

CELEBRATING 150 YEARS



2017 ANNUAL REPORT

Glenn A. Costie
Medical Center Director & CEO



This was my final year before retiring from Federal Service. I am blessed that I was able to serve our Veterans for over 33 years. I want to thank the staff at the Dayton VA Medical Center. Any success I have had is due to the culture they created while surrounding our Veterans with the care they earned by defending our freedoms.

I also want to thank the leaders of the Miami Valley. One of our core strategies for success was based on community collaboration. Like the leadership of Mr. Lewis B. Gunckel in 1867 that resulted in the Dayton becoming the site of one of the original Soldier Homes, the leaders of our community rallied around your Dayton VA Medical Center to assure outstanding care was provided. Accomplishments like Lyons Place II, the selection of the Dayton VAMC as the site for the National Department of Veterans Affairs History Center, and the installation of a Fisher House on our campus would not have been possible without their support.

Finally, I want to thank our Veterans. You deserve to receive the best medical care possible. You set the bar very high -- and rightly so. I am glad we exceed your expectations as demonstrated by our four star rating which represents the top quartile of the 163 VAMC's nationally, and your willingness to recommend the Dayton VAMC to other Veterans. With your help, we were able to bring care to more than 5,000 additional Veterans this year!

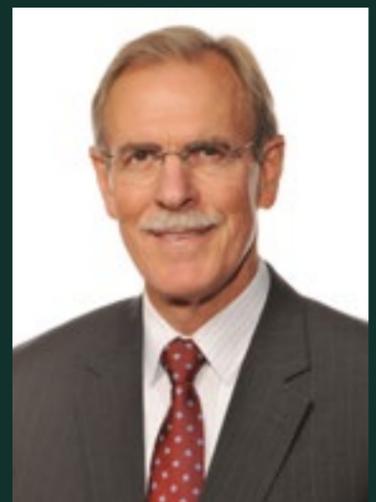
Leadership Team



Jennifer DeFrancesco
Acting Associate Director



Penelope Gorsuch
Associate Director for
Patient Care Services

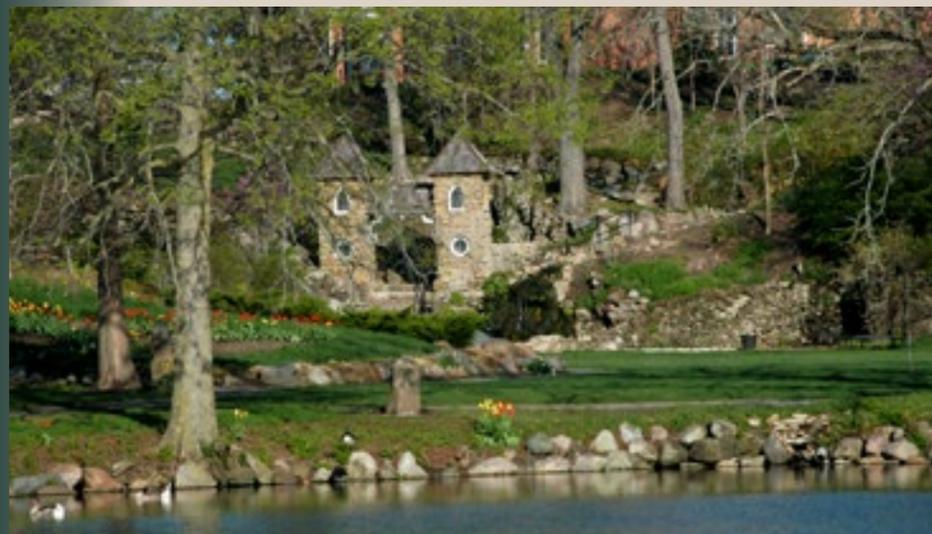


Thomas Hardy, DO
Chief of Staff

A Look at the Numbers ...

Medical Care Budget	\$408,580,165
MCCF Collections	\$29,897,997
Care In the Community Disbursed	\$39,493,689
Care In the Community Unique Patients	6,233
Care In the Community Cost/Unique	\$6,336
Monetary Donations	\$115,389
Activity Donations	\$147,255
Item Donations	\$429,972
Grand Total Donations	\$692,616
Construction Projects	\$4,333,000
Employees	2,268
Unique Patients	40,254
Middletown Unique Patients	4,164
Lima Unique Patients	4,391
Richmond Unique Patients	3,595
Springfield Unique Patients	3,572
Admissions	3,785
Outpatient Visits	498,573
Hospital Operating Beds	91
Domiciliary & PR RTP* Beds	99
Nursing Home Beds	200
Total Operating Beds	390

*Psychiatric Residential Rehabilitation Treatment Program



Building Partnerships ...



Dayton Dragons

- Hosted the Annual Welcome Home event and the first ever Family Movie Night with the Dayton Dragons at Fifth Third Field celebrating Dayton Veterans and their contributions to their country.
- Strong community ties led to the signing of the memorandum of agreement naming the Dayton VA Medical Center the future site of the Veterans Affairs National History Center.
- Partnered with City of Dayton and Montgomery County Homeless Policy Solutions Board to effectively end Veteran homelessness in the local area.
- Generous donations throughout the year led to the groundbreaking of the Dayton VAMC Fisher House, to be finished in 2018.



Chick-fil-A



Dayton Area Korean Association

Good News...



Veteran Homelessness effectively ended in Montgomery County

"Dayton VA moving clinic to new location" (Dayton Business Journal, October 3, 2017)

"About 20 vets commit suicide daily: Dayton VA to sign pledge to combat" (Dayton Daily News, September 28, 2017)

"VA exploring options for new Springfield clinic" (Dayton Business Journal, August 17, 2017)

"Dayton VA project could help prepare future national history center" (Dayton Daily News, August 3, 2017)

"CEO of Dayton VA Medical Center to retire in October" (Fox45, July 17, 2017)

"Dayton VA to host its first Dayton VA Farmers Market" (WDTN, June 12, 2017)

"Local veterans honor their brothers in arms through memorial park" (Dayton Daily News, May 22, 2017)

"VA: Dayton area facilities likely won't be affected by downsizing" (Dayton Daily News, May 4, 2017)

"VA Choice program extended, allows Veterans more care options" (Dayton Daily News, April 19, 2017)

"New Dayton Fisher House set to break ground soon" (WDTN, April 17, 2017)

"Flash mob surprises Dayton VA visitors" (WDTN, April 14, 2017, 2017)

"Human rights group names Dayton VA a leader in LGBT health care" (Dayton Daily News, April 6, 2017)

"USO Hangar Dance celebrates old days" (Dayton Daily News, April 3, 2017)

"\$10M Housing expansion proposed at VA campus" (Dayton Business Journal, March 23, 2017)

"Dayton VA to celebrate 150 years of service to veterans" (Dayton Daily News, January 23, 2017)

"Dayton to become home to National VA History Center" (Dayton Daily News, January 19, 2017)

"How the VA saved a local man's life" (News Examiner, January 15, 2017)

Old Headquarters Building to be new home for National VA History Center



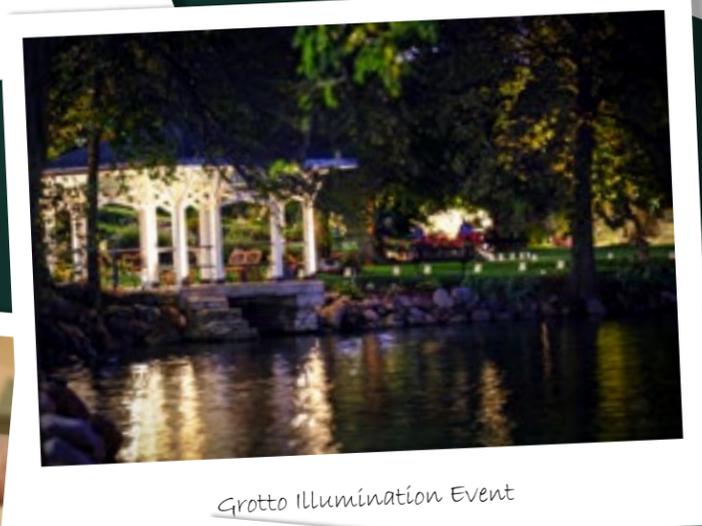
150 YEARS ...



Dayton Metro Library Exhibit



National VA History Center Memorandum of Agreement Ceremony



Grotto Illumination Event



Veterans Concert



USO Hangar Dance



Time Capsule Ceremony

A YEAR LONG CELEBRATION



Valentines for Veterans

Suicide Prevention Declaration



Service to Veterans

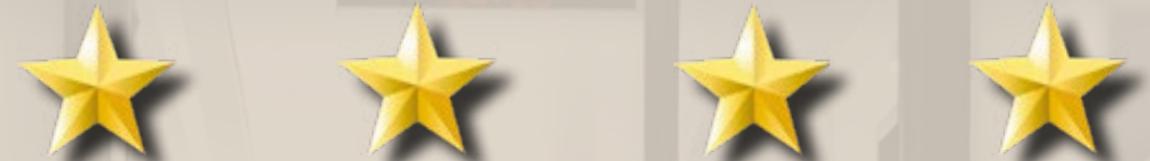
- Outreach team attended 93 community events and gathered more than 4,000 applications from potential VA-eligible Dayton area Veterans.
- Voluntary Services hosted 872 activities with over 56,000 volunteer hours in support of our Veterans this year, with a 30 percent increase in donations.
- Started the first Dayton VA Farmers Market bringing in 15 vendors and multiple food trucks -- filling a void for fresh fare in the food desert of West Dayton.

Veteran Family Movie Night



Volunteer Banquet

Excellence in Veteran Care ...



Achieved facility "FOUR STAR" rating as designated from the VA Strategic Analytics for Improvement and Learning (SAIL) performance measures

- Achieved a 3-year accreditation from the Joint Commission
- Received American College of Radiology accreditation for the Radiation Therapy Department
- Hosted meeting with Premier Health, Air Force Research Laboratory, American Heart Association, and Laerdahl Corporation to explore opportunities for joint research ventures in cardiopulmonary resuscitation
- Renovated and modernized the Nutrition and Food Services building resulting in reducing the overall carbon footprint of the service while maximizing efficiency and productivity
- Hosted the Annual Dental Symposium for over 100 local attendees and VAMC employees
- Achieved Long Term Care Institute annual accreditation for our six Community Living Centers
- Expanded Veteran Transportation Service program to increase access to health care while reducing travel expenditures by 9 percent
- Eleven RNs graduated from the Dayton VAMC Transition to Practice Program
- Revamped the acute/same day appointment protocol to eliminate the need for non-eligible veterans to go to the Emergency Department to wait for a dental consult
- Aligned the Freedom Center to serve all Post-9/11 Veterans, aiding in the transition from DOD to VA care.
- Increased partnerships with community nursing homes and improved our highly service-connected Veterans placement options for long-term care and rehabilitation, close to home and/or near loved ones
- Hosted nine Reigniting the Spirit of Caring programs and six Relationship Based Care presentations for over 200 Dayton VAMC caregivers
- Implemented Resident Choice Meals in the Community Living Center to encompass relationship-based care principles and enhance the Veteran dining experience.

Don't Take Our Word For It

Grace reviewed Dayton VA Medical Center — 5★
May 2 · 🌐

I always get good care at the Dayton VA. They do a great job with the resources they are given, and I have seen continual improvements over the last 8 years.

Tom reviewed Dayton VA Medical Center — 5★
August 3 · 🌐

I have been using the VA Medical Center for two years now. I find the staff very professional, answer all questions in a polite manner, and all are very friendly. I enjoy going to this center.

Chris reviewed Dayton VA Medical Center — 5★
February 3 · 🌐

Got my ankle surgery done. Staff great as always. No problems this time and is going to just get better now.

Kevin reviewed Dayton VA Medical Center — 5★
January 8 · 🌐

I was a staff member at a military hospital as a military member as well as a civilian spanning 26 years and the Dayton VA is far better than the care I received even at my own hospital. I have been cared for in the laboratory, pharmacy, radiology, E/R, podiatry, physical therapy, dental and my primary care team and they all have been the best. Here I thought I was getting treated well at one of the largest military hospitals on the east coast, Dayton VA blows them away. Staff members go out of their way to assist you and if you look lost for a second a staff member or even a fellow veteran will get you to where you need to be! Thank you Dayton VA!

Robin reviewed Dayton VA Medical Center — 5★
March 23 · 🌐

The Dayton VA is a wonderful place. My dad has never had a problem, and he has been seen very quickly. Great place

Barb reviewed Dayton VA Medical Center — 5★
February 11 · 🌐

They treated my family like royalty. My Dad had 2 stents in and is doing great!! Thank you im on my way to pick him up now. Thank you for helping all the veterans much love and gratitude.

Ang reviewed Dayton VA Medical Center — 5★
July 11 · 🌐

I haven't had one issue with making an appointment. When I arrived there early they took me in. I have been nice. I'm retired USAF but a young man each time I go into the Dayton VA they are

Al reviewed Dayton VA Medical Center — 5★
January 30 · 🌐

Became unemployed 3 months ago without health insurance. Have 9 months to go till eligible for medicare. Turned to VA for my health care. Everyone I have dealt with has been great and very respectable! First trip there I was sent to xray due to issues with foot I broke a few months back. Was moving kind of slow and a worker was behind me pulling a piece of equipment and I apologized for moving so slow. He said, "No problem sir, this is your hospital".

David reviewed Dayton VA Medical Center — 5★
March 3 · 🌐

Have saved my life for healthcare organization is perfect but they do a pretty good job. They are continually updating to provide veterans with the best care in the world.

Marc reviewed Dayton VA Medical Center — 5★
June 25 · 🌐

Just saw a report on CNN, about terrible wait times etc.....when I signed up, I had an appointment within two days, some of my medicine had co pays of \$300, now just \$11.....have nothing but good to say, great job!!!!!!!

Nancy reviewed Dayton VA Medical Center — 5★
March 1 · 🌐

My husband went in for cardiac cath and a 99% blockage. negativity we hear about the VA Medical Ctr. I want to commend them on their positive

Pete reviewed Dayton VA Medical Center — 5★
June 7 · 🌐

Went to the emergency room for chest pains. medical personnel took me to the back immediately and hook me up to an EKG, drew blood and got a chest x-ray using a mobile unit.
Thankfully, I was not experiencing a heart attack.
I was impressed in the amount of time that I was in the emergency room. I was signed in around 9:15 in the evening and was discharged around 10:25 pm that same night. Dr. Rivera and her staff were amazing. Thank you.

Lisa reviewed Dayton VA Medical Center — 5★
August 16 · 🌐

I'm a disabled veteran and I'm at the VA all the time, for the past six years. I appreciate all the hard work and the excellent care I am receiving. I prefer the VA over private care.

Stacie reviewed Dayton VA Medical Center — 5★
March 24 · 🌐

This was the first time I was in the ED and was out in 2 hours. I was in so much pain and appreciated not having to stay out in public space for any longer. The nurse and doctor were great! Special Thank you to you ladies 😊

Chris reviewed Dayton VA Medical Center — 5★
February 3 · 🌐

Got my ankle surgery done. Staff great as always. No problems this time and is going to just get better now.



VA

U.S. Department
of Veterans Affairs