

VA PUGET SOUND HEALTH CARE SYSTEM

Annual Report



Fiscal Year **2018**



U.S. Department of Veterans Affairs
VA Puget Sound Health Care System



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“At VA Puget Sound Health Care System, our mission is to provide world-class care to improve the health and well-being of our nation’s Veterans, driven by a culture of innovation, collaboration, respect and learning.”

*Michael Tadych
VA Puget Sound Health Care System Director*



“With every interaction we want to build trust. With trust we will ensure better health care outcomes for our Veterans.”

Doug Galuszka
VA Puget Sound Health Care System Acting Deputy Director



“We use data to improve the care we provide to patients, monitor use of important resources, and to identify novel ways to enhance the health of veterans and people around the globe. It is the artful use of data, along with the rich expertise, dedication and creativity that our staff bring to their jobs every day that help us make improvements in our health care system and in the lives of our patients.”

Catherine Kaminetzky
VA Puget Sound Health Care System Chief of Staff



“Throughout VA Puget Sound Nursing Services, we are laser-focused on providing qualified, competent and compassionate care to those we care for.”

Geraldine L'Heureux
VA Puget Sound Health Care System Deputy Director of Patient Care Services

“We want each Veteran we care for, and the staff who care for them, to know how important they are, whether they are in Seattle, Tacoma, or one of our seven Community Based Outpatient Clinics.”

Simon Kim

VA Puget Sound Health Care System Associate Director



“We continually strive to meet and exceed the expectations of our Veterans and their families.”

Connie Morantes

VA Puget Sound Health Care System Deputy Chief of Staff



“Our compassionate and dedicated VA Puget Sound nursing staff helps ensure the best health outcomes for our Veterans.”

Pamela Popplewell

VA Puget Sound Health Care System Assistant Director of Patient Care Services



***“The VA respects me
for my service and has
specialized knowledge
and care.”***

Walter DeKraai
Veteran, U.S. Navy



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SNAPSHOT

Patient
Population:
110,000

Patient
Growth:
5.6%
over last
2 years

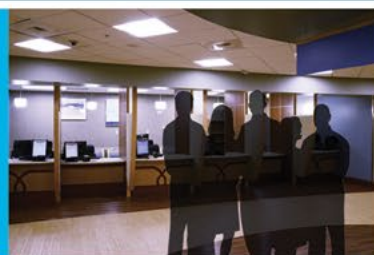
Women
Veterans:
11%
growth over
2 years

Admissions:
6,510
Average
Daily Census:
292

Operational Beds:
414

Bed Days of Care:
97,379

Surgeries
Performed:
6,092





Outpatient Visits: 1,033,673

Seattle – 590,181
 American Lake – 329,718
 Mt. Vernon – 38,191
 Bremerton – 19,061
 South Sound – 15,015
 Federal Way – 11,646
 North Olympic – 11,244
 North Seattle – 10,153
 Bellevue – 7,064

Patient Aligned Care Team (PACT) Performance Measures:

44% of our Veterans see same primary care provider each visit

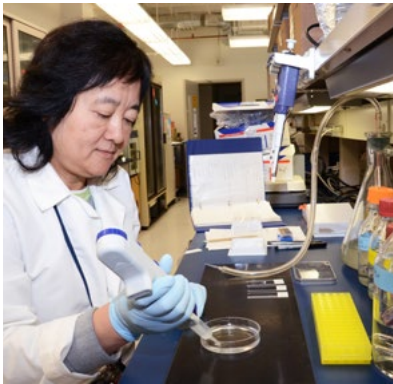
24% of Veteran visits received care by phone

32% of Veterans who request same-day appointments see their own primary care provider

77% of patients get an appointment within 7 days of preference



IMPROVING HEALTH OUTCOMES THROUGH CLINICAL RESEARCH



Research and Development play a vital role in the Department of Veterans Affairs mission, and nowhere is this more evident than in the VA Puget Sound Health Care System. Our R&D program – the 5th largest in the VA – reflects VA Puget Sound’s commitment to providing the highest quality care to our Veterans. It is an integral part of our affiliation with the University of Washington, bringing that institution’s premier academic medicine program to VA Puget Sound and ensuring that the professional staff and quality of care is of the highest caliber. The cohesiveness and strength of this research community is felt throughout the Northwest. There are over 600 active research projects. This strong, diversified base of support has ensured a robust, productive program, making VA Puget Sound a superior facility in the region. Principal Investigators represent virtually every major clinical department, including: Traumatic Brain Injury & Multiple Blast Exposures, Memory Improvement & Alzheimer’s Disease, PTSD & Deployment Health, Parkinson’s Disease, Diabetes, Cancer, Substance Abuse, Lower Limb Prosthetics, Genomics and Health Services. Funding includes sponsors from VA, National Institutes of Health, Department of Defense, Centers for Disease Control and Prevention, private industry and the nonprofit sector.

The effects of a strong R&D program go well beyond recruitment of high quality clinical staff. Patients at this institution have access to the latest pharmaceutical therapies and diagnostic techniques. Plus, the quality of “routine” care is enriched by the personal commitment of staff to increase their professional capabilities and to actively contribute to the advancement of their fields.



Winners of VA’s highest national awards in FY 2018 include:

- **William S. Middleton Award** (for Biomedical Research): Dr. William Banks for groundbreaking work in the emerging field of neuroimmunology.
- **Paul B. Magnuson Award** (for Rehabilitation R&D): Dr. Elaine Peskind for rehabilitation research and development focused on conditions that affect the brain, including Alzheimer’s disease, PTSD related to combat injuries and mild traumatic brain injury.

EXPANDING ACCESS WITH TELEHEALTH SERVICES

VA Puget Sound offers Telehealth Services at all nine facilities to improve access to care and health outcomes for our Veterans in more than 50 telehealth areas from mental health, pain and podiatry to amputee and lung transplant care.

- 17,246 unique telehealth users
- 10,174 telehealth encounters
- 7,744 e-consults
- 16.77% of our patients participated in at least one virtual care modality
- 47,195 patients signed up for secure messaging
- 115,113 secure messages sent



VOLUNTEERS: A CRITICAL PART OF OUR TEAM



VA Puget Sound Voluntary Service has oversight of more than 700 volunteers across VA Puget Sound and Tahoma National Cemetery, providing over 84,000 hours of service. This equates to \$2.07 million in service. In addition to volunteers, Voluntary Services manages all monetary and non-monetary donations at the facility which exceeded \$734,000 in fiscal year 2018. Between the hours and donations, we are grateful for the \$2.8 million impact our donors, volunteers and community partners have shared with our Veterans.

Impact from Voluntary Service is felt across all hospital services. Whether it is the 3,100 travel vouchers and numerous gift cards provided to homeless and at-risk Veterans through social work, funding of community reentry outings for rehabilitation patients in recreation therapy, the almost 4,000 Veterans transported to appointments through our Volunteer Transportation Network, or even the over 2,000 Veterans provided with military honors from 15 volunteer Honor Guard Units at Tahoma National Cemetery, our VA Puget Sound volunteers and community partners strive to enhance the experience of every Veteran and caregiver.

FISHER HOUSE: A HOME AWAY FROM HOME



VA Puget Sound Fisher House is a very important part of the support we provide to the families of the more than 110,000 Veterans we care for at nine facilities in the Pacific Northwest. This is expanded across five states for families of Veterans who receive care through our Spinal Cord Injury Unit. Guests have come from 48 states, across 14 countries, to be near their loved ones and to provide support during hospitalization. It's especially heartwarming to know that we've provided a home away from home for more than 7,000 families or about 10,000 people.

- 61,573 nights stayed
- Average family stay is 10 days
- Greatest length of stay is 470 days
- Oldest guest was a 98-year-old WWII Veteran | Youngest guest was only a day old
- \$6 million savings in hotel expenses for families

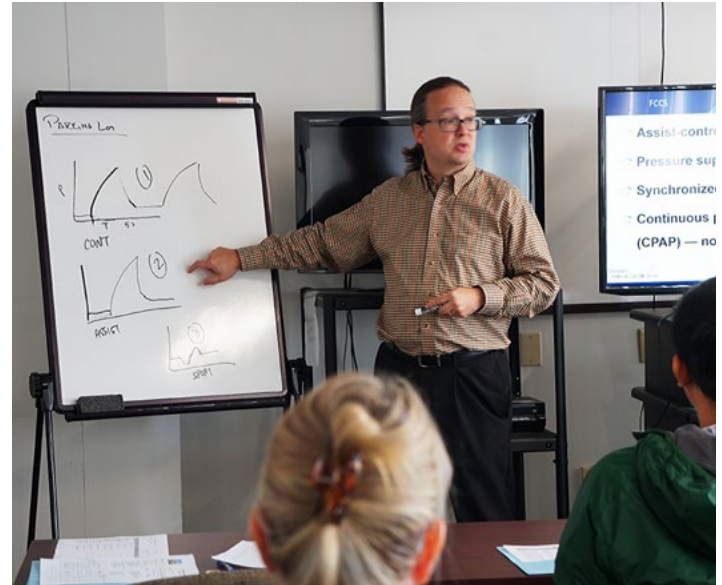
VA Puget Sound Fisher House Celebrates a Decade of Service



National Fisher House Foundation Chief of Staff Mary Considine cuts a ceremonial cake for the 10th anniversary of the VA Puget Sound Fisher House while VA Puget Sound Health Care System Director Michael Tadych and VA Puget Sound Fisher House Manager Carrie Booker look on.



NURTURING OUR NATION'S FUTURE HEALTH PROFESSIONALS



As a teaching hospital, VA Puget Sound provides a full range of services, with state-of-the-art technology as well as education and research. Our academic partners play an invaluable role in driving innovation and collaborative research to improve health outcomes for not only the Veterans entrusted to us, but to help people worldwide. We are primarily affiliated with the University of Washington Schools of Medicine and Nursing. We also maintain more than 150 active associated health, graduate medical education, nursing undergraduate, graduate and research affiliations in Pacific Northwest and beyond at Seattle Pacific University, Pacific Lutheran University, Washington State University, Gonzaga University and other top universities throughout the Pacific Northwest.

Each year more than 2,000 trainees walk through our doors because of the innovative and progressive training opportunities at VA Puget Sound. For example, we select outstanding Bachelors of Science in Nursing students to participate in the VA Learning Opportunities Residency (VALOR) program during their final year of nursing school. Of the more than 75 applications we received in 2018, 13 students were selected to join the program to gain nursing experience on inpatient units at the VA.

Historically, 90 percent of VALOR students have chosen to stay at the VA after obtaining their registered nurse license.



MODELS OF EXCELLENCE

Nationally Recognized Centers of Excellence:

- Multiple Sclerosis Center of Excellence West
- Center of Excellence in Substance Abuse Treatment & Education
- Epilepsy Center of Excellence
- Center of Excellence in Primary Care Education
- Center of Excellence for Limb Loss Prevention and Prosthetic Engineering
- Center of Innovation for Veteran-Centered and Value-Driven Care
- ALS (Amyotrophic Lateral Sclerosis) Association Certified Treatment Center of Excellence

SPOTLIGHT

ALS Association Certified Treatment Center of Excellence

Since 2013, VA Puget Sound's Interdisciplinary ALS (amyotrophic lateral sclerosis) Care Team has been working closely with our community partners at the ALS Association Evergreen Chapter and Paralyzed Veterans of America to serve Veterans with ALS and their families across the northwest region. Our ALS program at our Seattle campus has grown tremendously since that time; in 2014, we opened a second clinic at American Lake campus to better serve Veterans in the South Sound area. In addition, we offer telehealth services to provide care directly to the home for our homebound patients.

Our ALS team guides Veterans living with ALS and their families throughout the journey and assists them in maximizing the various VA benefits available, including coordinated medical care, durable medical equipment, home modification services, support and services to aid in activities of daily living.

Program Highlights:

- Program was accepted into the New England ALS Consortium which will provide access to clinical trials for new ALS treatments at our facility.
- 2018 Paralyzed Veterans of America Advocacy/Clinical Excellence Award for physicians was awarded to Ileana Howard, M.D., medical director of the ALS program
- VA Puget Sound team gave national presentations on adaptive recreation in ALS and telehealth interventions at the ALS Clinical Conference in Fort Worth, Texas.
- Co-hosted a regional ALS symposium to educate health care providers on best evidence-based practice for care of persons with ALS.
- Hosted providers from Steve Gleason Neuroscience institute and Spokane VA ALS care teams to share our innovative clinic and practices.
- Thanks to a VA Innovation grant, tools we developed to enhance the quality of ALS patient care locally have been disseminated to four large ALS centers across the country, including clinics affiliated with Yale, Duke University, Cleveland and the Atlanta VA.

SPOTLIGHT

Center of Excellence in Primary Care Education (CoEPCE)



We are working to advance education of interdisciplinary teams and develop clinical leaders who deliver patient-centered care, transform delivery of healthcare services, and improve health outcomes. A central focus of the Seattle CoEPCE is to develop skills needed for collaborative primary care practice during training. With nearly half of clinical training in the VA focused on primary care, the CoEPCE curriculum incorporates both direct patient clinical experiences and interprofessional interactive seminars with longitudinal themes including team-building; “Meet Your Colleagues” in a variety of health disciplines; panel management; and multidisciplinary hands-on clinical sessions.

Continuity clinic settings are Seattle Division Primary Care Clinic and Women’s Clinic, with medical, nursing, pharmacy and social work residents, interns, students and new Doctor Of Nursing Practice full-time residents assigned to the integrated health care team. Mental health/primary care integration spans clinical care and trainee educational activities. Trainees participate in huddles with team staff, and reflect on their clinic experiences with preceptors in conference rooms co-located in the clinic where all professions gather. Trainees also have unique experiences in newly designed CoEPCE rotations, including direct patient care in deployment health, homeless care, home health care and leadership introduction to health administration with Puget Sound leaders. All trainees participate in quality improvement projects. Interprofessional collaborative interactive seminars are designed within the enterprise core domains framework under three primary educational themes, each conducted approximately monthly, to include Interprofessional Education, Practice Improvement and Multiprofessional Clinical Seminars.



Program Highlights:

- Highly functioning interprofessional teams with enhanced doctorate of nursing practice students and physician residents in a collaborative leadership model.
- Developing trainees’ skills in panel management and performance improvement.
- Promoting longitudinal relationships in Patient Aligned Care Teams with innovative shared decision-making curricula.
- Emphasis on care of Veterans, deployment health and unique needs of Veterans, spanning postgraduate and undergraduate learners in health professions.

As the largest integrated health care system in the country, the VA not only cares for our nation's heroes, but is in a unique position to advance change and positively disrupt the way America delivers health care. VA Puget Sound is part of the VHA Innovators Network, helping frontline employees develop innovative ideas and diffuse those ideas across the enterprise to provide superior care and the best health outcomes to our Veterans. 3D printing is just one of the many innovations we are focused on. 3D printing solutions help radiologists better visualize patient anatomy and disease for diagnosis, surgical and treatment planning—improving health outcomes, reducing time to treatment and enhancing the patient experience.

Creation of custom orthotics:

- 3D printing technologies are being used by Puget Sound Occupational therapists to create custom fitting orthotics for patients. Custom 3D printed orthotics can improve compliance, decrease the number of trips Veteran need to make to the hospital for replacements, and ensure that Veterans get back to doing what they love doing. For example, a 3D printed custom thumb orthotic helped one of our Veterans get back to playing video games, while another 3D printed custom orthotic helped a different Veteran get back to chopping wood.

Pre-surgical planning:

- Medical imaging coupled with 3D printing can play a role in surgical planning by allowing physicians the opportunity to see and interact with patient anatomy before a patient goes to the operating room. This allows VA Puget Sound surgeons to anticipate and prepare for any potential challenges, plan less invasive treatment strategies for diseases like cancer and heart failure, and communicate effectively with patients about treatment options.

GE Healthcare collaboration:

- On Nov. 27, VA Puget Sound Health Care System and GE Healthcare announced a partnership to accelerate the use of 3D imaging in healthcare and reduce the time it takes for radiologists to create 3D-printed models and prosthetics from hours to minutes.
- For most radiologists, 3D images are limited to reconstructions on a computer screen. By harnessing the power of 3D printing with a rich data set, we can pull images out of the screen and into our hands, allowing us to interact with the data in a deeper way to fuel innovative, personalized care based on the unique needs of each of our patients.



FOSTERING IDEAS TO BETTER SERVE VETERANS

Borrowing from start-up and entrepreneurial ventures, the VA launched The Diffusion of Excellence Initiative in 2015 to engage, encourage and support employees to solve its most pressing challenges. Illustrated by the national recognition and adoption of VA Puget Sound grown efforts, VA Puget Sound staff have more than embraced the initiative.

VHA Shark Tank Gold Status Practice (Selected for national implementation)

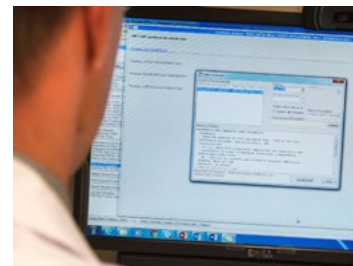
Dr. Jeffrey T. Heckman: FLOW3



Flow3 is a workflow management tool for prosthetic limb care for Veterans with limb loss developed in collaboration with the VA Puget Sound Employee Engagement Pilot across our multiple service lines as well as VISN 20. FLOW3 was selected as one of five initiatives in the first group of National

Implementation practices endorsed by the VHA Diffusion Council, chaired by the VHA Executive-in-Charge. Since inception at VA Puget Sound, FLOW3 has been implemented in 10 additional facilities, impacting over 1,000 Veterans with limb loss and generated greater than 50 percent improvement in the timeliness from prescription

to purchase order for prosthetic limb delivery. FLOW3's continued spread contributes directly to our medical performance goal to "spread innovation and best practices to modernize systems and optimize market area health systems" to make VA a better learning organization.



VHA Shark Tank Gold Star (Selected for national implementation)

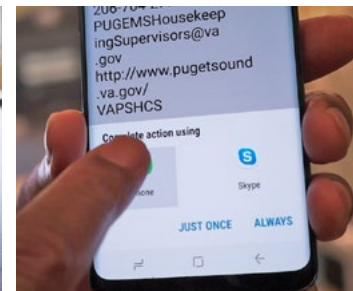
Rick Rucker: Customer Service QR Code Project



Working with clinicians, the VA Puget Sound Environmental Management Service (EMS) Customer Service Team developed a Customer Service QR Code Project as a feedback system so patients could communicate directly with EMS staff on inpatient room needs. EMS created and provided room cards with QR codes that employees

and patients could use to submit requests, concerns or feedback to the team 24 hours a day, seven days a week, 365 days a year. The practice not only improved patient satisfaction at VA Puget Sound by more than 27 percent, it earned the team national recognition. Three VAs (Tomah,

Wisconsin; George E. Wahlen, Utah; and Louis Stokes, Ohio) are currently implementing the process at their facilities. And the future looks bright for other facilities implementing the process.



EXPANDED CARE THROUGH OUR REGIONAL HUBS

Along with caring for Veterans enrolled at one of its nine facilities, VA Puget Sound offers Veterans from a five-state area in the Pacific Northwest specialized care through its regional hubs:

- Regional Amputation Center
- Marrow & Lung Transplant Unit
- Regional Spinal Cord Injury Hub
- Polytrauma Network Site

SPOTLIGHT

Polytrauma Network Site

The Veterans Integrated Service Network (VISN) 20 Polytrauma Network Site (PNS), located at our Seattle campus, is part of an integrated network of specialized rehabilitation programs dedicated to serving Veterans and service members with both combat and civilian related traumatic brain injury (TBI) and polytrauma. The PNS provides post-acute interdisciplinary rehabilitation services. The PNS also provides consultation and training, and is a referral site for other Polytrauma programs across Alaska, Washington, Oregon and Idaho.

During the fiscal year, PNS had 95 Veterans with a history of moderate-to-severe TBI enrolled for lifetime care and case management. An additional 126 Veterans with a history of mild TBI completed short-term rehabilitation in the Polytrauma program and were discharged from care.

PNS received over 300 referrals for concussion/TBI screening evaluations.

SPOTLIGHT

Regional Spinal Cord Injury Hub

VA Puget Sound Spinal Cord Injury (SCI) Service provides rehabilitation as well as specialized medical, surgical and primary care for Veterans with new and chronic spinal cord injuries. VA Puget Sound serves as the regional hub site for eight VA health care systems in Veterans Integrated Services Networks 20 and 19 which encompasses the Pacific Northwest and Rocky Mountains, providing care to more than 750 Veterans living with SCI.

During fiscal year 2018, SCI Service developed programs to promote recovery of walking. Staff received training in use of a powered exoskeleton worn around the waist and legs (Indego, a third available type), allowing individuals with spinal cord injuries to stand and walk. SCI Service also acquired a dynamic body weight support harness, the Bioness Vector Gait and Safety System, to help Veterans improve mobility and balance.

SCI also worked with community partners to expand opportunities for adaptive sports. The team also developed Adaptive Curling Clinics for Veterans with SCI, hosted by the Granite Curling Club of Seattle in collaboration with VA Puget Sound recreational and occupational therapists and nurses.



COMMITTED TO BOTH PHYSICAL AND MENTAL HEALTH OF OUR VETERANS

VA Puget Sound Health Care System is committed to caring for both the physical and mental health care needs of our Veterans. In fiscal 2018, we supported more than 23,000 Veterans with almost 236,500 mental healthcare-related encounters. Additionally, our Suicide Prevention Team members annually assist approximately 2,500 Veterans, their families and their concerned friends located around the Puget Sound region.

We offer a wide array of services, including acute inpatient, residential, ambulatory care programs, addictions treatment, emergency and urgent care, and vocational rehabilitation services. Our mission is to provide an appropriate level of support and treatment to assist Veterans in recovery from mental health and addictive disorders and to maximize their overall level of function and satisfaction with life. Care is patient-focused, culturally sensitive, cost effective and supported by our clinical, education and research programs.

Clinical programs and services range from inpatient, psychiatric care with acute substance abuse detoxification (Seattle only), to residential rehabilitation programs to address substance use disorders and PTSD (American Lake only), to evidence-based, individual, family and group psychotherapy for the evaluation and treatment of mental health disorders (both campuses). Our primary care teams at our main medical centers and throughout our Community Based Outpatient Clinics are supported by on-site mental health staff including psychiatrists, psychologists, social workers, nurse practitioners, nurses, technicians and peer support staff, who work together to provide care for the patients in our primary care clinics. Additionally, many of the mental health services at VA Puget Sound are offered via telehealth to Veterans who receive care at one of our seven Community Based Outpatient Clinics or in non-VA locations such as a Veteran's homes. Telehealth equipment with Internet access can be provided to Veterans as needed at no cost.

AN INCLUSIVE WORK ENVIRONMENT

Through our diversity and inclusion programs, VA Puget Sound is growing a diverse workforce and cultivating an inclusive work environment, where our staff are fully engaged and empowered to deliver outstanding service to our nation's Veterans and their families. We continue to achieve this through the following Special Emphasis Programs that are integrated into our overall mission. These include American Indian and Alaskan Natives, Asian American and Pacific Islander, Black/African American, Hispanic, Individuals with Disabilities, LGBT and Women's

Program. Our Veteran-centric programs like our LGBT Program and Women Veterans Health Committee are also an integral part of our patient centered care initiatives which encourage a diverse and inclusive organizational culture.

We promote a positive, continuing affirmative program designed to eradicate barriers to employment of minorities, women, individuals with disabilities, and disabled Veterans. Our Veteran employment rate is more than 31 percent and our onboard disability is approximately 12 percent.



A POSITIVE VETERAN EXPERIENCE IN THE CENTER OF ALL WE DO



Ensuring our Veterans and their families are empowered to engage in their own whole health journey built on safe, timely and excellent quality care remains at the core of our mission at VA Puget Sound. We remain committed to doing everything possible to make VA Puget Sound the place our Veterans choose for their health care.

- 1,761 Veterans assisted by our four Patient Advocates
- 76 ICARE (Integrity, Commitment, Advocacy, Respect, Excellence) Champions are embedded throughout every outpatient clinic, service line and inpatient ward at Seattle to provide onsite, timely resolution of any patient concerns and issues to support the best experience.

“I love caring for Veterans, first as a military nurse and now at the VA.”

Sue Passalacqua
VA Puget Sound Nurse Manager
Veteran, U.S. Navy



OUR GOAL: ZERO HOMELESS VETERANS

Staff: 100+ full-time multi-disciplinary team including Social Workers, Licensed Mental Health Counselors, Nurses, Housing Specialists, Social Service Assistants and others.

Grant and Per Diem: 9 grant-funded transitional housing programs located across four counties.

Emergency Housing: 32 contracted beds in Seattle and Forks.

Drop-In Services: New, centrally-located Community Resource & Referral Center expected to open in 2019.

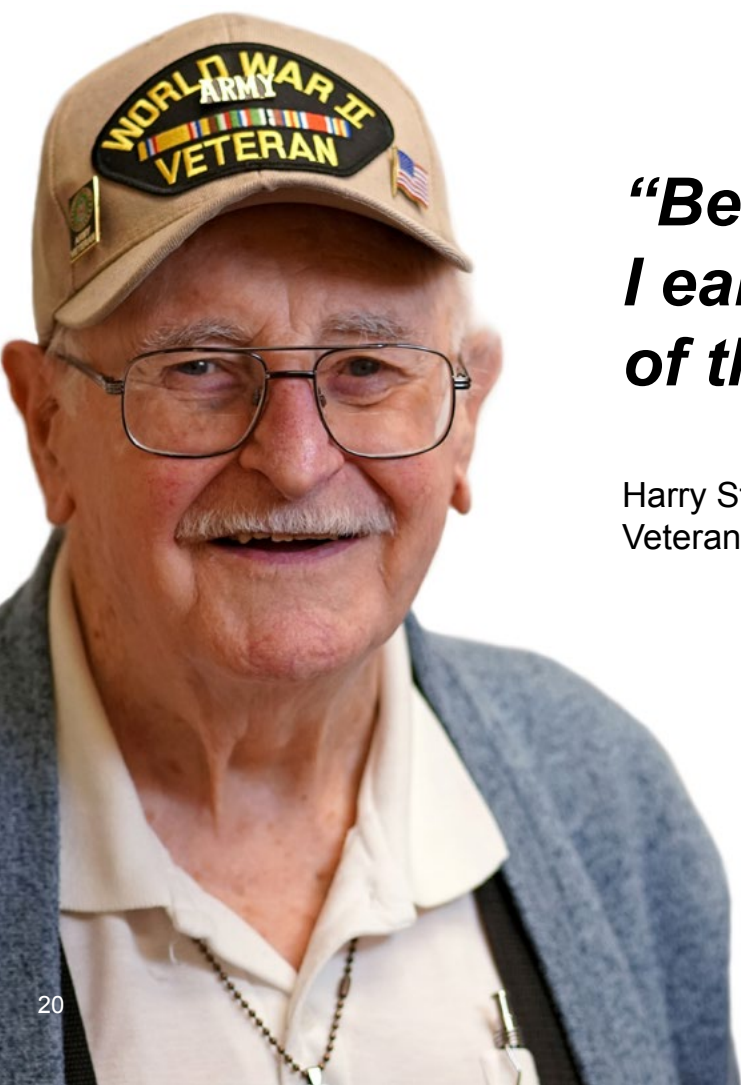
HUD-VASH: 2,500+ HUD-VASH vouchers distributed by 12 Public Housing Authorities in 11 WA counties.

Veterans Justice Outreach: Outreach and support services to justice-involved Veterans, including via 7 therapeutic Veterans Courts.

30% Reduction in Veteran Homelessness



According to the All Home Count Us In 2018 report (the annual Point-In-Time count of people experiencing homelessness), King County saw a 31 percent decline in Veteran homelessness since last year (from 1,339 to 921), while overall homelessness remained steady.



***“Being a Veteran,
I earned the benefit
of the VA.”***

Harry Stockwell
Veteran, U.S. Army

HONORING OUR HEROES



On Nov. 6, 2018, 98-year-old Frances E. Harman of Orting, Washington was inducted into the VA Puget Sound Wall of Heroes as part of our annual Veterans Day celebration. Harman served in the Army Nurse Corps during World War II as a 1st lieutenant. Deployed to New Guinea, she cared for severely wounded service members in the burn ward of a field hospital. Speakers—Washington Governor Jay Inslee and VA Puget Sound Chief of Staff, Dr. Catherine Kaminetzky—expressed gratitude to Mrs. Harman as well as all Veterans—past and present—for protecting our freedoms.

Harman became the 14th VA Puget Sound Wall of Heroes honoree.



IMPROVING QUALITY OF LIFE



VA Puget Sound has a long history of supporting national, regional and local recreation therapy events and programs to improve Veterans' physical, social, cognitive, emotional function and quality of life every day. We have taken teams to the National Veterans Wheelchair Games, the National Disabled Veterans Winter Sports Clinic, the National Veterans Summer Sports Clinic and the National Veterans Golden Age Games. Regionally and locally, VA Puget Sound Spinal Cord Injury Recreation Therapy staff co-host Adaptive Curling Clinics at Granite Curling Club and have organized Veteran participation in the Seattle to Portland Bicycle Classic (five times), adaptive golf clinics, Team River Run kayaking activities and many more. We are always exploring new ways to improve the quality of life for injured Veterans.



COMMITTED TO REDUCING THE HARMS OF OPIOIDS

VA Puget Sound Pain Clinics at its Seattle and American Lake locations offer comprehensive pain-care management treatment options to address complex chronic pain. Veterans have access to co-disciplinary visits with a medical provider and psychologist simultaneously, pain skill groups, complementary and alternative approaches, pain procedures, opioid tapering, and intensive pain rehabilitation services through the outpatient and residential Functional Restoration Programs.

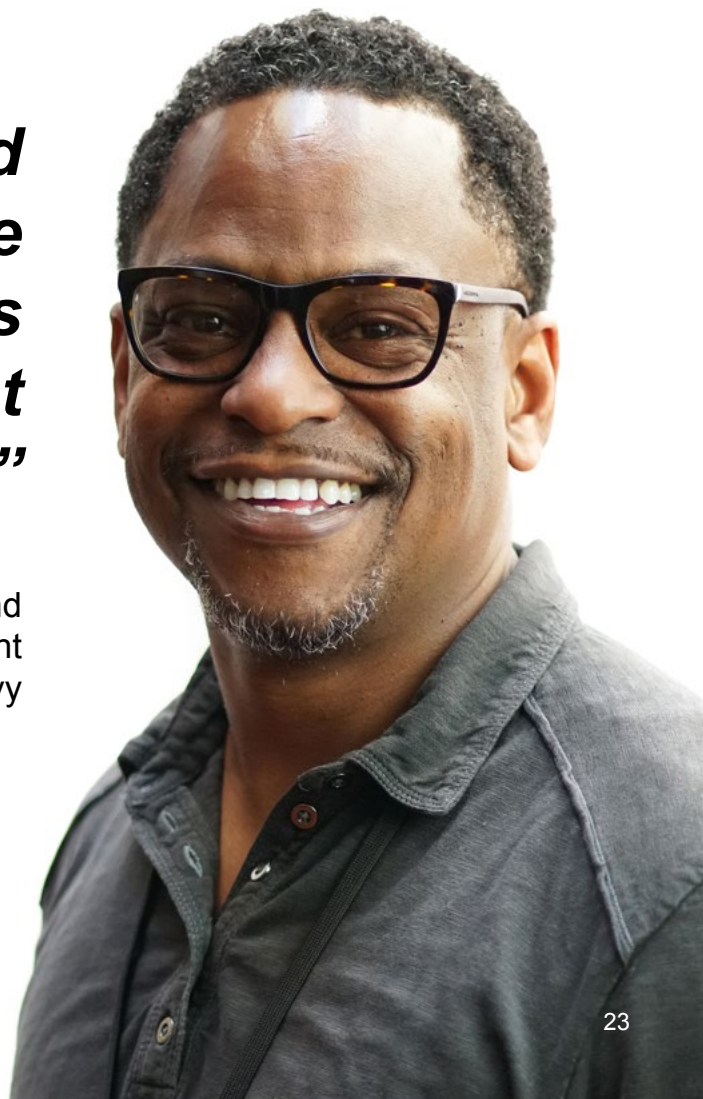
Collaboration across VA Puget Sound clinics and specialties is an important part of both comprehensive pain care and opioid safety. We've developed innovative programs to meet the complex needs of Veterans with co-occurring pain, substance use disorder and mental-health concerns. The Opioid Safety Review Board provides tailored opioid-safety recommendations, and Veterans

undergoing opioid tapering can choose to engage in the Opioid Safety Program for support, in maximizing their safety and functioning. The Collaborative Addictions, Mental Health and Pain Program provides flexible care coordination, staffing and expedited referrals among the Addictions Treatment Center, Pain Clinic, Mental Health Clinic, Primary Care Clinic, Telehealth Program and Suicide Prevention coordinator.

Caring for our nation's Veterans is paramount to VA. When it comes to their care and treatment, our goal is simple: to provide the appropriate and thoughtful care our Veterans deserve. And through these initiatives and others such as participation in state prescription monitoring programs, VA Puget Sound remains committed to reducing the harms of opioids and doing everything possible to ensure Veterans live longer, safer and healthier lives.

***“I am committed
to serving those
who served. It’s
the most important
job in America.”***

David A. Roland
VA Puget Sound Medical Support Assistant
Veteran, U.S. Navy



ENHANCING OUR FACILITIES TO GET THEM ON PAR WITH OUR EXPERT STAFF



We've experienced a 60 percent growth in unique population in the last 10 years while space essentially stayed unchanged. To address the space constraints, we have many facility renovations and new construction projects across our facilities—97 active design/construction projects, leases and agreements in Seattle & American Lake alone.

Highlights

- Seattle Division New Mental Health & Research Building: Phased moves began in January 2019, with grand opening event March 2019. Multiple renovations continue throughout the facility to include the design of the 4 West Surgical Specialty Care Clinic expansion.
- American Lake Division improvements include seismic modernization to some of the historic buildings, a resurfaced parking lot that will more efficiently route foot and vehicle traffic as well as a new building that will house the outpatient surgery, laboratory/pharmacy departments and a new specialty building. Work is expected to be completed in 2022.
- Bremerton/Silverdale Community Based Outpatient Clinic (CBOC): The Veterans Plaza in Silverdale, Washington will house our Silverdale Community Based Outpatient Clinic, which will replace the existing CBOC in Bremerton. The anticipated opening is Fall of 2019.
- Everett CBOC: This clinic will follow the completion of the Silverdale CBOC by approximately 12-18 months.
- Community Resource and Referral Center: New, centrally-located building in Georgetown neighborhood will offer drop-in services. Construction is underway, expected opening sometime in Summer 2019.

OUR WOMEN'S HEALTH PROGRAM LARGEST IN REGION



VA Puget Sound's Women's Health Program is the largest in VISN 20 with almost 15,000 female Veterans enrolled for care.

Our team of approximately 50 women's health primary care providers deliver women's health services across all nine of our facilities, with a least two providers at each location.

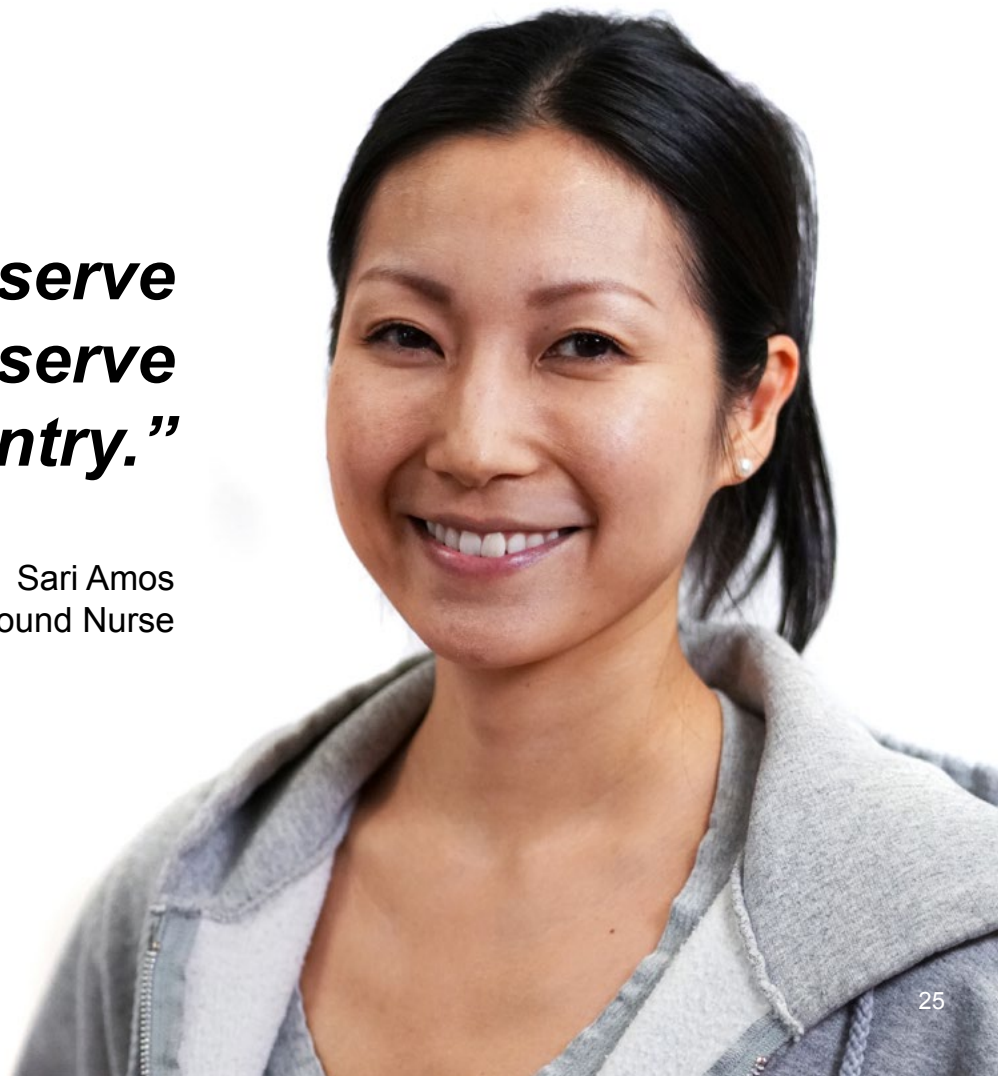
Comprehensive services by a multi-disciplinary team, including internal medicine physicians, gynecologists,

mental health experts, social workers, pharmacists and nurses are provided at our Women's Health Clinics at Seattle and American Lake campuses.

We also have a robust network of community providers we partner with in care areas such as mammography, maternity, specialty breast care and infertility treatment (includes IVF - infertility must be related to a service-connected condition).

***"I love to serve
those who serve
this country."***

Sari Amos
VA Puget Sound Nurse



MOBILE PRIMARY CARE

Mobile Medical Units (MMU) have been used by the VA for more than 20 years to deliver primary care and other services to eligible Veterans who have limited access to VA health care services due to factors such as remoteness or limited specialized services. VA Puget Sound's MMU serves Veterans enrolled into one of our MMU locations: Shelton, Aberdeen, Raymond, Ocean Shores and Snohomish. And this year alone, we supported approximately 3,000 Veteran MMU appointments—this in addition to the 1,033,673 outpatient visits supported at VA Puget Sound's nine facilities.



“I enjoy the camaraderie of my fellow service members and the politeness of VA staff.”

Salvador Hernandez
Veteran, U.S. Army



MODERNIZING THE ELECTRONIC HEALTH RECORD

As announced in May 2018, VA is undergoing a change from Computerized Patient Record System (CPRS) to a Cerner Electronic Health Record (EHR) platform. VA Puget Sound is at the forefront of this change as one of the two sites chosen as the first to adopt the new EHR. Our new EHR platform will help to ensure complete and accurate health records are shared seamlessly across VA, Department of Defense and community providers.

By being one of the first facilities to implement the new EHR, this is an exciting opportunity for VA Puget Sound to help shape the new modernized EHR for all

of Veterans Health Administration. As part of the initial implementation team, we will help refine the new EHR by capitalizing on lessons learned from Department of Defense, which will help improve the rollout process for all of VA.

The new EHR is another indication of the VA's commitment to transforming this agency and ensuring the best experiences for our Veterans now and in the future!

***“I’m here to assist
Veterans in meeting
all their health
care needs.”***

Kimico-Kimica Norton
VA Puget Sound Medical Support Assistant
Veteran, U.S. Army





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