## VHA 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.

## VET CENTERS

**Mesa Vet Center**
1303 South Longmore, Ste. 5
Mesa, AZ 85202
Phone: 480-610-6727

**Phoenix Vet Center**
4020 N. 20th St. #110
Phoenix, AZ 85016
Phone: 602-640-2981

**West Valley Vet Center**
14050 N. 83rd Ave., Ste. 170
Peoria, AZ 85381
Phone: 623-398-8854

## ACCREDITATION AND CERTIFICATION

- The Joint Commission
- Commission on Accreditation of Rehabilitation Facilities (CARF): All Homeless Programs, Mental Health Intensive Case Management (MHICM), Psychosocial Rehabilitation and Recovery Center (PRRC), Compensated Work Therapy (CWT), Substance Abuse Recovery and Rehabilitation Treatment Program (SARRTP), and Visual Impairment Service Teams (VIST).
- Long Term Care Institute (LTCI)
- American College of Radiology – Mammography program
- College of American Pathologists
- Clinical Laboratory Improvement Act (CLIA)
- American Association for Accreditation of Laboratory Animal Care (AAALAC)
- American Association of Blood Banks (AABB)
- Drug Enforcement Agency (DEA)
- U.S. Food and Drug Administration (FDA) – Mammography, Blood Bank, and Research Drug/Device programs
- Nuclear Regulatory Commission

## FACILITY PROFILE

The Phoenix VA Health Care System (PVAHCS) includes a Level 1b, tertiary care hospital and nine Community Based Outpatient Clinics that provide a full range of primary, secondary and specialty care. PVAHCS oversees all aspects of care providing a full range of services to more than 95,000 unique Veterans. The system has an annual operating budget of more than $700 million and employs more than 3,400 full time employees. Established in 1951, the hospital operates community health care clinics in Central and Southwest Phoenix, Gilbert, Scottsdale, Surprise, Payson, Show Low, and Globe Miami. PVAHCS is a teaching hospital, providing a full range of patient care services with state of the art technology and research. Comprehensive health care is provided through primary care, long term care, emergency services, and tertiary care in the areas of medicine, surgery, psychiatry, physical medicine and rehabilitation, neurology, oncology, dentistry, nutrition, geriatrics and extended care. The main facility has 166 hospital beds, 104 long term care beds, and 24 Substance Abuse Residential Rehabilitation Treatment Program beds. The system has broad collaboration with community partners to include academic affiliations with teaching programs, including medical schools, nursing and allied health affiliations.

# FINANCIAL REPORT & STATISTICS

## WEB ADDRESSES

For more information, visit us at:

www.phoenix.va.gov

www.facebook.com/PhxVAHealthcare

https://instagram.com/phoenixvahealthcare

## MEDICAL CENTER

**Phoenix VA Health Care System**
**650 East Indian School Road**
**Phoenix, AZ 85012**

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# 2018 ANNUAL REPORT

## EXECUTIVE LEADERSHIP

**RimaAnn O. Nelson**
Director

**Shawn M. Bransky**
Deputy Director

**Michael Welsh**
Associate Director

**Dr. Maureen F. McCarthy**
Chief of Staff

**Alyshia Smith, DNP, RN**
Associate Director, Patient Care Services

I CARE
DEPARTMENT OF VETERANS AFFAIRS

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

## WORKLOAD STATISTICS

| | |
|---|---|
| **Admissions Total** | |
| Acute | 6,505 |
| Community Living Center | 269 |
| Domiciliary | 129 |
| **Patient Days Total** | |
| Acute | 37,855 |
| Community Living Center | 11,865 |
| Domiciliary | 7,503 |
| **Average Daily Census** | |
| Acute | 104 |
| Community Living Center | 33 |
| Domiciliary | 21 |
| **Outpatient Clinic Visits** | |
| Main Campus | 758,541 |
| Midtown | 65,796 |
| Northwest | 80,840 |
| Southeast | 140,152 |
| Thunderbird | 28,733 |
| Globe | 3,263 |
| Payson | 4,307 |
| Show Low | 12,211 |
| Southwest | 25,519 |
| Northeast | 15,569 |

## PATIENT STATISTICS

| | |
|---|---|
| Unique Veterans | 95,200 |

## BUDGET FY2018 (10/1/17 - 9/30/18)

| | |
|---|---|
| Medical Care Budget | $780,468,006 |

## STAFFING STATISTICS

| | |
|---|---|
| **FTE (Full Time Equivalent)** | |
| **Employees (FTE)** | **3,421** |
| Physicians (FTE) | 282 |
| RNs (FTE) | 740 |
| Other (FTE) | 2,399 |

## EDUCATION STATISTICS

| | |
|---|---|
| **Total Trainees** | **1,728** |

## RESEARCH STATISTICS

| | |
|---|---|
| Total Research Funding | $13 million |
| Active investigators | 63 |
| Number of studies as of 10/1/17 | 124 |
| New Projects started in FY18 | 24 |
| Projects closed in FY18 | 31 |

## CLINICS

**Globe-Miami VA Clinic**
5860 S. Hospital Dr., Ste. 111
Globe, AZ 85501

**Midtown VA Clinic**
5040 N. 15th Ave.
Phoenix, AZ 85015

**Northeast VA Clinic**
11390 E. Via Linda Rd., Ste. 105
Scottsdale, AZ 85259

**Northwest VA Clinic**
13985 W. Grand Ave., Ste. 101
Surprise, AZ 85374

**Payson VA Clinic**
903 E. Highway 260
Payson, AZ 85541

**Show Low VA Clinic**
5171 Cub Lake Rd., Ste. C380
Show Low, AZ 85901

**Southeast VA Clinic**
3285 S. Val Vista Dr.
Gilbert, AZ 85297

**Southwest VA Clinic**
9250 W. Thomas Rd., Ste. 400
Phoenix, AZ 85037

**Thunderbird VA Clinic**
9424 N. 25th Ave.
Phoenix, AZ 85012

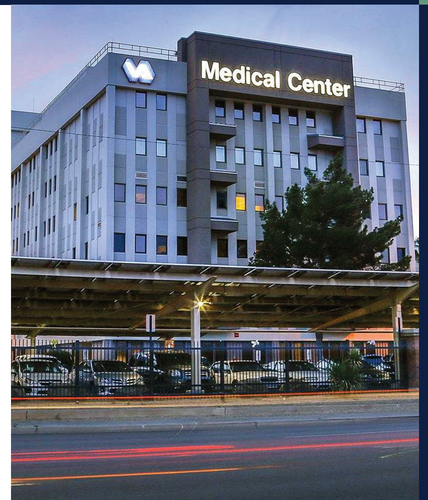
**Community Resource and Referral Center**
1500 E. Thomas Rd.
Phoenix, AZ 85014
602-277-5551

**24-HOUR NURSE ADVICE LINE**
877-252-4866

**ENROLLMENT & ELIGIBILITY QUESTIONS**
877- 552-7523

**APPOINTMENT SCHEDULING**
858-552-7454

VA | U.S. Department of Veterans Affairs
Veterans Health Administration
*Phoenix VA Health Care System*




# THE FUTURE OF MODERN HEALTHCARE

## DIRECTOR'S MESSAGE

Our 2018 Annual Report theme is continuous improvement. These pages will provide just a snapshot of some of the notable work happening here at the Phoenix VA Health Care System (PVAHCS) and the forward progress we have made in 2018. As you read this report, I hope you see our commitment to modernization using the best technologies, results from our commitment to continuous improvement, and efforts to develop an exceptional Veteran Experience.

Every week I am impressed and humbled by the incredible growth of our health system. We average 270 Veteran enrollments each week and surpassed 95,000 unique Veterans served, which is a 6.7-percent increase over the past 2 years. We are providing Veterans the choice through the CHOICE program as we hit an all-time high of 74,000 consults for care in the community, which is 20,000 more than the previous year and No. 4 overall in the VA. We also hit an all-time high of 1.14 million VA outpatient visits, which is an 11-percent increase over the past two years. I am thankful our Veterans continue to Choose VA.

Our growth is a notable strength and creates many opportunities to ensure we can meet the increasing demand for services. We have many capital projects in the pipeline to expand and modernize our clinical capacity. Most significantly, we recently announced the location of the new 203,000 sq. ft. Outpatient Clinic, which is expected to open in 2021. The new Outpatient Clinic will offer comprehensive Primary Care, Mental Health, Telehealth and other services in a state-of-the-art facility.

On the main campus, we expect to complete the new patient elevator tower in 2019 that will provide privacy to our patients and address the need for additional elevator capacity. We are in the planning stages for a new parking garage that will add nearly 400 spaces. We have more than a dozen other projects in the pipeline aimed at expanding clinical capacity, improving the Veteran Experience, and enabling our staff to continue to provide exceptional health care.

We are focused on continuous improvement for 2019 and delivering the high quality health care Veterans have earned. In fact, 38% of PVAHCS staff are Veterans themselves here to serve other Veterans. We continue our journey to own each moment with our Veterans to execute an excellent Veteran Experience. I am thankful for all PVAHCS staff and our community partner's passion, skill, and dedication to the VA mission. I look forward to 2019 to continue to honor America's Veterans by providing exceptional health care.

**RimaAnn O. Nelson**
Director, Phoenix VA Health Care System

## COMING SOON IN 2021 – NEW OUTPATIENT CLINIC

In November 2018, VA announced the location of the new 203,000 sq. ft. Outpatient Clinic expected to open in 2021 at 32nd Street and E. Van Buren in Phoenix. The new Outpatient Clinic will offer comprehensive Primary Care, Mental Health, Telehealth and other services in a state-of-the-art facility.

## FINAL SALUTE

This year, the PVAHCS implemented the "Final Salute" program. For all Veterans who pass away at the facility, hospital staff call for a "Final Salute," which includes an email and overhead announcement for staff to gather at a designated spot (pictured). The casket is accompanied by family members as it is carried outside to a waiting vehicle while staff hold flags and Veterans salute with the Veteran's service song playing in the background.

American Heart Association.

American Heart Association presented the "Get with the Guidelines Resuscitation Silver Plus Award" for achieving "85% or higher on four key measures based on evidence and practice," makes the largest impact on patient survival. PVAHCS was recognized in an advertisement in the 2018 America's Best Hospital issue of US News and World Report.

## VETERAN RESOURCE CENTER

In December, PVAHCS opened the Veteran Resource Center (VRC) located near the Patriot Brew coffee shop. The VRC is an administrative one-stop shop that provides resources to Veterans and assistance with many administrative needs. PVAHCS also deployed Service Champions across the facility to ensure that opportunities for improvement are understood before a Veteran leaves the facility.

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# 2018 AWARDS AND ACCOMPLISHMENTS

# FINANCIAL REPORT & STATISTICS

## PAIN MANAGEMENT PROGRAM

Dr. Aram Mardian and his team at the PVAHCS Chronic Pain Wellness Center (CPWC) bring an inter-professional whole person approach to chronic pain and opioid addiction (termed opioid use disorder and abbreviated OUD). The CPWC team includes physicians, addiction specialists, nurse practitioners, nurses, psychologists, as well as a dietician, clinical pharmacist, chiropractor, physical therapist, and recreational therapist who come together to holistically address pain and OUD. The CPWC has led PVAHCS efforts to expand evidence-based treatment of OUD for both regional and national projects. Additionally, PVAHCS has partnered with the University of Arizona College of Medicine – Phoenix to create one of the first accredited Addiction Medicine Fellowship programs in the country. Dr. Anita Karnik, an addiction psychiatrist in the CPWC, will be the program director for this fellowship program, which is currently accepting applications for the first class to begin in Fall 2019. The CPWC also received recognition by the Joint Commission as a best practice to battle the opioid epidemic during the Joint Commission triennial survey.

## BE CONNECTED COMMITMENT FOR SUICIDE PREVENTION

PVAHCS continues to be leaders in suicide prevention and won the VA's Community Partnership Award through work on the "Be Connected" program connecting key stakeholders to champion suicide prevention. This partnership was established in 2009 to create an ecosystem of support for all who serve and their families throughout Arizona. PVAHCS has a dedicated suicide prevention team, has held more than 15 formal trainings, and has identified service-line Suicide Prevention Champions. PVAHCS received full accreditation from the Commission on Accreditation of Rehabilitation Facilities (CARF), the premier rehabilitation accreditation agency, in all six rehabilitation programs: Homeless Programs, Mental Health Intensive Case Management (MHICM), Psychosocial Rehabilitation and Recovery Center (PRRC), Compensated Work Therapy (CWT), Substance Abuse Recovery and Rehabilitation Treatment Program (SARRTP), and Visual Impairment Service Teams (VIST).

**Veterans have access to same-day services in Mental Health during regular hours, in-person, via phone, or through MyHealtheVet secure messaging.**

## TELEHEALTH

PVAHCS has committed to virtual modernization and telehealth transformation that has expedited progress to a degree that has never been seen before at the Phoenix VA.

PVAHCS has invested more than $30,000 to modernize telehealth command center, purchased 300 webcams, 300 second monitors, 12 iPads, and five video teleconferencing devices to enhance capability. The telehealth team refined extensive data analytics to provide more than 1,600 immunizations to targeted Veterans and expanded video telehealth collaboration with local emergency response. The telehealth team has a large national footprint and was a pilot site and advisor to more than five national teams. The National Office of Rural Health selected PVAHCS for seven Tele-Rehabilitation Programs. Many innovations are being developed at PVAHCS including:

- 3D images of wounds that can be viewed remotely for expedited clinical review.
- The only VA to pilot touchscreen TVs at the bedside for live connections throughout the VA.
- Initiated Video-to-Home to provide Veterans access to providers from their homes.

**In FY18 there was a 55-percent increase in telehealth encounters to 22,097**

## QUALITY IMPROVEMENT

PVAHCS is dedicated to the highest quality care. Highlights include:

- Ranked #19 in the VA in Performance Measures (HEDIS/ORYX). HEDIS and ORYX are widely used measure sets that analyze core aspects of health care including diabetes management, hypertension management and tobacco cessation.
- Improved Standardized Mortality Ratio (SMR). A score below 1 is considered "better than expected" by the VA, and the lower the score, the better the performance. PVAHCS SMR improved from 0.935 to 0.769 and 30-day SMR improved from 1.071 to 0.974.
- PVAHCS continues to focus on improving Mental Health care and preventing suicide. Mental Health scores reflect significant improvement in providing appropriate disease-specific care and in the continuity of that care.
- PVAHCS maintained a top score in hospital-wide readmission rate, which still improved from 11.629 to 11.24.

Anticoagulation Center of Excellence

PVAHCS Anticoagulation Program was just named a "Anticoagulation Center of Excellence" (ACE)! The ACE is a program of the Anticoagulation Forum that provides a comprehensive standard to define ideal practices in this field, and the recognition from ACE highlights the "excellent care" given to patients.

## TOP PHYSICIANS

**Dr. Hugo Pinillo, Gastroenterology,** was named Teacher of the Year for the GI Fellowship program by the University of Arizona College of Medicine for his "willingness to teach, approachability and the importance of evidence-based medicine in his approach to patient care and education."

**Dr. Felipe Gutierrez** received the "Subspecialty Teacher of the Year" Award from the University of Arizona College of Medicine Internal Medicine Residency.

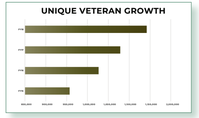
**Dr. Hamed Abbaszadegan, Chief of Health Innovation and Informatics Officer,** was selected by the American College of Physicians (ACP) as the ACP-Arizona Leader of the Year.

**Dr. Shakaib Rehman, Associate Chief of Staff for Education,** was selected by the American College of Physicians (ACP) as the ACP-Arizona Internist of the Year.

## GROWTH

### Phoenix Veterans are voting with their feet!

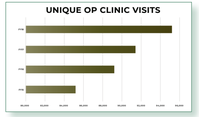
**We average 270 Veteran enrollments each week**




**Unique Patient Growth surpassed 95,000 unique Veterans served which is a 6.7% increase over the past 2 years**

### Giving Veterans the Choice through the CHOICE program:

**We hit an all-time high of 74,000 consults for care in the community, which is 20,000 more than the previous year and #4 overall in the VA**




**We also hit an all-time high of 1.14 million VA outpatient visits, which is a 11% increase over the past 2 years**