

VISN 10

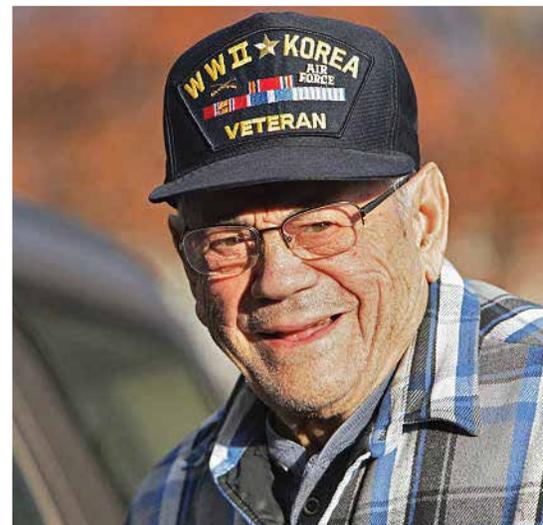
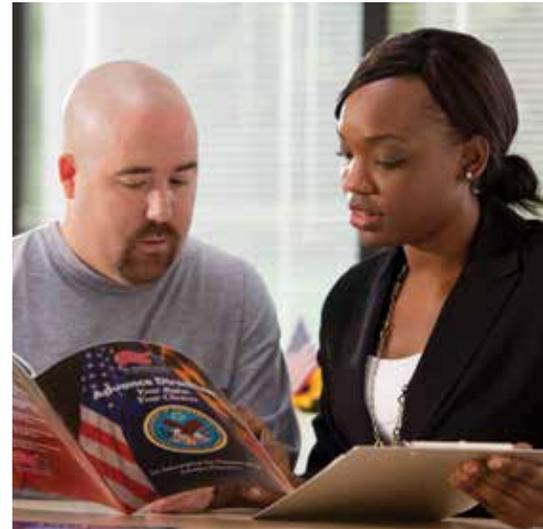
VA HEALTHCARE SYSTEM SERVING INDIANA, MICHIGAN, AND OHIO

VA



U.S. Department of Veterans Affairs

2017 Annual Report



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



Robert McDivitt,
Network Director

Message from the Network Director

In VISN 10, it is our great privilege to serve Veterans in Indiana, Michigan, and Ohio through eleven integrated VA Health Systems, 63 community clinics, community and home-based services and a strong cadre of private sector community partners. Our 30,000 VISN 10 VA employees live our mission every day to “honor America’s Veterans by providing exceptional healthcare, which improves their health and well-being.”

On the following pages, you’ll learn about each facility and the people behind the great work happening there. We have highlighted just some of the many noteworthy accomplishments each facility achieved during 2017.

Please take a moment to read about our mission, vision and values on pages 4 and 5. We stand firmly on these beliefs, knowing that our success depends on our commitment to uphold them.

Lastly, we would be remiss if we didn’t acknowledge our partners at the local, county, state and national levels. These partnerships — whether within the VA or outside of it — are critical to us reaching Veterans and providing valuable services to those in need. You can see that list on page 5.

I am proud of the work VISN 10 is doing to provide our Veterans with the very highest level of care and attention in the communities where they live. I thank each of you for your commitment and dedication to help us in our endeavors — we could not do it without you.

Robert P. McDivitt, FACHE
Network Director, VISN 10





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.

Fast facts

VISN 10 is the largest VA network based on the number of VA Medical Centers, number of complexity level 1 facilities, and span of management control.

2 VA Health Care Centers (HCC)

\$4.3 billion
+ annual budget

106,280 square miles over 225 counties

61 Community-Based Outpatient Clinics (CBOCs)

\$12.7 billion
+ gross square footage in physical assets

11 Mobile Clinics

10 VA Medical Centers (2 dual-campus)

2 residential treatment facilities (DOMs)

VISN 10 stakeholders:

685,000
+ enrolled Veterans

26,000
+ employees

29 Veteran Service Organizations

Other Regional Partners:

14 National Cemeteries (5 open)

4 State Veteran Cemeteries

4 State Veteran Homes

3 VBA Regional offices

VISN 10's Mission



To offer the enrolled Veteran population, a continuum of care that is accessible, value-added, cost-effective, and of the highest quality, within an environment of outstanding education and research. To promote a culture that supports and develops a caring, compassionate, competent and service-oriented workforce.

VISN 10 Values

All the efforts within the VISN 10 VA Healthcare System are based on VA's Core Values of:



INTEGRITY:

Act with high moral principle. Adhere to the highest professional standards. Maintain the trust and confidence of all with whom I engage.

COMMITMENT:

Work diligently to serve Veterans and other beneficiaries. Be driven by an earnest belief in VA's mission. Fulfill my individual responsibilities and organizational responsibilities.

ADVOCACY:

Be truly Veteran-centric by identifying, fully considering, and appropriately advancing the interests of Veterans and other beneficiaries.

RESPECT:

Treat all those I serve and with whom I work with dignity and respect. Show respect to earn it.

EXCELLENCE:

Strive for the highest quality and continuous improvement. Be thoughtful and decisive in leadership, accountable for my actions, willing to admit mistakes, and rigorous in correcting them.





Accreditations, Partnerships & Recognition

ACCREDITATIONS

- The Joint Commission
- Commission on Accreditation of Rehabilitation Facilities, for Compensated Work Therapy, Homeless Program, Psychosocial Rehabilitation and Recovery Center (PRRC), and Vocational Rehabilitation Program
- The American College of Surgeons Commission on Cancer
- Nuclear Regulatory Commission
- Cancer Program accredited by the American College of Surgeons
- The College of American Pathologists (CAP)
- American College of Radiation Oncology
- The Commission on Dental Accreditation (CODA) for General Practice Residency Program
- Association for Assessment and Accreditation of Laboratory Animal Care, International (AAALAC)
- The Commission of Accreditation for Pastoral Services (COMISS)
- Blood Bank – FDA and CAP accredited

PARTNERSHIPS

- College of American Pathologists (CAP)
- American College of Radiation Oncology
- University of Cincinnati
- University of Michigan
- Kettering College of Medical Arts
- Sinclair Community College
- Indiana University
- Indiana Wesleyan
- Miami Valley Career Technology Center
- Wright Patterson AFB
- Wright State University
- University of Cincinnati
- Ohio State University College of Optometry
- Miami University

RECOGNITION

- Recognized as a “Leader in LGBT Healthcare Equality” by the Human Rights Campaign (HRC) Foundation
- American Association of Critical-Care Nurses’ Beacon Award for Excellence
- National Center for Patient Safety Gold Cornerstone Award
- Get with The Guidelines® - Heart Failure Gold Plus Quality Achievement Award and Target Heart Failure Honor Roll
- American Diabetes Association’s Diabetes Self Management Education standards met



VISN 10’s Vision

Our vision is to be recognized as the healthcare provider of choice for Veterans and as a leader in education and research.



VA Ann Arbor Healthcare System

2215 Fuller Rd.
Ann Arbor, MI 48105

Proudly serving Veterans since 1953

734-769-7100
800-361-8387

www.annarbor.va.gov



facebook.com/VAAnnArbor



twitter.com/VAAnnArbor



flickr.com/photos/vaannarbor/sets



Ginny Creasman,
Pharm.D., FACHE
Medical Center Director

Community Clinics

Flint Outpatient Clinic

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

Jackson Outpatient Clinic

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

Toledo Outpatient Clinic

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

Green Road Outpatient Clinic

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

Packard Road Outpatient Clinic

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

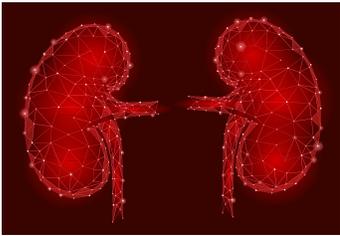


Emphasis on Education

VA Ann Arbor values its affiliation with various colleges and universities around its service area. They have partnerships 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. Additionally, most VA Ann Arbor doctors hold joint teaching appointments at the University of Michigan. More than 1,400 staff members receive training each year so they can provide a better patient experience.



Facility Accomplishments



- Received funding for “Redesigning the System of Care for Hospitalized Medicine Patients” capability grant.
- Partnered 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.
- First VA health care system in the nation with a high-powered holmium laser offering “Stone Dusting,” an advanced kidney stone removal procedure.
- Nation’s first VA health care system to implement the Real Time Locating System (RTLS) for inventory management.
- Awarded the national Patient Aligned Care Team (PACT) demonstration lab.



- Implementing Veteran Centered Care initiatives.
- Received 7 National Center for Patient Safety (NCPS) “Cornerstone Gold Awards.”
- Hosts site of Health Services Research and Development Center of Excellence, Geriatric Research, Education and Clinical Center, and Serious Mental Illness Treatment Resource and Evaluation Center.



- Hosts the Center for Clinical Management Research (CCMR). This is 1 of 19 VA Centers of Innovation in the U.S.
- One of 11 VA medical facilities to implement the Telehealth initiative, a Specialty Care Access Network-Extension for Community Healthcare Outcomes (SCAN-ECHO).
- Involved in over 400 active studies in clinical research, basic science, health services, and rehabilitation.



By the Numbers





Battle Creek VAMC

5500 Armstrong Rd.
Battle Creek, MI 49037

269-966-5600
888-214-1247

www.battlecreek.va.gov



facebook.com/VABattleCreek



[twitter.com/
BattleCreekVAMC](https://twitter.com/BattleCreekVAMC)

Opened in 1924 as the 100th VA hospital in the United States



Community Clinics

Benton Harbor VA Outpatient Clinic

115 W. Main St.
Benton Harbor, MI 49022
269-934-9123

Muskegon VA Outpatient Clinic

5000 Hakes Dr.
Muskegon, MI 49441
231-798-4445

Wyoming VA Health Care Center

5838 Metro Way
Wyoming, MI 49519
616-249-5300

Lansing VA Outpatient Clinic

2025 S. Washington Ave.
Lansing, MI 48910
517-267-3925



Mary Beth Skupien, PhD
Medical Center Director



Music Matters

The Battle Creek VA Medical Center initiated a partnership between Kalamazoo Symphony Orchestra (KSO) and its Therapeutic Recreation Section. Therapeutic Recreation aims to improve and enrich all aspects of a Veteran's functioning, which includes music and creative arts therapy. A member of the Kalamazoo Symphony Orchestra performed a steel drum concert for Veterans in June to celebrate the partnership.



Facility Accomplishments

- Because of the great work done by VA staff and community partners, Kent County became the first in Michigan to announce the functional end of Veteran Homelessness the week of September 18, 2017.

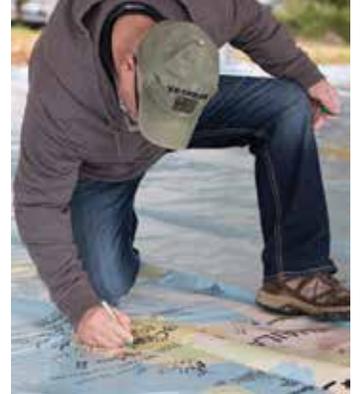
This work included 7 Stand Downs serving 793 Veterans. In addition, 5,804 Veterans are served by the Homeless Continuum of Care.

- Offering inpatient, residential, and outpatient mental health programs focused on recovery. In addition, they hold events throughout the year to fight mental health stigmas and to educate Veterans, family members, and the community about the available programs to assist with recovery.
- Hosted 38 professional golfers with Veteran caddies for the 64th Annual VA PGA Golf Tournament at the Custer Greens Golf Course on the grounds of the Battle Creek VA Medical Center.
- Installed VetLink kiosks at the Battle Creek VA Medical Center for a more seamless check-in experience for Veterans.

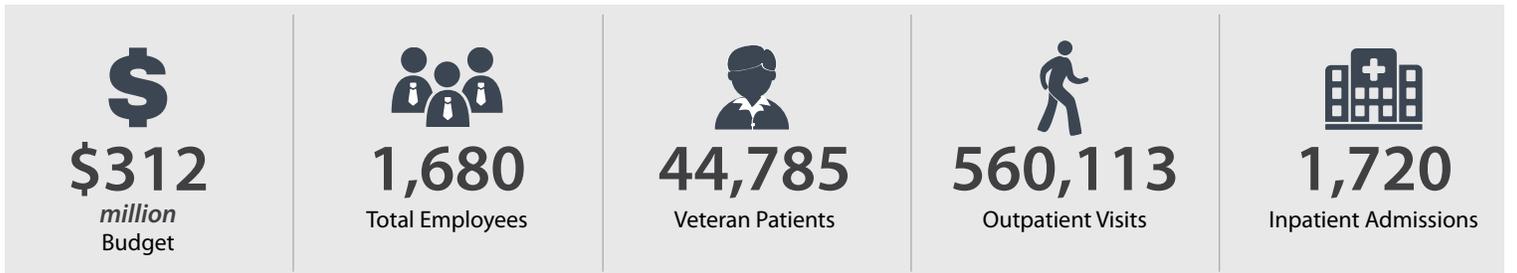


The Big Map

Veterans were invited to an open house featuring the LZ Michigan Veteran Big World Map at the Battle Creek VA Medical Center. This 50-foot by 70-foot map allowed Veterans to sign where they have served. They could also leave messages for those they served with in that area.



By the Numbers





Chillicothe VAMC

17273 State Route 104
Chillicothe, OH 45601

740-773-1141
800-358-8262

www.chillicothe.va.gov

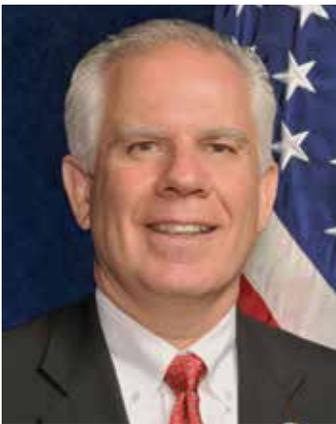


[facebook.com/
ChillicotheVAMC](https://www.facebook.com/ChillicotheVAMC)



twitter.com/chillicothevamc

*Proudly serving Veterans in southern Ohio and
parts of West Virginia and Kentucky*



Mark Murdock,
Medical Center Director

Community Clinics

Athens Outpatient Clinic

510 W. Union St.
Athens, OH 45701
740-593-7314

Lancaster Outpatient Clinic

1703 N. Memorial Dr.
Lancaster, OH 43130
740-653-6145

Portsmouth Outpatient Clinic

840 Gallia St.
Portsmouth, OH 45662
740-353-3236

Cambridge Outpatient Clinic

2146 Southgate Pkwy.
Cambridge, OH 43725
740-432-1963

Marietta Outpatient Clinic

27843 State Route 7
Marietta, OH 45750
740-568-0412

Wilmington Outpatient Clinic

448 W. Main St.
Wilmington, OH 45177
937-382-3949





Facility Accomplishments

- The Chillicothe VA Medical Center (VAMC) provides acute and primary medical services, acute and chronic mental health services, and a range of geriatric and long-term care services.
- The 6 Community-Based Outpatient Clinics (CBOC) facilities offer a variety of services: primary and preventive care, mental health care, laboratory, Tele-Health, social work, MOVE, optometry, podiatry, and EKG.
- Achieved Gold — the highest level — for the fifth consecutive year in the National Center for Patient Safety’s Cornerstone Recognition Program. It assigns achievement levels for key Patient Safety Program elements at the medical center level.
- Welcomed new Medical Director Mark Murdock.
- Laid plans for introducing a new outpatient mental health project.



State Association Award

The Chillicothe Veterans Affairs (VA) Medical Center and Shawnee State University in Portsmouth received the Outstanding Area Agency on Aging Partnership of the Year Award at the Ohio Association of Area Agencies on Aging (o4a) Annual Conference. They were recognized for their Music and MemorySM program to help Ohio’s Veterans, their caregivers, and others with cognitive impairment in home and community-based care settings. The program takes a person-centered approach to dementia care. It uses custom playlists on digital music players to reconnect people with dementia to the world around them.

By the Numbers





3200 Vine St.
Cincinnati, OH 45220

513-861-3100

www.cincinnati.va.gov



facebook.com/
CincinnatiVAMC

Cincinnati VAMC

Proudly serving Veterans in 15 counties of Ohio, Kentucky, and Indiana



Vivian Hutson,
Medical Center Director

Community Clinics

Bellevue Outpatient Clinic

103 Landmark Dr.
Suite 300
Bellevue, KY 41073
859-392-3840

Florence Outpatient Clinic

7310 Turfway Rd.
Florence, KY 41042
859-282-4480

Hamilton VA Healthcare Associates

1750 S. Erie Hwy.
Hamilton, OH 45011
513-870-9444

Clermont Outpatient Clinic

4600 Beechwood Rd.
Cincinnati, OH 45244
513-943-3680

Georgetown Outpatient Clinic

474 Home St.
Georgetown, OH 45121
937-378-3413

Lawrenceburg Outpatient Clinic

1600 Flossie Dr.
Greendale, IN 47025
812-539-2313





Facility Accomplishments

- Selected as a site for the national Tele-ICU Program that provides remote critical care services. Provided 212 intensive care unit beds and 4 emergency department (ED) beds in 12 facilities.
- Awarded a Homeless-PACT expansion grant. H-PACT is a multi-disciplinary, population-based medical home model organized around the unique challenges homeless Veterans face with accessing and engaging in care.
- First VA facility to launch a Tele-Sitter program using an advanced remote visual monitoring system called AvaSys Tele-Sitter. It monitors multiple at-risk patients simultaneously from a single location.
- Received over \$5 million in research funding for PTSD, dementia, infectious disease, endocrinology, pulmonary care, nephrology, oncology, and multi-centered clinical trials.



- Participated in Pop-Up Food Pantry initiative. From August to December, Food Pantry served 579 Veterans and 1,200 families with over 12,000 pounds of food.
- Started a weekly radio program with local radio station called "The Veterans Health Show," averaging 4,000 listeners.



National Wheelchair Games, July 17-22, 2017

Veterans from across the United States, including a team from Great Britain, traveled to Cincinnati to participate in the National Wheelchair Games. Veterans competed in 18 wheelchair sports events. Veterans at the Games truly educate newly disabled Veterans on what is possible. Those who attend quickly realize that limitations are only a state of mind. The annual event is hosted at a different location each year and is co-presented by the Department of Veterans Affairs and the Paralyzed Veterans of America.



By the Numbers

 \$435 <i>million</i> Budget	 2,180 Total Employees	 42,100 Veteran Patients	 583,495 Outpatient Visits	 6,558 Inpatient Admissions
---	--	--	--	---



Louis Stokes Cleveland VAMC

10701 East Blvd.
Cleveland, OH 44106

216-791-3800
877-838-8262

www.cleveland.va.gov



[facebook.com/
ClevelandVAMC](https://facebook.com/ClevelandVAMC)



twitter.com/ClevelandVAMC

Proudly serving Veterans in 24 counties across Northeast Ohio



Susan Fuehrer,
Medical Center Director

Community Clinics

Akron Outpatient Clinic

55 W. Waterloo
Akron, OH 44319
330-724-7715

Canton Outpatient Clinic

733 Market Avenue S.
Canton, OH 44702
330-489-4600

East Liverpool / Calcutta Outpatient Clinic

15655 St. Rt. 170
Suite A
Calcutta, OH 43920
330-386-4303

Lorain Outpatient Clinic

5255 N. Abbe Rd.
Sheffield Village, OH 44035
440-934-9158

Mansfield Outpatient Clinic

1025 S. Trimble Rd.
Mansfield, OH 44906
419-529-4602

McCafferty Outpatient

4242 Lorain Ave.
Cleveland, OH 44113
216-939-0699

New Philadelphia Outpatient Clinic

1260 Monroe Ave.
Suite 1A
New Philadelphia, OH 44663
330-602-5339

Painesville Outpatient Clinic

7 W. Jackson St.
Painesville, OH 44077
440-357-6740

Parma Outpatient Clinic

8787 Brookpark Rd.
Parma, OH 44129
216-739-7000

Ravenna Outpatient Clinic

6751 N. Chestnut St.
Ravenna, OH 44266
330-296-3641

Sandusky Outpatient Clinic

3416 Columbus Ave.
Sandusky, OH 44870
419-625-7350

Warren

1460 Tod Ave. (NW)
Warren, OH 44485
330-392-0311

Youngstown Outpatient Clinic

2031 Belmont Ave.
Youngstown, OH 44505
330-740-9200



Facility Accomplishments

- Surpassed VA and private sector standards, as proven by our Gold Star Better Health Partnership Ratings, VA SAIL 5-Star rating, and outstanding surgical and clinical outcomes.
- Achieved external certifications for cancer care, cardiovascular care, and blind rehabilitation.
- Added to the VA's National Parkinson's Disease Consortium and will soon become a Center of Excellence for Multiple Sclerosis.



- A national and international leader in Infectious Disease, Geriatric Care and Spinal Cord Injury research.

- Northeast Ohio VA Healthcare System developed best practices on combatting addiction to opioids. Presented to members of the White House Opioid Task Force and VA Secretary David Shulkin on Sept. 14.



Fulfilling a Veteran's Last Wish



Doctors and nurses at the Cleveland VA Medical Center helped fulfill a Veteran's wish by

taking him and his family to the carousel at the Western Reserve Historical Society, located next to the medical center.

The patient enjoyed riding the carousel as a child and wanted to ride it with his family one last time.

By the Numbers



\$1

billion
Budget



4,500

Total Employees



112,000

Veteran Patients



1,514,954

Outpatient Visits



10,213

Inpatient Admissions



Chalmers P. Wylie Columbus VA Ambulatory Care Center

420 N. James Rd.
Columbus, OH 43219

614-257-5200
888-615-9448

www.columbus.va.gov



facebook.com/VAColumbus

Improving the health of those who so proudly served our nation



Community Clinics

**Daniel L. Kinnard VA
Outpatient Clinic**
1855 W. Main St.
Newark, OH 43055
740-788-8329

Marion Outpatient Clinic
1203 Delaware Ave.
Corporate Center #2
Marion, OH 43302
740-223-8809

**Zanesville
Outpatient Clinic**
2800 Maple Ave.
Zanesville, OH 43701
740-453-7725

Grove City
1955 Ohio Dr.
Grove City, OH 43123
614-257-5800



Wendy J. Hepker, FACHE
Medical Center Director



Columbus LGBT Pride Parade

VA Columbus participated in the Columbus LGBT Pride Parade and Festival in June for the fourth year. The parade and festival attracted their largest crowd yet with over half a million attending. The VA supports LGBT Veterans and employees. It aims to promote a welcoming and inclusive environment for all of those who served.



Facility Accomplishments



- Received a 3-year accreditation from the Commission on Accreditation of Rehabilitation Facilities (CARF) in Employment and Community Services for Health Care for Homeless Veterans (HCHV), Community Employment Services: Job Development and Employment Support, and in Behavioral Health for Psychosocial Recovery and Rehabilitation Center.
- Received Joint Commission Accreditation in Ambulatory Care Center Accreditation Program, Behavioral Health, Home-Based Primary Care, and Laboratory.
- Received a Certificate of Recognition for the Cancer Care Infusion Center: Certified Oncology Nurses from the Oncology Nursing Certification Corp.
- Received leadership recognition for the annual Healthcare Equality Index (HEI) — the national LGBTQ benchmarking tool.
- Sent 12 Columbus VA Veterans to participate in the 2017 National Disabled Veterans TEE (Training, Exposure, Experience) Tournament in Iowa City, IA. The event allows eligible Veterans to participate in therapeutic adaptive sporting activities.

Urgent Care Now Open 7 Days a Week



In May, the Columbus VA Ambulatory Care Center extended its Urgent Care Center (UCC) hours to be open 7 days a week from 7:30 a.m. to 6:00 p.m., as well as on weekends and holidays from 8:00 a.m. to 4:00 p.m. No appointment is necessary. Additional services are now also offered on weekends.

By the Numbers

 <p>\$255 million Budget</p>	 <p>1,119 Total Employees</p>	 <p>42,081 Veteran Patients</p>	 <p>536,490 Outpatient Visits</p>	 <p>N/A Inpatient Admissions</p>
--	---	---	---	--



4100 W. Third St.
Dayton, OH 45428

937-268-6511
800-368-8262

www.dayton.va.gov



facebook.com/DaytonVAMC

Dayton VAMC

Proudly serving Veterans since 1867



Community Clinics

Lima Outpatient Clinic

1303 Bellefontaine Ave.
Lima, OH 45804
419-222-5788

Richmond Outpatient Clinic

1010 N. J. St.
Richmond, IN 47374
765-973-6915

Springfield Outpatient Clinic

512 S. Burnett Rd.
Springfield, OH 45505
937-328-3385

Middletown Outpatient Clinic

4337 N. Union Rd.
Middletown, OH 45005
513-423-8387



Glenn Costie,
Medical Center Director

Dayton VAMC celebrates 150 years



Dayton VA Medical Center celebrated its 150th anniversary with various events throughout the year. Each event served to recognize and pay tribute to all the Veterans and families who visited the Soldiers Home and who have served throughout Dayton's history. The year kicked off with the Dayton Metro Library Historical Exhibit historical items, pictures and information. Later, Dayton VAMC hosted a time capsule ceremony. Read more on the next page.



Facility Accomplishments

- Hosted the annual Welcome Home Event and the first Family Movie night with the Dayton Dragons, a minor league baseball team. Held at the Fifth Third Field, the event celebrated Dayton Veterans and their contributions.
- Partnered with the City of Dayton and Montgomery County Homeless Policy Solutions Board to end Veteran homelessness in the local area.
- Broke ground on the Dayton VAMC Fisher House thanks to generous community donations. The home will be finished in 2018.

A Moment in Time



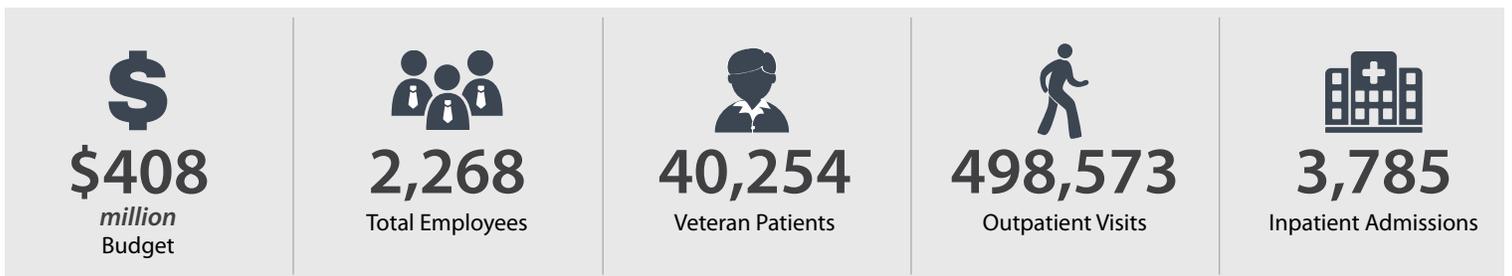
The Dayton VA Medical Center hosted a time capsule ceremony as part of its 150th anniversary celebration. The time capsule was buried near the Colonel Harris building with a marker to highlight its location. Inside the capsule are a variety of items commemorating the history of healing at the Dayton VA Medical Center. These include the original charter, a 2016 Annual Report, coins, sheet music, award-winning photos taken of the campus, the Holy Bible, and a guestbook with the signatures of those that attended the event.



Dayton Metro Library Historical Exhibit

This served as the kick-off event for the Dayton VA 150th Anniversary Celebration. The event included an open exhibit located at the Northwest Branch of the Dayton Public Library. The exhibit featured items from the Dayton VA Medical Center and 150 years of historical items, pictures and information. In addition, winners of a photo contest were featured.

By the Numbers





John D. Dingell Detroit VAMC

4646 John R St.
Detroit, MI 48201

313-576-1000

www.detroit.va.gov



facebook.com/VADetroit



twitter.com/VADetroit

Proudly serving Veterans since 1939



Community Clinics

**Pontiac VA
Outpatient Clinic**
44200 Woodward Ave.
Suite 208
Pontiac, MI 48341
248-332-4540

Yale VA Outpatient Clinic
7470 Brockway Rd.
Yale, MI 48097
810-387-3211



Pamela Reeves,
Medical Center Director



Fisher House slated for Detroit

Detroit VA started the process to establish a Fisher House near the John D. Dingell Veterans Affairs Medical Center with plans to break ground in 2019. The Fisher House will serve as a home away from home for the families of Veterans undergoing medical treatment. It will provide up to 21 suites with private bedrooms and baths. The John D. Dingell VAMC treats about 500,000 Veteran patients each year.



Facility Accomplishments



- Veteran and employee fitness center opened in 2017 — to both staff and Veterans — with state-of-the-art equipment and wellness classes. Over 2,000 Veterans and staff have registered to use the center.



- Continued coordination of homeless/housing services using HUD VASH vouchers to ensure the most vulnerable Veterans have access to the best housing. Since last fall, 841 Veterans were housed using VASH vouchers.



- Two Detroit VA Medical Center Veterans participated in the 2017 National Veterans Creative Arts Festival in October. Gary Ciochetto received first-place for “Longing” in the Special Recognition Physical Disability category. Ronald Scarbough received first-place for “Notes to Myself” in the Monochromatic Drawing category.



Dr. Patricia Brown receives Laureate Award from Michigan ACP

Dr. Patricia Brown, M.D., F.A.C.P., F.I.D.S.A., associate chief of staff



for medicine at the John D. Dingell VA Medical Center, received a Laureate Award from the Michigan Chapter of the American College of Physicians. This award recognizes a Fellow or Master of the College who has demonstrated, by their example and conduct, an abiding commitment to excellence in medical care, education or research, and in service to their community, their chapter and the American College of Physicians.

By the Numbers





1481 W. Tenth St.
Indianapolis, IN 46202

317-554-0000

www.indianapolis.va.gov



facebook.com/
VAIndianapolis



twitter.com/VAIndianapolis

Richard L. Roudebush Indianapolis VAMC

Proudly serving Indiana Veterans since 1932



J. Brian Hancock, MD,
FACEP, FACHE, VHA-CM
Medical Center Director

Community Clinics

Bloomington VA Outpatient Clinic

455 S. Landmark Ave.
Bloomington, IN 47403
812-336-5723

Bloomington VA Mental Health Clinic

1332 W. Arch Haven Ave.
Bloomington, IN 47403
812-349-4406

Indy West VA Outpatient Clinic

3850 Shore Dr.
Suite 203
Indianapolis, IN 46254
317-988-1772

Martinsville VA Outpatient Clinic

2200 John R. Wooden Dr.
Martinsville, IN 46151
317-988-0120

Terre Haute VA Outpatient Clinic

110 W. Honey Creek Pkwy.
Terre Haute, IN 47802
812-232-2890

Terre Haute VA Mental Health Clinic

70W Honey Creek Pkwy.
Terre Haute, IN 47802
812-232-8325

Wakeman VA Outpatient Clinic

3791 10th St.
Edinburgh, IN 46124
317-988-0300

West Lafayette VA Outpatient Clinic

3851 N. River Rd.
Lafayette, IN 47906
765-464-2280



Facility Accomplishments



- Changed its name to Veteran Health Indiana, which helps to better explain that the health system provides key services to Veterans across the state.
- Worked to sharply decrease opioid prescription rates throughout the healthcare system. At Richard L. Roudebush Indianapolis VAMC, the number of patients who received an opioid prescription decreased from 24% in 2012 to 13% in 2017.



- Aggressively using emerging technology for tele-home care and tele-disease management.
- Continues to contribute to the city-wide Patient Safety Coalition.



- Pilot tested a new program to help hospital staff learn if a Veteran is experiencing a food insecurity. Staff members could help connect the Veteran with a local food pantry or enroll them in the Supplemental Nutrition Assistance Program (SNAP).



YMCA coming to Veteran Health Indiana



The YMCA of Greater Indianapolis worked throughout 2017 to build the first YMCA in the country to offer special services and a dedicated space for Veterans. VA staff from Richard L. Roudebush VAMC will provide physical and occupational therapy and healthy living programs specific to Veterans' needs. When completed in 2018, the brand-new Y Center will have a gym, pool, weight rooms, daycare, after-school programs, and fitness classes.

By the Numbers

 \$585 <i>million</i> Budget	 2,971 Total Employees	 62,511 Veteran Patients	 775,317 Outpatient Visits	 7,560 Inpatient Admissions
---	--	--	--	---



Fort Wayne Campus
 2121 Lake Ave.
 Fort Wayne, IN 46805
 260-426-5431



Marion Campus
 1700 E. 38th Street
 Marion, IN 46953
 765-674-3321

www.northernindiana.va.gov

 [facebook.com/
VANorthernIndiana](https://www.facebook.com/VANorthernIndiana)

 twitter.com/VANIHCS



Michael E. Hershman,
 Medical Center Director

VA Northern Indiana Healthcare System

Two medical centers – one state-of-the-art healthcare system



Community Clinics

Goshen Outpatient Clinic
 2606 Peddlers Village Rd.
 Suite 210
 Goshen, IN 46526
 574-534-6108

Muncie Outpatient Clinic
 2600 W. White River Blvd.
 Muncie, IN 47303
 765-254-5602

Peru Outpatient Clinic
 750 N. Broadway
 Peru, IN 46970
 765-472-8907

**South Bend IN
 Outpatient Clinic**
 333 W. Western Ave.
 South Bend, IN 46601
 866-436-1291

**St. Joseph County
 VA Clinic**
 1540 Trinity Place
 Mishawaka, IN 46545
 574-272-9000



Facility Accomplishments



- Opened the new 89,000-square-foot St. Joseph County Community-Based Outpatient Clinic in Mishawaka in September. It offers a range of medical services, including mental health care.

- Community networking efforts began with the following groups: Wright Patterson Air Force Base visit; Northeast Indiana Military Assistance Network (NIMAN); Joining Community Forces Indiana (JCFI); Lakeside Middle School; Indiana Department of Veteran Affairs (IDVA); St. Joe Hospital, Fort Wayne, Indiana; Elks Lodge; Amvets; 3 Rivers Parade; Red Cross; Rotary Club.

- Began offering open access services for Veterans using the VANIHCS Audiology departments at Marion and Fort Wayne campuses. Open access means that Veterans no longer need to schedule an appointment for hearing evaluations, hearing aid fittings, or hearing aid problems.

- Began offering Tele-ICU to link the Fort Wayne campus' intensive care unit and emergency room with the Cincinnati VA Medical Center. Physicians and nurses in Cincinnati can remotely monitor and assess the vital signs of patients at Fort Wayne. The goal is to reduce the need for critical-care patients with complex medical conditions to transfer to another hospital.

By the Numbers





Aleda E. Lutz Saginaw VAMC

1500 Weiss St.
Saginaw, MI 48602

989-497-2500

www.saginaw.va.gov



facebook.com/VASaginaw



twitter.com/VeteransHealth

Proudly serving Veterans from Mid-Michigan to the Mackinac Bridge



Karandeep Sraon, MBBS,
MBA, FACHE, Acting
Medical Center Director

Community Clinics

Alpena Outpatient Clinic

180 N. State Ave.
Alpena, MI 49707
989-356-8720

Clare Outpatient Clinic

11775 N. Isabella Rd.
Clare, MI 48617
989-386-8113

Oscoda Outpatient Clinic

5671 Skeel Ave.
Suite 4
Oscoda, MI 48750
989-747-0026

Bad Axe Outpatient Clinic

1142 S. Van Dyke Rd.
Suite 100
Bad Axe, MI 48413
989-269-7445

Gaylord Outpatient Clinic

806 S. Otsego
Gaylord, MI 49735
989-732-7525

Saginaw Healthcare Annex

4241 Barnard Rd.
Saginaw, MI 48603
800-406-5143, ext. 11230

Cadillac Outpatient Clinic

1909 N. Mitchell St.
Cadillac, MI 49601
231-775-4401

Grand Traverse VA Clinic

880 Munson Ave.
Traverse City, MI 49686
231-932-9720

Traverse City Outpatient Clinic

3271 Racquet Club Dr.
Traverse City, MI 49684
231-932-9720

Cheboygan County Outpatient Clinic

14540 Mackinaw Hwy.
Mackinaw City, MI 49701
231-436-5176

Grayling Outpatient Clinic

1680 Hartwick Pines Rd.
Grayling, MI 49738
989-344-2002



Facility Accomplishments

- Implemented direct scheduling for audiology, podiatry, optometry and nutrition. This allows Veterans to schedule specialty appointments without needing to see their Primary Care Provider first.
- Implemented a Veteran Engagement Day for staff to interact with Veterans.
- Improved optical services through renovation and direct order entry with the VA optical lab to improve eyeglass turn-around delivery times.



- Expanded TeleAudiology services to the Traverse City and Cheboygan Community-Based Outpatient Clinics, with the service now offered in 8 of 9 CBOC locations. Exceeded projected utilization of the TeleAudiology program, increasing Veteran visits to over 600. Additionally, access in audiology has improved through technology advancements, recruitment initiatives, and same-day access.

- Introduced a whole health initiative to structure care around the Veteran to decrease pain and suffering, and to seek ways to assist Veterans with alternative integrated therapies.



- Had a 44% increase in community care provided to Veterans. This increase in community care supported VA's goal to help Veterans obtain the care they need when and where they need it.

- Veteran Experience Board consists of 17 interdisciplinary members, which includes front-line employees, as well as managers, and a Veteran representative.
- Implemented a Smoke Less Environment Policy and staff talked with the Veteran and Family Advisory Council (VFAC) to receive their feedback.



- Partnered with the National TeleMental Health Center to provide Clinical Video Technology (CVT) services for Serious Mental Illness (SMI), Insomnia, and Pain.



By the Numbers





VA Healthcare System Network Office

11500 Northlake Drive, Suite 200
Cincinnati, OH 45249



#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.



**Veterans
Crisis Line**

1-800-273-8255 PRESS 1

Reaching Veterans, one call at a time
Veterans who are having suicidal thoughts can call the Veterans Crisis Line at 1-800-273-8255 to speak confidentially to a trained counselor, 24 hours a day, 7 days a week, 365 days a year. They can also chat online at www.veteranscrisisline.net or send a text message to 838255. Support for deaf and hard of hearing individuals is also available.



*(2014) *Veteran Suicide Data Sheet*. U.S. Department of Veterans Affairs.