

# VA PUGET SOUND HEALTH CARE SYSTEM ANNUAL REPORT 2009

*Celebrating Excellence*



*in Support of Our Veterans*

# 2009

## *A year of change*



In 2009, VA Puget Sound made it easier for Veterans to access VA health care. By opening a new Community Based Outpatient Clinic in Mount Vernon expanded rural services through a Mobile Medical Unit and made plans to expand care into the South Puget Sound and on the Olympic Peninsula.

Internally, we've streamlined our appointment process to make it easier to be seen by your care provider. This is in addition to the hundreds of construction projects that have been approved and have begun to change the very face of VA health care in the Puget Sound area.

Finally, to lessen the burden of those who are leaving active duty, VA Puget Sound has worked with local military and state leaders to automatically enroll service members in VA health care before discharge. Highlighted by a one-of-a-kind outreach effort at Fort McCoy, instead of leaving active duty with a packet of instructions, Veterans are transitioning into civilian life with the tools to successfully navigate VA health care, benefits and employment.

We've also taken VA health care online – through Twitter and Facebook, and a redesigned web presence. With more and more Veterans moving their searches for information online, we are moving more of our focus meets the needs of our changing Veteran population.



We are excited about what was accomplished in 2009, and can't wait to grow with you in 2010.



## LEADERSHIP

**DeAnn Lestenkof**  
Acting Director



**Sherri Bauch**  
Acting Deputy Director



**William Campbell,**  
**MD, MBA**  
Chief of Staff



**Frankie Manning**  
Associate Director,  
Nursing Services



## CORE VALUES

Trust  
Respect  
Excellence  
Compassion  
Commitment

## MISSION STATEMENT

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

## VISION STATEMENT

To be a patient-centered integrated health care organization for Veterans providing excellent health care, research and education; an organization where people choose to work; an active community partner; and a back up for national emergencies.

*Unique Veterans deserve a unique program*

## FORT MCCOY OUTREACH

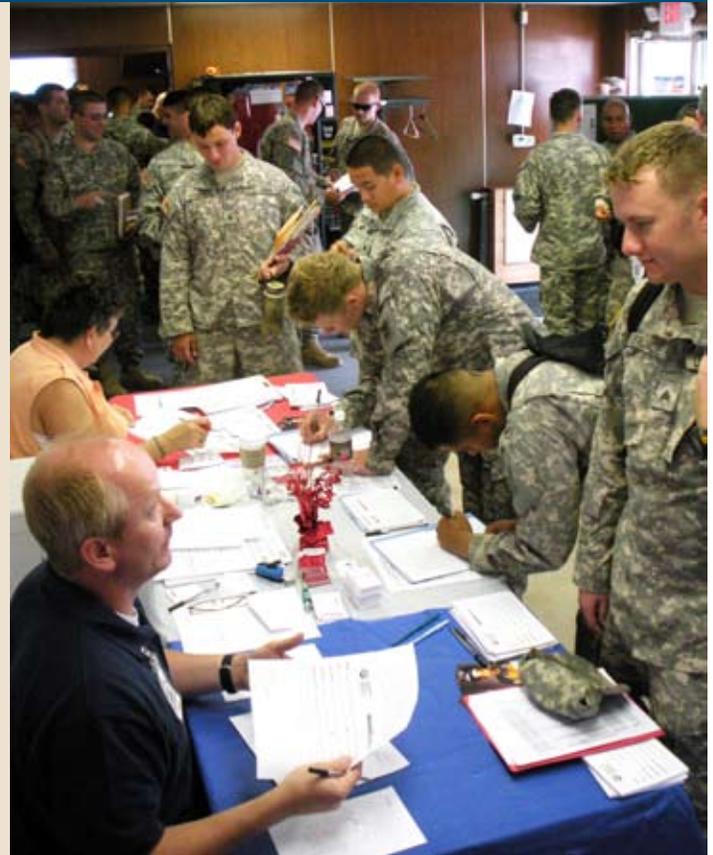
The citizen soldiers who make up the Washington State National Guard are a special group. They volunteer their time, their effort and sometimes their lives to help protect and serve their country. But, unlike those in the active duty military, when these soldiers come home after deployment they are returning straight to civilian life.

In most states, “coming home” means a series of presentations, a packet of applications for state and federal benefits, a handshake and a job well done. But a local group of state and federal agencies, including VA Puget Sound, decided to be proactive and take the benefits to the Veterans.

Led by Tom Riggs, chief of transition services for the Washington State National Guard, a team of Veterans benefits experts met members of the 81st Brigade Combat team at their demobilization site in Fort McCoy, WI., and helped ensure these Veterans were taken care of before leaving active duty.

These soldiers learned about the new Post 9/11 GI Bill, enrolled for VA Health Care, had job searching opportunities and even could start VA disability claims before seeing their friends and families. By taking a holistic approach and meeting all the needs of the Veterans before their transition into civilian life, the hope is these Veterans will be able to make that turn easier. Some of these stories can be found by visiting our webpage at [www.va.gov/pugetsound](http://www.va.gov/pugetsound).

As the largest VA medical facility in Washington state, VA Puget Sound supported this effort by sending outreach personnel and working to enroll every single soldier into the VA health care system. For most this is just means getting some of the necessary paperwork completed ahead of time. But for those who need medical care or mental health support sooner, having staff on hand meant appointments could be made days after the Veterans returned home, giving them a continuity of care not otherwise possible.



This sort of proactive outreach is something VA Puget Sound takes very seriously and has expanded not only to recently returned Veterans, but all Veterans living in the region. Increased efforts to reach homeless Veterans, expanded job fairs, new Vet Centers (like Everett) led to new partnerships with local Veterans groups are all examples of VA Puget Sound working to bring VA health care to our Veterans.



# By the Numbers

## BUDGET

Direct Medical Appropriation:  
\$485,584,000  
Medical Cost Care Fund Collections from Insurance: \$34,291,000

### Operating Expenses:

Salary & Benefits: \$288,390,000  
Drugs & Medicines: \$18,990,000  
Other Supply: \$40,478,000  
Services: \$111,785,000  
Consolidated Mail-Out Pharmacy  
\$32,296,000  
Other Expense: \$27,936,000

**Total Operating Expenses:**  
**\$519,875,000**



### Medical Cost Care Fund Collections from Insurance Collections Recap:

FY2009: \$33,904,958  
FY2008: \$32,400,052  
FY2007: \$27,200,682

### Pharmacy

Number of prescription fills for a 30 day supply = 3,061,718  
Number of unit dose orders = 238,757  
Unit doses proved to inpatients = 1,547,197  
IV's = 127,594  
Total dollars spent on drugs, supplies, Automated Centralized Pharmacy and postage = \$53,391,065  
Number of prescription fills for a 30-day supply by mail = 2,452,558  
Number of refills ordered using my-healthvet = 98,811

## RESEARCH

Principal Investigators = 155  
Active research projects = 558

FY 09 Research: \$32,306,901  
VA: \$19,176,038  
National Institutes of Health: \$9,473,996

Other Federal: \$779,808  
Academic: \$608,455  
Corporate: \$899,558

**Non-Profit/Other Agency: \$1,369,046**

## NUTRITION and FOOD SERVICE

Food Cost Seattle: \$681,990.43  
Food Cost American Lake:  
\$469,978.42

**Grand Total Food Cost:**  
**\$1,151,968.85**

Supply Cost Seattle: \$112,009.66  
Supply Cost American Lake:  
\$58,118.50

**Grand Total Supply Cost: \$170,128**

### Meals

Seattle-inpatient: 210,744  
Seattle-outpatient: 17,228  
Seattle non patient: 682  
Seattle meal equivalents: 7,193  
American Lake inpatient: 138,105  
American Lake outpatient: 10,837  
American Lake nonpatient: 9,914  
American Lake meal equivalents: 1,961

### Total

Inpatient Meals: 34,8849  
Outpatient Meals: 28,065  
Non Patient Meals: 10,596  
Meal Equivalents: 9,154

**Grand Total: 396,664**

## ENERGY USAGE

For Seattle, in FY 08 we used 230,912 MMBtu of energy and spent \$3,422,062 on that energy. In FY 09 we used 234,070 MMBtu of energy and spent \$3,450,674. That's a 1.37% increase in energy use and a 0.84% increase in cost from FY 08 and FY 09.

For American Lake, in FY 08 we used 118,941 MMBtu of energy and spent \$1,266,472 on that energy. In FY 09 we used 116,671 MMBtu of energy and spent \$1,337,701. That's a 1.91% decrease in energy use and a 5.62% increase in cost from FY 08 and FY 09.

## FISHER HOUSE

Total families served: 712  
Total individuals served: 1,290  
Active Duty Families: 72  
Cash Donations: \$152,587.00  
Average Length of Stay: 11 days  
Average Occupancy Rate: 86%



**Estimated cost savings to families:**  
**\$1,250,200.00**

In an average week, Fisher House families consume 5 dozen eggs, 3 gallons of milk, 4 loaves of bread, and uses 1.3 gallons of laundry detergent.

Longest guest stay was 318 days. Our youngest guest was 1 day old.

VA Puget Sound is unique among all the Fisher Houses because we are the only Fisher House with an organic herb and vegetable garden.

# FACILITY NUMBERS



## OUTPATIENTS BY DIVISION

	Uniques	Visits
Seattle	62,565	470,869
American Lake	39,054	292,352
Bremerton	3,160	11,959
Mt Vernon	2,462	8,747
Valor	7,405	21,322
Mobile Medical Unit	267	344



**Total inpatients: 8,513**  
**Total outpatients: 71,280**

### PREVIOUS YEARS

FY08 66,786      FY07 63,504      FY06 64,551

## RETURNING SERVICE MEMBER POPULATIONS

DEMOGRAPHICS		PSHCS
Roster Total Veterans	(Sept 09)	28,934
Roster % Male	(Sept 09)	88%
Roster % Female	(Sept 09)	12%
VA Total Users	(Sept 09)	10,406
VA Users % Male	(Sept 09)	87%
VA Users % Female	(Sept 09)	13%



## WORKLOAD

Unique Patients All Years	(Sept 09)	14,058
Unique Patients FYTD	(Sept 09)	5,959
Inpatient Discharges	(Sept 09)	321
Outpatient Encounters	(Sept 09)	71,219
Unique Patients on Access List	(Sept 09)	13



## COMMUNITY BASED OUTPATIENT CARE

	Visits	Unique	Enrolled 12/15/09
Bremerton	11,959	3,160	3,144
Mt Vernon	8,747	2,462	3,392
Valor	21,322	7,405	8,095
Mobile Medical Unit	344	267	0
Port Angeles	6,538	1,136	1,119



# EMPLOYEE DEMOGRAPHICS

Physicians/Residents: 239  
Nurses: 704  
Canteen: 43

Dentists/Residents: 17  
Other: 93  
Wage: 303

**Veteran Employment**  
Number of Veterans: 1,071 31.5% of Total Employment  
Vietnam Veterans: 273 25.5% of Total Veterans  
Disabled Veterans: 345 32.2% of Total Veterans

Employment of Women: 1,938  
57.0% of Total Employment

Employment of Persons with Disabilities: 430  
12.6% of Total Employment

## Diversity

	EMPLOYMENT	% EMPL.
Black	482	14.2%
Hispanic	106	3.1%
Native American	72	2.1%
Asian	561	16.5%
White	2,110	62.1%
Pacific Islander	29	0.9%
Other	40	1.2%



Total Employment at VA Puget Sound: 3,400

## GEMS

Metal Recycle: 94,120 lbs  
Paper Recycle: 1,206,330 lbs  
Magnetic Media: 210 lbs  
Batteries: 4000 lbs

## VOLUNTARY SERVICE

Number of Volunteers: 1,140  
Total Volunteer Hours: 160,249  
Monetary (deposited into General Post Fund): \$ 95,551  
Total Value of Non-Monetary Donations: \$375,885  
Total Value of Donations Received: \$471,396  
The time and work Volunteers completed in 2009 saved VA Puget Sound \$3.25 million and represented 77 full time employees.  
The Volunteer Transportation Network transported more than 10,000 passengers more than 400,000 miles.

## CONSTRUCTION, ADDITIONS AND A NEW LOOK

VA Puget Sound Health Care System located in Seattle and Tacoma, received an infusion of federal dollars as a result of funds allocated under the American

Recovery and Reinvestment Act of 2009. This unprecedented capital projects funding and the long list of projects will change the face of VA Puget Sound for years to come. Stimulus Bill money as well as major and minor capital projects dollars require competitive proposals and a lengthy approval process. We hope that our patients and guests will be pleased with the changes that will be coming in 2010 and 2011 which include:

- Nearly \$21 million for renovations and \$1.6 million in energy conservation projects at the Seattle and American Lake Divisions of the health care system.
- Almost \$5 million to improve to create a new medical mall entrance and information area, renovated canteen food and retail area and a new central check-in area with an improved waiting, travel and agent cashier function.
- Approximately \$7.2 million for improvements in security, energy conservation and building infrastructure such as air conditioning, heating, and laboratory functions.
- Approximately \$2 million to expand facilities and improve access to care in the eye clinic, outpatient pharmacy, deployment clinic and release of patient information.
- Approximately \$1 million for energy conservation and improvements to heating and air conditioning systems. At the Seattle and American Lake Divisions, money will be used to put more efficient boilers and chillers into various buildings to decrease the amount of energy consumed per building. These projects are currently in design and anticipated to be constructed in the late spring 2010.
- Other projects include improvements in teaching and chapel facilities, expansion and improvements to prosthetics and pulmonary clinics and replacement of elevators that are long overdue.

## REDESIGNED TO SERVE YOU



At the end of the year, VA Puget Sound began a Facebook fan page to further connect with Veterans and their supporters. The page, which can be found at [www.facebook.com/vapugetsound](http://www.facebook.com/vapugetsound), is growing everyday and is a fast and easy way to learn more about the services, events and people that make VA Puget Sound such a special place for thousands of Veterans.

### BRINGING VETERANS INTO THE CONVERSATION

However, the biggest change to VA Puget Sound's online presence was the redesign of VA Puget Sound's home page – [www.pugetsound.va.gov](http://www.pugetsound.va.gov). As part of a national movement to upgrade VA's online communication, we are

quickly expanding the information available for patients and supporters who wish to know more about Veterans health care in Western Washington. With websites like Facebook, Twitter and YouTube becoming part of everyday life, VA Puget Sound took 2009 to bring the conversation about Veterans health care to the internet. Beginning with the [www.twitter.com/vapugetsound](http://www.twitter.com/vapugetsound) account, we have been a national VA leader in reaching out and connecting with Veterans, families, staff and anyone who supports our Veterans.

Social media allows the public to interact with VA Puget Sound in ways like never before. During the National Wheelchair Games in Spokane for example, Public Affairs Specialist Ken LeBlond provided live twitter updates during the competition on local athletes representing our medical center and even provided video play by play online.

During the Fort McCoy Welcome Home Event, Public Affairs Specialist Shane Suzuki blogged and tweeted during event, allowing friends and families of Washington State National Guard's 81st Brigade Combat Team to follow along with their loved ones while they finished their final deployment paperwork.

2009 will be looked back at the year when VA Puget Sound Health Care System began its largest expansion since being formed in 1996. The addition of the Mount Vernon Community Based Outpatient Clinic, growth of the Vet Center network, deployment of the Mobile Medical Unit, and initial plans for an unprecedented expansion and remodeling of our facilities will change the face of VA care in Western Washington for years to come.

The most noticeable change however will be the upcoming construction and remodeling efforts at both the American Lake and Seattle Divisions. An unprecedented number of projects to expand clinic and office space, upgrade our exam rooms and emergency department and bring the look and feel of our facilities into the modern era of health care have begun in 2009 and will be finished in the next few years. We are excited about these changes and ask our Veterans to excuse the dust while we work hard to make VA Puget Sound the standard for VA care in the Northwest.



*Inside the Mobile Medical Unit.*

## COMMUNITY BASED OUTPATIENT CLINICS (CBOC)

### BREMERTON

925 Adele Avenue  
Bremerton, WA 98312  
Telephone: (360) 782-0129 Fax: (360) 377-8029

### PORT ANGELES

1005 Georgianna Street  
Port Angeles, WA 98362  
Telephone: (360) 565-9330 Fax: (360) 457-0618

### MOUNT VERNON

Cedar Grove Building B, 2031-C Hospital Drive  
Sedro-Woolley, WA 98284  
Telephone: (360) 856-4700 Fax: (360) 856-9080

### BELLEVUE (VALOR HEALTHCARE)

13033 Bel-Red Road, Suite 210  
Bellevue, Washington 98005  
Telephone: (425) 214-1055 Fax: (425) 453-1619

### FEDERAL WAY (VALOR HEALTHCARE)

34617 11th Place South, Suite 301  
Federal Way, WA 98003  
Telephone: (253) 336-4142 Fax: (253) 838-3006

### NORTH SEATTLE (VALOR HEALTHCARE)

12360 Lake City Way NE, Suite 200  
Seattle, WA 98125  
Telephone: (206) 384-4382 Fax: (206) 440-3137

## THE DEPLOYMENT HEALTH CLINIC

### SEATTLE

Deployment Health Clinic Coordinator: (206) 764-2636  
Within Washington state: (800) 329-8387  
Outside of Washington state: (877) 222-8387  
General Scheduling: (206) 764-2306

### AMERICAN LAKE

American Lake Deployment Health Clinic: (253) 583-1176  
Within Washington state: (800) 329-8387  
Outside of Washington state : (877) 222-8387

## VETERANS CENTERS

Bellingham: (360) 733-9226

Seattle: (206) 553-2706

Spokane: (509) 444-8387

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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