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News Release

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VA New England Healthcare System Announces Initiative to Improve Care in the Greater Boston Area

Initiative Will Enhance Regional Coordination

Bedford, MA — The Department of Veterans Affairs is pleased to announce approval for an initiative to improve care for Veterans in the Greater Boston Area. This initiative will lead to enhanced coordination of care, administrative efficiency, and improved regional service, providing an improved patient experience for area Veterans.

“We are committed to improving care and service to our Veteran patients and their families who use both VA Boston Healthcare System (HCS) and Bedford VA Medical Center (VAMC) for their health care,” said Dr. Michael Mayo-Smith, Veterans Integrated Service Network (VISN) 1 director. “This initiative should be essentially seamless to the Veteran.”

The two separate VA health care systems in the same geographical area have created barriers to the coordination of care, access, and regional planning. These challenges include: separate medical record, appointment, and transportation systems resulting in barriers to optimal care for many patients.

In an effort to eliminate these barriers, a proposal was formulated to integrate the VA Boston HCS and Bedford VAMC into a single healthcare system serving the Greater Boston area. The initial integration proposals as well as various alternative approaches have been reviewed. During the course of this review it was realized that the same goals of increased coordination would be able to be realized without a full integration of the two facilities.

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The review concluded that integration of the two healthcare systems would not be necessary to address the identified coordination barriers as they exist. Bedford VAMC will remain as a separate and distinct medical center.

VA Boston Healthcare System and Bedford VAMC, which is also known as Edith Nourse Rogers Memorial Veterans Hospital, are part of VA New England Healthcare System which includes eight medical centers, located in the six New England States: Vermont, New Hampshire, Maine, Connecticut, Rhode Island, and Massachusetts. Together, they provide health care services to over 75,000 Veterans in the Greater Boston Area.

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