

OKLAHOMA CITY VA HEALTH CARE SYSTEM

2018

ANNUAL REPORT

VA



U.S. Department of Veterans Affairs

Veterans Health Administration
Oklahoma City VA Health Care System



www.oklahoma.va.gov



@VAOklahomaCity

WHO WE ARE

The Oklahoma City VA Health Care System (OKCVAHCS) is part of the Rocky Mountain Veterans Integrated Service Network (VISN 19) which includes facilities in Colorado, Oklahoma, Montana, Utah and Wyoming. Our health care system includes our main facility located in central Oklahoma and nine community clinics across Oklahoma and Texas service more than 48 counties. We provide healthcare to over 60 thousand eligible Veterans.

Our anchor facility is a 178-bed medical center located in the heart of Oklahoma City. We are a teaching hospital, providing a full range of patient care services, with state-of-the-art technology as well as education and research. Comprehensive health care is provided through primary care, tertiary care and long-term care in the areas of medicine, surgery, psychiatry, physical medicine and rehabilitation, neurology, oncology, dentistry, geriatrics, and extended care. Specialized programs include Mental Health Intensive Case Management (MHICM), Reaching Out to Educate and Assist Health Care Families (REACH), Compensated Work Therapy, Center for Alzheimer and Neurodegenerative Diseases (CANDO), and Animal Assisted Therapy.



Pictured are members of our CCU staff with Ellie the Elf. You can follow Ellie's adventures at the Oklahoma City VAHCS each year between Thanksgiving and Christmas on our social media pages.



\$541,670,945

OPERATING BUDGET

- \$442,635,847 general and specific purpose
- \$37,680,398 Care in the Community
- \$24,049,845 equipment
- \$3,603,560 research (FY18-19)



2,294

FULL TIME EMPLOYEE EQUIVALENTS

- Nearly 1/3 are Veterans

Volunteers are a priceless asset to the Oklahoma City VAHCS. Nationally, over 75,000 volunteers gave over 12 million volunteer hours last year. In 2018, the Oklahoma City VAHCS had:

42,463

Volunteer Hours

284

Active Volunteers

\$179,309

Gifts and Donations



OUR LEADERSHIP TEAM



**RALPH T. GIGLIOTTI,
FACHE**
Network Director, VISN 19
Rocky Mountain Network



WADE VLOSICH
Health Care System Director



PAUL GREGORY
Associate Director



**SUSAN BRAY HALL,
MD**
Chief of Staff



KERRI CRAFT, MSN, RN
Associate Director, Patient
Care Services



JEFF BENNETT
Assistant Director

WHO WE SERVED



61,414

UNIQUE PATIENTS

- 5,659 Women Veterans
- 897 World War II Veterans
- 80 Pre-Korean War Veterans
- 2,250 Korean War Veterans
- 1,612 Post Korean War Veterans
- 22,600 Vietnam War Era Veterans
- 5,934 Post Vietnam War Veterans
- 24,589 Persian Gulf War Veterans
- 237 Other Era Veterans
- 1,623 Non Veterans

679,867

OUTPATIENT VISITS

- 10% increase over last year
- Emergency Room visits also increased 10% over last year

7,133

INPATIENT ADMISSIONS

- 9% increase over last year

4,508

SURGERIES PERFORMED

- 7% increase last year
- Only VA to perform minimally invasive lumbar spine fusion surgery

IMPROVING THE VETERAN EXPERIENCE

Getting an appointment when you need it is important. That's why we've been working to improve access to our clinics.

PRIMARY CARE

VA Express Care is available in Oklahoma City and Lawton for same day urgent care needs.

2.3 days

established patients

16.3 days

new patients

MENTAL HEALTH CARE

Emergencies are seen same day.

2.0 days

established patients

10.8 days

new patients

If you cannot keep a scheduled appointment, please call us to cancel and reschedule as soon as possible. This will allow us to offer your appointment time to another Veteran.



Have you phoned our call center lately for questions related to your appointments? We've made improvements which have reduced the average response time from an average of 248 seconds in October 2017 to 17 seconds in September 2018.

Red Coat Ambassadors

Look for our new Red Coat Ambassadors at the entrances to our main facility. These friendly faces can help you find where you are going and provide other information and guidance.



HIGHLIGHTS



OKC Thunder Girls visit Veterans and pass out goody bags. The OKC Thunder team supports our Veterans each year through visits and giveaways.



The Oklahoma City VAHCS and El Reno High School hosted the 72nd Annual Gift for Yanks program. Students raised over \$10,000 to purchase gifts for our Veterans which they deliver in December. To our knowledge, this is the last remaining Gifts for Yanks program in the U.S.



Oklahoma City VAHCS co-hosted the 5th annual Inter-Tribal Veterans Stand Down for Native American Veterans in Red Rock, Oklahoma.



Each year we celebrate Veterans Day in November and we also host an open house and resource fair for Veterans and their caregivers to learn more about various VA programs and services they may be eligible for. Veterans Resource Fairs are held quarterly in Oklahoma City and annually in each city where we operate a VA clinic (Ada, Altus, Ardmore, Blackwell, Enid, Lawton, Stillwater, and Wichita Falls).



This year our hospital's Elf on the Shelf, Ellie, took social media followers "behind the scenes" of the Oklahoma City VAHCS.

October
2017

November
2017

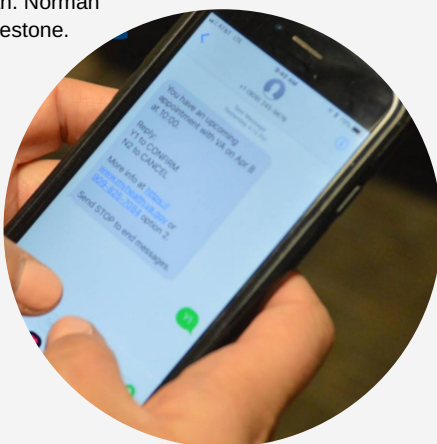
December
2017



Norman became the first community in Oklahoma to effectively end Veteran homelessness. By reaching "functional zero," Norman and Cleveland County have the system and resources in place to provide housing for every homeless Veteran. Norman is the 7th community in the nation to reach this milestone.



We continue to build on services for lesbian, gay, bisexual and transgender (LGBT) Veterans. For the second year, the Human Rights Campaign Foundation's Healthcare Equality Index in 2018 renewed our designation as a **Leader in LGBTQ Healthcare Equality**. The designation confirms our commitment to providing knowledgeable, equitable and inclusive care to LGBT Veterans and their families in a sensitive and welcoming environment.



Did you know more than 9 million VA health care appointments go unutilized each year due to missed appointments? To increase access to health care for all Veterans, the Oklahoma City VAHCS began using VEText, an interactive mobile solution to remind Veterans of upcoming appointments via text messaging.



Members of our Black Affairs Committee and their families marched in the MLK Day Parade in Oklahoma City.



VA Express Care clinics opened in Oklahoma City and Lawton. These clinics are similar to an urgent care clinic, thus reducing visits to the Emergency Room.

**January
2018**

**February
2018**

**March
2018**



We held our first ever VA Baby Shower for expecting (and brand new) moms on May 11, 2018....just in time for Mother's Day. All of the Veterans in attendance received several gift bags full of baby supplies along with raffle prizes. We couldn't have done this without our community partners including the Elks, Daughters of the American Revolution, Salvation Army, American Red Cross, VCS, Elizabeth Dole Foundation, Philips, Halo, and the Carrying On Project!



The Central Oklahoma MOPAR Association held a car show at the Oklahoma City VA Medical Center. \$6,000 was raised at the event and donated to help our Veterans.



The Oklahoma City VAHCS celebrated Veteran Experience Week in April. Our Patient Advocate Office/Customer Service Department is now known as our Veterans Experience Office and they continually work to improve our Veterans' experiences.



Veterans enrolled in our home based primary care program spent a Saturday afternoon fishing in Oklahoma City. VA uses whole health, a holistic approach to health care. We put the Veteran, not the disease, at the center of their care.

**April
2018**

**May
2018**

**June
2018**

One message at just the right moment can change your entire day... outlook ...life. That's the idea behind our Kindness Rocks garden located near the North Entrance of our main facility. Take one for yourself, share one with another, or leave one to inspire someone else. In 2018 over 1,000 kindness rocks were left in our garden .



Veterans participating in our Therapeutic Recreation programs have the opportunity to try activities like rock climbing, adaptive cycling, drumming and yoga. These are more examples of how the VA provides care to the 'whole Veteran' in unique ways.

Our 387 space parking garage for Veterans and visitors officially opened in September.



There are roughly two million women veterans, making up ten percent of the veteran population and growing. The I Am Not Invisible photography project, developed in Oregon, aims to increase awareness and dialogue about women veterans, and open viewers' eyes to the myriad contributions, needs, and experiences of women who have served in the military. Oklahoma City VAHCS employees were photographed as a part of this project.



Over 150 Veterans were served at the annual "Sooner Stand Down", a collaboration among human service organizations and the Oklahoma City VAHCS to serve low income and homeless Veterans.

**July
2018**

**August
2018**

**September
2018**

WHY WE



Choose **VA**

Our employees choose VA because of our mission to serve those who served. It's their hard work and dedication that make the Oklahoma City VA Health Care System an employer of choice and a place where our Veterans choose to receive their health care.

Our employees are also the backbone of our organization and we are proud of their many accomplishments in 2018. Some of those accomplishments include:

- Jillene Sroczyński, Interventional Radiology Nurse, was selected as the 2017 American Legion's Healthcare Provider of the Year! Her award was presented by former VA Secretary David Shulkin at the American Legion's 2018 Washington Conference.
- Cynthia White, Program Support Assistant for Suicide Prevention, TCM and Caregiver Support Programs, was awarded the Oklahoma Federal Employee of the Year for clerical/administrative employees during the annual Public Service Recognition Week luncheon
- 24 Oklahoma City VAHCS physicians were chosen by their peers and recognized as the Best Doctors in America for 2017-2018
- Over 100 employees participated in the annual VA2k Walk and Roll event. This event encourages health and well-being for employees and benefits our Homeless Veterans Program through monetary and other donations.
- Adopted over 70 'angels' (children of Veterans participating in our Homeless Veterans Program) by purchasing and delivering Christmas gifts

Members of our Hispanic Affairs Committee participated in the 2018 Fiestas de las Americas and Parade of the Americas in Oklahoma City. In 2018 the chairs of each of these committees were nominated for the 2018 Oklahoma Federal Outstanding Diversity Contribution Award.

The Oklahoma City VAHCS has eight EEO Special Emphasis Groups in which employees participate and volunteer their time: American Indian and Alaska Native Committee, Asian American and Pacific Islander Committee, Black/African American Committee, Federal Women's Program, Hispanic Committee, Individuals with Disabilities Committee, LGBT Committee, and the Minority Veteran Program.



SITES OF CARE

ON THE HORIZON

We saw many accomplishments, successes and improvements in fiscal year 2018, but we also have big plans for 2019. Some of the things on the horizon for the Oklahoma City VAHCS include:

- Adding specialty care services to our Lawton VA Clinic
- Expanding space to our Stillwater VA Clinic
- Moving our Ardmore VA Clinic to a new and larger space
- Opening a Homeless Veterans campus in Oklahoma City
- Opening a new VA Clinic in Clinton, OK
- Opening a new geropsychiatric inpatient unit; and
- Renovating an existing inpatient unit to be dedicated for oncology inpatients

Stay connected with us by signing up for email updates on our website and following us on social media.

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Ada VA Clinic

717 Better Now Plaza
Ada, OK 74820
580.436.2262

Altus VA Clinic

1604 N. Main, Highway 283
Altus, OK 73521
580.482.0721

Ardmore VA Clinic

2002 12th Avenue NW, Suite E
Ardmore, OK 73401
580.222.0400
**moving to new location in 2019*

Blackwell VA Clinic

1009 W. Ferguson Avenue
Blackwell, OK 74631
580.363.0052

Enid VA Clinic

915 E. Owen K. Garriott, Suite G
Enid, OK 73701
580.977.1855

Lawton/Fort Sill VA Clinic

4303 Pittman & Thomas
Fort Sill, OK 73503
580.585.5600

North May VA Clinic

2915 Pine Ridge Road
Oklahoma City, OK 73120
405.752.6500

Oklahoma City VA Medical Center

921 NE 13th Street
Oklahoma City, OK 73104
405.456.1000

South Oklahoma City VA Clinic

7919 Mid America Boulevard, 2nd and 3rd floors
Oklahoma City, OK 73135
405.855.6000

Stillwater VA Clinic

320 N. Perkins Avenue
Stillwater, OK 74074
405.707.8100

Wichita Falls VA Clinic

149 Hart Street
Sheppard Air Force Base, TX 76311
940.257.0000



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