Honoring America’s Veterans by providing exceptional health care that improves their health and well-being.
Executive Leadership Team

Director – Ginny Creasman, PharmD, FACHE

Associate Director – Amanda Dean, JD, MBA

Acting Chief of Staff – William Weitzel, MD

Acting Deputy Chief of Staff – Mark Hausman, MD

Associate Director for Patient Care Services – Stacey Breedveld, MSN, RN, CENP

Assistant Director – Kevin Swallow, MPH

VISN 10 VA Healthcare System consists of Health Systems in Ann Arbor, Battle Creek, Detroit and Saginaw in Michigan; Indianapolis and Northern Indiana in Indiana; Chillicothe, Cincinnati, Cleveland, Dayton and Columbus in Ohio. It also includes 63 Community-Based Outpatient Clinics (CBOC) throughout the tristate area serving nearly 685,000 enrolled Veterans with a budget exceeding $4.3 billion.

Message from the Director

It is an honor to have been selected to be the leader of one of VA’s flagship healthcare systems. VA Ann Arbor Healthcare System (VAAAHS) has had a tremendous year. With campuses in Ann Arbor, Flint, Jackson, and Toledo, we served nearly 69,000 Veterans in fiscal year 2017. We completed over 630,000 outpatient appointments and over 863,000 encounters. We consider it our sacred privilege to serve ALL of the Veterans in our service area in any way we can. Looking back, we had another successful year providing world-class healthcare to our Veterans.

Yet, as the new director of the healthcare system, I want to focus on the future. I want to continue those great gains we’ve made in improving wait times and modernizing our systems. More importantly, I want to ensure we are all, as a community, working to fight the human tragedy of Veteran suicides. Out of 20 Veteran suicides per day in this country, we know that about 14 did not come to VA for help. We need to find out why, and then provide at-risk Veterans the compassionate care they so rightly need.

My focus is very simple. Keep the Veteran in the center of everything we do and we can never do wrong. I believe the ICARE values — Integrity, Commitment, Advocacy, Respect, and Excellence — are baseline standards of behavior that are expected from all VA employees. If we have high moral principles, work diligently to serve Veterans, are truly Veteran-centric, treat people with dignity, and strive for continuous improvement, we can justly earn and preserve the trust of our Veterans to provide them the best care.

I am so happy to be back in Ann Arbor, and I look forward to leading our healthcare system into the future.

Warmly,

Ginny Creasman, PharmD, FACHE
VA Ann Arbor Healthcare System

Proudly serving Veterans since 1953

Community Clinics

Flint Outpatient Clinic
2360 S. Linden Rd.
Flint, MI 48532
810-720-2913

Green Road Outpatient Clinic
2500 Green Rd.
Ann Arbor, MI 48105
734-769-7100

Jackson Outpatient Clinic
4328 Page Ave.
Michigan Center, MI 49254
517-764-3609

Packard Road Outpatient Clinic
3800 Packard Rd.
Ann Arbor, MI 48108
734-769-7100

Toledo Outpatient Clinic
1200 S. Detroit Ave.
Toledo, OH 43614
419-259-2000

VA Ann Arbor Healthcare System (VAAAHS) provides state-of-the-art healthcare services to the men and women who have proudly served our nation. More than 69,000 Veterans living in Southeast Michigan and Northwest Ohio visited the medical center and community-based outpatient clinics for their comprehensive health care needs and completed 863,067 encounters in fiscal year 2017.

VA Ann Arbor Healthcare System is among hospitals providing the highest level of complexity of care. Neurosurgery, coronary artery bypass, deep-brain stimulation, and laparoscopic surgeries are examples of the sophisticated level of care provided at the VA Ann Arbor Medical Center. The facility also includes state-of-the-art ambulatory care clinics, operating rooms, cardiac catheterization suite, intensive care units, laboratory, as well as diagnostic services.

VA Ann Arbor is also a major tertiary care referral center, providing care to Veterans in Toledo, Flint, and Jackson Community-Based Outpatient Clinics (CBOCs). VAAAHS is a robust research center offering the VA Center for Clinical Management Research, and Health Science Research & Development (HSR&D) Center of Excellence.
### By the Numbers

<table>
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<th>$485 million</th>
<th>2,749</th>
<th>69,055</th>
<th>630,107</th>
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<td>Annual Operating Budget</td>
<td>Total Employees (27% are Veterans)</td>
<td>Veteran Patients</td>
<td>Outpatient Visits</td>
<td>Inpatient Admissions</td>
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### Innovation

- First VA in the U.S. to implement the Real Time Locating System (RTLS) inventory management system.
- Awarded a national Patient Aligned Care Team (PACT) demonstration lab.
- Nationally funded for capability grant “Redesigning the System of Care for Hospitalized Medicine Patients.”
- Partners with the University of Michigan College of Engineering, School of Business, College of Architecture, and School of Art and Design to foster change and innovation.
- Implementing Veteran Centered Care initiatives.
- Received seven National Center for Patient Safety “Cornerstone Gold Awards.”
- One of 11 VA medical facilities to implement the Telehealth initiative: Specialty Care Access Network-Extension for Community Healthcare Outcomes (SCAN-ECHO).
Accreditations & Recognition

- Joint Commission
- Commission on Accreditation of Rehabilitation Facilities, for Compensated Work Therapy, Homeless Program, and Psychosocial Rehabilitation and Recovery Center (PRRC)
- College of American Pathologists (CAP)
- Blood Bank — FDA and CAP accredited
- American College of Radiation Oncology
- Commission on Cancer
- Nuclear Regulatory Commission
- Cancer Program accredited by the American College of Surgeons
- Accredited Pastoral Care Program
- Recognized as a “Leader in LGBT Healthcare Equality” by the Human Rights Campaign (HRC) Foundation

Research

- Over 400 active studies in clinical research, basic science, health services, and rehabilitation.
- Host site of Health Services Research and Development (HSR&D) Center of Excellence, Geriatric Research, Education and Clinical Center (GRECC), and Serious Mental Illness Treatment Resource and Evaluation Center (SMITREC).
- The Center for Clinical Management Research (CCMR) is 1 of 19 VA Centers of Innovation in the nation.

Education

- Affiliated with 112 colleges and universities including the University of Michigan Schools of Medicine, Dentistry, Nursing, Social Work, Public Health, and Engineering, and the University of Toledo College of Medicine.
- More than 1,400 people receive training here each year.
- Most VAAAHs physicians hold joint teaching appointments at the University of Michigan.

VA Ann Arbor Programs

Eligible Veterans can seek care for a range of programs and services at VA Ann Arbor and five Community-Based Outpatient Clinics:
- Neurosurgery
- Cardiac Surgery
- Invasive Cardiology
- Invasive Radiology
- Hemodialysis
- Chemotherapy
- Radiation Oncology
- Veteran Empowerment and Recovery (VEAR) Center
- Mental Health Intensive Care Management (MHICM)
- Homeless Outreach Program
- Veterans Justice Outreach (VJO)
- Veterans Integration to Academic Leadership (VITAL)
- Traumatic Brain Injury
- Outpatient Spinal Cord Injury
- Visual Impairment Services
- Deep Brain Stimulation

- Home-Based Primary Care
- Medical Foster Home Program
- Health Services Research & Development (HSR&D)
- Serious Mental Illness Treatment Resource & Evaluation Center (SMITREC)
- Geriatric Research, Education, and Clinical Center
- Patient Aligned Care Teams (PACT)
- Demonstration Lab
- Transcatheter Aortic Valve Replacement (TAVR) Suite
- Bariatric Surgery Program
- Robotic Surgery
- Education Center Simulation Laboratory
- Telehealth Technology
- Women’s Health
Healthy Teaching Kitchens teach the basics

(Above and below) A dietitian teaches a Healthy Teaching Kitchen class to a group of Veterans.

The Healthy Teaching Kitchen class is a four-week series of classes offered through the healthcare system that teach basic cooking skills and healthy recipes to Veterans. The purpose of the workshop is to improve confidence in the kitchen, introduce new foods and cooking methods, and demonstrate how healthy food can be low-cost, easy to make and tasty. 2017 class topics included “Food and Kitchen Safety,” “Getting to the Know the Kitchen — Break that Fast,” “Simple Lunch Ideas — It’s a Wrap” and “Simple Dinner Ideas — Fabulously Fast!”

VA2K to Help Homeless Veterans

Staff members participate in the VA2K Walk & Roll event at Toledo CBOC (above) and VA Ann Arbor (below).

Employees of VA Ann Arbor Healthcare System participated in the 7th Annual VA2K Walk & Roll event in May with simultaneous events held at various VA Ann Arbor locations. The event aims to help support homeless Veterans while also encouraging people to move for better health.

The VA2K is a short two-kilometer or 1.2-mile walk, which takes around 20 minutes to complete, and can be easily completed during a lunch break.

Event participants made voluntary donations based on a list of suggested items. Following the event, volunteer staff collected and distributed them to local homeless Veterans. Since 2011, the event has collected donations valued at more than $1.73 million for homeless Veterans.
Go Red For Women

(Above, middle and below) VA Ann Arbor staff members show off their red to spread awareness about women’s heart health during the Go Red For Women event.

In February during Women’s Health Month, VA Ann Arbor, as well as the outpatient clinics, held their annual Go Red for Women event, in partnership with the American Heart Association. The event raises awareness around women’s heart health issues.

The Go Red For Women movement harnesses the energy, passion and power women have to collectively wipe out heart disease. It challenges them to know their risk for heart disease. Women pledge to take steps to reduce their personal risk and lead a heart-healthy life.

Olympic Figure Skating Champion Visit

Ann Arbor native and Olympic champion figure skater Charlie White surprised inpatient Veterans at VA Ann Arbor during a visit in March. White later also participated in the VA2K event at VA Ann Arbor in the spring.
VA Ann Arbor Voluntary Services hosted the annual National Salute to Veteran Patients Week, Feb. 13 through Feb. 17, at VA Ann Arbor. The National Salute program encourages Americans to express gratitude toward Veteran patients. The purpose of the National Salute to Veteran Patients Program is to:

- Pay tribute and express appreciation to Veterans
- Increase community awareness and understanding of the role of the VA medical center
- Encourage citizens to visit hospitalized Veterans and to become involved as volunteers

During the National Salute, VA invites individuals, Veterans groups, military personnel, civic organizations, businesses, schools, local media, celebrities and sports stars to participate in a variety of activities at the VA medical centers.

This year, Congressman Bob Latta and Congresswoman Debbie Dingell of Toledo, as well as Senator Gary Peters in Ann Arbor, visited with patients. Tours took place at the CLC (Community Living Center) and in the 6th floor inpatient unit.
VA Jackson
Renovations
Completed

VA Ann Arbor Healthcare System completed extensive renovations to the Jackson Community-Based Outpatient Clinic (CBOC). The building addition helped to improve access to care for the 3,600 Veterans who currently use the clinic for their primary and mental health care.

The Jackson CBOC celebrated the completion of the two-year project with a dedication ceremony in December. The event included a flag-raising ceremony with the ensign of the United States and each of the five branches of military service, as well as the POW/MIA flag.

Local Veteran Service Organizations, business representatives, as well as U.S., state and local dignitaries attended. The Michigan Center High School marching band also performed.

Pink Out for Breast Cancer Awareness

The women of VA Ann Arbor joined the American Cancer Society by throwing their own Pink Out for Breast Cancer Awareness on Oct. 19 outside VA Ann Arbor’s Emergency Department. Hosted by the Women Veterans Program Committee, all staff and Veterans were encouraged to wear pink in recognition of Breast Cancer Awareness Month.

The American Cancer Society is the largest private, not-for-profit funder of cancer research in the United States. It has invested more than $4 billion since 1946, reducing U.S. cancer death rates by 20 percent since the 1990s. In addition, more than 1.5 million lives have been saved thanks, in part, to their efforts.
Employee Appreciation Picnics

The VA Ann Arbor Healthcare System Employee Association hosted Employee Appreciation Picnics at each of our locations across the healthcare system last summer. It was a whirlwind tour. Everyone had fun taking advantage of the beautiful Michigan summer and enjoying camaraderie with co-workers.

Crash Cart Tray Redesign Finalist

In December, VA Ann Arbor Healthcare System was named a finalist for the ASHP Research and Education Foundation's Award for Excellence in Medication Safety for their redesign of a medication tray insert for an emergency tray or cart.

The Pharmacy Chief and medication safety officer, together with a team of system redesign staff, industrial engineering students, nurses, pharmacy technicians, and a code cart (medication tray) vendor, worked to produce prototypes of the tray insert. The team sought to improve the ability of health care professionals to make split-second decisions when selecting and preparing medications in life or death situations. They acknowledge that pinpoint accuracy is paramount when responding to a patient for a code.

In fall 2016, all carts throughout the healthcare system were updated with the re-engineered trays. Two months later, the team retested and found that selection errors were reduced or eliminated using the new system. The code medication tray insert has now been implemented in hundreds of organizations, both in the United States and throughout the world.

The Award for Excellence in Medication Safety was established in 2004 to recognize pharmacy professionals on a national level who take the lead in promoting safety in the medication-use process. Their mission is to improve the health and well-being of patients through appropriate, safe, and effective medication use.
National Nurses Week

At VA Ann Arbor, over 500 nurses care for the needs of our Veterans. Every year, we honor the important and life-changing contributions of our nurses by celebrating National Nurses Week. Presented each year by the American Nurses Association, the 2017 theme was “Nursing: The Balance of Mind, Body, and Spirit.”

National Nurses Week begins each year on May 6 and ends on May 12 — Florence Nightingale’s birthday. It features a host of events across the U.S. to honor nurses for the work they do. It also educates the public about nurses’ role in health care. Nursing has been rated as the most honest and ethical profession for the past 16 years in annual Gallup polls.

POW and MIA Honored and Remembered

Every year during National POW/MIA Recognition Day, VA Ann Arbor Healthcare System honors the brave sacrifices of those who were missing in action or kept as prisoners of war while serving overseas.
#BeThere to Save a Veteran

VISN 10 facilities participated in the national #BeThere campaign to prevent Veteran suicide. They also took part in a regional effort to combat deaths from accidental drug overdose. About 600 Veterans die by suicide in Indiana, Michigan, and Ohio each year.* Even more are lost to accidental drug overdoses.

About 70% of those who die by suicide did not seek help from VA health care. To address this and other related issues, VISN 10 conducted an environmental scan of our facilities and community connections. We identified care gaps and shared information about innovative approaches.

Potentially life-saving interventions include making facility safety improvements, giving out a greater number of overdose “rescue” naloxone kits, and raising Veterans’ awareness of the risks for accidental deaths. VISN 10 sites also piloted cutting-edge technologies, such as installing risk-stratification database tools and tablet-based interventions to better reach Veterans at risk.

VISN 10 sought to assist community partners in better understanding Veteran culture and unique risk factors. For example, several VAs in our region offered free training for local law enforcement officers on best practices for engaging Veterans in crisis. Others hosted community events, such as the 2017 Annual VA 5K for Suicide Awareness.