

VA PUGET SOUND HEALTH CARE SYSTEM ANNUAL REPORT 2010



VA HEALTH CARE | Defining **EXCELLENCE** in the 21st Century

Message from the Director **David Elizalde**



2010 was a year of successes, challenges and, most of all, growth for VA Puget Sound Health Care System. Anyone who visited us during the last year can attest to the number of significant construction and remodeling projects underway to prepare VA Puget Sound for the future. Even more exciting is the work occurring behind the scenes as we develop new ways to expand and improve the delivery of customer, team based care to you, our Veteran patients.

During the past year, we saw more patients at more sites than ever before; improving access, increasing care delivery and reaching out to newly enrolled Veterans. Not only did we open our newest Community Based Outpatient Clinic in Chehalis, but we also broke ground on a new entrance and emergency department in Seattle. We also welcomed nursing home residents to their new home in the Community

Living Center at American Lake and kicked off planning efforts to build a new comprehensive rehabilitation center and therapy pool in Seattle. During this time of growth, we continued to challenge ourselves to exceed the standards of care and compassion that you have come to expect from us. As a result, I am pleased to say that we passed The Joint Commission Survey Accreditation process with accolades and had another banner year of nationally and internationally recognized research discoveries and awards.

While this annual report details a year of accomplishment in 2010, we are dedicated to keeping you informed of all the changes coming to your VA in 2011 and beyond. During the next year, I encourage you to visit our website, pay particular attention to information posted on the digital message boards in the clinical areas, leave comments on our Facebook and Twitter accounts and take advantage of the growing number of features available on My HealthVet.

Thank you to all the Veterans who make the Pacific Northwest their home, and those who choose VA Puget Sound as their health care provider of choice.

Mission

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

Vision

VHA will continue to be the benchmark of excellence and value in health care and benefits by providing exemplary services that are both patient-centered and evidence-based. This care will be delivered by engaged, collaborative teams in an integrated environment that supports learning, discovery and continuous improvement. It will emphasize prevention and population health and contribute to the Nation's well-being through education, research and service in national emergencies.



VA
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Nationally Recognized as a Leader in Health Care

American Association of Critical-Care Nurses Beacon Award Winner (2010)

VA Puget Sound's Surgical Intensive Care Unit was named an American Association of Critical-Care Nurses Beacon Award Winner in 2010. This award recognizes the nation's top hospital critical care units that exhibit high quality standards, exceptional care of patients and their families, and healthy work environments. VA Puget Sound is only the second VA Medical Center to be awarded the Beacon Award. In establishing this award, AACN carefully considered a number of factors including recognized excellence in: the intensive care environments in which nurses work and critically ill patients live; the highest quality measures, processes, structures and out-comes based upon evidence; collaboration, communication, and partnerships that support the value of healing and humane environments and developing a program that contributes to actualization of AACN's mission, vision and values.



Full Accreditation by The Joint Commission (2010)

The Joint Commission is an independent, not-for-profit organization that accredits and certifies more than 18,000 health care organizations and programs in the United States. VA Puget Sound's three-year accreditation and certification is recognized nationwide as a symbol of quality that reflects our commitment to meeting a wide range of performance standards.

Expanding to meet the needs of our Veterans

As more Veterans choose to make the Pacific Northwest their home, VA Puget Sound is taking dramatic steps to ensure that we will be ready to treat the thousands of new Veterans we will be seeing in the decades ahead. In 2010, plans were finalized to renovate many of the buildings at American Lake and the main tower in Seattle. Meanwhile, large construction projects like the new emergency room and magnetic resonance imaging buildings in Seattle have already begun and should be open in the coming months.

While those plans are moving ahead, the highlight of 2010 was the opening of the American Lake Community Living Center. Residents were first treated to a look at their new home in June, when Senator Patty Murray joined hundreds of Veterans, families and supporters at a ribbon cutting ceremony. The residents have since moved and settled into their new home near the lake.

2010 also marked the expansion of the VA Puget Sound Health Care System's footprint south of American Lake with the opening of our newest community based outpatient clinic in Chehalis, WA. VA Puget Sound is partnering with Sterling Medical Associates to bring primary and mental health care, social work, lab, and basic X-ray services to Veterans living in Thurston, Lewis and surrounding counties.

Sterling Medical Associates and VA Puget Sound Health Care System are teaming up to provide high quality health care to Veterans residing in South Puget Sound (Thurston and Lewis counties and the surrounding areas). The clinic is rapidly growing and will eventually serve more than 6,000 Veterans.



Veterans Day

Highlighted by the latest Wall of Heroes inductees, the week of Veterans Day was an exciting time for our patients and staff. On Veterans Day, a number of events took place around the region, including inducting Veterans Steve Wilbur and Anselmo Alvarez into the VA Puget Sound Wall of Heroes and inviting the community to give thanks to inpatients at both divisions of VA Puget Sound.

The celebration of military service continued when the Seattle Seahawks held their annual Veterans tribute by allowing all Veterans attending the game to tour the field while local group Loaded played their latest singles “We Win” and “Fight On”. Led by singer Duff McKagan, the band later visited the hospital and announced that all the proceeds from the sales of those two songs would be donated to VA Puget Sound.



Communicating with You

At VA Puget Sound, we have been hard at work to expand our communications. In 2010 we expanded our use of social media tools like Facebook and Twitter along with a redesigned website. We also began developing multimedia video productions to better engage our patients, their caregivers and the public. All told, more than a quarter of a million people viewed www.pugetsound.va.gov, a 275% increase from 2009 while increasing our social media interactions by more than 2,700%!

In addition to our work online, our pioneering work in patient care and research gained positive local and international media attention in 2010. You may have seen our achievements on ABC World News Tonight, Reuters, MSNBC.com, ESPN, The Guardian, Newsday, Seattle Times, The Oregonian, other local media outlets and numerous healthcare trade publications.



RESEARCH and DEVELOPMENT

Research and Development plays a vital role in the mission of the Department of Veterans Affairs: nowhere is this more evident than at VA Puget Sound Health Care System. The program is a reflection of our high caliber professionals and their commitment to providing the highest quality of care to Veterans.

2010 was a banner year for VA Puget Sound research, including new breakthroughs in understanding the mystery of Alzheimer’s and Parkinson’s disease, diabetes and traumatic brain injury.



- In a study led by Dr. Suzanne Craft, patients who inhaled insulin showed improvements in tests of memory recall that lasted for two months. The study of 104 patients, the largest yet to test insulin’s effect on mental abilities of people with dementia, was presented at the International Conference on Alzheimer’s disease in Honolulu. Her research was featured on ABC’s “World News Tonight”.
- According to Dr. Elaine Peskind, early findings from a series of brain scans show persistent alterations in the brains of Veterans who have been exposed to multiple blast waves, in a study published in the journal Neuroimage. According to her research, these images show similarities to those of professional boxers and football players who have suffered traumatic head injuries.
- In December 2010, the Journal of American Medicine published a VA Puget Sound study on the effectiveness of aligning smoking cessation treatment with mental health treatment. The resulting media coverage included Newsday and numerous other healthcare trade publications.
- A long held suspicion that the immune system plays a part in Parkinson’s disease was given credence when a group of researchers led by Dr. Cyrus Zabetian, found that mutations in immune-related genes seem to show a higher risk for being struck with Parkinson’s disease.
- A study showed that Veterans with PTSD seem to be a higher risk for developing diabetes. According to study-lead Dr. Edward Boyko, the stress response of the body caused by PTSD may be leading to a higher rate of this disease in Veterans.

STATISTICS

Principal Investigators:	163
Active Research Projects:	600
FY 10 Research Total:	\$39M
VA:	\$19.4M
NIH:	\$15M
Other Federal:	\$0.8M
Academic:	\$0.4M
Corporate:	\$0.9M
Non-profit Agencies:	\$2.8M

PHARMACY



Prescriptions fills for a 30 day supply:	3,122,340
Prescriptions fills by mail:	2,696,447
Prescription refills via My HealthVet:	144,218
Unit dose medication orders:	244,720
Unit doses provided to inpatients:	1,476,752
IV medications provided to inpatients:	137,179

Total dollars spent on drugs: **\$58,390,688**

EMPLOYEE DEMOGRAPHICS

Total Employees – 3656

Veterans – 1157

*Disabled Veterans - 375

Non-Veterans – 2499

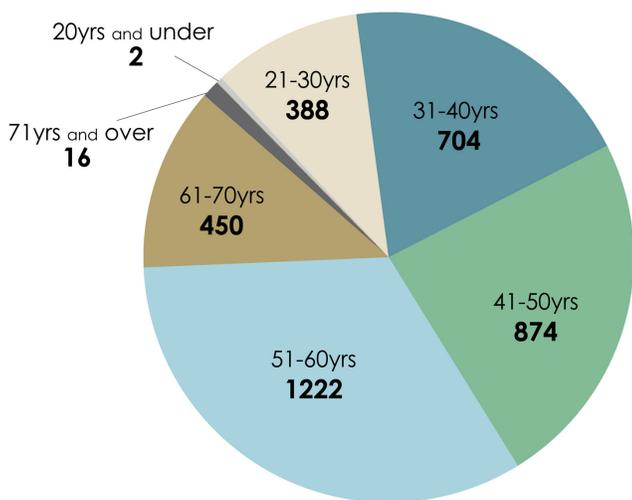
Gender

Male – 1570

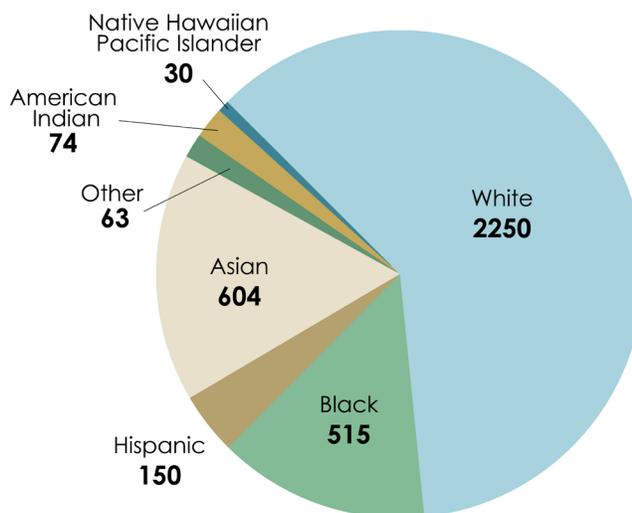
Female – 2086



Age Breakdown



Race Breakdown



RECYCLING

Cardboard recycle 138,880 lbs
 Yard waste recycle 44,980 lbs
 Paper recycle 1,300,000 lbs
 Metal recycle 225,000 lbs

Total Materials Recycled
1,708,860 lbs



VOLUNTARY SERVICE



Total number of regularly schedule volunteers
 FY09 – 1494
 FY10 - 1606

Age of Volunteers
 Under 21 – 108
 21-30 – 151
 31-40 – 83
 41-50 – 123
 51-60 – 243
 61-70 – 464
 71-80 – 281
 Over 80 - 153

Gifts and Donations

Total Donations
 FY09 471,396
 FY10 624,482

Breakdown FY10
 Monetary Gifts 132,186
 Non-Monetary 492,296

Volunteer Hours
 FY09 – 160249
 FY10 – 171899

Total Value of Volunteer Hours
\$3.5 million

PATIENT STATISTICS and DEMOGRAPHICS

Workload	FY10		FY09	
	Uniques	Visits	Uniques	Visits
Seattle	70,412	509,127	62,565	470,869
American Lake	39,956	294,337	39,054	292,352
Bremerton	2,893	11,628	3,160	11,959
Mt Vernon	4,194	15,256	2,462	8,747
Valor Clinics	7,789	23,896	7,405	21,322
South Sound	1,273	2,282	0	0
Total Unique Patients:	80,609		72,632	

Patient Age

<25	1,196
25-34	7,176
35-44	7,253
45-54	12,366
55-64	24,888
65-74	14,556
75-84	8,533
85+	3,492

Patient Race

American Indian/Alaska Native	942
Asian	1,202
Black/African American	6,344
Declined to Answer	1,213
Native Hawaiian/Pacific Islander	1,144
White	44,595
Unknown by Patient	1,372
Unanswered	24,459

Patient Gender

Female	8,038
Male	71,842



VA PUGET SOUND FISHER HOUSE

Since opening Sept. 9, 2009, VA Puget Sound's Fisher House has served more than 1,600 families. This includes more than 2,800 individuals ranging in age from a newborn to a 93 year old World War II Veteran.

Fisher House Statistics

- The average stay of our guests is 10 days, but can vary from one night to many weeks.
- The average occupancy rate is 84%.
- During an average week our guests use 5 dozen eggs, 3 pounds of coffee, 4 loaves of bread, 12 rolls of paper towels and 20 lbs of fruit. This has resulted in a savings to families totaling more than \$2.8 million in hotel, food and transportation costs.



In 2010, University of Washington students and faculty from the Design/Build program in the School of Landscape Architecture worked with community volunteers and VA Puget Sound to build a healing garden on the Fisher House grounds.

VA PUGET SOUND FY10 OPERATING BUDGET

Direct Medical Appropriations	\$523,091,091
MCCF Collections	\$36,620,417

Operating Expenses FY10

Salary and Benefits	\$311,115,980
Drugs and Medicines	\$22,843,045
Other Supplies	\$46,802,772
Services	\$93,249,806
Consolidated Mail Out Pharmacy	\$35,329,977
Other Expenses	\$50,369,928

Total Expenses	\$559,711,507
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Medical Care Cost Recovery Fund

FY 2010	\$36,620,417
FY 2009	\$34,291,000
FY 2008	\$32,400,052

VA Puget Sound Health Care System

Seattle Division

1660 South Columbian Way
Seattle, WA 98108
(206) 762-1010 | (800) 329-8387

American Lake Division

9600 Veterans Drive
Tacoma, WA 98493
(253) 582-8440 | (800) 329-8387

Community Based Outpatient Clinics

Bremerton
925 Adele Avenue
Bremerton, WA 98312
Telephone: (360) 782-0129

Port Angeles Extension
1005 Georgianna Street
Port Angeles, WA 98362
Telephone: (360) 565-9330

Mount Vernon CBOC
307 S. 13th Street
Suite 200
Mount Vernon, WA 98273
Telephone: (360) 848-8500

Bellevue (Valor Healthcare)
13033 Bel-Red Road, Suite 210
Bellevue, Washington 98005
Telephone: (425) 214-1055

Federal Way (Valor Healthcare)
34617 11th Place South, Suite 301
Federal Way, WA 98003
Telephone: (253) 336-4142

North Seattle (Valor Healthcare)
12360 Lake City Way NE, Suite 200
Seattle, WA 98125
Telephone: (206) 384-4382

South Sound
151 NE Hampe Way
Suite B2-6
Chehalis, WA 98532
Telephone: (360) 748-3049

Veterans Centers

Bellingham: (360) 733-9226

Everett: (425) 252-9701

Seattle: (206) 553-2706

South King County: (253) 838-3090

Tacoma: (253) 565-7038

Yakima: (509) 457-2736

Women's Health Clinic

Seattle: (206) 768-5314

American Lake: (253) 589-4045

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