

VA



U.S. Department of Veterans Affairs

VA Puget Sound Health Care System



September 2019

Where We Are



VA PUGET SOUND HEALTH CARE SYSTEM

MEDICAL CENTERS

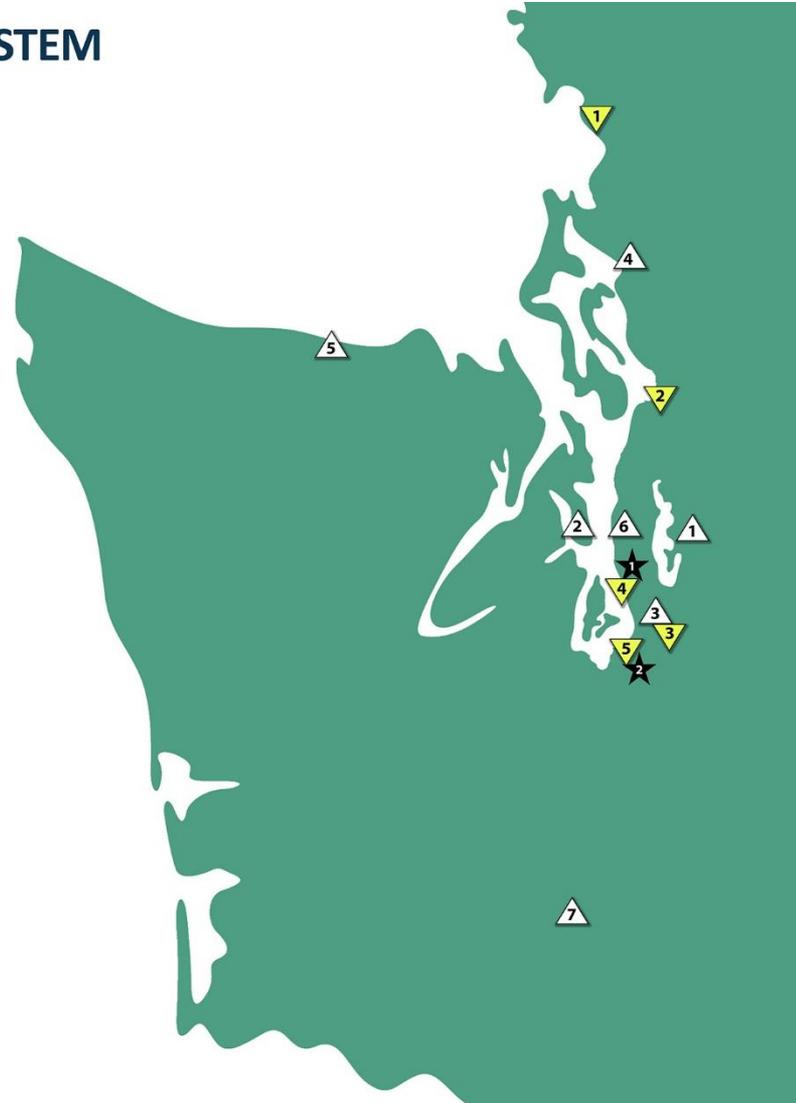
- ★ **VA Puget Sound Health Care System**
1660 South Columbian Way
Seattle, WA 98108
206-762-1010 | 800-329-8387
- ★ **VA Puget Sound Health Care System - American Lake Division**
9600 Veterans Drive
Tacoma, WA 98493
253-582-8440 | 800-329-8387

COMMUNITY BASED OUTPATIENT CLINICS

- 1 **Bellevue Valor CBOC**
13033 Bel-Red Road Ste 210
Bellevue, WA 98005
425-214-1055
- 2 **Bremerton CBOC**
925 Adele Avenue
Bremerton, WA 98312
360-473-0340
- 3 **Federal Way Valor CBOC**
34617 11th Place South Ste 301
Federal Way, WA 98003
253-336-4142
- 4 **Mount Vernon CBOC**
307 S. 13th St., Ste 200
Mount Vernon, WA 98274
360-848-8500
- 5 **North Olympic Peninsula CBOC**
1114 Georgiana St
Port Angeles, WA 98362
360-565-7420
- 6 **North Seattle Valor CBOC**
12360 Lake City Way NE, Ste 200
Seattle, WA 98125
206-384-4382
- 7 **South Sound CBOC**
151 NE Hampe Way,
Chehalis, WA 98532
360-748-3049

VET CENTERS

- 1 **Bellingham Vet Center**
3800 Byron Ave Suite 124
Bellingham, WA 98229
360-733-9226 or 877-927-8387
- 2 **Everett Vet Center**
3311 Wetmore Avenue
Everett, WA 98201
425-252-9701
- 3 **Federal Way Vet Center**
32020 32nd Ave South Ste 110
Federal Way, WA 98001
253-838-3090
- 4 **Seattle Vet Center**
4735 E Marginal Way S, Rm 1102
Seattle, WA 98134
206-658-4225
- 5 **Tacoma Vet Center**
4916 Center St. Suite E
Tacoma, WA 98409
253-565-7038



Who We Are



- VA Puget Sound Health Care System is a tertiary health care system comprised of 9 sites of care:
 - 2 divisions (Seattle & American Lake in Lakewood WA)
 - 7 Community Based Outpatient Clinics (Mount Vernon, North Olympic Peninsula, North Seattle, Bellevue, Bremerton, Federal Way, Sound Sound)
- Academic, 414-bed medical center in Seattle
- Award-Winning Research
 - 5th largest in VA
 - \$33M budget
 - 600+ active projects
- 7 CARF Accredited Programs
- Veterans from Pacific Northwest 5-state area receive specialized care through our regional hubs:
 - Regional Spinal Cord Injury Hub
 - Regional Amputation Center
 - Polytrauma Network Site
 - Transplant Site: Marrow & Lung



Who We Are



Centers of Excellence

- Multiple Sclerosis
- Substance Abuse Treatment & Education
- Epilepsy
- Primary Care Education
- Limb Loss Prevention and Prosthetic Engineering
- Veteran-Centered and Value-Driven Care
- ALS



National Programs

- Bone Marrow Transplant
- Brachytherapy Program
- Mental Illness Research, Education & Clinical Center
- Mental Health Residential Rehabilitation & Treatment Program

Who We Are



Infrastructure Growth

- Newly Opened
 - Seattle Mental Health/Research Building (March 2019)
- Replacement/New spaces under construction/renovation:
 - Silverdale CBOC (replacement for Bremerton) opens Dec. 2, 2019
 - American Lake Specialty Care Building/Building 201 – 3 phases adding over 76,000 sq. ft. and 200 parking spots planned opening 2023
 - CRRC Building – Planned opening in Georgetown October 2019
- Replacement/New Spaces in planning:
 - Everett CBOC – Planned opening 2022

Academics

- 2,000+ trainees yearly
- 150+ active associated health, graduate medical education, nursing undergraduate, graduate & research affiliations in Pacific Northwest and beyond
 - University of Washington Schools of Medicine and Nursing programs
- Innovative & progressive training opportunities

Snapshot Fiscal Year 2018



- **Veterans Served:** 110,492
 - Female: 11,163
- **Outpatient Visits:** 1,033,673
 - Seattle: 590,181
 - American Lake: 329,718
 - CBOCs: 113,774
- **Admissions:** 6,510
- **Bed Days of Care:** 97,379
- **Operational Beds:** 414
 - Acute Care: 210
 - Residential/Dom: 83
 - Nursing Home: 121
- **Patient Growth: 15% over last 5 years**
 - FY18: 110,492
 - FY17: 105,107
 - FY16: 104,591
 - FY15: 100,769
 - FY14: 95,428
- **FTEE Growth: 8% over last 5 years**
 - FY18: 3,585
 - FY14: 3,321
- **FY18 Total Budget: \$962M**
- **FY18 Community Care Expenditure: \$128M**

Areas of Focus



Suicide Prevention

- Mental health team includes national leaders in suicide prevention
 - Supported 23,000+ Veterans with almost 236,500 mental health care-related encounters in Fiscal Year 2018
 - Suicide Prevention Team assists approximately 2,500 Veterans, their families & their concerned friends each year
- Facilitate key research to build understanding of programs that work & treatments of tomorrow
 - REACH VET Program: Ensures medical record data is carefully examined to identify Veterans who are potentially at-risk for suicide
 - Researchers examining benefits of VA's Medical Records Flag for Suicide Risk
 - Dialectical Behavior Therapy: Intensive treatment for Veterans with a history of self-directed violence
 - Trained therapists in Brief Cognitive Behavioral Therapy for Suicidal Behavior
 - Many of the mental health services at VA Puget Sound offered via telehealth



Areas of Focus



Telehealth Care

- Telehealth services improve access to care & health in areas such as mental health, pain management, primary care, amputee & lung transplant care
 - Fiscal Year 2018 utilization
 - 17,246 of unique telehealth users
 - 10,174 telehealth encounters
 - West Regional HUB for mental health
 - 16.77% of our patients who participated in at least one virtual care modality
 - 47,195 patients signed up for secure messaging
 - 115,113 secure messages sent
 - Fiscal Year 2019 Growth plan
 - Telehealth support for care coordination of care in the community patients
 - Expand telehealth HUB in Seattle
 - Expand amputee and rehab care utilization



Areas of Focus



Care in the Community

- MISSION Act empowers Veterans and enhances care options:
 - A single, simple VA community care program that puts Veterans at the center of their VA health care decisions
 - Expanded eligibility criteria for community care, including new standards
 - Easier scheduling of appointments in VA's community care network
 - New urgent/walk-in care benefit through a network of walk-in retail health clinics and urgent care facilities
 - Continued strong relationships with VA provider and staff who provide care and facilitate access to the community care network



Discharge of Inpatients

- Lack of options for medically ready patients
 - Medicaid applications processed slow
 - Funding usually to low

Areas of Focus



POSITIVE VETERAN EXPERIENCE

- Ensuring Veterans & their families are empowered to engage in their own whole health journey built on safe, timely and excellent quality care remains at the core of our mission
- Committed to doing everything possible to make VA Puget Sound the place our Veterans choose for their health care
- Patient Experience Team provides onsite, timely resolution of patient concerns & issues to support the best experience
 - 1,761 Veterans assisted by our 4 Patient Advocates
 - 76 ICARE Champions embedded throughout every outpatient clinic, service line & inpatient ward at Seattle

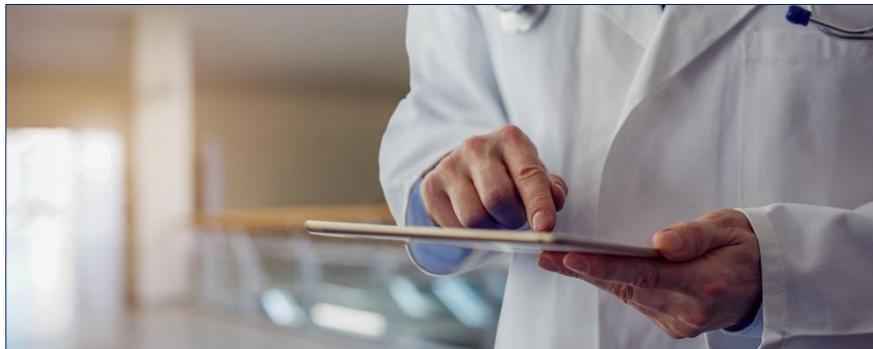
Areas of Focus



Community Outreach & Homelessness Program

- When Veterans experiencing homelessness have the right opportunities, they can be successful
- Strong grassroots partnerships at all levels—federal, state, local—that place needs of our Veterans front and center
 - Staff: 100+ full-time multi-disciplinary team including Social Workers, Licensed Mental Health Counselors, Nurses, Housing Specialists, Social Service Assistants and others
 - Grant and Per Diem: 9 grant-funded transitional housing programs located across four counties
 - Emergency Housing: 32 contracted beds in Seattle and Forks
 - Drop-In Services: New, centrally-located Community Resource & Referral Center expected to open in 2019
 - HUD-VASH: 2,500+ HUD-VASH vouchers distributed by 12 Public Housing Authorities in 11 WA counties
 - Veterans Justice Outreach: Outreach and support services to justice-involved Veterans, including via 7 therapeutic Veterans Courts.

Areas of Focus



Electronic Health Record (EHR) Modernization

- Future of health care management at VA
- Replaces existing EHR (VistA) after almost 40 years of use
- Will help to ensure complete & accurate health records are shared seamlessly across VA, DoD & community partners
- VA Puget Sound at forefront as one of three sites chosen as the first to shape & adopt new EHR
- Another indication of the VA's commitment to transforming this agency and ensuring the best experiences for our Veterans now and in the future!

Yes, we are proud.



KOMO News

First woman veteran, 98, honored as hero in Seattle

SEATTLE (AP) — A 98-year-old female US Army Corps veteran has been inducted into the VA Puget Sound Health Care System's Wall of ...

Nov 10, 2018



The Seattle Times

Puget Sound VA, GE Healthcare launch 3D imaging partnership

GE Healthcare will provide software and work stations for the 3D printing technology, while the VA will provide feedback on the technology.

Nov 27, 2018



Wall Street Journal

Can Suicide Be Prevented?

Dr. Harned is the coordinator of the DBT program at the VA Puget Sound Health Care System and a senior research scientist in the department ...

Jan 19, 2019



Forbes

Expanding 3-D-Printing Network Aims To Improve U.S. Veterans' Healthcare

The expanding network, which started at VA's Puget Sound Health Care System, allows VA health care staff to share ideas, solve problems and ...

Jan 31, 2019



KOMO News

3D printer the latest weapon against cancer

Doctor Beth Ripley is a radiologist overseeing the 3D printing program at the VA Puget Sound. "I always say to the surgeon, tell me what you're worried about," ...

Feb 8, 2019



Military Times

How 3D printers are cutting down surgery times and helping ...

That's what Dr. Beth Ripley is doing at the VA Puget Sound Health Care System in ... But in a growing number of VA hospitals using 3D printing ...

Feb 7, 2019



The Seattle Times

In new \$122M building, Seattle VA hospital hopes to push frontiers of medicine for PTSD, brain injuries and more

The VA Puget Sound next week will open a \$121.6 million building to house researchers and offer mental-health services for some 9,000 ...

Mar 15, 2019



UW Medicine Newsroom (press release) (blog)

Vitals in redesigning veterans' healthcare

Read the NEJM Perspective, "The VA MISSION Act -- Creating a Center ... and Value-Driven Care at the VA Puget Sound Health Care System.

Apr 24, 2019



Yahoo Finance

VA and Microsoft partner to enhance care, rehabilitation and recreation for Veterans with limited mobility

"VA remains committed to offering solutions for Veterans' daily life ... VA New York Harbor HCS, VA Palo Alto HCS, and VA Puget Sound HCS.

Apr 30, 2019

Micro

Yes, we are proud.



M Medscape

Good Nutrition Essential for Healthy Aging

The list goes on and on, said Black, from the VA Puget Sound Healthcare System and the University of Washington in Seattle. Geriatricians are ...
May 8, 2019



N UW Medicine Newsroom (press release) (blog)

Struggling to find a fix for type 2 diabetes

This research, funded by the National Institute of Diabetes and Digestive and Kidney Diseases (NIDDK) and based partly at VA Puget Sound ...
Jun 9, 2019



GW GeekWire

Veterans use virtual reality to tackle phantom pain in amputated limbs

David Boe (left) and veteran Judy Lee Baldwin-Mohn during a session of "limb simulator therapy." (Chris Pacheco / VA Puget Sound Health ...
Jun 9, 2019



RUN Renal and Urology News

Real-World Dialysis Patients Have Worse Prognoses

In that study, Ann M. O'Hare, MD, of VA Puget Sound Health Care System in Seattle, and colleagues asked 996 dialysis patients (mean age ...
Jul 10, 2019



VA Vantage Point Blog (press release) (blog)

Explore a mental health career helping Veterans at #APA2019 ...

A VA career in Veterans' mental health is more than just a job — it's a ...
Ph.D., of VA Puget Sound Health Care System—Seattle Division and ...
1 month ago



tct TCT Magazine

VA Puget Sound Health Care System partners with UW ...

VA Puget Sound Health Care System is working to find new ways to use 3D printing for the diagnosis and treatment of complex heart conditions ...
2 weeks ago



VA Vantage Point Blog (press release) (blog)

VHA iEx Talks: VHA's innovation story is its people, purpose ...

That's the energy, creativity and passion that drive innovation at VA. ... G. Eli Kaufman, L/CPO, VA Puget Sound Health Care System (Seattle, ...
1 week ago



ks. Kitsap Sun

VA Puget Sound clinic slated to open Dec. 2 in Silverdale

U.S. Rep. Derek Kilmer, center, is framed in the doorway of a treatment room as he tours the VA Puget Sound community-based outpatient ...
6 days ago



D DocWire News (blog)

Nephrology Care for Patients with Advanced CKD Not Undergoing Dialysis

Susan Wong, MD, MS, and colleagues at the US Veterans Administration (VA) Puget Sound Health Care System, Seattle, Washington, ...
4 days ago



Thank You!

VA Puget Sound Health Care System

