

VA



U.S. Department of Veterans Affairs

VA Puget Sound Health Care System

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

Abraham Lincoln

VA



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VA Puget Sound Health Care System

VA Puget Sound Mission

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

Executive Leadership Team



Michael Tadych,
FACHE
Director



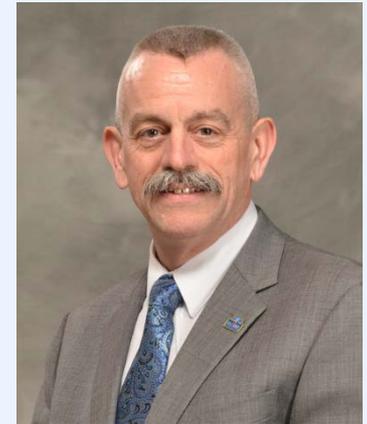
Catherine Kaminetzky,
MD, MPH
Acting Chief of Staff



Gary Bayne, RN, MSN,
NEA-BC, FACHE
Deputy Director of
Patient Care Services



Paula Roychaudhuri,
FACHE
Acting Deputy
Director



Keith Allen
Acting Assistant
Director



Connie Morantes, MD,
Acting Deputy
Chief of Staff



Pamela Popplewell,
DNP, RN, ANP-BC,
Assistant Director
of Patient Care
Services

VA Puget Sound Health Care System Catchment Area



VA Puget Sound Health Care System:

Snapshot

VA Puget Sound by the Number (FY16) FYTD17

- | | | |
|-------------------------------|---------|-----------------|
| • 1,044,710 Outpatient Visits | 592,044 | -0.1% decrease |
| • 6,817 Admissions | 3,550 | -11.6% decrease |
| • 102,317 Bed Days of Care | 59,978 | -1.4% decrease |
| • 421 Operating Beds | 414 | -1.7% decrease |
| • 280 Average Daily Census | 283 | -1.4% decrease |

Patient Growth 2016 – 3%

Veterans Treated:

- FYTD17: 85.16K, 4.0% increase over 2 years
- FY16 103,8220
- FY15 100,769
- FY 14 95,428
- FY13 91,335

FY17 Total Budget \$828M

Total Medical Care FTEE: 3,719.4

RN Medical Care FTEE: 781.6

MD Medical Care FTEE: 316.8

Outpatient Visits (FY16)

- | | FYTD17 | FYTD % change |
|-------------------------|---------|----------------|
| • 599,230 Seattle | 345,089 | 1.4% increase |
| • 329,506 American Lake | 190,176 | -3.0% decrease |
| • 38,803 Mt. Vernon | 21,757 | -3.8% decrease |
| • 29,549 Bellevue | 16,406 | -8.8% decrease |
| • 17,543 Bremerton | 9,445 | 14.6% increase |
| • 13,908 South Sound | 7,889 | 8.6% increase |

VA Puget Sound Health Care System:

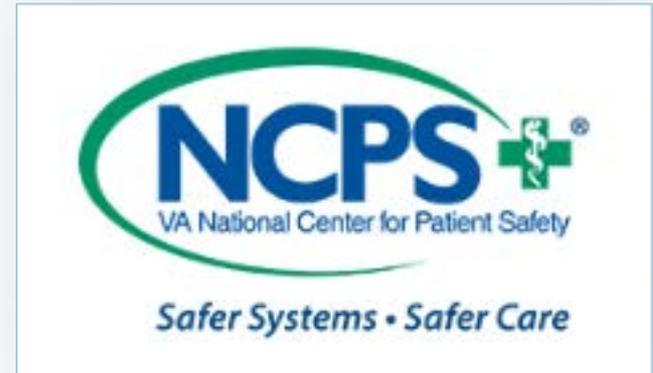
***Offering a wide range
of programs & services...***

- Level 1-A Tertiary Healthcare System
- Regional Amputation Center
- Regional Spinal Cord Injury Hub
- Transplant Site: Marrow & Lung
- Polytrauma Network Site
- Multiple Nationally Recognized “Centers of Excellence”
- NIH-Funded Research Centers
- 8 CARF Accredited Programs



VA Puget Sound Health Care System:

Patient Safety



- Patient Safety Culture Promotion
- Recipients of the RCA Gold Cornerstone Award
 - FY 11, FY12, FY14 & FY15
- Completed Prospective Risk Analyses for all accredited programs
- Developed and implemented an online tracking system for National Patient Safety Goals (NPSG)

VA Puget Sound Health Care System:

Patient Experience

Current Goals:



Champion - Patient Satisfaction Performance Measures

Implementation of action plans to improve scores

- Ongoing Staff Customer Service Training
- Consistently share customer satisfaction scores with staff in order to improve the patient experience

Customer Service Board Implementation

- Patient Centered Care Committee
- Voice of the Veteran Focus Groups

VA Puget Sound Health Care System:

Centers of Excellence



- Multiple Sclerosis Center of Excellence West
- Center of Excellence in Substance Abuse Treatment & Education Center
- Epilepsy Center of Excellence
- Center of Excellence in Primary Care Education
- ALS Care Team

VA Puget Sound Health Care System:

Other Nationally Recognized Programs

- Bone Marrow Transplantation
- Brachytherapy Program
- Comprehensive Cancer Center
- Epidemiology Research & Information Center
- Ex-Prisoner of War Program
- Gene Therapy and New Cancer Treatments
- Geriatric Research, Education, & Clinical Center
- Gulf War Illness Research & Treatment
- Health Services Research & Development Center
- Hepatitis C Collaborative Center for Education & Research
- Homeless Veterans Domiciliary
- Mental Illness Research, Education, & Clinical Center
- Psychiatric Residential Rehabilitation & Treatment Program
- Residential Blind Rehabilitation
- Parkinson's Disease, Research, Education & Clinical Centers
- Rehabilitation for Amputations, Prosthetics & Limb Loss Prevention



VA Puget Sound Health Care System:

Research

Top 10 in VHA Research Center

More than 500 active research projects

\$33M Budget

\$20M VA

\$13M NIH, DOD & other sources



Highlighted Programs

- Memory Improvement & Alzheimer's Disease
- Parkinson's Disease
- Traumatic Brain Injury & Multiple Blast Exposures
- Diabetes and Cancer Treatments
- Smoking Cessation
- PTSD & Deployment Health

VA Puget Sound Health Care System:

Education / Innovation

Medical – Nursing – Research Populations

- Host 2,100 trainees annually
 - 828 physician residents and fellows in 51 specialties
 - 141 medical students
 - 23 dental residents in 4 dental specialties
 - 835 nursing students from 40 programs
 - 275 allied health trainees

Academics

- 158 active affiliations in Pacific Northwest and beyond
- University of Washington Schools of Medicine and Nursing and Graduate and Undergraduate Medical Education programs.
- Associated health, graduate medical education, nursing undergrad and graduate and research
- Innovative & progressive training opportunities



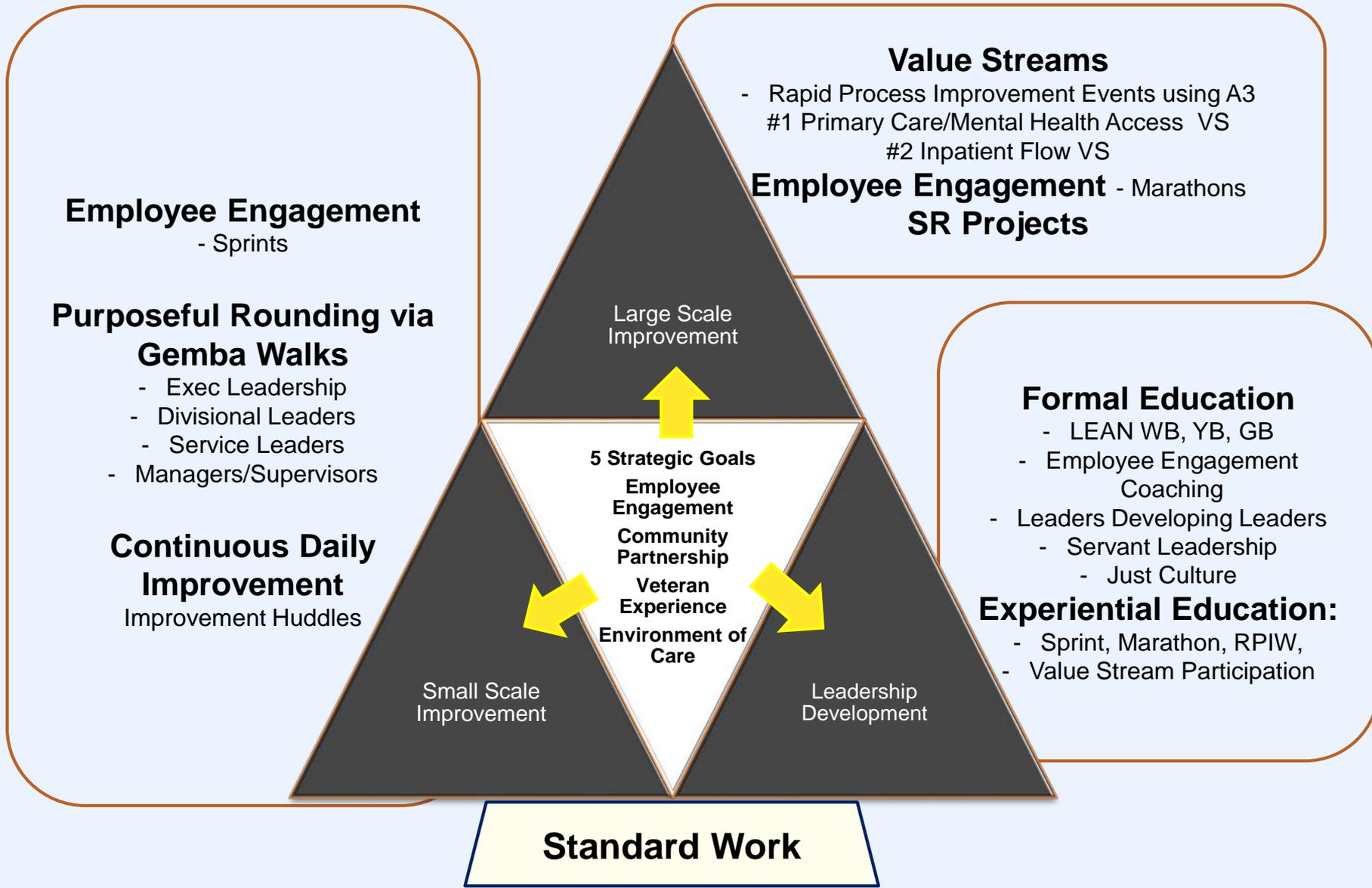
TOGETHER, WE ARE DRIVING PURPOSEFUL CHANGE IN 5 STRATEGIC AREAS

VA PUGET SOUND GOALS



Purposeful change supports employees by creating a culture of continuous process improvement that utilizes their individual talents and expertise to create a better experience for each other and the Veterans we serve.

These improvements in processes are specifically designed to align with VA Puget Sound's goals.





VA Defining
HEALTH CARE **EXCELLENCE**
in the 21st Century
VA Puget Sound Health Care System

VA Puget Sound Health Care System

