

VA Ann Arbor Healthcare System

Annual Report 2013



VA
HEALTH
CARE

Defining
EXCELLENCE
in the 21st Century

Ann Arbor • Flint • Jackson • Toledo

from the director

About VA Ann Arbor Healthcare System

Since 1953, VA Ann Arbor Healthcare System (which includes the VA Ann Arbor Medical Center, the VA Toledo Community Based Outpatient Clinic [CBOC], the VA Flint CBOC, and the VA Jackson CBOC, as well as the VA Center for Clinical Management Research, an HSR&D Center of Excellence, has provided state-of-the-art healthcare services to the men and women who have proudly served our nation.

More than 61,000 Veterans living in a 15-county area of Michigan and Northwest Ohio utilized VAAHHS in fiscal year 2013.

VA Ann Arbor Medical Center also serves as a referral center for specialty care.

Fiscal Year (FY) 2013 was a year of tremendous growth for VA Ann Arbor Healthcare System (VAAHHS). For the first time in our 60-year history, we provided healthcare to more than 60,000 Veterans.

The first full year of operation for our new Toledo Community Based Outpatient Clinic (CBOC) was an astounding success, serving nearly 15,000 Veterans, which was a 19% increase from FY 2012.

FY 2013 brought several prestigious recognitions, including 45 of our physicians being named to the Best Doctors in America® list. We also received the Health Equality Index (HEI) Leader designation from the Human Rights Campaign for our commitment to providing equitable, inclusive care to LGBT Veterans.

We opened a new state-of-the-art Emergency Department and Inpatient Telemetry Unit, creating 30,000 square feet of clinical space and giving us an additional eight inpatient beds. Both units were designed along Planetree principles with features such as individual rooms, patient-servers and

decentralized nursing alcoves, creating a healthy, healing environment for our Veterans.

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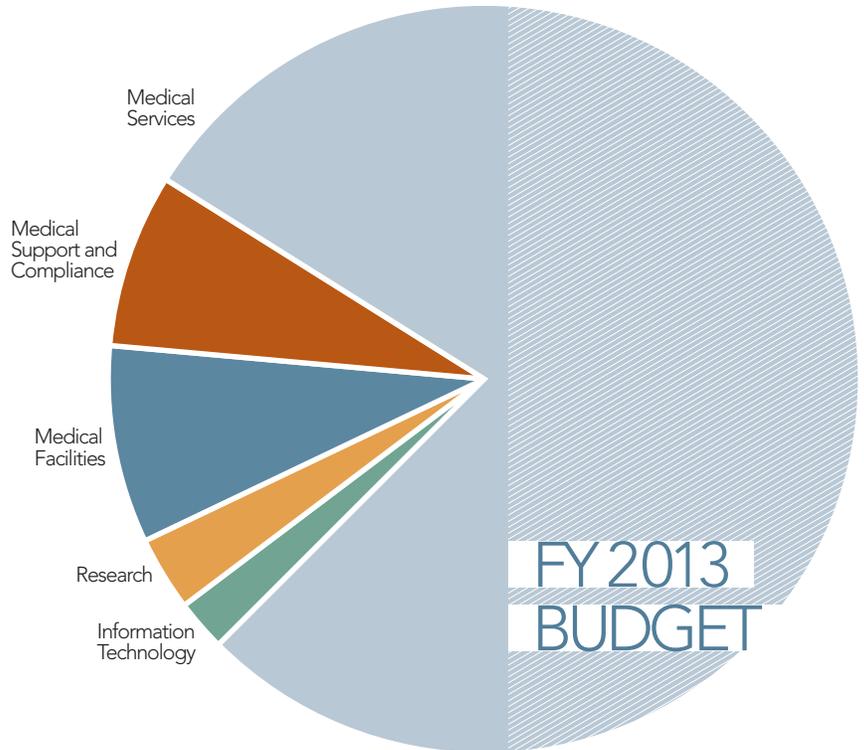


VAAAHS collaborated with several community partners in FY 2013 to host Veteran-centered special events including a "Valentines for Veterans" concert featuring country music star Acron Tippin at Eastern Michigan University (EMU). The concert, hosted in partnership with the EMU Student Veterans of America, was an opportunity for the community to come together in support of Veterans during VA's annual "National Salute to Veterans" week.

In August, we partnered with the University of Michigan Department of Psychiatry to host our first-ever Mental Health Summit. More than 100 community providers came together to discuss ways in which we can all work together to meet the mental health needs of America's heroes.

Thank you for your support in FY2013 and we look forward to working with you in FY2014 to achieve our mission of honoring America's Veterans.

Robert P. McDivitt, FACHE/VHA-CM
Director



Medical Services
\$ 351,593,712.90

Medical Support and Compliance
\$ 33,528,268.27

Medical Facilities
\$ 38,072,067.65

Research
\$ 14,336,216.26

Information Technology
\$ 9,894,104.80

Total Budget
\$ 447,424,369.88

From left to right:
Dr. Ginny L. Creasman,
Assistant Director
Dr. Himanshu S. Singh,
Associate Director
Robert P. McDivitt,
Director
Dr. Eric W. Young,
Chief of Staff
Stacey B. Breedveld,
Associate Director for Patient Care Services



by the numbers



Veterans
Served

61,712



Inpatient Average
Length of Stay

Community
Living Center
Admissions

396

2,366

Full Time
Employees



550,948

Outpatient Visits

35.1

Days CLC
Length of Stay

262

HUD/VASH
Housing Vouchers
In Use



5,332

Hospital
Admissions

5,387

OEF/OIF/OND
Veterans



4,598

Surgeries



8

Short
Stay
Beds



21,000

Veterans Utilized Secure Messaging

105

Beds

Associate Director Randy Ritter receives his retirement certificate from Director Robert P. McDivitt after 38 years serving America's Veterans.

farewell

RANDALL E. RITTER

We say farewell to our Associate Director Randall E. Ritter, who retired after 38 years of serving America's Veterans at VA. He started his career as a cooperative education student at the Cincinnati VA and also worked at the Charleston and San Diego VAs and the VA Central Region Office before coming to Ann Arbor in 2007 as Associate Director. Mr. Ritter was an engineer by trade and was a champion for getting several large projects funded in Ann Arbor. We wish him all the best in retirement, thank you Randy for a job well done!



Dr. Singh (far right) with his father Dr. Singh and Mrs. Singh at Dr. Singh's welcome celebration.

welcome

HIMANSHU S. SINGH, M.D.

We welcome Himanshu S. Singh, M.D. to Ann Arbor as our new Associate Director. Dr. Singh brings with him a wealth of experience from his time as the Chief Health Informatics Officer for VISN 7 and as the Assistant Director of the Ralph H. Johnson VAMC in Charleston, SC.

Dr. Singh received his Doctorate of Medicine from Spartan Health Sciences University in 1999 and his Bachelors in Computer Science from Georgia College & State University in 2001. Dr. Singh is a member of the 2010 Leadership VA class, a 2008 ECF Graduate, and completed the Action-Based Leadership Class in 2004. He is also a member of the American College of Healthcare Executives.



EMERGENCY DEPARTMENT RIBBON CUTTING



From l to r: VISN 11 Network Director Paul E. Bockelman, U.S. Representative John D. Dingell, VAAHS Director Robert P. McDivitt, U.S. Representative Tim Walberg, Army Veteran LTC Carolyn Lofton (retired) and Emergency Department Nurse Manager Shannon Asperger cut the ribbon for the new Emergency Department on September 6, 2013.

More than 200 people, including Congressman **John D. Dingell**, Congressman **Tim Walberg**, and VISN 11 Network Director **Paul Bockelman**, celebrated the opening of our new Emergency Department (ED) on September 6, 2013. The 15,500 sq. ft. ED was funded by the American Recovery and Reinvestment Act (ARRA) of 2009 and brought the urgent care and emergency room together under one roof, creating a synergistic, collaborative atmosphere for staff and a healthy, healing environment for Veterans.



The Da Vinci robot uses the most advanced technology available...

VISN 11'S FIRST Robotic Surgery

In March, surgeons at VA Ann Arbor Healthcare System (VAAHS) performed VISN 11's first robotic radical prostatectomy using Da Vinci Technology.

Inpatient Telemetry Unit

On September 6, 2013, we also dedicated our new Inpatient Telemetry Unit, which features **28 private rooms**, decentralized nursing alcoves, patient servers, and patient-safety lifts in every room. The **15,000 sq. ft. unit** also boasts a large family lounge, and an honor wall featuring inspirational quotes from American leaders and encouraging letters from local elementary school children.



The Da Vinci robot uses the most advanced technology available, enabling our surgeons to perform some of the most complex operations through a few tiny incisions, while increasing surgeons' vision, precision, dexterity and control.

Utilizing the robot to perform radical prostatectomies decreases Veterans' post-operative pain, decreases their length of stay in the facility, and reduces the time for urinary continence to return.

In the future, the robot will also be utilized for partial nephrectomies and cystectomies within Urology Service. General Surgery will be the next service to utilize the robot's capabilities. Eventually, robotic use will reach into otolaryngological and thoracic procedures as well.

Drs. Robert Werner, Bruce Richardson, Charles Ellis, Seema Saini, Clare Duvernoy, Robert Hogiyan, and Marcos Montagnini were some of the 45 VAAHHS doctors named to the 2013 Best Doctors in America® list.



Best Doctors in America®

45 physicians affiliated with VA Ann Arbor Healthcare System appear on the Best Doctors in America® list for 2013. Only five percent of doctors in America earn this prestigious

honor, decided by impartial peer review. VA Ann Arbor Healthcare System's group of experts on the Best Doctors in America® list for 2013 includes world-class specialists in

Cardiovascular Disease, Dermatology, Geriatric Medicine, Internal Medicine, Neurology, Ophthalmology, and Radiology.

Toledo CBOC Ribbon Cutting



U.S. Representative Marcy K. Kaptur, University of Toledo President Lloyd Jacobs, VAAHHS Director Robert P. McDivitt, and others cut the ribbon for the VA Toledo Community Based Outpatient Clinic on November 9, 2012.

A ribbon cutting ceremony for our new Toledo Community Based Outpatient Clinic (CBOC) took place on November 9, 2012, with more than 300 Veterans, volunteers, community members, government officials

and supporters in attendance. The Toledo CBOC experienced significant growth in **FY 2013** by seeing nearly **15,000 Veterans**, a **19% increase** from FY 2012 in the previous location.

VAAHHS NAMED LEADER IN LGBT HEALTHCARE EQUALITY

VA Ann Arbor Healthcare System was named a "Leader in LGBT Healthcare Equality" by the Human Rights Campaign's 2013 Healthcare Equality Index (HEI) national survey. VAAHHS met key criteria for equitable care, including non-discrimination policies for LGBT patients and employees, a guarantee of equal visitation for same-sex partners and parents, and LGBT health education for key staff members.

LGBT Special Emphasis Program Manager Andrew Hunter poses for a picture with one of the many welcoming signs throughout the facility for LGBT Veterans.



visitors



The Eastern Michigan University Football Team visits with Veterans during National Salute to Veterans Week in February.



The University of Michigan Baseball Team visits with Veterans during National Salute to Veterans Week in February.



ZZ Top Bassist Dusty Hill visits with formerly Homeless Veterans at the Toledo Community Based Outpatient Clinic in November.



U.S. Senator Sherrod Brown (Ohio) visits Veterans and staff at the VA Toledo Community Based Outpatient Clinic to celebrate National Salute to Veterans Week.

There were several visitors to VA Ann Arbor Healthcare System in FY 2013. U.S. Senator(s) **Carl Levin** and **Sherrod Brown** and U.S. Representatives **John D. Dingell**, **Tim Walberg**, **Kerry Bentivolio**, **Marcy Kaptur**, **Bob Latta**, Michigan Lt. Governor **Brian Calley** and country musician **Aaron Tippin** all visited during National Salute to Veterans Week in February 2013. ZZ Top

Bassist **Dusty Hill** visited with formerly homeless Veterans at the Toledo CBOC in November. The **University of Michigan** baseball and **Eastern Michigan University** football teams continue to spend time with our Veterans. We are so grateful for everyone who gives of their time to visit with our Veterans, thank you!



Country musician Aaron Tippin signs a guitar for a Veteran at the VA Ann Arbor Medical Center.

Valentines for Veterans Concert

More than 1,000 Veterans, volunteers, fans and supporters joined us for our first ever “Valentines for Veterans” concert on Sunday, February 10, 2013.

The concert was held at Eastern Michigan University and featured country music star **Aaron Tippin**, who performed several of his hits to include “You’ve Got to Stand for Something,” “Working Man’s Ph.D.,” “I Got it

Honest,” “Where the Stars & Stripes & the Eagle Fly” and more.

Aaron also visited with patients at the VA Ann Arbor Medical Center before the show, signing autographs and thanking Veterans for their service. Bubba from the “Breakfast with Bubba Show” on 102.9 W4 Country was Master of Ceremonies and helped Aaron give a bicycle away that he assembled on stage, to the local Marine recruiter for the Marine Corps Reserve’s annual “Toys for Tots” campaign.

Mental Health Summit

More than 85 community partners joined us for our first-ever Community Mental Health Summit on August 15, 2013. U.S. Representative **John D. Dingell** opened the event, recognizing the great work VA does on behalf of America's Veterans. He was followed by several presenters from VA, the University of Michigan, and other community partners who highlighted services available to Veterans and their caregivers. The afternoon consisted of several break-out sessions that covered specific topics such as recreation, employment, legal, medical, mental health and other issues affecting Veterans. At the end of the day, we had several action items that have helped us to better fulfill our mission to provide exceptional healthcare that improves Veterans' health and well-being.



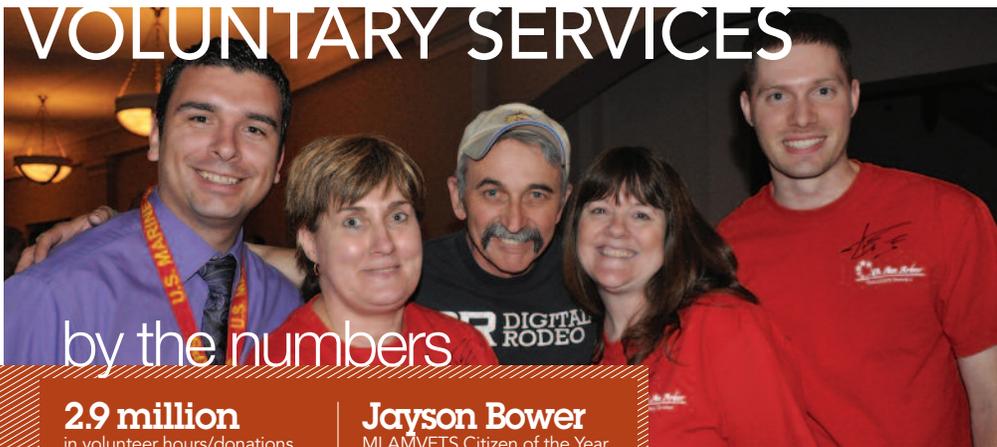
U.S. Representative John D. Dingell keynotes the 2013 VA Ann Arbor Healthcare System's Mental Health Summit.

VAAAHS Youth Volunteer Jonah Drapeau Receives \$15,000 VA Scholarship

We are very pleased and proud to announce that **Jonah Drapeau**, student volunteer at VA Ann Arbor Healthcare System, has been awarded the \$15,000 DAV Jesse Brown Memorial Youth Scholarship. Jonah has been volunteering at VA since 2007 and has accumulated nearly 3,800 volunteer hours.

The **Jesse Brown Memorial Youth Scholarship Program** encourages young volunteers to play active roles in the Department of Veterans Affairs Voluntary Service (VAVS) programs. It recognizes outstanding young volunteers who give of their time by awarding annual scholarships to continue their education.

Congratulations Jonah!



VOLUNTARY SERVICES

by the numbers

2.9 million
in volunteer hours/donations

92,836
Volunteer Hours/
Avg of 67 per volunteer

45 FTEE

1,404 Volunteers

390 Youth Volunteers

Christmas Eve Dinner in CLC

Sponsored by Washtenaw Community College for over 20 years

Jayson Bower
MI AMVETS Citizen of the Year,
October 2012

Jonah Drapeau
Recipient of \$15,000 Jesse Brown DAV Youth Scholarship Award

Aaron Tippin
Community National Salute Concert

Memorial Program (semi-annual)

Baby Shower
For Women Veterans

VA Ann Arbor Healthcare System's Voluntary Services program had an amazing year in FY 2013, with a financial impact of nearly \$3 million! More than 1,400 volunteers – including 390 youth volunteers – accounted for 92,836 volunteer hours, which is the equivalent of 45 full-time employees.

Voluntary Service Assistant **Jayson Bower** was honored as the American Veterans (AMVETS) Department of Michigan's Citizen of the Year for his dedicated service to America's Veterans and their families.

Above photo, from l to r: Public Affairs Officer Derek D. Atkinson, VAVS Chief Beverly Lenesi, Country Musician Aaron Tippin, VAVS Specialist Sandy Jacobs and VAVS Assistant Jayson Bower pose for a picture at the 2013 Valentines for Veterans Concert.

VA Center for Clinical Management Research Moves to the University of Michigan North Campus Research Complex

The VA Center for Clinical Management Research (CCMR) moved in January 2013 into 24,600 square feet of off-site space leased from the **University of Michigan (UM)**. The move of 150 VA experts to UM's North Campus Research Complex will help Veterans and all Americans by strengthening the link between UM and VA Ann Arbor Healthcare System.



The VA Center for Clinical Management Research recently moved to the University of Michigan's North Campus Research Complex.

The move enabled CCMR to become the largest public partner in UM's Institute for Health Policy and Innovation (IHPI), whose mission is to enhance the health and well-being of local, national, and global populations through innovative, interdisciplinary health services research.

The Institute includes nearly 400 health services researchers from UM along with researchers from several not-for-profit and private sector organizations. Founded in 2011, IHPI is one of the nation's largest communities of physicians, health scientists, and policy analysts studying how healthcare works and how it can be improved. The move will enhance our ability to form new collaborations, further improving the quality and significance of our research.



The VA Ann Arbor Healthcare System was selected for the University of Michigan Ross School of Business' multi-disciplinary action based learning project program (MAP) focusing on the outpatient pharmacy process at VAAHHS.

University of Michigan School of Business MAP Project

In FY 2013, the Systems Redesign program staff coordinated the first VAAHHS project in partnership with the **University of Michigan Ross School of Business**. The project was conducted with the Business School's highly regarded MBA multi-disciplinary action-based learning project program (MAP). The project focus included an assessment of existing outpatient pharmacy processes to identify opportunities to address current and anticipated future medication

preparation challenges. This project also involved an assessment with recommendations for promoting a culture of continuous organizational development and improvement utilizing Learning Organizations and newly emerging Positive Organizational Scholarship concepts. The project was supported through a collaborative team comprised of four U of M Business School MBA students, Pharmacy Service leadership and Pharmacy Service staff.

Three things Veterans should know about the Affordable Care Act:

1

If you are enrolled in VA health care, you do not need to take any additional steps to meet the health care law coverage standards.

2

The health care law does not change VA health benefits or Veterans' out-of-pocket costs.

3

VA wants all Veterans to receive health care that improves their health and well-being.

www.va.gov/health/aca/

celebration

From l to r: VAAAHS Director Robert P. McDivitt, U.S. Representative John D. Dingell, Michigan Governor Rick Snyder and Major General Gregory Vадnais enjoy the 2012 Veterans Day Ceremony.



Veterans Day Celebration

We were honored to have Michigan Governor **Rick Snyder**, U.S. Congressman **John D. Dingell** and Major General **Gregory Vадnais** attend our Veterans Day Celebration. The University of Michigan Tri-Service ROTC Units have done a fantastic job hosting this event the past 10 years. More than 150 people attended the event that paid homage to those who have gone before, those currently serving and those who will serve in the future.

OEF/OIF/OND Welcome Home Celebration

177 Veterans attended the VAAAHS "Welcome Home Celebration" for **Operation Enduring Freedom/Operation Iraqi Freedom/Operation New Dawn** Veterans on August 9, 2013 at Rolling Hills Water Park in Ypsilanti, Michigan. Veterans were treated to a barbecue and a free pass to the water park. There were also 25 resource booths with information about benefits available to Veterans, spouses and children. Those attending the event included representatives from the Office of Congressman John D. Dingell, the University of Michigan Military Support Programs and Networks (MSPAN), Eastern Michigan University, the Washtenaw County Department of Veterans Affairs, and many more.



VAAAHS held its annual Welcome Home event for OEF/OIF/OND Veterans on August 9, 2013 at Rolling Hills Water Park in Ypsilanti, Michigan.

MEMORIAL SERVICES

“To care for him who shall have borne the battle and for his widow, and his orphan.”

—PRESIDENT ABRAHAM LINCOLN



A Memorial Service is held twice a year at VAAAHS to honor our Veterans who have passed away in the preceding six-month period. The Palliative Care Service, with support from Social Work and Chaplain

Services, plans and executes this ceremony. The service is designed to provide patriotic tribute to the deceased Veterans and is a means to provide closure for their families and loved ones, as well as VAAAHS staff.





Ann Arbor Medical Center

2215 Fuller Road
Ann Arbor, MI 48105
734-769-7100



**Flint Community Based
Outpatient Clinic**

2360 South Linden Road
Flint, MI 48532
810-720-2913



**Jackson Community Based
Outpatient Clinic**

4328 Page Avenue
Michigan Center, MI 49254
517-764-3609



**Toledo Community Based
Outpatient Clinic**

1200 South Detroit Avenue
Toledo, OH 43614
419-259-2000

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