

VA Puget Sound Health Care System



VA



U.S. Department of Veterans Affairs

Veterans Health Administration
VA Puget Sound Health Care System

December 2023

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VA PUGET SOUND HEALTH CARE SYSTEM

STRATEGIC PLAN

MISSION:

We provide world class care to improve the health and well-being of our nation's Veterans, driven by a culture of learning, innovation, collaboration and respect.

VISION:

Our Vision is guided by purposeful transformation across 5 strategic goals at every level of the organization.

EMPLOYEE ENGAGEMENT

We support highly skilled and compassionate teams in their pursuit of excellence that inspires pride in all we do.

ENVIRONMENT OF CARE

We create and maintain a safe, state-of-the-art facility to promote a welcoming and healing environment.

VETERAN EXPERIENCE

We engage Veterans and their families across a seamlessly coordinated system that supports them in their whole health journey.

QUALITY & EFFICIENCY

We provide consistently excellent care and services that are timely, comprehensive, coordinated and Veteran centered.

DISCOVERY & DEVELOPMENT

Continuously learn, grow, and improve through professional development, education, and research.



VA Core values



define who we are and our culture. They are the foundation of the care and services we provide to our Veterans and their families.
Integrity | Commitment | Advocacy | Respect | Excellence

VALUES:

Who We Are



- Tertiary health care system
- 2 Community Resource & Referral Centers
- 2 Community Living Centers (VA's nursing homes)
- 9 Centers of Excellence—from limb loss prevention to addiction treatment
- 5 Regional Hubs
 - 1 of only 3 VA Bone Marrow Transplant Centers
- Largest Women's Health Program in VA Northwest Region (VISN20)
- VA's 4th Largest Research & Development Program
- 130+ Academic Affiliations such as University of Washington School of Medicine, Washington State University and Seattle Institute for Biomedical and Clinical Research
 - 1,600 + trainees

Main Campuses:

1. American Lake
2. Seattle

Outpatient Clinics:

3. Edmonds
4. Everett
5. Mount Vernon
6. Olympia
7. Port Angeles
8. Puyallup
9. Silverdale

Community Resource & Referral Centers:

10. Renton
11. Seattle



Veterans Served: 155,000

Veterans enrolled: 120,000

Staff: 5,000

FY23 approximates



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Right Care at Right Place



Market Area Health Systems Optimization

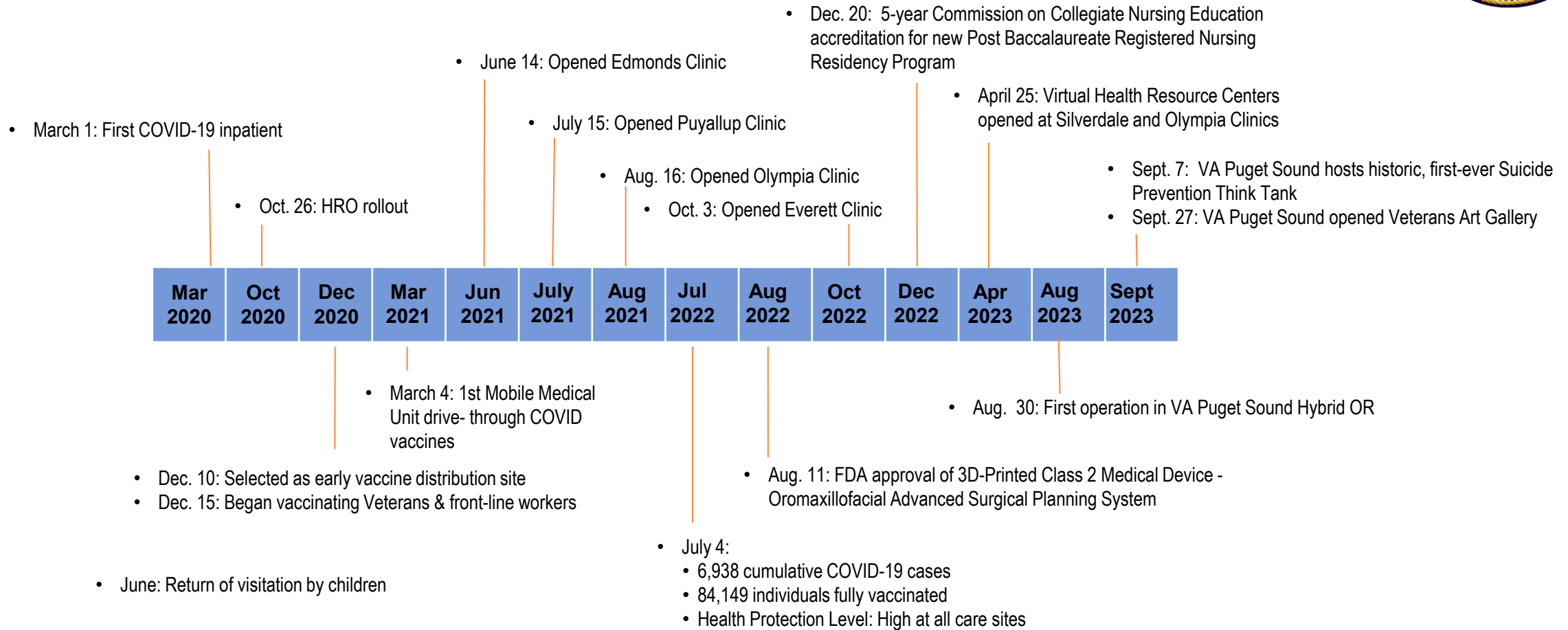
New Outpatient Clinics

- Everett Clinic opened doors October 3, 2022
- Naval Oak Harbor Health Clinic in 2024
- Auburn Clinic in 2025
- Mount Vernon Clinic newer, state-of-the-art, clinic in 2025
- Olympia Clinic, larger multi-specialty in 2026
- Exploring sites in Bothell/Kirkland

Renovations/Changes

- Hybrid Operating Room at Seattle Campus opened in August 2023
- American Lake new Specialty Care Building expected to open in 2028
- Addition of 2 MRIs (American Lake and eventually Everett)
- New R&D Animal Research infrastructure
- Ongoing 3D printing and innovation expansion

Milestones



Access to Care – FY23 Snapshot



Patient population (approx.):

- ✓ 155,000 enrolled
- ✓ 120,000 receiving care

Outpatient visits: 1,087,213

- ✓ Seattle: 596,955
- ✓ American Lake: 323,166
- ✓ Edmonds: 12,757
- ✓ Everett: 18,596
- ✓ Mount Vernon: 39,653
- ✓ North Olympic: 12,500
- ✓ Olympia: 30,190
- ✓ Puyallup: 13,041
- ✓ Silverdale: 31,954
- ✓ Mobile Medical Unit: 450

Surgeries: 4,564

Operational Beds: 408

- ✓ Acute Care: 204
- ✓ Residential/Domiciliary: 83
- ✓ Nursing Home: 121

Admissions: 4,564

Bed Days of care: 70,100

FY23 Total Budget:
\$1.3 billion



Unique telehealth users: 57,465

- ✓ 243,436 patient encounters
 - ✓ 789 home telehealth
 - ✓ 205,476 clinical video telehealth
 - ✓ 15,131 store and forward telehealth
- ✓ 55% of our patients participated in at least one virtual care modality
- ✓ 412,495 secure messages sent

Women's Health



Largest program in Northwest Network



- 18,000+ enrolled women Veterans
- Team of 100+ women's health primary care providers across all care sites
- Gender-specific Clinics at Seattle and American Lake Women's Clinics
- Comprehensive services by a multi-disciplinary team, including physicians, gynecologists, mental health experts, social workers, pharmacists, and nurses
- Co-located with gynecology, mental health, social work, pharmacy, nutrition and excellent nurse care managers

Caring for our most vulnerable

Community Outreach & Homelessness Program

- Strong grassroot partnerships at all levels—federal, state, local—that place needs of our Veterans front and center
- 140-person team of social workers, addiction counselors, physicians, nurse practitioners, registered nurses, occupational therapists, housing specialists, peer support specialists, employment specialists & administrative support
- Programs: HUD-VASH (2,600 vouchers), Grant and Per Diem (186 beds), contracted residential (32 beds), Homeless Primary Care Team, drop-in services, community outreach, Veterans Justice Outreach



Mental Health & Suicide Prevention



- Evidence-based therapies have proven to be effective in treating a variety of mental health conditions such as PTSD, military sexual trauma, depression and substance abuse
- National leaders in suicide prevention
- Mental Health Residential Rehabilitation and Treatment Programs (American Lake)
- Research on programs that work & treatments of tomorrow

Updates



- PACT Act
- Don't Wait. Reach Out campaign - [VA.gov/REACH](https://www.va.gov/REACH)
- COMPACT Act
- Travel reimbursements must be filed within 30 days
- Community Care self-scheduling
- Centralized Vaccine Clinic Pilot



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