



State of the Network

Michael F. Mayo-Smith, MD, MPH

Network Director

VISN 1 Management Advisory Council Meeting

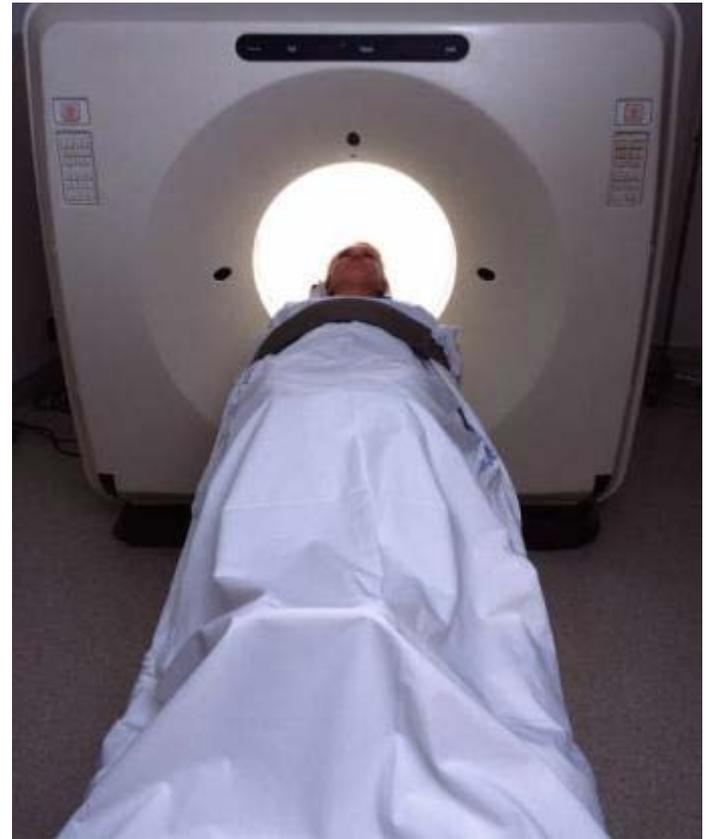
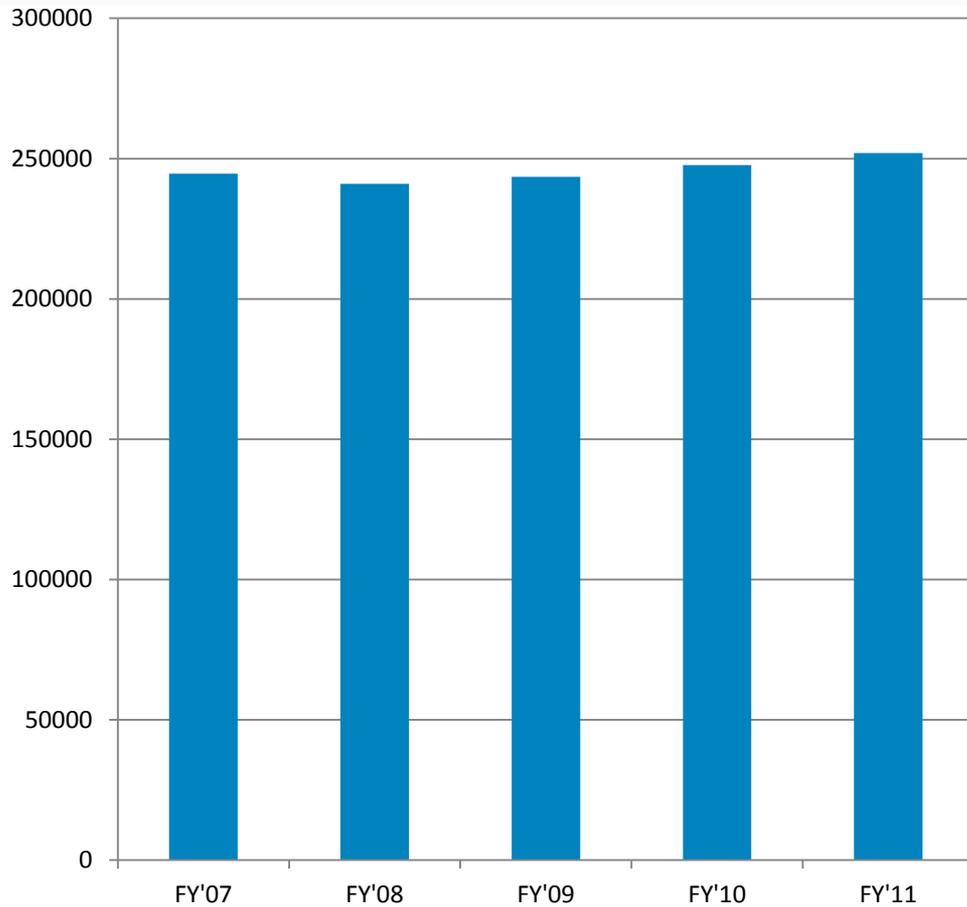
November 2011



VA
HEALTH
CARE

Defining
EXCELLENCE
in the 21st Century

Users



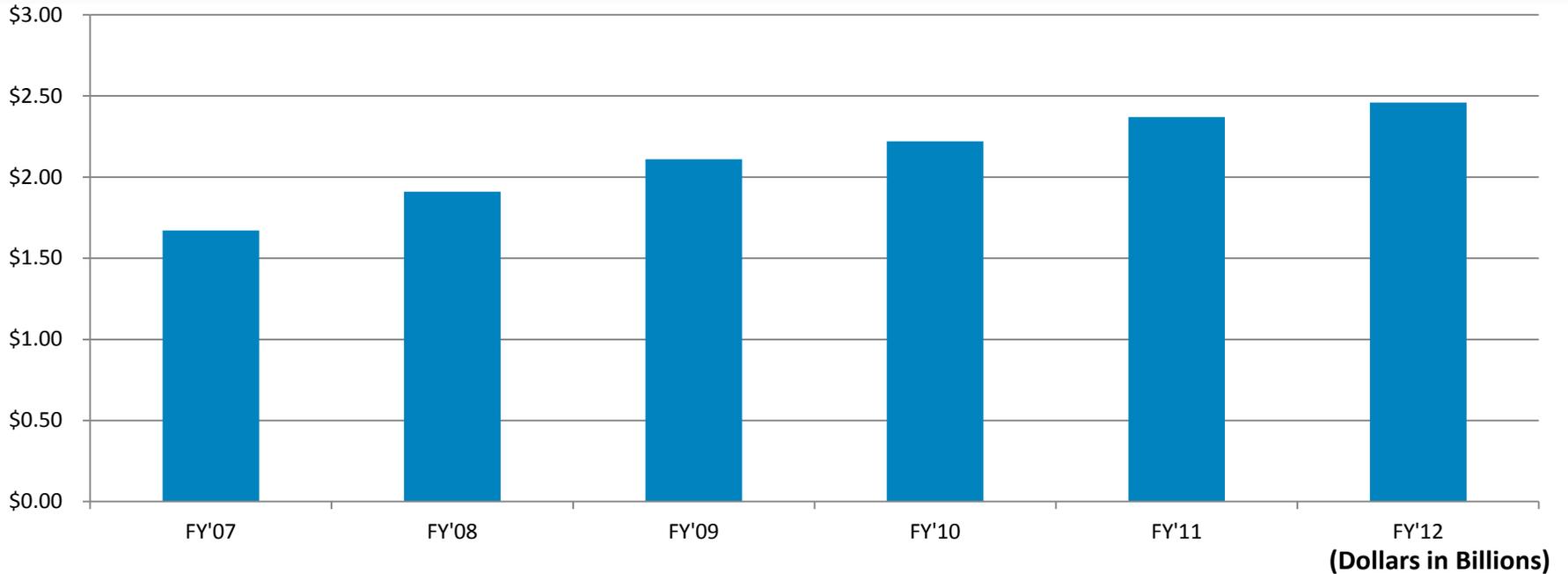
Users



232,773 Male Veterans
19,813 Female Veterans

- **WWII: 32,709**
- **Pre-Korea: 1,125**
- **Korea: 35,314**
- **Post Korea: 17,391**
- **Vietnam: 90,792**
- **Post-Vietnam: 19,769**
- **Gulf War: 35,291**
- **OIF/OEF: 41,243**
- **Other Periods: 195,920**

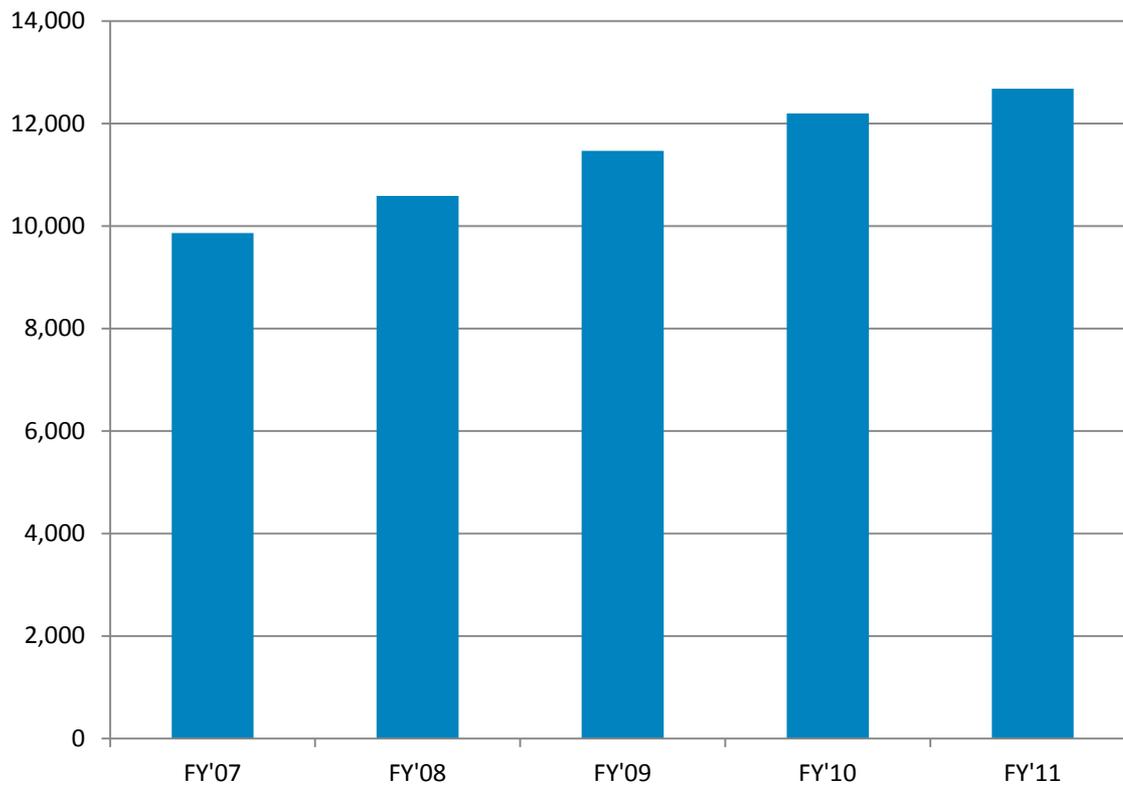
Budget



Focus on implementing operating efficiencies for future lean budget years while maintaining quality medical care

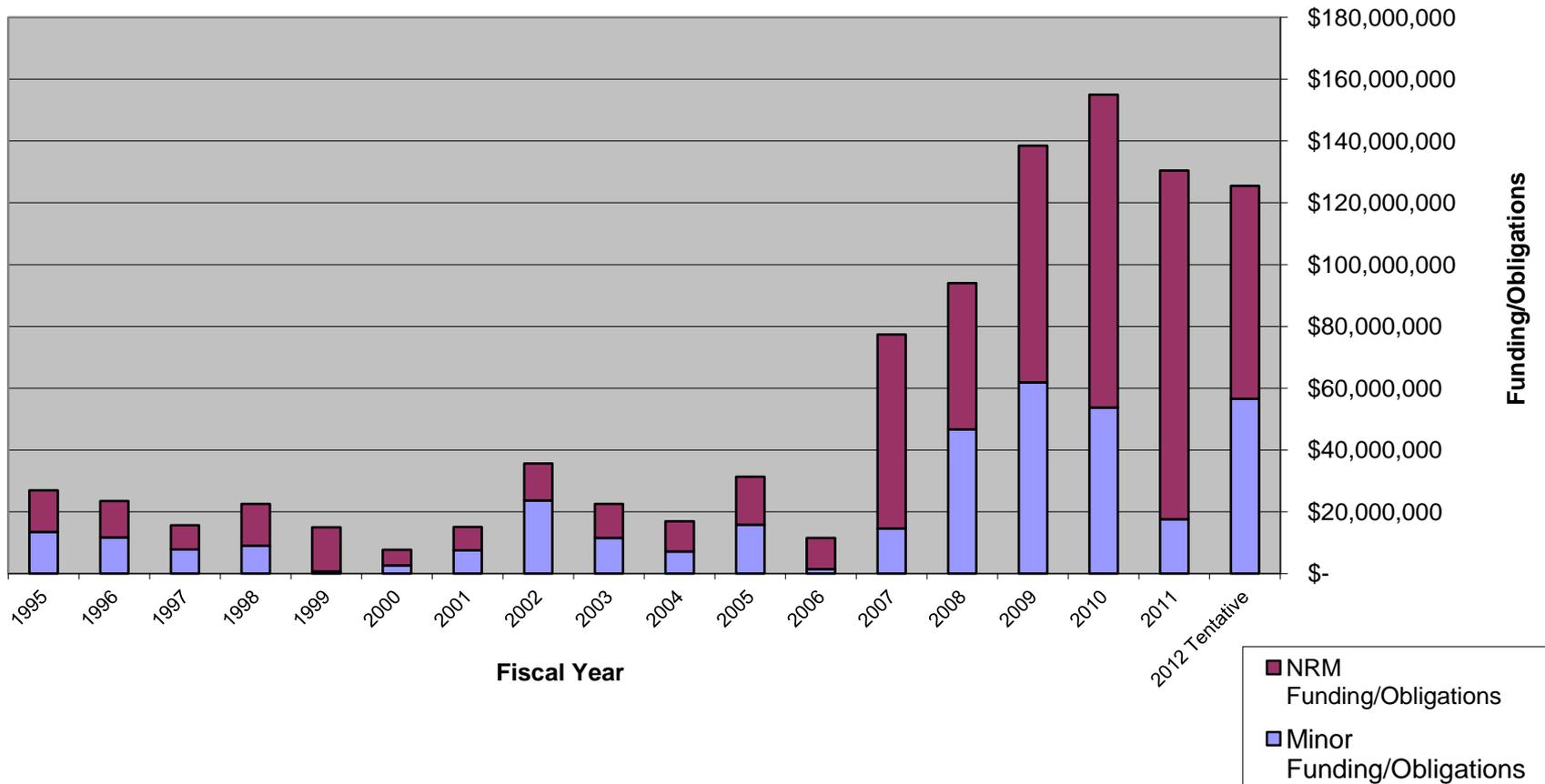
Focus on outreach efforts to expand our veteran population

Employees

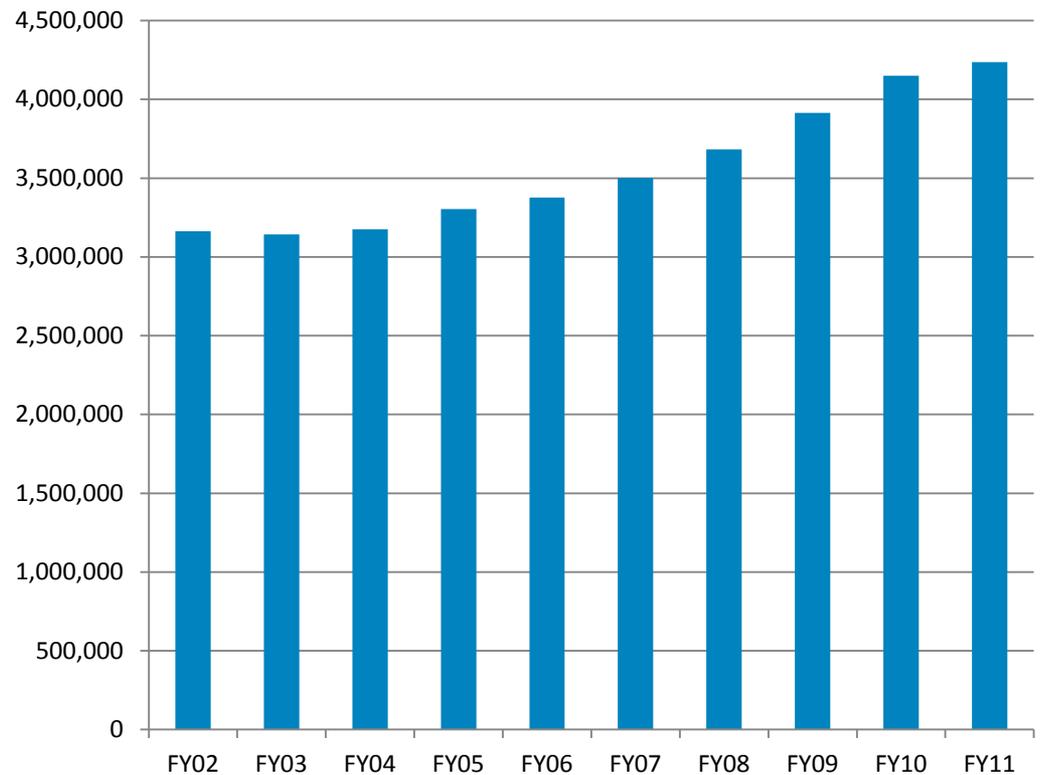


Construction

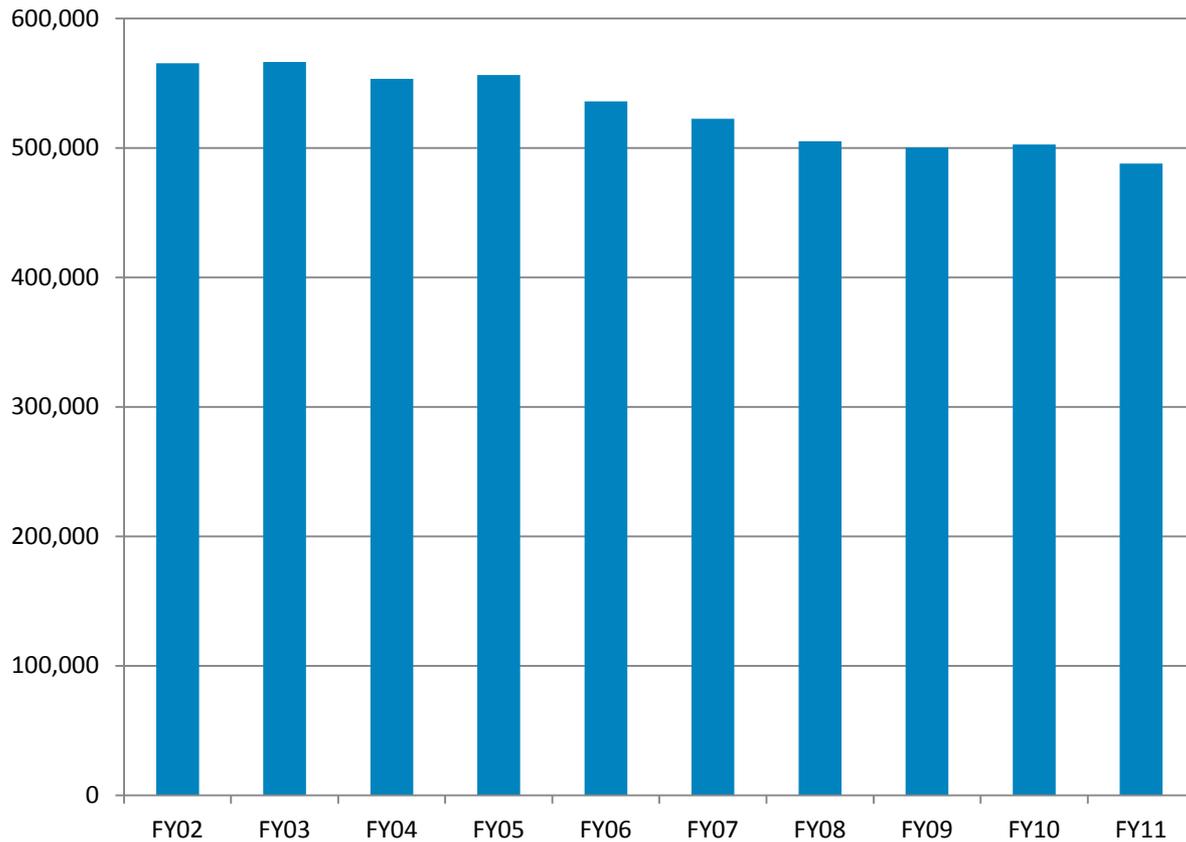
VISN 1 FY 95-11 Minor & NRM Obligations



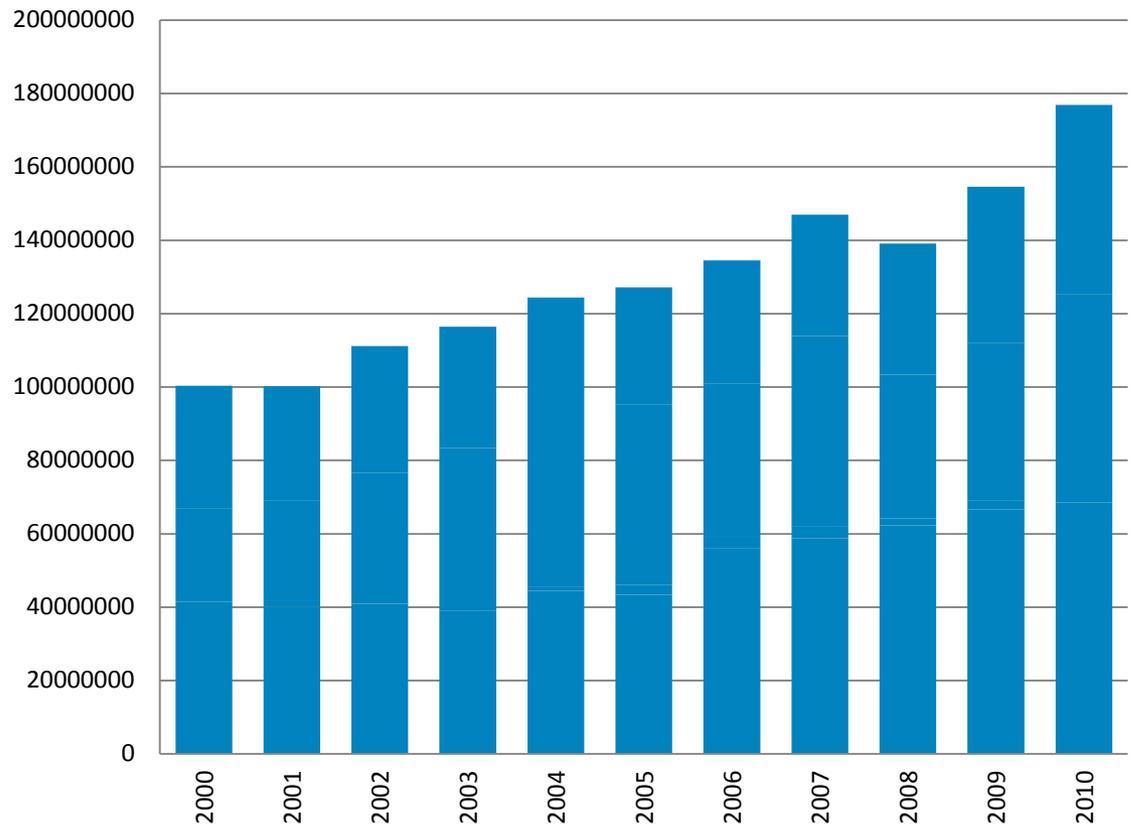
Outpatient Visits



Bed Days of Care



Research Funding



Secretary Shinseki's Priorities

- **Breaking the Back of the Backlog**
 - (VBA Comp & Pen Exams)
- **Eliminating Veteran Homelessness**
- **Improving Access**



Secretary of Veterans Affairs
The Honorable Eric K. Shinseki

Compensation and Pension

- **Averaged 31 days for C&P timeliness and 99 percent sufficiency in FY 11 run chart**
- **Current FY performance at 24.8 days for timeliness and 99.4 percent sufficiency**



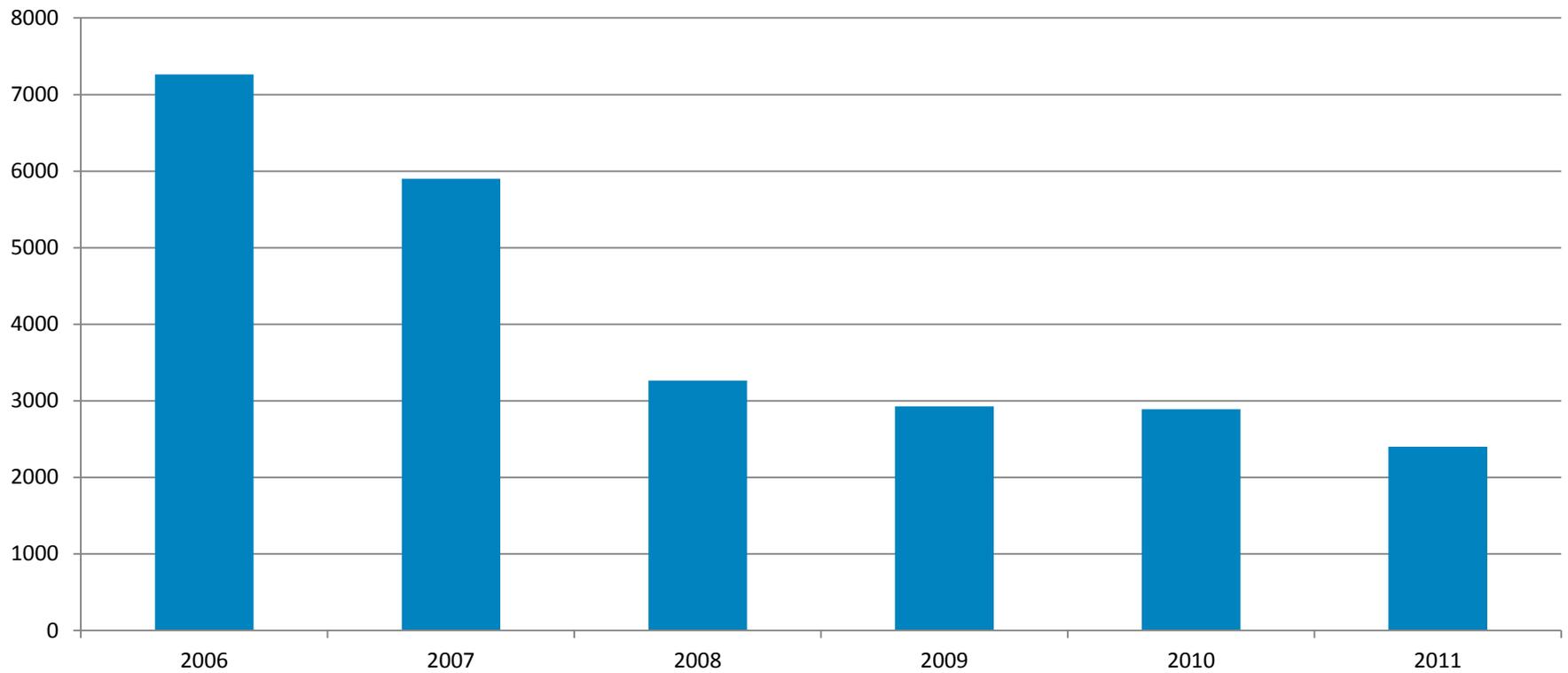
Integrated Disability Examination System (IDES)

- Provides a C&P exam for wounded/injured/ill service members leaving military service, proving a seamless transition to VA health care and benefits
- VISN 1 IDES Sites:
 - *Bedford/ Boston HCS* - Hanscom Air Force Base
 - *Providence VAMC* - New England Naval Healthcare System, Newport Naval Station, RI.
 - *West Haven VAMC* - New England Naval Healthcare System, Groton Naval Station, CT



Homelessness

Number of Homeless Veterans in VISN 1



Homelessness

- 1,455 HUD-VASH Section 8 Vouchers (2008-2010)
- 1,022 Grant and Per Diem Beds
- Extended Use Lease Program
- Homeless Domiciliary
 - Bedford
 - Boston
 - Togus, ME (2012)
 - White River Junction, VT (2012)
- Homeless Training Programs
 - Vocational Training
 - Social Training
 - Financial Training
 - Activities of Daily Living Training
- Community Partnerships, with 41 of HUD's Continuums of Care
 - Soldier-On program, Homeless Hospice program, etc.



Newly Opened/Expanded Clinics



Lynn- Expanded



Portland- Expanded



Bangor- Expanded



Keene- New

PACT Staffing



- **Patient Aligned Care Team (PACT) provides continuous, coordinated care throughout a Veteran's lifetime**
- **As part of program implementation requirements, staffing ratios for each PACT were set by VA Central Office**
 - Staffing ratio goal: 2.8 providers per patient
- **In FY 11, VISN 1 exceeded staffing ratio goal**
 - 2.95 providers per patient

Quality

- **Primary Care Access**
 - **Ensure veterans have timely access to their primary care providers**
 - **National goal: \leq 1 percent waiting 14 days or more for primary care appointment**
 - **As of September 2011, VISN 1 wait time for appointments exceeding 14 days was decreased to 0.42 percent - lower than national goal**



Women Veterans

- **Long-standing formal women's health programs with dedicated women's health coordinators at each site**
- **Targeted outreach to women Veterans**
- **Performance measure goal to narrow gap between male Veterans and female Veterans in order to achieve influenza vaccination rates that were closer to male Veteran scores or reduce the gap**
 - **In FY 11, VISN 1 was able to reduce the percent difference in male and female immunization rates to a 1 percent difference**



VISN 1 Strategic Objectives

- 1. Build Culture of Improvement**
- 2. Increase Accessibility of VA Services**
- 3. Improve Efficiency**
- 4. Expand Our Patient Base**
- 5. Enhance Academic Affiliations**



Baldrige: Performance Excellence Program

- Nation's public-private partnership dedicated to performance excellence
- VISN 1 has been using the Baldrige Criteria for Performance Excellence since 2001 to improve the efficiency and effectiveness of care and services to Veterans
- In 2011, VISN 1 submitted its first application for the Baldrige Award

VISN 1
Performance Excellence
Baldrige Program

Realignments/Integrations

- **Worcester and Fitchburg clinics realigned on October 1, 2011 with Northampton VAMC and clinics in Pittsfield, Greenfield and Springfield to form VA Central Western Massachusetts Healthcare System**
 - Lays groundwork for strong affiliation with UMass Medical School, including research and education programs, higher quality clinical care programs, and enhanced Veteran services in this area
- **Proposal to integrate VA Boston Healthcare System and Bedford VA Medical Center**
 - Close geographically, with many shared services
 - 40 percent of Bedford patients use Boston each year
 - No closing campuses or clinics
 - Single leadership team, single medical record and single medical staff

Hurricane Irene



- **All facilities remained open and fully functional**
- **Extra staff scheduled and housed overnight**
- **Emergency preparations in place for homecare patients**
- **Outlying programs housing VA patients (residential rehab programs, homeless per diem programs and residential care) moved into the main medical centers to ensure safety**
- **Extensive communication to staff and patients**
- **Impressive effort, teamwork and commitment**



Questions?