Our Veterans have always been our top priority in VA Ann Arbor Healthcare System. We honor them by making the mission of the VA come alive through the work of our 2700 employees who provide exceptional care and consistently exceed expectations.

I am committed to a customer service-focused environment of care in which employees are engaged and steadfast in their desire to improve the Veteran experience. We know that encouraged and empowered employees will consistently deliver excellent care and world-class customer service.

When we continue to serve with high moral principles, we maintain trust and confidence with our Veterans, our staff, and the public. This is possible because we treat our Veterans and our staff with respect at all times.

When people around the country hear about VA Ann Arbor Healthcare System, I want them to say, “I want to be a part of that healthcare system. They always put Veterans first and the staff is engaged and rewarded for being innovative.”

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 Country

INNOVATION

1st VA in the Nation with a high-powered holmium laser offering “Stone Dusting”, an advanced kidney stone removal procedure

1st VA in the Nation to implement the Real Time Locating System (RTLS) inventory management system

Awarded national Patient Aligned Care Team (PACT) demonstration lab

Recipient of 7 National Center for Patient Safety “Cornerstone Gold Awards”

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

One of eleven VA medical facilities to implement the Telehealth initiative, Specialty Care Access Network-Extension for Community Healthcare Outcomes (SCAN-ECHO)
We will be known as the best VA in the nation and we will serve our Veterans and staff with humility and gratitude every day. In that way, we will fulfill our noble mission: To honor America’s Veterans by providing exceptional healthcare that improves their health and well-being.

Since 1953, VA Ann Arbor Healthcare System (VAAAHS) has provided state-of-the-art healthcare services to the men and women who have proudly served our nation. More than 68,000 Veterans living in Southeast Michigan and Northwest Ohio visited us for their comprehensive healthcare needs and we completed 850,000 encounters in fiscal year 2016.

The Department of Veterans Affairs designated the Ann Arbor Medical Center as a 1A facility, meaning we are at the highest level of complexity of care. Neurosurgery, coronary artery bypass, and laparoscopic surgeries are examples of the sophisticated level of care provided at the VA Ann Arbor Medical Center. The facility includes state-of-the-art ambulatory care clinics, operating rooms, cardiac catheterization suite, intensive care units, laboratory, and diagnostic services.

We are also a major tertiary care referral center providing care to Toledo, Flint, and Jackson Community Based Outpatient Clinics (CBOCs). VAAAHS is a robust research center with VA Center for Clinical Management Research, and Health Science Research & Development (HSR&D) Center of Excellence.
During FY16 a number of new projects were completed at the Ann Arbor VAMC that have helped to improve patient access and care. In addition, several other projects are now under construction that will continue to set Ann Arbor apart as one of the outstanding medical centers within the VA system.

In addition, our Radiology department received a completely updated MRI suite providing the most up to date imaging equipment on the market.

**RADIOLOGY**

For the convenience and enjoyment of our patients, visitors and staff a fully expanded and improved Canteen kitchen, serving and dining areas was completed in 2016. This has greatly increased the serving and seating capacity of the Canteen in addition to providing a more comfortable and attractive environment for those visiting the Medical Center.

**CANTEEN**

**SURGERY**

Complete renovations and reconstructions of two surgery suites were finished in 2016 that include the cutting edge Da Vinci robot technology and advanced Urology capabilities.
A number of projects directly improving patient access and care are under construction and will be completed in 2017. This includes a modern and attractive Veterans Welcome Center, additional clinical space, off-site specialty clinics and greatly expanded parking.

NEW WELCOME CENTER

By Pamela Weber, MS, RN

As a healthcare leader in innovation and technology, our medical center opened the new Simulation Center in February. The construction of this comprehensive new training space was a collaborative effort with community partners and university affiliates. Clinical simulation training enriches education and allows health care providers to practice and refine their skills without any detriment to the patient.

A number of projects directly improving patient access and care are under construction and will be completed in 2017. This includes a modern and attractive Veterans Welcome Center, additional clinical space, off-site specialty clinics and greatly expanded parking.

NEW SIMULATION CENTER

By Pamela Weber, MS, RN

As a healthcare leader in innovation and technology, our medical center opened the new Simulation Center in February. The construction of this comprehensive new training space was a collaborative effort with community partners and university affiliates. Clinical simulation training enriches education and allows health care providers to practice and refine their skills without any detriment to the patient.

Ann Arbor’s Simulation Center is a 3,870 square foot multidisciplinary learning site with a full array of advanced simulation education capabilities. The space includes a high fidelity simulation training room, three low-fidelity training rooms, an audio-visual control room, and a debriefing room. The goal was to design an authentic practice environment, so the design team constructed the high fidelity room identically to a room on our 6-South Telemetry unit, to the last detail.

FASTBALL LOUNGE

Thanks to a generous donation from Justin Verlander in partnership with the Detroit Tigers Foundation, VA Ann Arbor was able to build the “Fastball Lounge” in support of the new Physical Medicine and Rehabipility Unit, which provides personalized, patient-centered physical therapy and occupational therapy to our Veterans.

3,870 sq. ft.
HEALTHCARE SYSTEM FACTS

2016

myVA
Putting Veterans First

102
Acute Care Beds
(Distributed among Medicine, Surgery, Critical Care and Psychiatry)

5,450
Acute, Inpatient Hospital Admissions

$4,820,000
Annual Operating Budget

637,532
Outpatient Visits

873,661
Encounters
Community Living Center Beds: 40

Total Employees: 2,749
(27% of employees are Veterans)

Days Average Length of Stay: 5.4

Unique Veterans (Utilized VAAAHS): 68,081

Veterans In VAAAHS Catchment Area (Enrolled in VA Care): 87,594
The VA Ann Arbor Healthcare System Neurosurgery Department is 1 of 6 VA’s in the country to offer Deep Brain Stimulation (DBS) procedures. DBS is FDA-approved for the treatment of Parkinson’s disease (PD) and Essential Tremor (ET). PD is the second most common neurodegenerative disorder, characterized by slowness of movement (bradykinesia), rigidity, rest tremor, and postural instability. Early in the disease, medical treatment is highly effective for motor symptoms. As PD progresses, patients experience dyskinesias (medication-induced abnormal movements) and motor fluctuations (variable motor function as medications “kick in” and wear off). DBS reduces dyskinesias and fluctuations, which afflict ~50% of patients 5 years after diagnosis and ~90% of patients at 10 years. Essential Tremor is a common progressive disorder characterized by upper extremity and (sometimes) head/neck tremors. About 40-50% of patients are medication-refractory, leaving surgical treatment (principally DBS) as their only other option.

The DBS surgical technique has been used for over 20 years for the treatment of Parkinson Disease and Essential Tremor. While the deep brain structure targeted for a particular diagnosis differs, the surgical technique is the same. A stereotactic frame is placed on the patient’s head and they undergo imaging. Using this image as a map, a micro-electrode is advanced into deep brain structures. By monitoring neuronal activity, the target brain region is localized. The DBS macroelectrode is then placed, and activated to verify clinical improvement at stimulation levels that do not provoke side-effects. The O-arm is used to image and confirm electrode placement. At this point, the patient is placed under general anesthesia and the DBS electrode is connected to an implanted pulse generator placed in a pocket under the clavicle, similar to a pacemaker. Most patients are discharged the next day after an overnight stay in the ICU.

VA Ann Arbor Offers Deep Brain Stimulation

The VA Ann Arbor Healthcare System Neurosurgery Department is 1 of 6 VA’s in the country to offer Deep Brain Stimulation (DBS) procedures. DBS is FDA-approved for the treatment of Parkinson’s disease (PD) and Essential Tremor (ET). PD is the second most common neurodegenerative disorder, characterized by slowness of movement (bradykinesia), rigidity, rest tremor, and postural instability. Early in the disease, medical treatment is highly effective for motor symptoms. As PD progresses, patients experience dyskinesias (medication-induced abnormal movements) and motor fluctuations (variable motor function as medications “kick in” and wear off). DBS reduces dyskinesias and fluctuations, which afflict ~50% of patients 5 years after diagnosis and ~90% of patients at 10 years. Essential Tremor is a common progressive disorder characterized by upper extremity and (sometimes) head/neck tremors. About 40-50% of patients are medication-refractory, leaving surgical treatment (principally DBS) as their only other option.

The DBS surgical technique has been used for over 20 years for the treatment of Parkinson Disease and Essential Tremor. While the deep brain structure targeted for a particular diagnosis differs, the surgical technique is the same. A stereotactic frame is placed on the patient’s head and they undergo imaging. Using this image as a map, a micro-electrode is advanced into deep brain structures. By monitoring neuronal activity, the target brain region is localized. The DBS macroelectrode is then placed, and activated to verify clinical improvement at stimulation levels that do not provoke side-effects. The O-arm is used to image and confirm electrode placement. At this point, the patient is placed under general anesthesia and the DBS electrode is connected to an implanted pulse generator placed in a pocket under the clavicle, similar to a pacemaker. Most patients are discharged the next day after an overnight stay in the ICU.

VA’s Top Award of Excellence in Clinical Care Delivery

Sanjay Saint, MD, MPH, Chief of Medicine at the VA Ann Arbor Healthcare System, was the recipient of the Mark Wolcott Award for Excellence in Clinical Care Delivery by the Department of Veterans Affairs. This award is the highest honor for healthcare providers in the Department of Veterans Affairs. Dr. Saint is widely regarded as the international leader in the area of preventing catheter-associated urinary tract infection, one of the world’s most common healthcare-associated infections. As a top patient safety researcher in the United States, his transformative work has included his surprising findings that physicians are often unaware which of their patients have urinary catheters, and his novel methods of limiting catheter use, which are now being used in over 1000 hospitals across the nation. He is known internationally for his innovative approach to the study of translating scientific discoveries into improvements in the real world of patient care. Dr. Saint is also the George Dock Professor of Internal Medicine at the University of Michigan where he serves as Senior Associate Chair of the Department of Internal Medicine.

Mark Wolcott Award

Established in 1996, the Mark Wolcott Award aims to recognize outstanding Veterans Health Administration (VHA) health care practitioners who are deserving of special acknowledgment for their contributions in enhancing clinical care. The award’s namesake, Mark Wolcott, M.D., dedicated over 40 years of his life to serving and improving the quality of healthcare for VHA’s Veteran population.

The award was presented to Dr. Saint at the annual Patient Care Services Awards & Recognition Ceremony on February 17, 2016, in Washington, DC.
The VA Ann Arbor Research Service supports the research and development activities across the VAAAHS campus, as well as supporting regulatory oversight for research activities at the National Center for Patient Safety, Battle Creek VA Medical Center, and Aleda E. Lutz VA Medical Center. At the VAAAHS campus, the Research Service includes regulatory oversight for the VA Center for Clinical Management (CCMR) and Geriatric Research, Education & Evaluation Center (GRECC). The Service also provides full support for the research portfolios for Basic Life Science Research, Rehabilitation Research & Development, and Clinical Science Research from pre-award grant submissions through post-award financial management.

productivity and achievements:

A few of the many scientific accomplishments include:
- Development of a new manufacturing method which promises to allow the large scale production of microfluidic artificial lungs
- Informed CDC guidelines in regard to opioid prescribing guidelines
- Showed the reduction of symptoms treated with mindfulness-based exposure therapy in OEF/OIF Combat Veterans with PTSD
- High impact publication showing the ability to reduce catheter use and UTI’s
- Identified marked differences in how neural network interactions differ between patients with mild cognitive impairment and healthy older adults
- Early studies in slowing aging show it also may slow neurodegenerative processes such as Alzheimer disease

- 40 VA grants submitted
- Michal Olsewski, D.V.M., Ph.D. and Sarah Krein, Ph.D., R.N. awarded VA Research Career Scientist Awards
- Award to Rodney Hayward, MD winner of Roger J. Grekin Research Award

The U.S. Department of Energy awarded the 2016 Federal Energy and Water Management Award to VA Ann Arbor’s own Jeffrey Means. The award recognized the work his team did for finding a way to reduce the cost of replacing a boiler plant at the Marion VA in Illinois. Their solution to the problem saved the VA approximately $4.5 million in installation costs and reduced operating costs by $800,000 per year. The team found operational savings by reducing energy and water consumption, which correspondingly resulted in a significant reduction in greenhouse gases.
In FY16, VAAAHS staff participated in 196 outreach events that included quarterly Veterans Town Hall meetings; annual Mental Health Summit; and various community events including Thunder Over Michigan Air Show, county fairs, job fairs, and community-based outreach presentations. VAAAHS reached approximately 38,552 individuals during FY16 by sharing information about various VA programs and services at these various events.

This year, VAAAHS joined the Department of Defense to commemorate the 50th anniversary of the Vietnam War to honor our 7.2 million living Vietnam Veterans and the 9 million families of those of us who served from November 1, 1955, to May 15, 1975. VAAAHS hosted a Vietnam Era Veterans Commemorative Event on May 6, 2016, where we welcomed 172 Veterans including 147 Vietnam era Veterans, 20 family members, and 68 other guests. The event included the Presentation of Colors conducted by the Veterans Honor Guard of Washtenaw County, the Pledge of Allegiance led by special guest and Former Prisoner of War, Sgt. Major (ret.) Cordinne McMurray, a musical performance by singer/songwriter Kelly Trudell, and Keynote Speaker - Lt. Col. (ret.) Charles S. Kettles who, 2 months after the event, received the Medal of Honor for his heroic actions in Duc Pho, Vietnam, on May 15, 1967, where he led multiple reinforcement, medical evacuation, and extract missions under a barrage of enemy fire. A military memorabilia exhibit, provided by...
196 outreach events
38,552 individuals reached
147 Vietnam Era Veterans welcomed at commemorative event

VFW Post 423, was also on display during the event as well as historical posters about the Vietnam War. Information booths were also available for Veterans and their families that included information about VA programs and services. Representatives from the VA Benefits Administration, National Cemetery Administration/Great Lakes National Cemetery, several Veteran Service Organizations, Vet Center, Michigan Veterans Affairs Agency, and others were also on hand to provide resource information. Each branch of the military was also represented and they helped to distribute and pin the Commemorative Lapel Pins on the Veterans in attendance throughout the event.

IN THE NEWS

VA Ann Arbor Healthcare System was thrilled to receive notification from Fisher House Foundation that we were selected to be the site of the first Fisher House in Michigan. Fisher Houses provide lodging opportunities for families of Veterans who receive care at the facility. Special thanks to the Fisher House Michigan in Ann Arbor. This group of community leaders and advocates worked tirelessly to make this approval possible.

above Thunder Over Michigan Airshow
VA Ann Arbor Healthcare System

VA Ann Arbor Medical Center
2215 Fuller Road
Ann Arbor, MI 48105
(734) 769-7100

VA Toledo Community Based Outpatient Clinic
1200 South Detroit Avenue
Toledo, OH 43614
(419) 259-2000

VA Jackson Community Based Outpatient Clinic
4328 Page Avenue
Michigan Center, MI 49254
(517) 764-3609

VA Flint Community Based Outpatient Clinic
2360 Linden Road
Flint, MI 48532
(810) 720-2913

www.facebook.com/VAAnnArbor
www.twitter.com/VAAnnArbor
www.annarbor.va.gov

Veterans served
64,874
16,008
3,774
3,449