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of Veterans Affairs**

Dayton VA Medical Center

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## **Dayton VA Medical Center Director to Retire**

Mr. Glenn Costie, CEO/Medical Center Director of the Dayton VA Medical Center (VAMC) announced today his intention to retire from federal service on October 28, 2017. Costie is announcing his retirement several months in advance to give the VA time to find and, if necessary, train his successor in the day-to-day management of the nearly 400-acre Medical Center which serves 40,000 Veterans per year.

Costie has served as the Director/CEO of the Dayton VA Medical Center since December, 2011. During that time, he has placed a special emphasis on community partnerships, transparency, and ensuring employees were empowered to do the right thing for each Veteran. During his tenure in Dayton, Costie oversaw the implementation of a system-wide culture designed to emphasize the caring relationships between Veterans and staff and ensure a continuum of care. His work was recognized at the International Relationship-Based Care Symposium last month, where he presented a two-hour speech titled "Investing in Relationships – Achieving the Return" to hundreds of healthcare leaders from across the world, and in the book "Advancing Relationship-Based Cultures" (May, 2017) where he is frequently quoted in a chapter titled "Loving Leaders Advance Healing Cultures."

Costie oversaw significant growth in both the number of Veterans served and their satisfaction in care at the Dayton VAMC. The number of Veterans receiving care each year at the Dayton VAMC and associated Community Based Outpatient Clinics (CBOC's) rose from 35,907 just prior to Costie's arrival in 2011 to 39,724 as of October 2016 – an increase of nearly 11%. Likewise, since Costie's arrival, the Dayton VAMC has seen a 36% improvement in our inpatient hospital rating, an 18% increase in shared decision making between Veteran and medical provider, and a 26% increase in Veteran willingness to recommend the Dayton VAMC to other Veterans.

Costie also managed the relocation and remodeling of a new Community Based Outpatient Clinic in Richmond, IN, the redesign of the inpatient medical/surgical floors to create private rooms designed to look and feel like high-scale hotel rooms for Veterans, and the revitalization of the campus' Historic Grotto and Healing Gardens. Under his leadership, the Dayton VAMC became the first VA facility in the nation to be awarded the "Disease Specific Advanced Certification for Hip and Knee Replacements" by the Joint Commission. Costie's close partnerships with the community were instrumental in earning the Dayton VAMC Historic Landmark status in 2012, the awarding of a Fisher House currently underway on the Dayton campus, and getting three consecutive VA Secretaries to publicly confirm the Dayton VAMC as the future home of the VA National History Center.

Costie's reputation as someone who is actively engaged in making our community a better place earned him a "Leader of the Year" award from the Dayton Chamber of Commerce and "Mentor of the Year" from the American College of Healthcare Executives – both in 2016. Costie's leadership also earned the Dayton VAMC the first ever "Community Partnership Award" from Wright State University School of Nursing. During Costie's tenure, the Dayton VAMC received multiple workplace diversity awards, a National Chairman's Award for Achievement in Historic Preservation, consistently achieved "Leader Status" – the highest possible rating – for LGBT patient and employee equality, and won the "Elevating Quality of Life" award from the Wayne County Area Chamber of Commerce for the new Community Based Outpatient Clinic Costie opened in Richmond, Indiana.

Costie's standing as a leader within the VA spread far beyond Dayton. Costie was called upon to serve as the Interim Director at the Cincinnati VAMC from May to October 2016 during a leadership transition period there, and as the Interim Director of the Phoenix VA Medical Center from July 2014 to October 2014 where he was tasked with fixing long-standing issues related to wait times and patient access.

Costie began his VA career as an engineer trainee at the VAMC in Martinsburg, WV in 1984. As his career progressed, he was promoted to positions at the VAMCs in Chicago and West Haven, CT before becoming the Chief of Engineering at the Cleveland VAMC for 15 years. Costie then served as the Associate Director at the VA Maryland Health Care System in Maryland from 2006 to 2009 before being named Director of the John J. Pershing VAMC in Poplar Bluff, MO in September, 2009 -- where he remained until earning the Director position in Dayton in 2011.

Costie and his wife Tammy will remain in the Miami Valley, where he plans to remain active in the community supporting service to others.

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