices remained sound, and we dedicated unprecedented resources to improve our infrastructure and upgrade equipment.

This year's annual report is provided as a means to look back on a year well spent, but also as a glimpse into our plans for tomorrow. VISN 20 is well positioned and excited for the future. We are committed to ensuring that our Veterans are the most satisfied, best cared for in the system, and that our almost 10,000 staff members are confident in their mission. Thank you for an excellent 2010 and for your unfailing support of our nation's heroes.

Sincerely,

A handwritten signature in black ink that reads "Susan Pendergrass, DrPH". The signature is fluid and cursive.

Susan Pendergrass, DrPH
Network Director, VISN 20

2010 Statistical Snapshot



Network Leadership



Susan Pendergrass, DrPH
Network Director since April 2009
 Dr. Pendergrass directs the operations, finances and clinical programs for 6 medical centers, one independent outpatient clinic, one rehabilitation center, 37 Community Based Outpatient Clinics and/or Outreach centers and 2 mobile clinics.



Allen Bricker
Chief Financial Officer since March 2008
 Mr. Bricker directs all financial management activities to ensure compliance with Federal financial policies.



Michael Fisher
Deputy Network Director since March 2008
 Mr. Fisher oversees operational aspects of VISN 20, including finance, logistics and capital assets.



Nancy Benton, PhD, RN, CPHQ
Quality Management Officer since July 2008
 Dr. Benton oversees all quality and performance functions for the VISN as well as education and safety.



Frank Marré, DO, MS, FAOCOPM
Chief Medical Officer since October 2007
 Dr. Marré oversees all clinical programs as well as research.

Top Accomplishments For 2010

It was a challenge, but we managed to choose 10 significant milestones from the long list of accomplishments that marked 2010. We hope you enjoy learning about the many ways we worked to improve the lives of Veterans last year.



We Expanded our Infrastructure



Anchorage, AK – New VA Outpatient Clinic and Regional OFC Building

On May 10, 2010, a new state-of-the art, two-story 184,000 square foot Outpatient Clinic and Regional Office Building opened to serve Alaska Veterans. The \$66M+ facility is located adjacent to the Elmendorf Air Force Base Medical Center further strengthening a successful VA/Department of Defense partnership spanning 30 years. The new, modern Outpatient Clinic will meet projected market demand for primary care, specialty care, and mental health in Anchorage and the surrounding areas.

VISN 20 spent the last year laying a solid foundation—quite a few, in fact. It's all part of our plan to ensure that our Veterans will have the very best medical care for years to come. In 2010, we devoted \$170M to a wide array of projects, some of which are on display here.



American Lake, WA – Nursing Home and Dietetics Kitchen

Construction of a Community Living Center (CLC) overlooking beautiful American Lake and Mount Rainer was completed in the summer of 2010. The new \$38M building houses an 83-bed facility of approximately 80,000 square feet. A unique feature is the design of a sustainable landscaped roof/rainwater collection system.

American Lake, WA – Building 81 Replacement

This \$52M project constructs a 70,000 square foot modern outpatient medical facility to relocate functions from the existing main hospital building constructed more than 60 years ago. A design contract has been awarded and is in progress. A construction award is planned for FY 2013 or later.



American Lake, WA – New Building Front Facade

Spokane, WA - Outpatient Mental Health Building

This project constructs a new 18,000 square foot building to house outpatient mental health activities. A construction contract has been awarded and we anticipate completion in FY 2012.



Walla Walla, WA - Campus Realignment –
New Multispecialty Outpatient Clinic

This project constructs a 66,000 square foot Outpatient Building, renovates Building 86 (approximately 47,300 square feet, circa 1929) and includes site work to accomplish campus-wide upgrades to antiquated utility distribution systems. It also adds approximately 175 parking spaces. A construction contract for the new building has been awarded and we anticipate completion in FY 2014.



Boise, ID - Research Education Building

This project constructs a stand alone Research and Education building on campus. It will provide lab and office space for approximately 12 investigators, with a primary emphasis on Biomedical Research. The building will be used for education for medical personnel. A construction contract has been awarded and we anticipate completion in FY 2012.

Vancouver, WA - Expand Outpatient Specialty
Care - Vancouver

Project constructs a new 20,000 square foot, two-story building in close proximity to the existing primary Care Building. The following Outpatient Specialty Care functions will be included: Eye, Dental, Audiology and Prosthetics. Construction in progress, to be completed in FY 2011.



We Invested in High -Tech

VISN 20 purchased or installed more than \$15M in cutting-edge medical equipment in 2010. Here is a sampling of the latest state-of-the-art medical equipment technologies we invested in.



Surgical Robotic System

Site: VAMC Seattle, WA

Price Tag: **\$2.25M**

Why it's so great: A sophisticated robotic platform designed to expand surgeon capabilities—and for the first time, offer a minimally invasive option for major surgery.

Linear Accelerator (LINAC)

Site: VAMC Seattle, WA

Price Tag: **\$4.88M**

Why it's so great: Delivers a uniform dose of high-energy x-ray to the region of a patient's tumor. These x-rays can destroy cancer cells while sparing the surrounding normal tissue. The LINAC can be used to treat all body sites with cancer.



Cardiac Catheterization

Site: VAMC Portland, OR
Price Tag: **\$2.87M** (for 2 units)

Why it's so great: Cardiac catheterization is a medical procedure used to diagnose and treat certain heart conditions. Through a catheter, doctors can do diagnostic tests and treatments. Cardiac catheterization is most often used to evaluate chest pain. It may also be done during a heart attack to identify narrowed or blocked coronary arteries.



Physiological Monitoring System

Sites: VAMC Portland, Seattle, Spokane
and Boise
Price Tag: **\$2.58M**

Why it's so great: Physiological monitoring systems allow clinical staff to remotely monitor and track patient vital signs during procedures and recovery. Thanks to the latest wireless technology, patients are able to move about as they recover.



#3

We Improved Access for Rural Veterans

During 2009 - 2010, VISN 20 received almost \$40M in funding to expand services to rural Veterans. We used the money to open access points and implement new clinical programs as follows:

Added three Outreach Clinics that provide primary care and mental health services in Libby, MT; Crescent City, CA and Newport, OR.

Cost - \$1.75M

Some rural Veterans have complex medical conditions for which routine clinic based care is not effective. In order to better serve them, VISN 20 expanded our Home Based Primary Care program into areas served by the Boise, Portland and Walla Walla VAMCs and the Southern Oregon Rehabilitation Center and Clinics in White City, OR. Programs targeted Veterans in the following areas: Newport, Warrenton and La Grande, OR; Boise, Twin Falls and Mountain Home, ID; the Confederated Tribes of Warm Springs; and the Confederated Tribes of Grand Ronde.

Cost - \$5M

VA Puget Sound began using their Mobile Medical Unit (MMU) to provide Blind Rehabilitation services in rural Washington. Between June and September, they traveled to Mt. Vernon, Port Townsend, Port Angeles, Retsil, Bremerton, Aberdeen and Chehalis. In total, 66 Veterans received a broad spectrum of vision services that they would have otherwise had difficulty obtaining due to distance and lack of transportation. Community resources and local businesses such as Wal-Mart, John Deere, Seaport Landing Senior Community, the WA State Veterans Home and VFW posts allowed staff to park at their locations while seeing patients and provided a safe place for overnight storage. Cost of the program was minimal (about \$5,000). The MMU itself was partially funded for 3 years by VA's Office of Rural Health - \$514,000 for FY 2010.

Facilities in Boise, Portland, Roseburg and White City purchased a total of ten vans to increase transportation services they provide for rural Veterans.

Cost - \$350,000



Obtaining quality specialty care is often problematic in rural areas and VISN 20 is no exception. Staff at VA Puget Sound did an analysis and found that demand greatly exceeded capacity, and that clinicians were not optimally located. In response, we implemented a VISN-wide TeleDermatology program using store and forward telemedicine technology. Patients visit local VA Clinics where photos of problem areas are taken. These images are sent electronically for evaluation by staff at Puget Sound who then create treatment plans to be followed by the patient's primary care provider. The project also includes a training component, allowing primary care providers to acquire the skills needed to treat the majority of conditions presented. To date, 3,800 unique patients from 25 locations have received treatment.

Cost - \$3.2M

We invested over \$2M in equipment and staff to expand telehealth programs, to include: Care Coordination Home Telehealth, Teleretinal Imaging, Mental Health, Pacemaker Clinics, and Nutrition and Diet groups. A Tele-Wound program was started in White City and Roseburg and Portland is collaborating on a Tele-Rehab program for amputees. Planning is also underway to enhance programs and add Primary Care, Surgical Pre and Post-Op in FY 2011.

#4

We Reached out to Returning Soldiers

In 2010, VISN 20 facilities got creative in our efforts to connect our newest generation of Veterans with the benefits and services they have so recently earned. In total, our medical centers participated in over 200 Outreach and Welcome Home events providing services and information to 22,515 Veterans and more than 7,000 family members. In addition to Outreach, Operation Enduring Freedom/Operation Iraqi Freedom/Operation New Dawn (OEF/OIF/OND) Program Managers:

- Provide individual Care Management to returning combat Veterans
- Oversee intra-agency patient transfers between the Department of Defense (DoD) and VHA
- Support VA Medical Center combat Veteran health care provision through coordination and advocacy with medical/MH specialties.

Some of the outreach events that VISN 20 medical centers participated in include:

- The VAMC Boise Conducted the first “Officers Day” event designed to communicate with Veteran Service Organizations about VA services.
- The SORCC created a “Reintegration Book,” the first of its kind in Oregon in partnership with the Oregon National Guard for distribution to every newly enrolled OEF/OIF/OND Veteran in the State of Oregon.
- Representatives from the Walla Walla VAMC attended two separate Yellow Ribbon Pre-Deployment events held in Pendleton and La Grande, Oregon, for soldiers and family members of the 116 CAB Battalion preparing to deploy to Afghanistan. Approximately 680 were served.
- The Alaska VA OEF/OIF/OND team participated in over 100 outreach events. In addition to heavy involvement in Alaska National Guard Demobilization and Yellow Ribbon events, they also participated in the following:
 - Alaska National Guard’s “Reconnecting Veterans” program where staff traveled, via Black Hawk Helicopter, to rural villages to educate Veterans about available VA resources.
 - Embedding an OEF/OIF/OND Team with the Active Duty Air Force Re-integration process to brief returning Air Force Service members. Participated in 42 Reintegration briefings and educated 526 Air Force Service members.
 - Developed a collaborative partnership with several local universities to assist Veterans with 9/11 GI Bill Education Benefits.



“Ask not what your country can do for you, ask what you can do for your country.”

John F. Kennedy

Post-Combat Evaluation Plan

VISN 20's post-deployment health service delivery model for returning combat Veterans is an innovative and evolving collaborative that promotes:

1. Accessible care for all returning combat Veterans
2. Integrated care within the facility
3. Integrated care within the VISN
4. Quality post-combat care

Program Managers provide care and case management without walls for returning combat Veterans. Staffers work with the Department of Defense, VSOs, state Veterans associations, local community and family members to coordinate services.

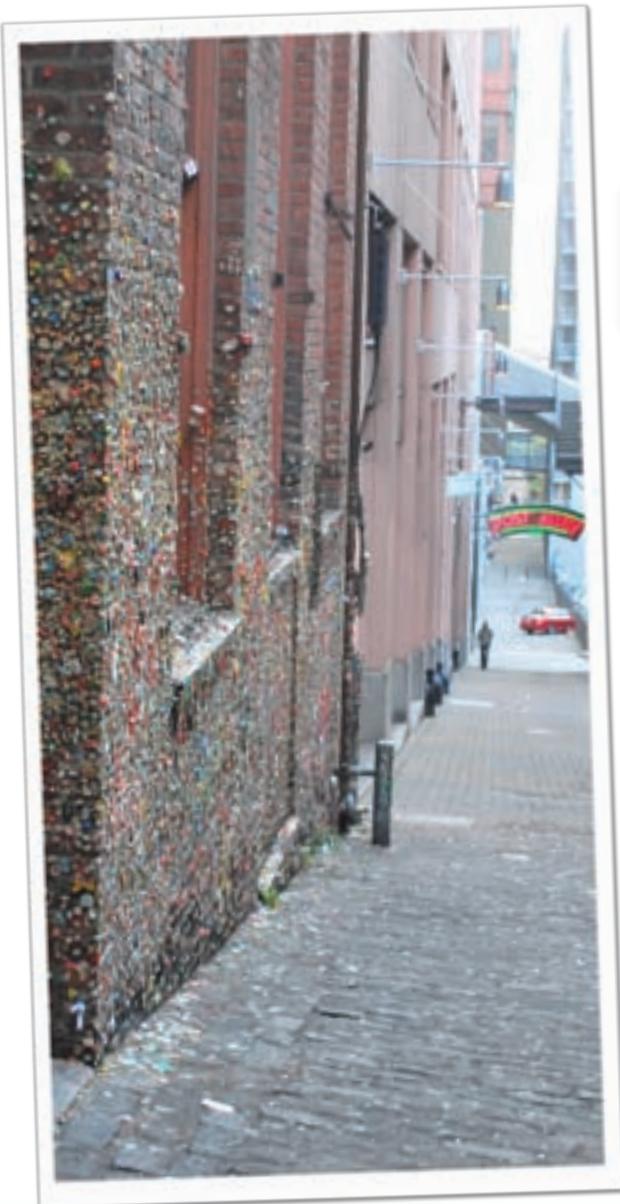


We Improved Services to the Homeless

#5

VISN 20 is always exploring new partnerships with community providers to improve services to our most vulnerable Veterans. One such example is the Compass Veterans Center in Renton, Washington. The Center was developed and is managed by the Compass Housing Alliance and is seen as a model of collaboration between the VA, non-profit housing providers, homeless service providers and state and local government. In addition to a \$2M VA grant, eight other partners contributed \$15M in funding to build a 58-unit apartment building for homeless Veterans. An operating services agreement with all the partners brings together \$816,660 worth of resources to supplement over \$291,000 in VA per diem payments.

As the most service enriched housing program for Veterans in Western Washington, it offers onsite services for each Veteran and their family including case management services, community support services, a live-in building manager, licensed clinical program manager, and employment and education services. Completely tailored to the needs of Veteran families, the building features a computer lab for teenagers and an indoor play area for younger children. It is truly a place that Veterans and their families can call home.





We Strengthened Community Partnerships

VISN 20 facilities continue to search for ways to improve services. Connecting with local organizations is just one of the many tools we use to do so. Here is a sampling of partnerships formed and/or strengthened in 2010:

The Puget Sound Health Care System opened a new clinic in Chehalis, WA under contract with Sterling Medical. To date, 2,200 Veterans have enrolled for services to include primary care, mental health, radiology and laboratory.

The Spokane and Walla Walla VAs entered into agreements with providers in local communities to offer primary care services. Contracts were established in Grangeville and Sandpoint, ID and Tonasket, Republic and Colville, WA.

The Boise VAMC partnered with the Boise Veterans Home to host the Idaho Veterans Olympics. Veteran athletes competed in various sporting events designed to promote healthy living practices and encourage Veteran networking.

Spokane VAMC staff collaborated with the community to collect food, clothing, and other donations for distribution to homeless Veterans. In November, staff purchased turkeys for Veterans in the Housing and Urban development/VA-supported housing (HUD/VASH) and Grant in Per Diem Housing (contract housing for homeless Veterans), which were prepared on Thanksgiving Day. Thanksgiving meal tickets were also distributed to homeless Veterans on the street and in housing programs.

Southern Oregon's first Professional Serving Veterans Conference was held at Southern Oregon University. Panels included Veteran's Services, Education Benefits and Mental Health. Over 350 interested community members and Veteran service providers attended.

"My creed is that public service must be more than doing a job efficiently and honestly. It must be a complete dedication to the people and to the nation with full recognition that every human being is entitled to courtesy and consideration."

Margaret Chase Smith



VA SORCC staff panel members included representatives from the OEF/OIF/OND Program, Psychology, Vocational Rehabilitation, and Social Work.

Walla Walla VA participated in an innovative, multi-state partnership that makes bicycles available for residential rehabilitation patients. The partnership between Retro, a cycling jersey company from Portland, Oregon, Allegro Cyclery of Walla Walla, Washington, and Quality Bicycle Products of Minnesota resulted in the refurbishment of 4 bicycles which were presented to the facility in the spring. Retro and Quality Bicycle Products plan to expand their program to VA facilities all over the country under the name "US Veterans Bicycle Program."

The State of Oregon received its first Veterans Court in Klamath Falls (Southern Oregon). The Court team from Klamath Falls and Veterans Justice Outreach provide Veterans convicted of non-violent crimes that are being challenged by mental health or substance use disorders the option of monitored treatment in place of incarceration.



#7

We Honored our Female Veterans

Over 27,000 women are enrolled in VA health care in VISN 20, a number continually on the rise according to Jane Schilke, Lead Women Veterans Program Manager. In response, our medical centers spent last year expanding programs and services in the following ways:

- ▶ The Portland VAMC opened the Center for Women's Health in September 2010 to provide comprehensive primary care to women Veterans in the Portland Metro area.
- ▶ A \$1.2M Patient Centered Care Innovation Grant funded family bathroom and family lounge improvements at facilities in Boise, Puget Sound, Roseburg, Spokane and Walla Walla.
- ▶ The Alaska Health Care System expanded services to women with the opening of the new Outpatient Clinic in Anchorage and a CBOC in Juneau. As 2010 ended, nearly 65% of women received comprehensive primary care from a designated Women's Health Primary Care Provider.
- ▶ VISN 20 supplemented a \$25,000 micro-grant to sponsor a women's health mini-residency in Seattle in September 2010. Twenty-nine primary care providers completed the mini-residency designed to refresh providers interested in gaining proficiency in women's health.



Diane Encarnacao, Portland VAMC interior designer and Navy veteran, and Dorothy Leonard, VAMC volunteer and Air Force veteran, get their hammers swinging.

On May 12, 2010, local women Veterans from World War II through Operations Enduring and Iraqi Freedom, affectionately known as the "Sisters Sledge," took part in knocking down walls at the Portland VA Medical Center to make way for their new Women Veterans Health Clinic. The new clinic offers one-stop health care for women Veterans.

"The idea is to provide gender-specific care in a gender-sensitive setting," said Dr. Nancy Sloan, women Veterans program manager. "VA is committed to providing excellent health care to all our Veterans, and understands the unique challenges and needs of our women Veterans." Funding for the design and construction of the \$300,000 clinic is part of President Obama's American Recovery and Reinvestment Act of 2009.

The number of women Veterans increased 6.3% from 2009 to 2010. Puget Sound and Portland lead the growth at 13% and 10% respectively.



We Delivered Quality Care and Improved Safety



Excellent care is the cornerstone of our future. Excellent care is also exactly the level of care Veterans deserve. With much hard work, focus, and dedication, quality in 2010 continued to improve as we achieved 89% of our clinical targets. These improvements made a positive difference for Veterans with heart disease, diabetes, and mental health disorders, and resulted in significant advances in preventive and surgical care.

We showed commitment and innovation in patient safety as follows:

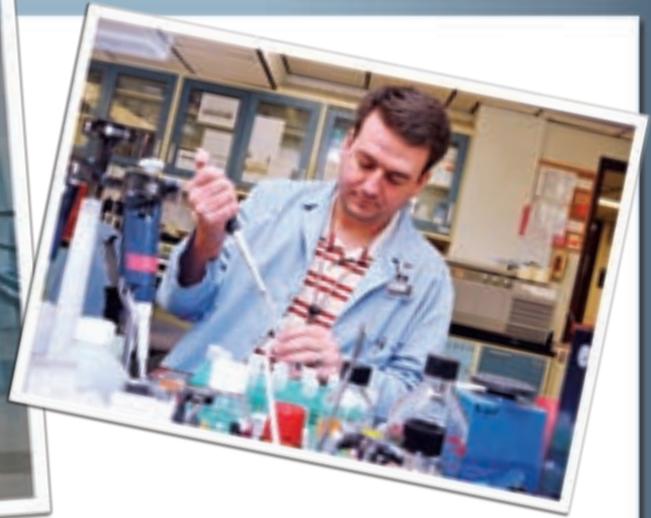
- All 8 facilities won a Cornerstone Award from the National Center for Patient Safety for quality and timely root cause analyses (RCA) and aggregate reviews. (Boise, Roseburg, and White City won Silver; and Alaska, Portland, VA Puget Sound, Spokane, and Walla Walla won Bronze).
- 76 individual RCAs and 24 Aggregate RCAs were completed. 302 patient safety improvement actions were generated with implementation of 99% of the actions. This reflects the strong work of the RCA teams, effective leadership skills of the Patient Safety Managers, and strong commitment from Leadership to patient safety.
- Proactive Health Care Failure Mode Effects and Analysis were conducted at facilities for process improvement on topics such as epidural medication infusion system; detecting risk for suicide in the long term care population; credentialing and privileging; lab ordering process; medication reconciliation at discharge; preventing injuries for home oxygen patients related to smoking; and mental health team approach to streamline follow up appointments.
- Portland VA Medical Center Patient Center of Inquiry (PSCI) supported by NCPS is focused on improving medication reconciliation process across VHA system. The Automated Patient History Intake Device (APHID) medication reconciliation technology is a product of Portland's PSCI. The goal of APHID technology is to "create a standardized, reliable, and sustainable process for VA facilities to complete medication reconciliation in the ambulatory and inpatient settings."



"However long we are keepers of the public trust, we should never forget that we are here as public servants, and public service is a privilege. It is not about advancing yourself. It is not about advancing your friends or your corporate clients. It's not about advancing an ideological agenda or the special interests of any organization. Public service is, simply and absolutely, about advancing the interests of Americans."

Barack Obama





#9

We Invested in Research & Education

In 2010, investigators at Seattle, Boise and Portland VA Medical Centers generated \$67.8M in total research grant support. Grants were awarded from the Department of Veterans Affairs (\$31.2M), National Institutes of Health (\$29.4M), national foundations (\$3.8M), industry (\$1.7M) and other sources (\$1.7M).

Investigators in VISN 20 published 511 research articles in FY 2010. Twenty-two of these publications appeared in the most significant scientific journals in biomedical research. Researchers in VISN 20 hold academic appointments at the University of Washington, Boise State University or Oregon Health & Science University. The rank of full professor identifies those VA investigators with outstanding accomplishments in research, teaching or clinical care. In FY 2010, 31% of VA investigators held the rank of full professor. 17 non-clinical Ph.D. scientists in VISN 20 currently hold VA Career Scientist awards. These awards identify a select group of scientists (approximately 130 nationwide) identified by the VA for sustained, career-long excellence in research.

Some VISN 20 research topics include:

- The interplay between heredity and alcoholism in an attempt to discover the gene that may increase or decrease risk.
- How to best address the needs of Veterans with hearing loss and tinnitus.
- New innovations in cancer treatment including “smart bombs” that target cellular abnormalities sparing normal tissue that can be damaged by radiation and standard chemotherapy.
- Factors associated with risk and progression of carotid artery disease.
- The impact of military service including deployments on long-term health.

Employee Education Activities and Support Included:

- Sponsorship of 65 employee development programs/services
- 2,288 participants awarded continuing education credits for a total of 12,480 hours
- Collaboration with specialty focus areas included national programs for Liver Transplant and Regional Amputation Systems of Care, Mental Illness Research, Education and Clinical Center, Palliative Care, Parkinson’s Disease Research, Education and Clinical Center, TeleDermatology, and VISN 20 Pain Network
- Held 15 supervisory training programs with 262 participants
- Continuing education provided via face-to-face, web based, video conferencing and satellite broadcast

"To care for him who shall have borne the battle and for his widow and his orphan."

Abraham Lincoln



#10

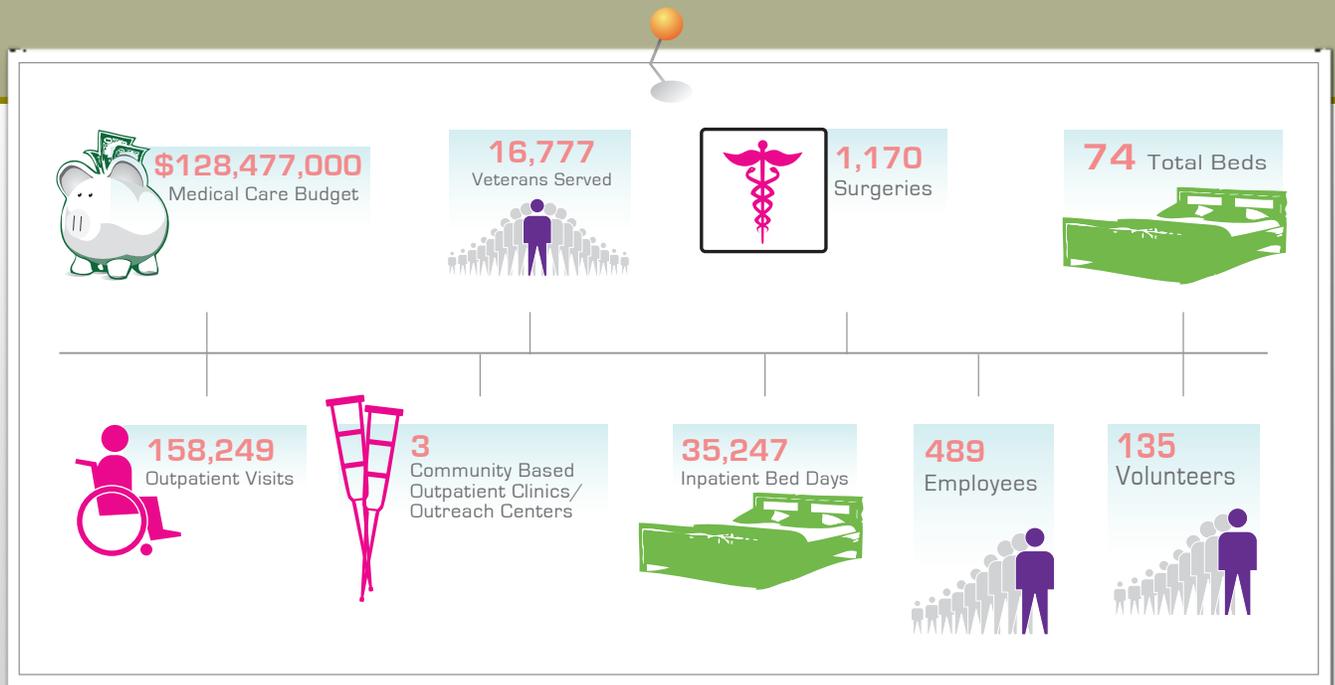
We Nurtured Academic Affiliations

VISN 20 takes pride in educating future medical professionals. Portland VA Medical Center supports 248 academic affiliations for a diverse set of disciplines ranging from Audiology to Veterinary Technology. Portland VA has formed strong relationships with schools such as Oregon Health Sciences School of Medicine, Portland State University and the University of Oregon. The Boise VA Medical Center also supports 84 academic affiliations, and has developed several new affiliations in 2010 with diverse institutions and programs such as Brigham Young University Recreational Therapy and the College of Western Idaho Licensed Practical Nursing program. The VA Puget Sound Health Care System benefits from a strong partnership with the University of Washington School of Medicine, one of the leading medical schools and centers of biomedical research in the country.

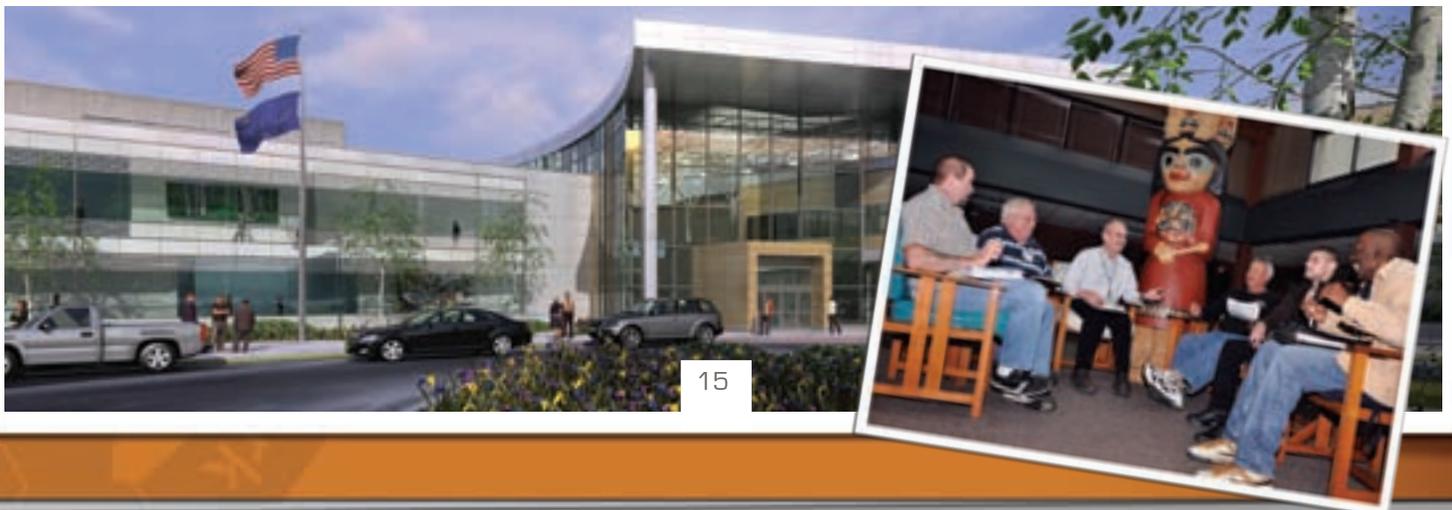


Alaska Facility Accomplishments & Statistics

1201 N. Muldoon Rd., Anchorage, AK 99504 - (907) 257.4700 - www.alaska.va.gov



- Opened a new 184,000 square foot, \$76M Anchorage VA Outpatient Clinic in May 2010. The new clinic incorporates new services to include ophthalmology, rehabilitation services, primary care and mental health expansion and a home-based primary care service.
- Activated the Homer VA Outreach Clinic in Homer, AK in December 2010. Primary Care staff from the Kenai VA Community Based Clinic hold a weekly clinic in contracted space at South Peninsula Hospital.
- Activated the Juneau VA Outreach Clinic in Juneau, AK in October 2010 to serve Southeast Alaska Veterans that comprise 10% of Alaska's Veteran population. The Clinic is located in the Juneau Federal Building and is a sharing agreement with the U.S. Coast Guard.
- Implemented two Patient Aligned Care Teams. This model of care features a team of health care professionals led by a personal primary care provider. The Team works together to provide continuous and coordinated care throughout a patient's lifetime.



Boise Facility Accomplishments & Statistics

500 W. Fort Street, Boise, ID 83702 - (208) 422.1000 - www.boise.va.gov



- ▶ Collaborated with Mountain Home Air Force Base in securing \$2.2M in Joint Incentive Funding to implement a Sleep Laboratory to serve Veterans and active duty personnel.
- ▶ Expanded services in the Salmon, Idaho Behavioral Health Clinic, to include Primary Care, and building a new 3,242 square foot clinic space to serve the estimated 2,000 Veterans living in that area.

- ▶ 1 of 5 Medical Centers nationwide to be selected as Center of Excellence for Rural and Regional Primary Care Education, ensuring the best and brightest health care clinicians will be trained at the Boise VA and serve Idahoans for years to come.



Portland Facility Accomplishments & Statistics

3710 SW. US Veterans Hospital Road, Portland, OR 97239 - (503) 220.8262 - www.portland.va.gov

1601 E. 4th Plain Blvd., Vancouver, WA 98661



- Re-credentialed as a Magnet Facility, the gold standard for nursing excellence. The program was developed by the American Nurses Credentialing Center (ANCC) to recognize health care organizations that provide the very best in nursing care and professionalism in nursing practice. ANCC is the world's largest and most prestigious nurse credentialing organization, and a subsidiary of the American Nurses Association. Portland VA Medical Center is one of only four Magnet Facilities in Oregon, and only one of five VA Magnet Medical Centers. Nationally, among 6,000 private and government hospitals, only 378 are Magnets.

- Opened the Newport VA Clinic in a shared location with the Newport Community Health Clinic. This is a first of its kind sharing agreement between the VA and a county health system. The clinic began seeing about 1,500 primary care patients at the new VA Newport Clinic in May. The Clinic will eliminate the need for Veterans living in Lincoln County to travel to Salem or Portland for their primary care.



Puget Sound Facility Accomplishments & Statistics

American Lake Campus - 9600 Veterans Drive, Tacoma, WA 98493 - (253) 582.8440

Seattle Campus - 1660 S. Columbian Way, Seattle, WA 98108 - 1597 - www.pugetsound.va.gov



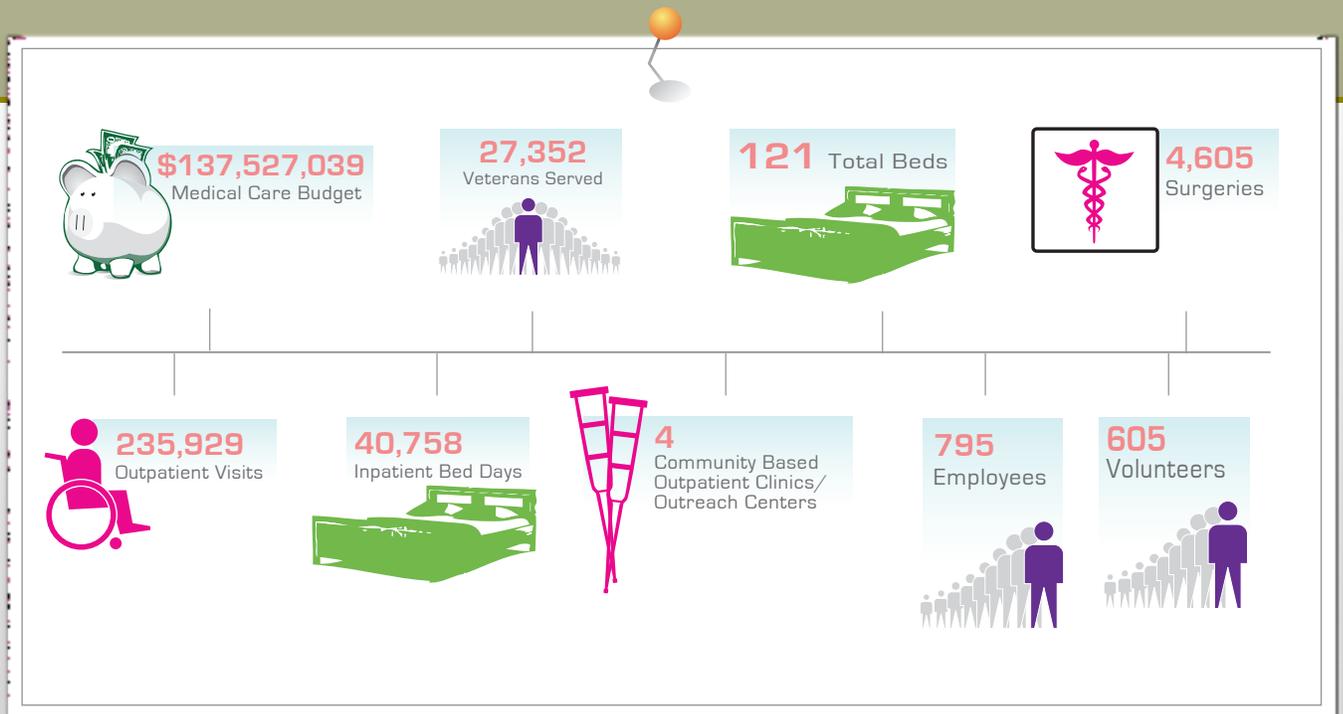
- Received the American Association of Critical Care Nurses Beacon Award for high quality, exceptional care in the Surgical Intensive Care Unit. This is only the second time a VA medical center has been recognized with this award.
- Opened a new 83-bed community living center on the shores of American Lake. This green building features an environmentally friendly design, a wander garden and views of Mt. Rainier.

- Established a new Community Based Outpatient Clinic in Chehalis. VA Puget Sound now provides health care from the Canadian border to Chehalis, and the Pacific Ocean to the Cascade Mountains.



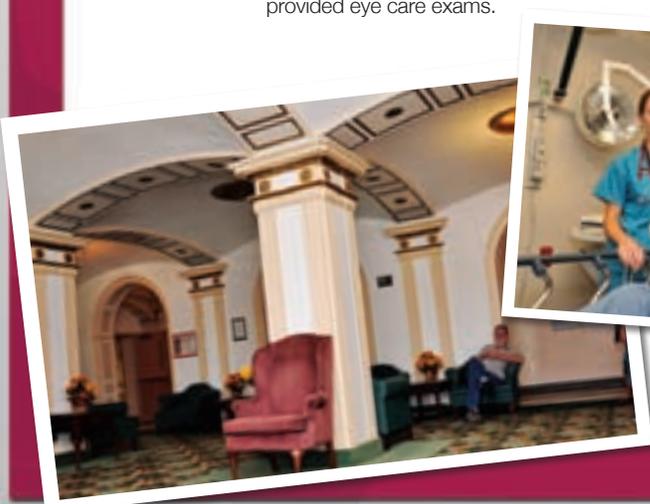
Roseburg Facility Accomplishments & Statistics

913 NW Garden Valley Blvd, Roseburg, OR 97470 - (541) 440.1000 - www.roseburg.va.gov



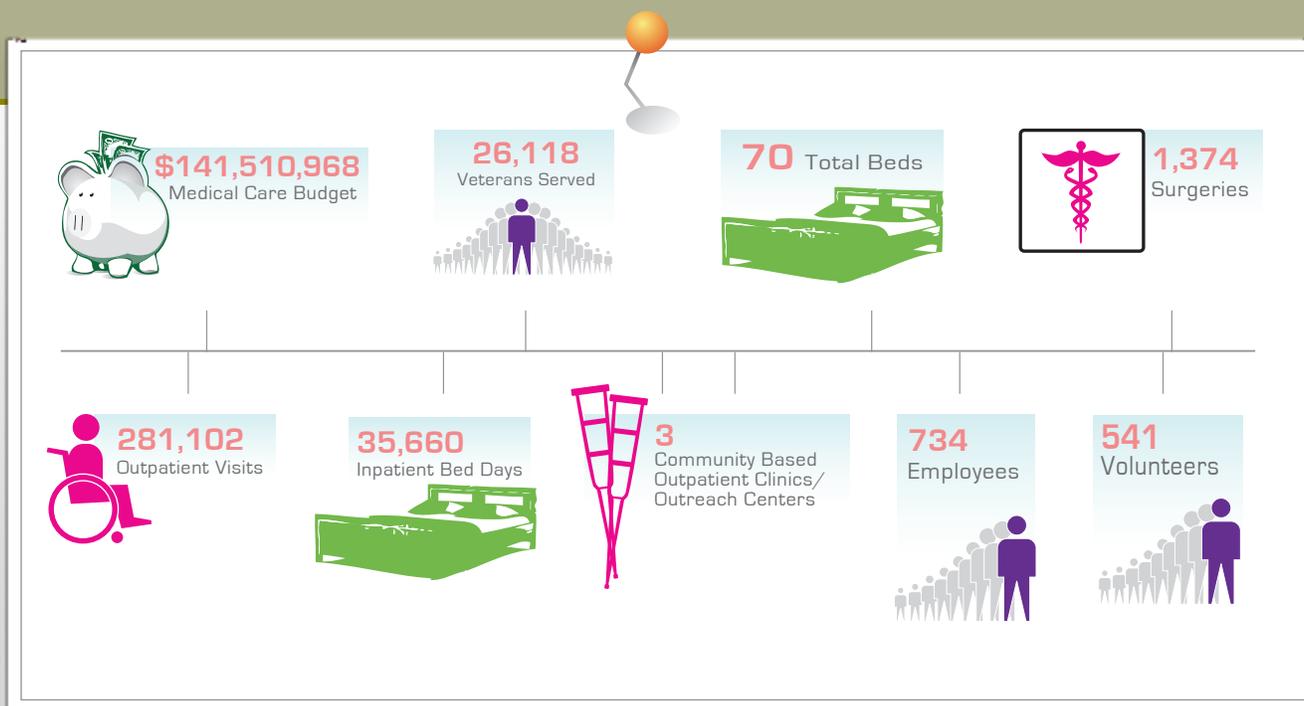
- Activated a major lease that included a 9,972 square foot facility in Eugene to house Behavioral Health Rehabilitation and Reintegration Services.
- Hosted the 19th Annual Southern Oregon Stand Down where 326 Veterans and 59 dependents and children attended. Participants were offered clothing, food, shelter, vaccinations and medical services provided by VA Roseburg staff and community volunteers. Veterans and their dependents received dental services and were provided eye care exams.

- Transferred 20 acres of the existing campus property to accommodate a much-needed expansion to the full-to-capacity Roseburg, Oregon Veterans National Cemetery located adjacent to the Roseburg VA campus. The ground breaking took place in December 2010, and construction is slated for 2011.



Spokane Facility Accomplishments & Statistics

4815 North Assembly Street, Spokane, WA 99205 - (509) 434.7000 - www.spokane.va.gov



- Established five Rural Health Contracts for improved Veteran accessibility.
- Opened a new Specialty Care/Pharmacy; total expanded space in excess of 10,000 square feet.

- Held 4 Stand Down events, serving more than 4,500 Veterans and 2,000 family members at remote and rural sites. Among these were the 3 most highly attended Stand Downs in the U.S. in FY 2010.
- John Davis, Spokane's Health Care for Homeless Veterans Program Coordinator, received the Award for Outstanding Achievement in Services to Homeless Veterans from VA Secretary Eric Shinseki.
- Developed an MOU with community hospitals for VA surgeons to perform surgery on VA patients at these hospitals.



Walla Walla Facility Accomplishments & Statistics

77 Wainwright Drive, Walla Walla, WA 99362 - (509) 525.5200 - www.wallawalla.va.gov



- Partnered with Syringa Hospital & Clinics in Grangeville, ID to open a community partnership clinic using rural health dollars to reach rural Veterans far from VA services, furthering the facility goal of "Serving Veterans – Closer to Home."
- Discussions with consulting parties completed to meet the required Section 106 agreement for new building construction in a historic district. Construction will begin in Spring 2011 on a minor project for a 36-bed Residential Rehabilitation program and a major project of a new outpatient clinical building.

- VISN 20 Post-Discharge Call Center, located at the VAMC Walla Walla, was nominated for the "Under Secretary of Health System Redesign Champions Award," placing in the final four nationally, exceeding national expectations by over 30% and saving VISN 20 over \$25M by preventing potential readmissions.
- For the 5th consecutive year, Volunteer Services was rated #1 in Walla Walla County for placing the at-risk in volunteer jobs through Workforce Investment & Community Jobs.



White City (SORCC) Facility Accomplishments & Statistics

8495 Crater Lake Hwy. , White City, OR 97470 - (541) 826.2111 - www.southernoregon.va.gov



- Expanded Native American Veterans (NAV) programming and networking with Southern Oregon Tribes increasing monthly Sweat Lodges to three and implementing Healing, Talking and Drumming Circles at the Native American Veterans Area. Volunteers made it possible through community resources to upgrade the NAV “RoundHouse,” or yurt, to include electricity, running water, and flooring colored in the Four Traditional Colors and medicine wheel design. The upgrades support a year-round environment more conducive to year-round traditional activities including leather and bead crafts. An annual Salmon Feast was also introduced.
- Designed and launched a Rural Healthcare Communications Information package in an attempt to better inform stakeholders, namely Veterans, of the services and programs provided by the VA SORCC and its rural health care branch facilities. Communications products were developed, in great part, to reach out to Veterans residing in very remote rural areas and to garner more rural community partnerships.

- Aligned residential care programming with national strategic objectives with evidence based therapies. Shortened length of stay with better coordination of treatment programs while maintaining similar bed days of care and number of Veterans served per annum.
- Developed in collaboration with Puget Sound, Tele-dermatology services, and with PVAMC, Tele-Mental Health services to Klamath Falls CBOC.
- Developed functional Veterans Justice Outreach program in Klamath County, incorporating Tele-Technology to connect the Justice Outreach coordinator, Veterans, and the Judicial system.



VISN 20

VISN 20 publishes an annual report for patients, employees, volunteers and all those interested in Veterans Health Care in Alaska, Idaho, Oregon and Washington. For questions, please contact Megan Streight at 360-619-5934 or at megan.streight@va.gov.



VA NW Health Network - VISN 20

1601 E. 4th Plain Blvd., Building 17, Suite C402 - Vancouver, WA 98661

Phone: 360-619-5925

Fax: 360-759-1648

www.VISN20.va.gov