

CINCINNATI

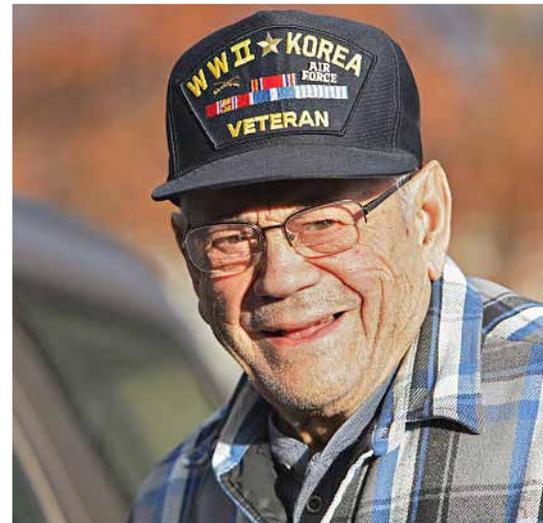
VA



U.S. Department
of Veterans Affairs

VA MEDICAL CENTER

2017
Report
to the
Community



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



Executive Leadership Team



Vivian T. Hutson, FACHE -
Medical Center Director



Greg W. Goins, FACHE -
Associate Medical
Center Director



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FACOG - Medical Center
Chief of Staff



Katheryn H. Cook, RN, MSN -
Medical Center Chief Nurse
Executive

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.



Message from the Medical Center Director

I am proud of the work that the Cincinnati VA has done, and continues to do, for those within their sphere of influence. 2017 was a great year for our healthcare system, and I have confidence that the good work we put into motion last year will continue throughout the years to come.

We were greatly honored to host the National Veterans Wheelchair Games last year. This annual event featured athletes from across the nation and the United Kingdom. I marveled at the amazing feats performed by these talented individuals. You can read more about them on page 4.

As you may know, VA Cincinnati is an affiliated teaching hospital, providing a full range of patient care services, with state-of-the-art technology, medical education, and research. We take great pride in offering the best care and patient experience for our Veterans. Last year, we introduced Tele-Sitter and Tele-ICU programs. These innovative approaches to health care means we can ensure the best for Veterans throughout the VISN 10 network. Read more about these cutting-edge programs on pages 5 and 9.

The medical center provides comprehensive health care for everyone within our reach, and that includes homeless Veterans. Cincinnati VA Medical Center was one of six applicants in the nation awarded a Homeless-PACT expansion grant. We are determined to end Veteran homelessness and believe anything is possible if we work together. Read more about our efforts on page 10.

Lastly, although we've made great strides to reduce Veteran suicide, we cannot stop until we reach all those in crisis. If you know someone who is hurting, use your voice. Encourage them to call the Veteran Crisis Hotline at 1-800-273-8255 and press 1. They can also send a text to 838255, or chat online at www.veteranscrisisline.net.

Sincerely,

**Vivian T. Hutson, FACHE
Medical Center Director
Cincinnati VA Medical Center**



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Cincinnati, OH 45220

513-861-3100

www.cincinnati.va.gov



facebook.com/
CincinnatiVAMC

Community Clinics

Bellevue Outpatient Clinic

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

Clermont Outpatient Clinic

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

Florence Outpatient Clinic

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

Georgetown Outpatient Clinic

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

Hamilton VA Healthcare Associates

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

Lawrenceburg Outpatient Clinic

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

Cincinnati VAMC

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



Cincinnati VA is a two-division campus located in Cincinnati, Ohio and Fort Thomas, Kentucky, serving fifteen counties in Ohio, Kentucky, and Indiana. There are also six Community-Based Outpatient Clinics located in Bellevue, KY; Florence, KY; Lawrenceburg, IN; Hamilton, OH; Clermont County, OH, and Georgetown, OH. Three Cincinnati VAMC campus locations are also available in Cincinnati including an Eye Center, Vet Center and Mental Health Outreach Community Division.

Cincinnati VA Medical Center Strategic Initiatives

BEST VA – EMPLOYEES

Become an employer of choice

BEST VA – VETERANS

Where Veterans want to and choose to receive their health care

BUSINESS OPTIMIZATION

Third party revenue collections, VERA optimization, efficient resource

CARE COORDINATION

Internal (primary care to specialty care) and external (community care)

OUTREACH

Increase Veteran knowledge of benefits and enrollment for health care

Cincinnati VA hosts 37th National Veterans Wheelchair Games

Life Without Limits



Veteran athletes from around the world converged on Cincinnati VA Medical Center last July for the National Veterans Wheelchair Games (NVWG), co-presented by the Department of Veterans Affairs and the Paralyzed Veterans of America.

The NVWG is a rehabilitation and wheelchair sports program that empowers Veterans with spinal cord injuries, multiple sclerosis, amputations and other neurological injuries to live active and healthy lives through wheelchair sports and recreation. This was the 37th anniversary of the competition, which attracted approximately 600 athletes from the United States and Puerto Rico, as well as Great Britain.

Throughout the week, Veterans competed in 18 wheelchair sports events, including weight-lifting, rugby and biking, at the Duke Energy Convention Center and throughout the greater Cincinnati area. Past participants had the opportunity to mentor newly disabled Veterans and show them that they can remain competitive and active after life-changing injuries.

Over the six days, athletes visited with Veterans from their local chapters to fundraise, attend meetings at the local VA hospital and enjoy events throughout the area. More than 3,000 volunteers — many from the Cincinnati VA Medical Center — supported the NVWG, which raised nearly \$1M through voluntary service.



Tele-ICU connects patients with providers

The Cincinnati VA Medical Center became the central location for Tele-ICU last year, now watching over Veterans remotely throughout the country.

Tele-ICU is an advanced telehealth program that provides an additional layer of monitoring to standard care. It increases access to intensive care expertise and consultation, particularly for hospitals in rural areas. It allows for continuous monitoring of Veterans receiving ICU care, even when local providers are out of the room assisting with other patients.

Staff at the Cincinnati Tele-ICU Monitoring Center provide remote critical care services for 212 intensive care unit beds and four emergency department beds in 12 facilities across the nation. Participating VA's install teleconferencing equipment in the rooms, which are monitored by nurses at the CVAMC, 24/7, with critical care physicians available over night and on weekends.



The remote providers have access to bedside clinical data, assess Veterans through videoconferencing technology, and provide consultative recommendations or directly intervene in patient care as desired by the local ICU staff.

The Cincinnati Tele-ICU Monitoring Center's slogan is "You watched over us... Now it's our turn to watch over you."

By the Numbers

\$
\$435
million
Budget

2,180
Total Employees

42,100
Veteran Patients

583,495
Outpatient Visits

6,558
Inpatient Admissions

A look back on 2017



We celebrate our Volunteer Advocates. They are some of the many hearts and souls that take care of Cincinnati VA Veterans.



Engaging Veterans in the community is one of the many ways the Cincinnati VA helps Veterans understand their health care benefits and the value of using VA.



Duke Energy Beautification Project is one example of the community corporate partnerships that Cincinnati VA has for bringing the general public and VA together.



Pop-Up Food Pantry Initiative is a joint effort with Cincinnati's Free Store Food Bank to help fight hunger among Veterans in the local community.



Spreading the word about Suicide Prevention Awareness is a top priority for the Cincinnati VA. The Veterans Crisis Line is available 24/7 by calling 1-800-273-8255 or texting 838255.

Did You Know?

Cincinnati VA received over \$5 million in research funding in 2017 for the following areas: PTSD, Dementia, Infectious Disease, Endocrinology, Pulmonary Care, Nephrology, Oncology, and multi-centered clinical trials.



Honor Flight Virtually brings Veterans to Washington, D.C.



A Veteran experiences the celebration parade during the virtual Honor Flight to Washington, D.C.

Every year, Honor Flight Tri-State helps Veterans in the Cincinnati area make trips to Washington, D.C. to view the war memorials. The organization provides free airfare to Veterans over 65 so they can travel to Washington, D.C. and see their memorial. Last June, Veterans who were unable to travel due to health concerns were treated to a virtual honor flight experience at the Cincinnati VA.

Just like during the traditional honor flight activities, the virtual honor flight provided the Veterans with an Honor Flight Tri-State signature T-shirt and a name badge souvenir. There were plenty of smiles on the faces of the Veterans and families involved.

For those who are physically able to travel to Washington, D.C., Honor Flight Tri-State will provide airfare, a bus tour, an Honor Flight Tri-State signature T-shirt (which must be worn on the trip), name badge souvenir, and three meals for the one-day trip. Veterans can have a family member accompany them, or Honor Flight Tri-State will assign a qualified, enthusiastic guardian to assist.

All Veterans who served stateside or overseas are eligible to apply. Flights depart monthly from the Cincinnati/Northern Kentucky International Airport Terminal at the assigned time, and Honor Flight Tri-State takes care of the rest.

Tele-Sitter improves patient monitoring, safety



To optimize patient care and prevent injuries, the Cincinnati VA Medical Center has integrated the Virtual Tele-Sitter solution into its acute and critical care areas. The Cincinnati VAMC is the first VA in the nation to use the Tele-Sitter program.

Tele-Sitter is a system of cameras that remotely monitors up to 12 Veterans at a time, allowing care workers to intervene instantly to prevent harm. The technology allows observers to monitor details, such as skin color, breathing, and whether vital equipment is still attached. Technicians can speak to Veterans through two-way audio and use a wireless, wearable communication device to broadcast to the entire unit in an emergency. The system also includes a real-time analytics dashboard. These components allow staff to provide quick, effective care to patients who experience falls or other potentially harmful events.

This not only leads to a decrease in cost — Tele-Sitter is about 20 percent less than the average cost of sitters — but, more importantly, prevents adverse events, improving patient safety, satisfaction and quality.



Affiliations & Accreditations

Cincinnati VAMC affiliation with the University of Cincinnati College of Medicine and is connected both physically and functionally to the University. Cincinnati VAMC is fully accredited by the Joint Commission, Joint Commission Opiate Substitution Services-SUDEP, Accreditation Council on Optometric Education, College of American Pathologists, the Commission on Accreditation of Rehabilitation Facilities, Human Rights Campaign (HRC) Foundation Health Equality Index Added, American Association of Cardiovascular Certification, Association for the Accreditation of Human Research Protection Program, Association for Assessment and Accreditation of Laboratory Animal Care International (AAALAC), American Society of Health-System Pharmacists (Pharmacy Residency), American College of Radiology, American Psychological Association (Internship Program) Post-professional Residency in Geriatric Physical Therapy Program, and Certified Pulmonary Rehabilitation.

Community Partnerships

- Council on Aging of Southwestern Ohio
- Veterans Service Commissions in Ohio
- HUD-VASH Cincinnati Metropolitan Housing Authority
- Ohio Valley Goodwill
- Veterans Treatment Courts (VTCs) serving all three states (Ohio, Kentucky, and Indiana) within our catchment area, including Hamilton County (Municipal and Felony courts), City of Hamilton in Butler County, Southeastern Indiana, and Northern Kentucky, including VTCs in Campbell County, Kenton County, and Boone County.

Cincinnati VA Accomplishments

- Headquarters of the National Tele-Intensive Care Unit (ICU) that provides care services for more than 200 intensive care unit beds and emergency room beds across the country.
- One of six VA Medical Centers awarded a homeless expansion grant that offers a multi-disciplinary, population-based medical home model organized around the unique challenges faced by homeless Veterans.
- First VA facility to launch a Tele-Sitter program through the use of an advanced remote visual monitoring system called AvaSys Tele-Sitter. This technology offers the monitoring of multiple at-risk patients simultaneously from a single location.
- \$5 million in research funding in the following areas: PTSD, Dementia, Infectious Disease, Endocrinology, Pulmonary Care, Nephrology, Oncology and multicentered clinical trials.



H-PACT grant awarded to care for homeless Veterans

Cincinnati VA Medical Center was one of six applicants in the nation awarded a Homeless-PACT expansion grant. The Homeless Patient Aligned Care Team (H-PACT) is a multi-disciplinary, population-based medical home model. It is tailored to address the unique challenges faced by homeless Veterans with accessing and engaging in care.

Through H-PACT, interdisciplinary teams of doctors, nurses, and case managers respond to the ongoing and evolving medical, mental health, and substance abuse needs of homeless Veterans entering the VA system. The program serves as a gateway for Veterans to get involved with the VA Homeless Program and clinical services. It is designed to provide the care necessary to keep Veterans in housing and prevent a return to homelessness.

Teams provide homeless Veterans with medical care, case management, housing and social services assistance to help them obtain and stay in permanent housing. This helps to reduce emergency department use and hospitalizations and improves chronic disease management. VA's programs serve hundreds of thousands of homeless and at-risk Veterans each year, providing them with housing solutions, employment opportunities, health care, justice- and reentry-related services and more.





VA Healthcare System Network Office

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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 VA’s 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.