"A Heritage of Healing"

1867

Dayton VA Medical Center

A National Historic Landmark

Annual Report 2015

Glenn A. Costie
Medical Center Director & CEO

This has been an outstanding year for the Dayton VA Medical Center – outstanding for our employees, outstanding for our partners in the community, and, most importantly, outstanding for our Veterans. One of the most exciting things to happen this year was the development of a new, more effective treatment for Veterans with Hepatitis C. In response to this new treatment, the Dayton VA Medical Center increased our number of liver clinics and increased the number of medical providers treating Hepatitis C. In 2013, the Dayton VA Medical Center provided Hepatitis C treatment to six Veterans. This year, we treated 107 Veterans - a remarkable increase over just a two year period.

At the same time, this new Hepatitis C treatment is expensive – more expensive than originally anticipated. But the treatment was a priority for our Veterans, and so it was a priority for us at the Dayton VA Medical Center.

The money to cover this increased cost had to come from somewhere. Rather than ask our Veterans to sacrifice medical treatment or access – never an option – we asked our employees to make every possible cut without affecting Veteran care.

This included cutting their own overtime, retention bonuses, and recruitment incentives. Our employees across the board sacrificed so our Veterans would not have to – an outstanding dedication to our "Relationship Based Care" principles. Thanks to our employees' sacrifice, a projected six million dollar deficit turned into a surplus in just five months.

Yet even during this time of sacrifice, the Dayton VA Medical Center leads the state of Ohio in employee satisfaction, with the highest overall satisfaction scores in the entire VISN. Employee burnout is the lowest in the VISN. And our customer satisfaction levels are the highest they've been in years.

This has also been an outstanding year for Veteran engagement. We've now held Veteran listening sessions at the Dayton VA Medical Center and all of our Community Based Outpatient Clinics (CBOCs). These listening sessions are open to all Veterans, members of the public, and the media. Everyone gets the chance to speak, ask questions, seek assistance, or provide feedback directly to our leadership team. This

ensures 100% transparency and accountability – a vital aspect of the trust that we have established in our community and with our Veterans.

In the same spirit, this has been an outstanding year for engagement with our community partners. We have a sharing agreement with Wright Patterson Air Force Base which increases medical care access for our Veterans while simultaneously helping Wright Patterson's medical team keep their skills sharp, improving war readiness. This sharing agreement began in May of 2015 with 20 referrals a month. By November of 2015, we reached 200 referrrals a month.

We've also teamed with the St. Mary Development Corporation and other organizations to open Lyons Place II – a high-quality assisted living facility for low income Veterans, directly across the street from our medical tower.

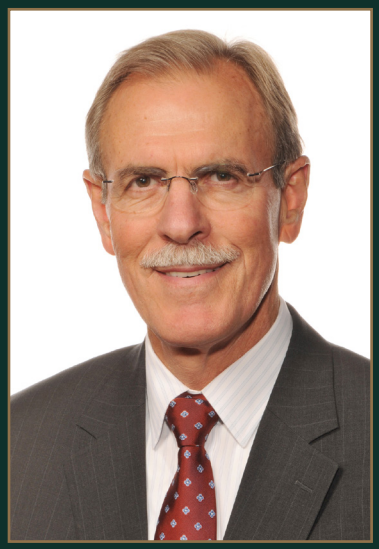
These new partnerships are launching just as we reach simultaneous new heights in innovation. I am proud to announce the Dayton VA Medical Center has installed a brand new, state-of-the-art MRI/CT facility. This new equipment will assist with gathering better MRI and CT imagery of our Veterans – especially those with claustrophobia and other PTSD symptoms.

This has truly been a remarkable year for the Dayton VA Medical Center.

Leadership Team

Mark Murdock
Associate Director

Anna Monnett
Associate Director for Patient Care Services

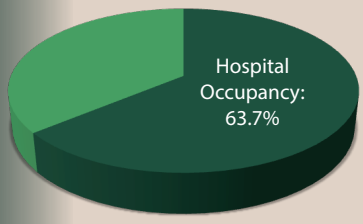


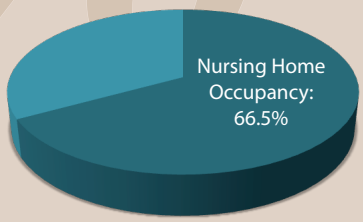
Thomas Hardy, DO
Chief of Staff

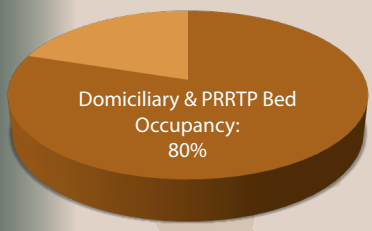
A Look at the Numbers...

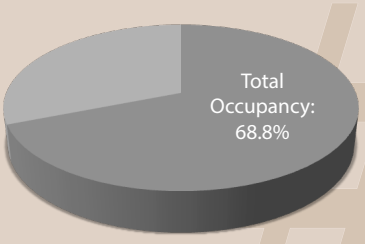
Medical Care Budget	$358,031,036
MCCF Collections	$25,502,990
Care In the Community Disbursed	$40,384,641
Care In the Community Unique Patients	8,954
Care In the Community Cost/Unique	$4,510
Monetary Donations	$109,664
Activity Donations	$123,046
Item Donations	$381,285
Grand Total Donations	$613,994
Construction Projects	$24,000,000
Employees	2,020
Unique Patients	38,895
Middletown Unique Patients	3,846
Lima Unique Patients	3,996
Richmond Unique Patients	3,117
Springfield Unique Patients	3,628
Admissions	5,340
Outpatient Visits	499,623
Hospital Operating Beds	91
Domiciliary & PRRTP* Beds	80
Nursing Home Beds	185
Total Operating Beds	356

*Psychiatric Residential Rehabilitation Treatment Program









Community Involvement...

Lyons Place II
Housing for low-income seniors

- Social Work collected 1,793 pounds of peanut butter in the month of March for local food pantries. This exceeded last year's donated amount of peanut butter (193 pounds) by 829%!
- Hosted Open House at Dayton VA Medical Center and CBOCs for approximately 150 attendees.
- Unveiled Lyons Place II, an enhanced use lease partnership with St. Mary Development Corporation, housing for low-income seniors.
- Partnered with Dayton Area Koreans Association and Korean Veterans Memorial Association to host ceremony honoring our Korean Veterans.
- Successfully hosted Secretary Bob McDonald visit, discussed wait times, construction projects, and potential for Dayton VA Medical Center to become host of National VA Archive.
- Richmond CBOC honored with Wayne County Chamber of Commerce "Quality of Life" Community Improvement Award.
- Worked with Emmy-award winning actor Bryan Cranston and TLC's "Who Do You Think You Are" to highlight historical importance of the Dayton VA Medical Center.
- Initiated joint sharing agreements with Wright Patterson AFB to improve provider access for our Veterans.
- Teamed with the Dayton Dragons and Fifth Third Field to host our 8th annual Welcome Home Event. We hosted 100 OEF/OIF/OND Veterans and their family members, plus 200 Vietnam Veterans in recognition of the 50th anniversary of the Vietnam War. Purple heart recipients were honored during the game with a shadow box containing a flag flown over the US Capitol and certificates of appreciation.
- Created "Community Engagement Board" - partnership with the community to identify national issues and solve problems locally.

VA Secretary Bob McDonald

Good News...

Actor Bryan Cranston poses with VA staff while filming at the Dayton VA Medical Center

"Renovation projects earn Chamber of Commerce awards" (Richmond Palladium-Item, Sept 18, 2015)

"A Renewal at the Dayton VA Medical Center" (Dayton Business Journal, August 28, 2015)

"Breaking Bad's Cranston filmed show at Dayton VA" (Dayton Daily News, August 21, 2015)

"Dayton VA details 2015 success, corrects scheduling irregularities" (WDTN, August 19, 2015)

"Dayton VA Medical Center trained to handle threats, active shooter" – (WDTN, July 6, 2015)

"Ceremony honors Korean War Veterans" (WDTN, June 28, 2015)

"3.3M simulation lab to train VA health workers" (Dayton Daily News, June 12, 2015)

"New apartment building for Veterans nearly full" (Dayton Daily News, June 8, 2015)

"Patriot Festival celebrates Veterans" (WKEF, May 23, 2015)

"Dayton VA deserves credit" (Dayton Daily News, May 26)

"Ribbon-cutting for newly renovated medical and surgical unit at Dayton VA Medical Center" (WKEF, May 20, 2015)

"Wright-Patterson Hospital low on patients, partners with VA" (Dayton Daily News, May 4, 2015)

"Vets battle back from sex assault on the "clothes line"" (Dayton Daily News, May 4, 2015)

"Dayton VA expands outpatient clinic" (Dayton Business Journal, April 8, 2015)

"Veterans praise VA medical care" (Dayton Daily News, March 25, 2015)

"VA Secretary: Progress is being made to care for Vets" (Dayton Business Journal, March 20, 2015)

"Dayton VA Medical Center: A Patriotic Mission" (Dayton Magazine, February 15, 2015)

"Dayton VA recognized for diversity efforts" (Dayton Business Journal, January 7, 2015)

Simulation Center Grand Opening

Construction & Innovation...

- Completed construction of a new CBOC in Richmond, Indiana. The new CBOC is nearly twice the size of the previous clinic, and offers all of the services previously provided plus an additional PACT team and new physical therapy services.
- As the Pilot facility for VISN 10, Human Resource Management Service successfully introduced and provided training for the new ePerformance Program.
- Opened new simulation center, featuring state of the art medical training technology such as mannequins that sweat and bleed. This is the largest simulation center in the region.
- Renovated third floor to offer private rooms in medical/surgical unit.
- Installed visual messaging system throughout Dayton VA Medical Center and CBOCs – will assist in increasing communication with staff, Veterans, and visitors.

Richmond, Indiana CBOC Grand Opening

Surgical/Medical Unit Renovation

Golden Age Games participants

Wheelchair Games participants

Service to Veterans

- Employment specialists obtained 45 permanent job placements for Veterans with a living wage of $16-$18 per hour.
- Teamed with Dept of Housing and Urban Development to award 210 permanent housing vouchers to homeless Veterans in the Dayton area.
- Conducted Veteran listening sessions at each of our CBOCs (Lima, Springfield, Middletown, and Richmond Indiana) to speak with Veterans directly, answer their questions, and listen to their feedback.

Wii Bowling Tournament participants

Winter Sports Clinic participants

Accreditations & Other Visits...

- The Joint Commission
  - Opioid Treatment Program (March 2015)
- The Commission on Accreditation of Rehabilitation Facilities (CARF)
  - Inpatient Rehabilitation Program (March 2015)
  - Advanced Low Vision Clinic (March 2015)
- American Board for Certification in Orthotics, Prosthetics, and Pedorthics (January 2015)
- VISN Sterile Processing Service Reusable Medical Equipment Tracer (March 2015)
- VISN Dental Reusable Medical Equipment Tracer (March 2015)
- Combined Assessment Program Survey – OIG (February 2015)
- CBOC Combined Assessment Program Survey – OIG (February 2015)
- HR Assessment: Office of Human Resources Management Oversight and Effectiveness (March 2015)
- Privacy Compliance Assurance Visit – VHA Privacy Compliance Assurance Office (March 2015)
- Long Term Care Institute- Community Living Center Survey (March 2015)
- OIG Substance Abuse Residential Treatment Programs (April 2015)
- Joint Commission Focused Survey (April 2015)
- VISN Annual Workplace Evaluation (April 2015)
- VISN Logistics Review (May 2015)
- Environmental Compliance Audit (May 2015)
- Optometry Residency in Primary Eye Care – Accreditation Council on Optometric Education (May 2015)
- Commission on Accreditation of Rehabilitation Program (CARF) – Skilled Nursing (March 2015)
- Commission on Accreditation of Rehabilitation Program (CARF) – Low Vision Clinic (March 2015)
- Optometry Residency in Primary Eye Care – Accreditation Council on Optometric Education (May 2015)
- Commission on Accreditation of Rehabilitation Program (CARF) – Mental Health
- Residential Rehabilitation Treatment Program (July 2015)
- Commission on Accreditation of Rehabilitation Program (CARF) – Therapeutic Supported Employment and Homeless Services (July 2015)
- Commission on Accreditation of Rehabilitation Program (CARF) – Psychosocial Rehabilitation and Recovery Center (July 2015)
- VISN Quality Management Review (March 2015)
- VISN Mental Health Review (July 2015)
- Office of Research Oversight (July 2015)
- VHA Child Care Program (August 2015)

Staff Recognition...

- Dr. John Mathis, Chief of Therapeutic & Diagnostic Imaging, lectured at American Society of Spine Radiology.
- Tronica Wheeler, RN, gave a podium presentation at the 2015 Clinical Nurse Leader Summit regarding Palliative Care in the ICU.
- Tronica Wheeler, RN, gave a poster presentation at the Greater Dayton Nursing Area Research Symposium regarding Palliative Care in the ICU.
- Linda Borns, Clinical Nurse Leader, presented "Save Our Veterans' Skin: Decreasing Hospital Acquired Pressure Ulcers with a Pressure Ulcer Prevention Algorithm" at the CNL Summit and at the GNANR Symposium.
- Bill Wall, OEF/OIF program manager, selected to provide high level briefing for VHA Client Relations Response Team on coping & dealing with the escalation of angry clients and stress management.
- Social worker Nicholle Bair achieved Fellow Mentor status as a VHA certified mentor.
- Bret Holloway, Budget Analyst, became a Certified Government Financial Manager (CGFM) by passing a series of 3 tests demonstrating his mastery of government financial management principles.
- Mindy Owens received a certificate of excellence from the Chief Business Office (VACO) for her exemplary knowledge as a Subject Matter Expert for CHAMPVA Accounts Receivable. She provided crucial instruction in the development of the National CHAMPVA Accounts Receivable course, now available in TMS. The training course was developed due to a knowledge/skill gap identified in the CHAMPVA AR for medical care. The web-based training approach brought consistent and efficient methodologies/processes and same terminology throughout Veterans Health Administration (VHA) Facility AR Staff. Without her expertise, this course would not have been sufficiently developed. Mindy Owens' commitment to these efforts and contribution to the committee has greatly assisted CBO and the Veterans we serve.
- Bridget Pellegrino, MS, RD, LD - Recipient of Nursing Service "Helping Hands Award"

Snapshots of VA Life

Pinkout for Breast Cancer Awareness

Clothesline Project:
Military Sexual Assault Awareness Day

Summer of Service Open House

Earth Day Celebration

Volunteer Recognition Banquet

VA | U.S. Department of Veterans Affairs