



# State of the Network

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Network Director

*VISN 1 MAC Meeting*

October 2012



**VA**  
HEALTH  
CARE

Defining  
**EXCELLENCE**  
in the 21st Century

# VHA Mission Statement

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

# ICARE: VA Core Values

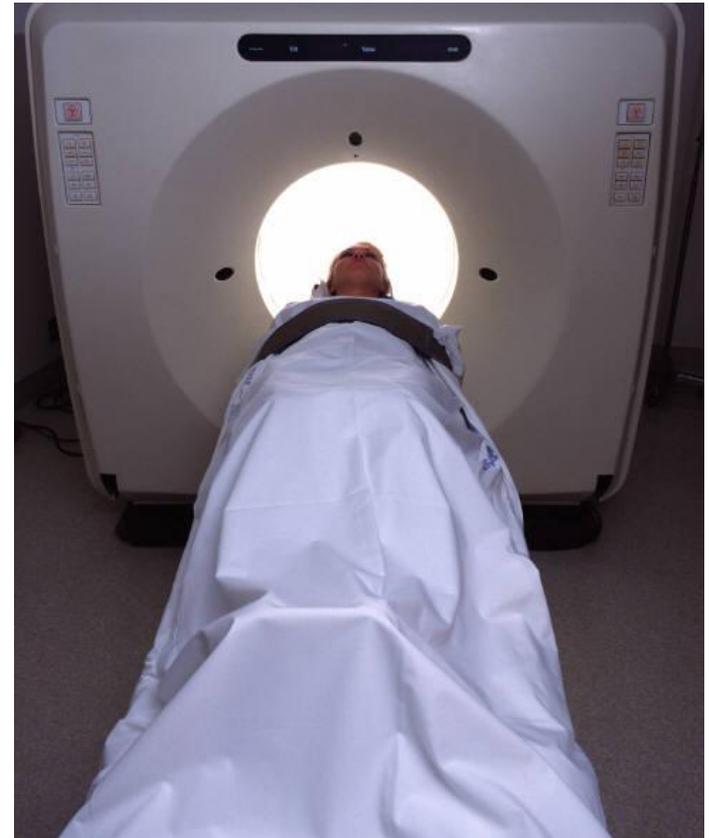
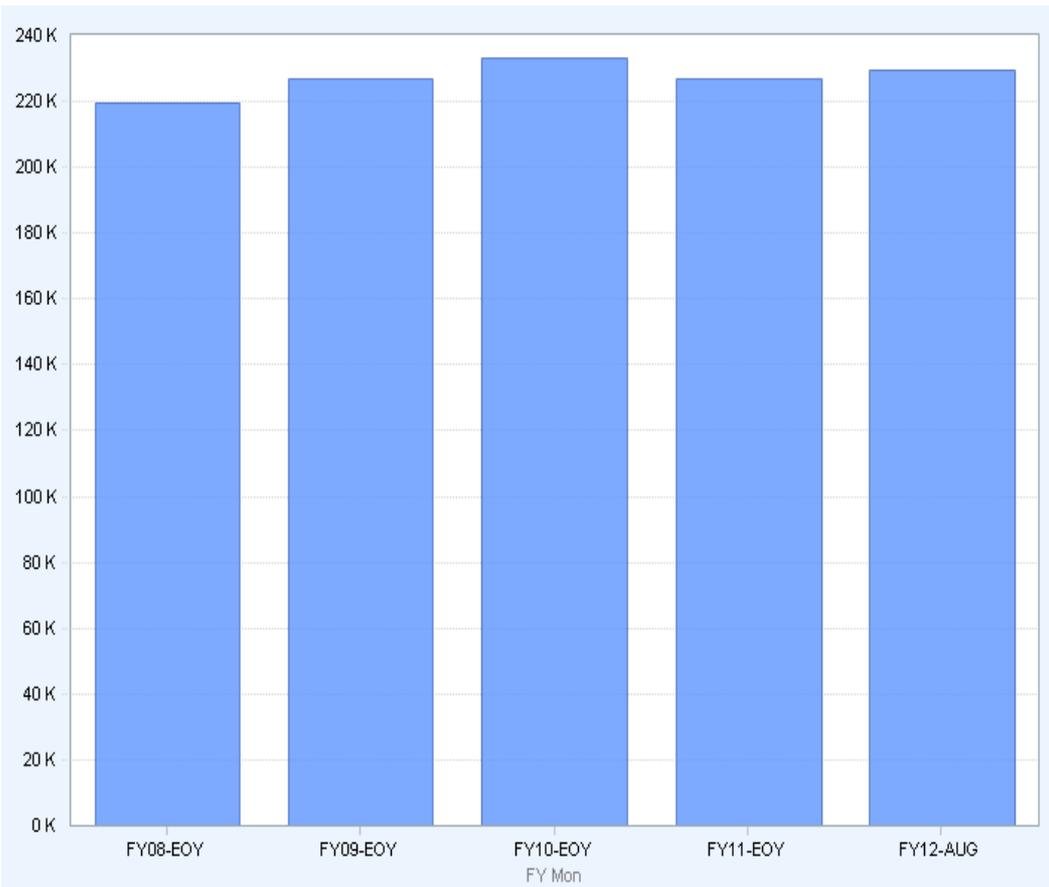
- **Integrity**
- **Commitment**
- **Advocacy**
- **Respect**
- **Excellence**



# What Are We Trying To Do?

- **Excellence in population health**
- **Excellence in patient experience**
- **Excellence in financial stewardship**
- **Excellence in workforce**
- **Excellence in contributions to national well-being**

# Users



# Users

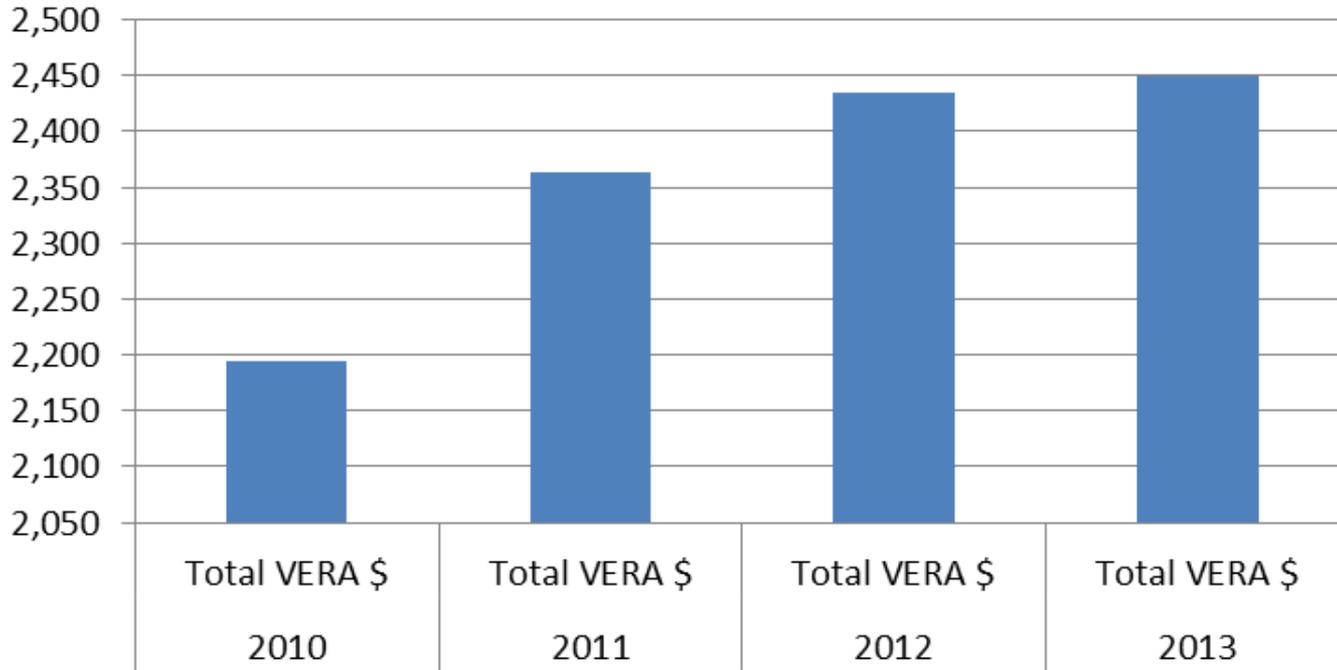


**217,257 Male Veterans**  
**12,105 Female Veterans**

- **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

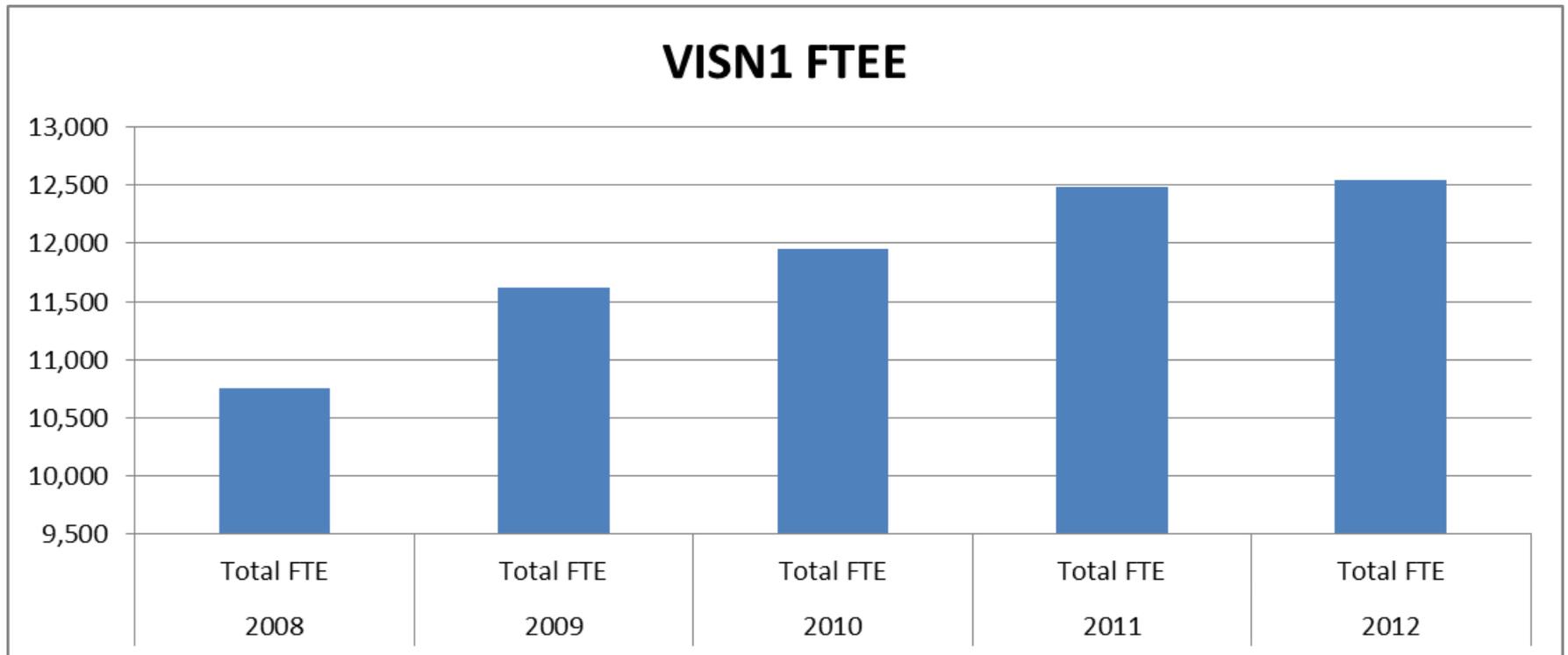
## VISN1 VERA Funding



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

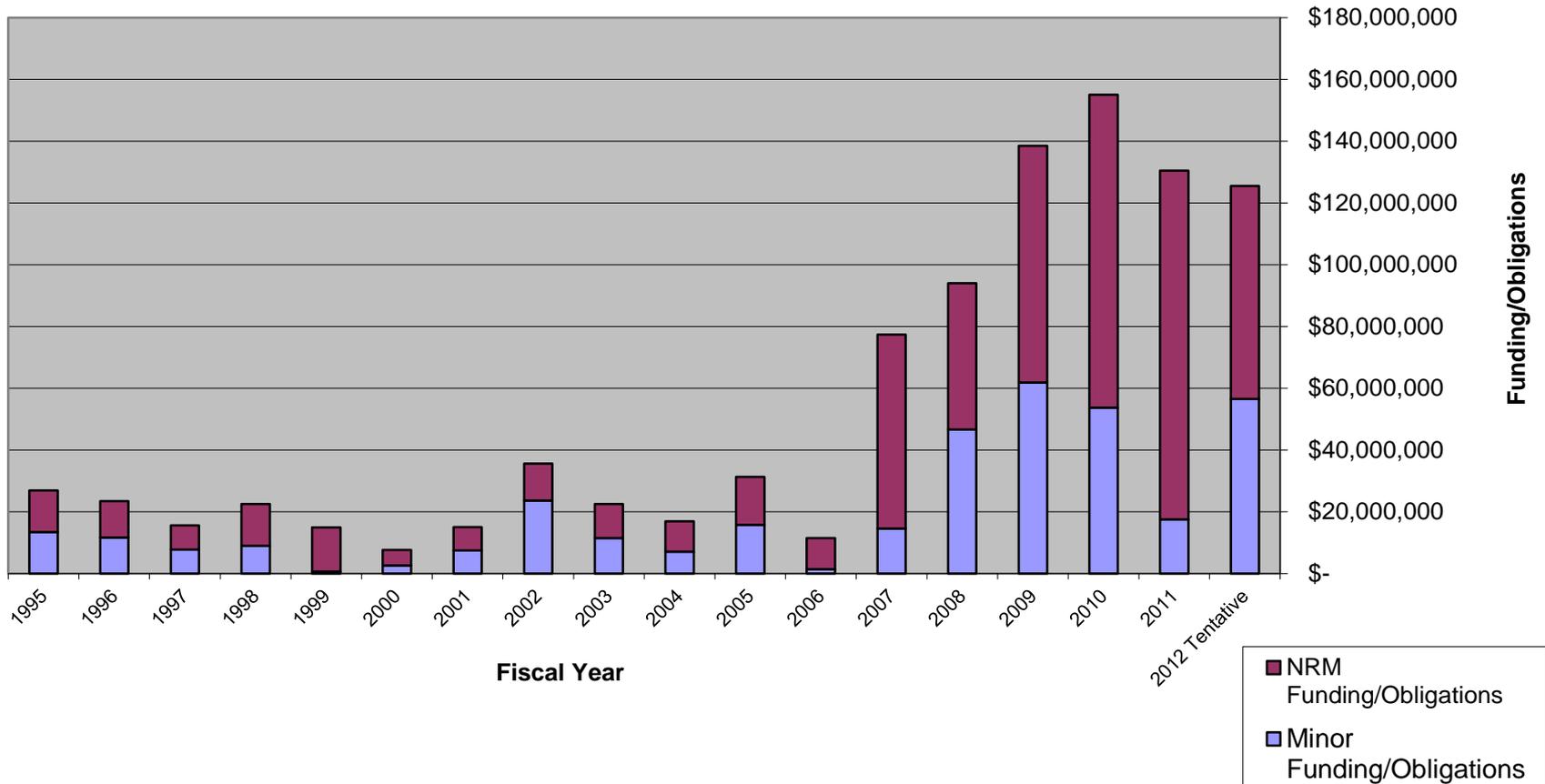
**Focus on outreach efforts to expand our veteran population**

# Employees

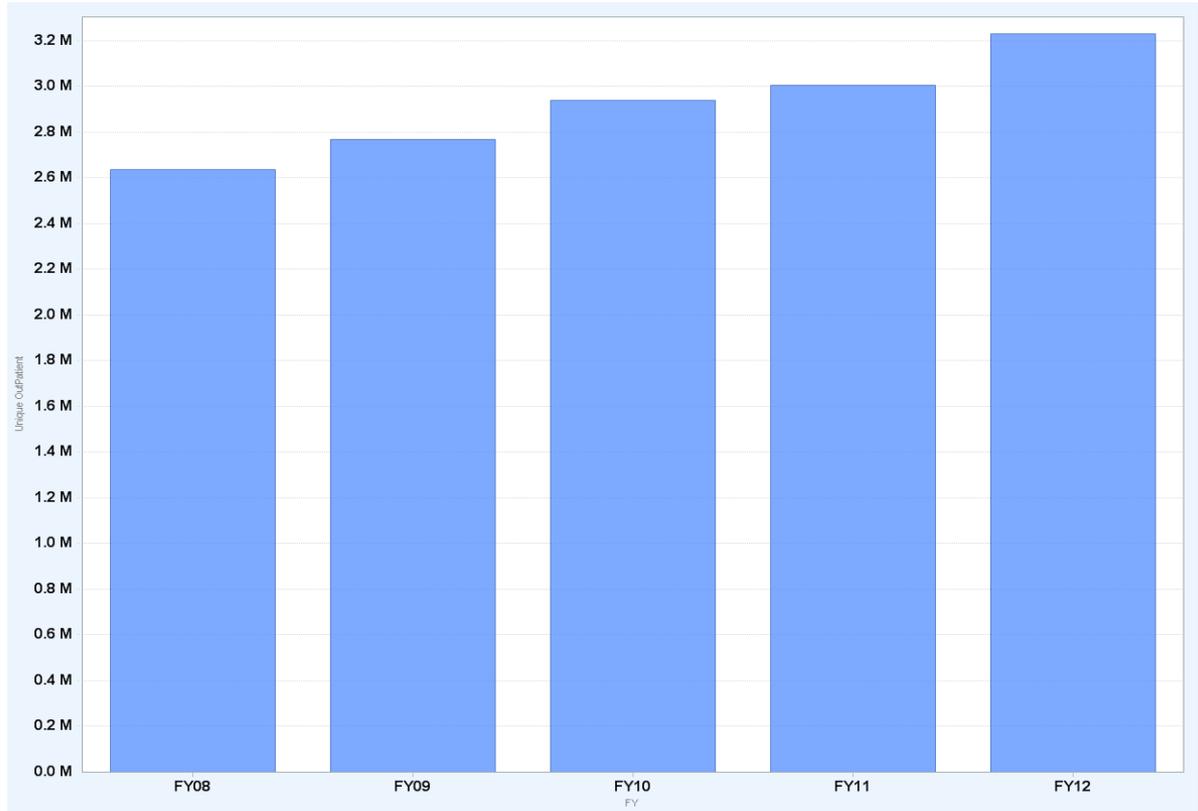


# Construction

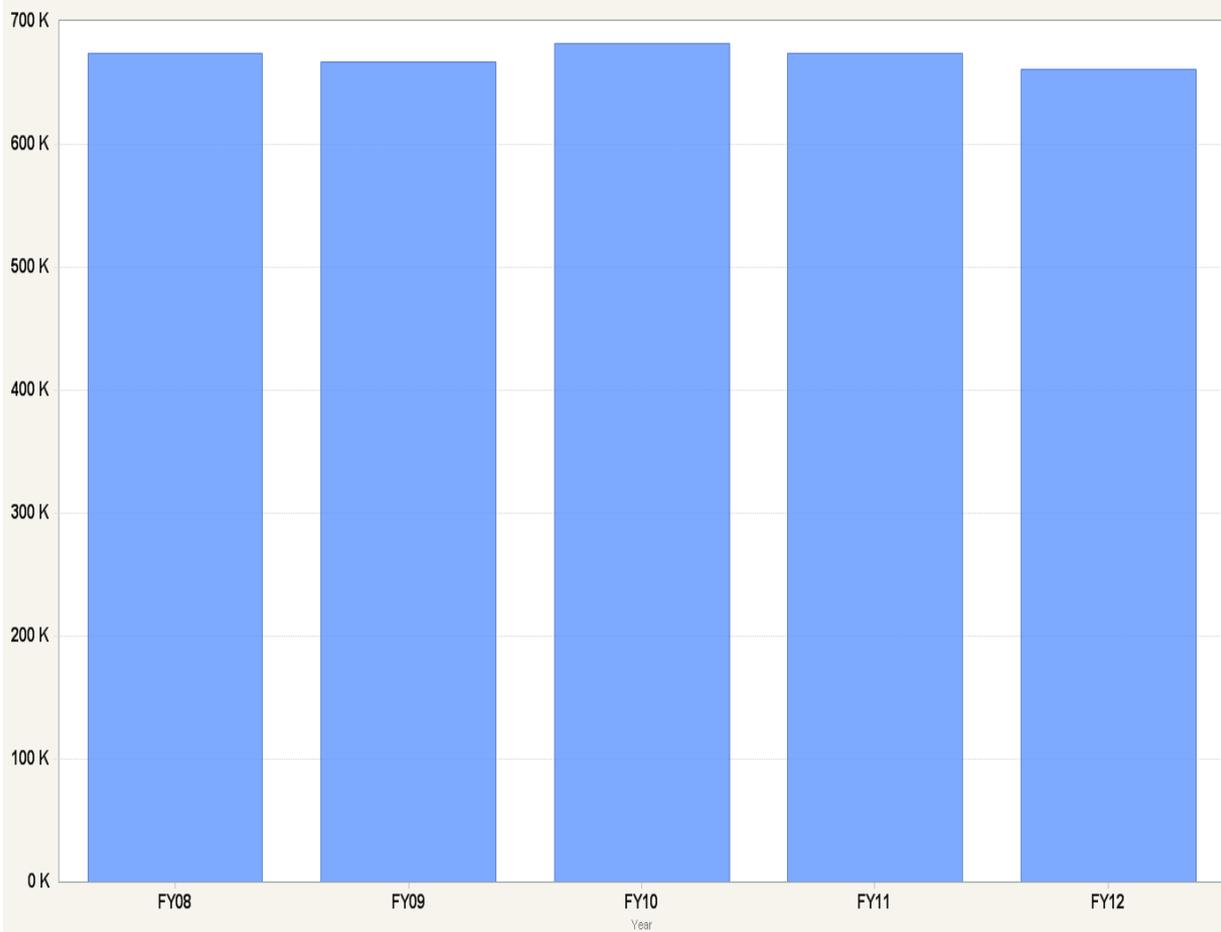
**VISN 1 FY 95-11 Minor & NRM Obligations**



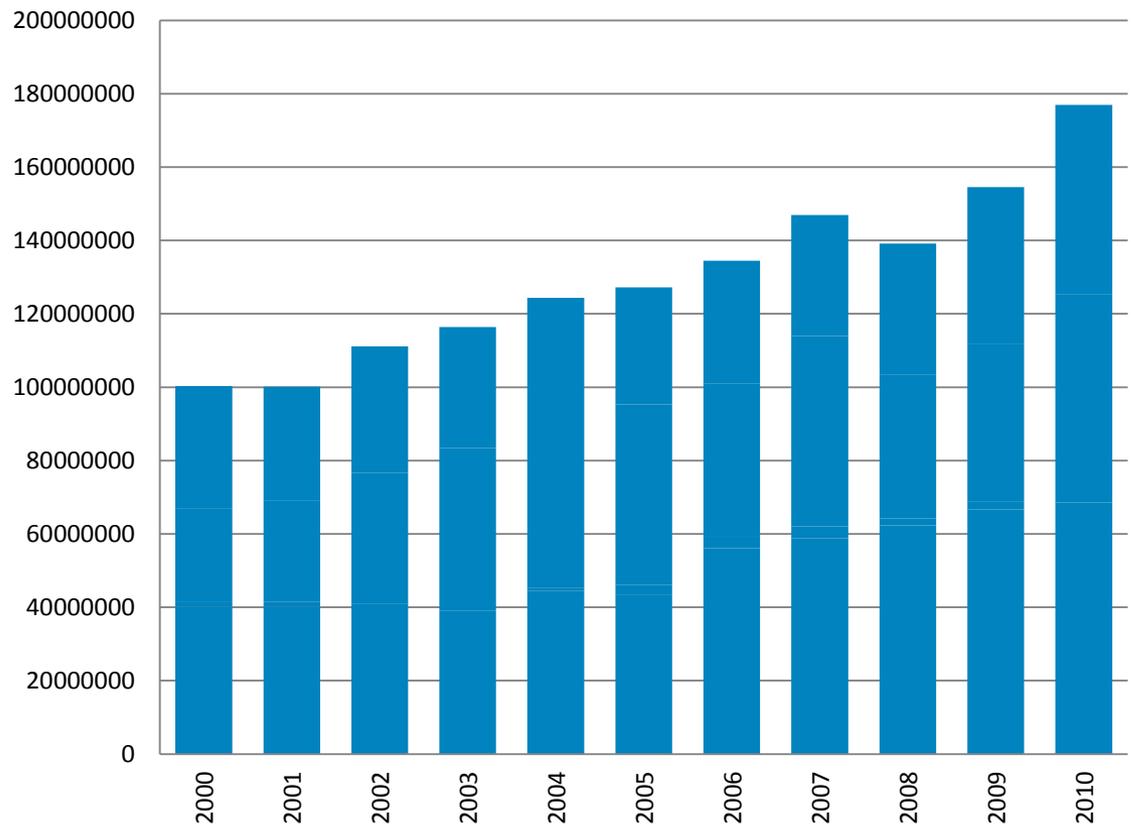
# Outpatient Visits



# 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**

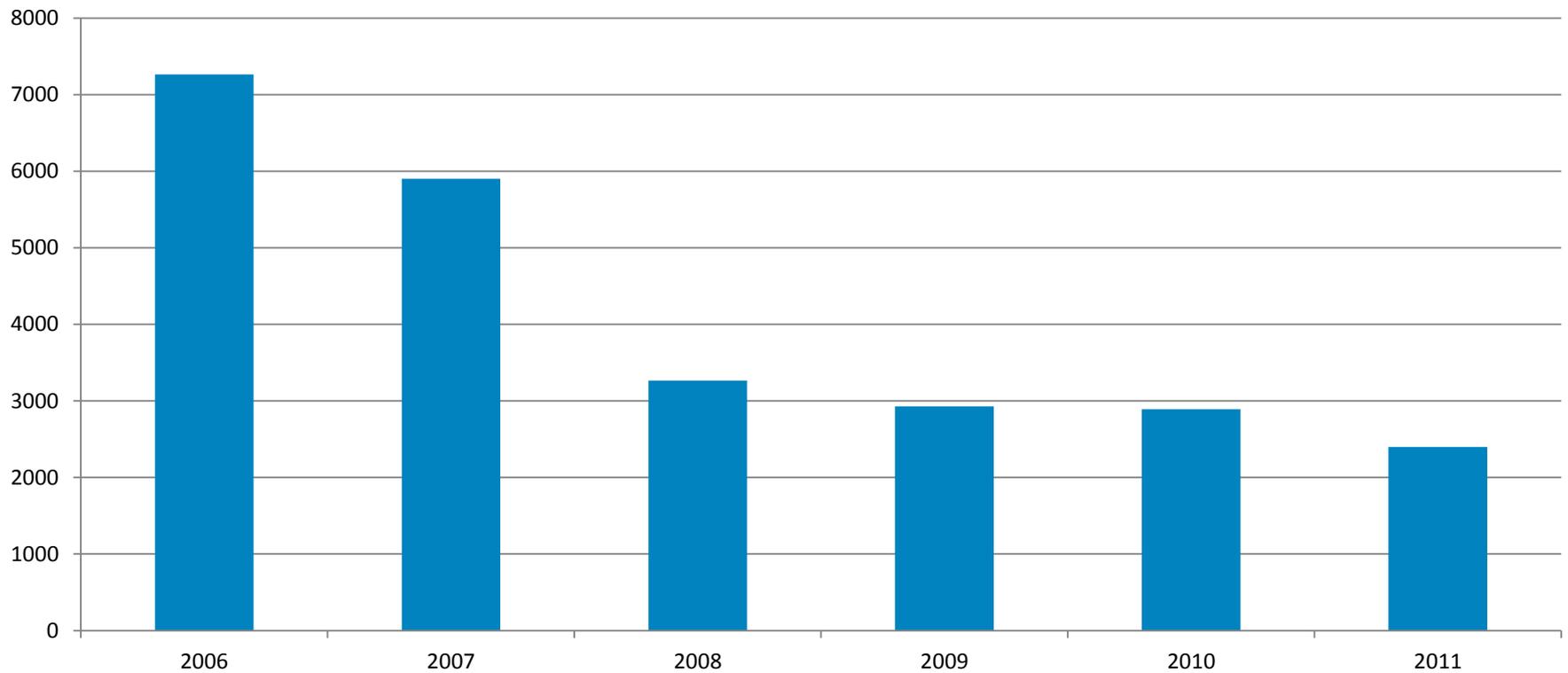
# Compensation and Pension

- **Averaged 25.6 days for C&P timeliness and 99% sufficiency in FY 12 run chart**
- **Current FY performance at 16 days for timeliness and 99% sufficiency**



# Homelessness

## Number of Homeless Veterans in VISN 1



# Newly Opened/Expanded Clinics



**Plymouth, Mass.**



**Lewiston/Auburn, Maine**



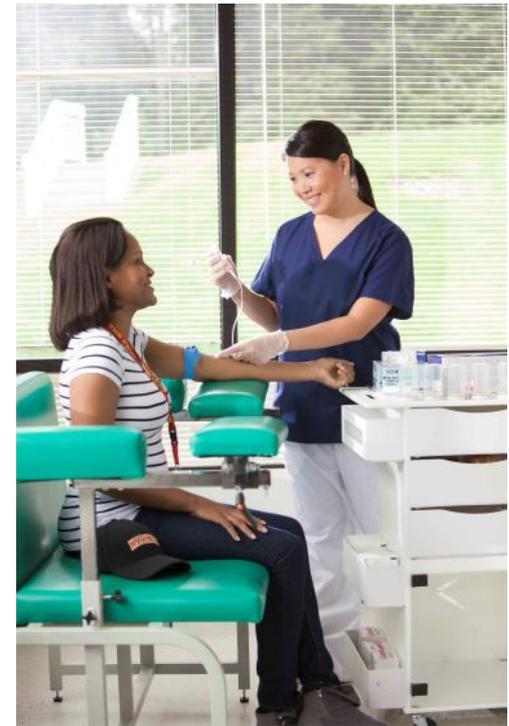
**Rutland, Vt.**

**Newport, Vt.**

**Willimantic, Conn.**

# 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 eliminate disparity between female Veterans and male Veterans in pneumonia vaccination rates**
  - **In FY 12, VISN 1 was able to eliminate the percent difference in male and female immunization rates**



# 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 2012, VISN 1 submitted its second application for the Baldrige Award**



## Realignments/Integrations

- **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**

# VISN 1 Strategic Objectives 2012

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

# VISN 1 Strategic Objectives 2012

## **1. Build Culture of Improvement**

- **Over 375 teams involved in improvement**
  - **“Improving our work is our work”!**
- **Over 800 Improvement Projects**

# VISN 1 Strategic Objectives 2012

## **2. Increase Accessibility of VA Services**

### **Telephone**

**Cut average time to answer from 136 seconds (horrible) to 68 seconds (getting there)**

### **Tele-Health –**

**Increased Veterans touched by “Virtual Care” to 45,000**

### **Transportation**

**Identified Transportation coordinators and made multiple improvements to transportation system**

# VISN 1 Strategic Objectives 2012

## **3. Improve Efficiency**

**Over 1.1 million saved in purchasing**

# VISN 1 Strategic Objectives 2012

## **4. Expand Our Patient Base**

**Increase of total users by over 6,000**

# VISN 1 Strategic Objectives 2012

## **5. Enhance Academic Affiliations**

**Continued expansion of research**

**New Affiliations at Maine and Central Western Mass**

# Looking Ahead: What are we trying to do?

## Vision 2015

### **By the end of FY 2015:**

- 1. Be in top 10 percent of healthcare systems nationally**

*Why? They served and deserve the best care anywhere.*

- 2. \$200 million research funding per year**

*Why? Help create the health care of the future.*

- 3. 300,000 healthcare system users**

*Why? Help more Veterans obtain the benefits they deserve.*

# Looking Ahead: What Are We Trying To Do? Strategic Objectives for 2013

- **Excellence in population health:**
  - Culture of Improvement – “Getting to All”
- **Excellence in patient experience**
  - Fix the Phones – Average Speed of Answer <30 seconds, the Industry Standard
- **Excellence in financial stewardship**
  - Increase users by 13,600
- **Excellence in workforce**
  - Prepare for the Retirement Surge
- **Excellence in contributions to national well-being**
  - Enhance Research



**Questions?**