



VA Frontline Heroes

Annual Report Fiscal Year 2021

VA



U.S. Department of Veterans Affairs

Veterans Health Administration
VA Maryland Health Care System

www.maryland.va.gov

What We Do

The VA Maryland Health Care System is a dynamic and progressive health care organization that is dedicated to providing safe, quality and compassionate care and service to Veterans in Central Maryland and on Maryland's Eastern Shore. The Baltimore, Loch Raven and Perry Point VA Medical Centers, in addition to five community based outpatient clinics, all work together to form this integrated health care delivery system. To ensure the provision of quality patient care, the health care system employs a dedicated team of clinical, technical, administrative and support personnel who are specially trained to serve the unique needs of Veterans. Nationally recognized for its many clinical and research centers of excellence, the VA Maryland Health Care System is proud of its reputation as a leader in Veterans' health care, research and education.



Message from the Director

I am proud and honored to have been selected to serve as the Director of the VA Maryland Health Care System and to lead our mission of providing safe, quality and compassionate care to Maryland's Veterans. While it has been a challenging year as we continued responding to the COVID-19 pandemic, we demonstrated we can overcome even the most difficult situations thanks to the innovation, flexibility, adaptability and creativity of our dedicated staff members. I must also acknowledge our community partners and stakeholders for their support, collaboration and feedback during the past year in helping us to continue providing the best care possible to Maryland's Veterans.



Despite the challenges, we have a number of incredible accomplishments to celebrate from the past year. Most importantly, we were selected as one of 37 VA sites throughout the country to receive the initial doses of the lifesaving COVID-19 vaccine in December 2020. Since then, we have administered more than 50,000 doses of the vaccine to Maryland's Veterans and over 10,000 doses to VA employees and volunteers, Veteran spouses and caregivers, and Department of Homeland Security staff members. We also received continued accreditation and high praise from several external review organizations, including The Joint Commission, the Commission on Accreditation of Rehabilitation Facilities, and the Long-Term Care Institute. We conducted our first Women Veterans Virtual Public Forum and our first Diversity, Equity and Inclusion Listening Sessions to learn how to better serve the needs of all Veterans. Finally, we successfully partnered with HELP USA and the Maryland Department of Housing and Community Development on Phase II of the HELP Veterans Village at the Perry Point VA Medical Center thanks to the award of an additional 50 project-based HUD-VASH vouchers to provide permanent housing for at-risk and formerly homeless Veterans. This represents just a few of our many accomplishments from the past year, but the following pages will highlight our many other milestones and achievements during 2021.

I appreciate our Veterans for allowing us to serve their health care needs during the past year and for trusting us to protect their safety and wellbeing throughout the COVID-19 pandemic.

I am now pleased to present our Annual Report for the VA Maryland Health Care System for Fiscal Year 2021.

Jonathan R. Eckman, PE

Director, VA Maryland Health Care System

Executive Leadership Team



Jonathan R. Eckman, PE
Director, VA Maryland Health Care System

Jonathan R. Eckman was appointed Director of the VA Maryland Health Care System in December 2020. Prior to his appointment, he served as an Associate Director for the health care system from October 2017 to December 2020. Mr. Eckman began his VA career

in 2008 as a Project Engineer at the Perry Point VA Medical Center, followed by a number of leadership positions throughout the Veterans Health Administration, including Associate Medical Center Director at the Coatesville VA Medical Center from 2012-2016, Acting Medical Center Director at the Coatesville VA Medical Center from 2013-2014, Executive Assistant to the Deputy Network Director for the VA Capitol Health Care Network (VISN 5), and Acting Deputy Network Director for VISN 5 from 2016-2017. Mr. Eckman served in the United States Army from 2000 to 2004.



Sandra Marshall, MD
Chief of Staff, VA Maryland Health Care System

Dr. Sandra Marshall was appointed Chief of Staff for the VA Maryland Health Care System in March 2016 after serving as the Deputy Chief of Staff since November 2012. She began her VA career in 1988 as an Ambulatory Care staff physician at the Baltimore VA Medical

Center, followed by her selection as the Director of the Managed Care Clinical Center for the VA Maryland Health Care System.



Christopher Buser, LCSW-C
Deputy Director, VA Maryland Health Care System

Christopher Buser was appointed Deputy Director for the VA Maryland Health Care System in August 2021. He began his VA career in May 2001 as a Primary Care/Dementia Clinic Social Worker at the Baltimore VA Medical Center, followed by

positions as the Operation Enduring Freedom/Operation Iraqi Freedom Coordinator for the VA Maryland Health

Care System in August 2003, the Assistant Chief of Social Work Service in March 2009, and the Chief of Social Work Service in June 2014. Mr. Buser served in the Army Reserves from December 2002 to June 2011.



Patricia Davis, RN, MSN, MSHA, NEA-BC
Interim Associate Director for Patient Care Services, VA Maryland Health Care System

Patricia Davis was appointed as the Interim Associate Director for Patient Care Services/Chief Nurse Executive for the VA Maryland Health Care System in October 2021. Prior to her appointment,

she served as the Deputy Chief Nurse Executive for the health care system since October 2019. Ms. Davis began her VA career in March 2003 as the Program Manager for Access to Care, Telephone Care and Care Management for the VA Maryland Health Care System, followed by the Director of the Care Coordination Home Telehealth Program in June 2004. Prior to her VA career, she served in several other leadership and clinical nursing positions and was a member of the United States Army, where she attained the rank of Captain.



Lori Rosenzweig, MPT, Cert. MDT
Associate Director for Operations, VA Maryland Health Care System

Lori Rosenzweig was appointed Associate Director for Operations for the VA Maryland Health Care System in September 2021 after serving as the Therapy Director for Physical Medicine

and Rehabilitation Service for the health care system since 2019. She began her VA career in August 1997 as a Physical Therapist at the Baltimore VA Medical Center, followed by positions as the Site Supervisor for Rehabilitation Services at the Baltimore VA Medical Center in 2014, the Senior Administrative Officer for the Radiation Oncology Clinical Care Center in 2017, the Clinical Manager for Rehabilitation Services at the Baltimore VA Medical Center in 2017, and the Acting Chief of Prosthetics and Sensory Aids Service for the health care system in November 2018.



Kelley Anthony, LCSW-C
Assistant Director, VA Maryland Health Care System

Kelley W. Anthony was appointed Assistant Director for the VA Maryland Health Care System in December 2021. An Army Veteran, she previously served as the Executive Assistant to the Associate Director for Finance for the health care system since July 2019.

Ms. Anthony began her VA career in December 2007 with the VA Maryland Health Care System as a Residential & Domiciliary Care Social Worker at the Perry Point VA Medical Center, followed by serving as the Housing and Urban Development-VA Supportive Housing (HUD-VASH) Coordinator for the health care system in 2012.



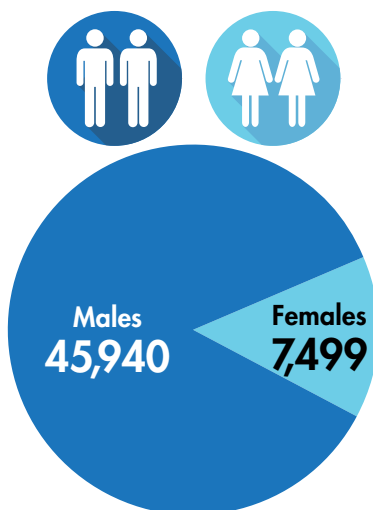
Sheila Bryson-Eckroade, RN, BSN, MEd, NEA-BC
Chief Quality Officer, VA Maryland Health Care

Sheila Bryson-Eckroade was appointed Chief Quality Officer of Quality, Safety and Value for the VA Maryland Health Care System in October 2021. She previously served as the Associate Director for Patient Care Services/Chief

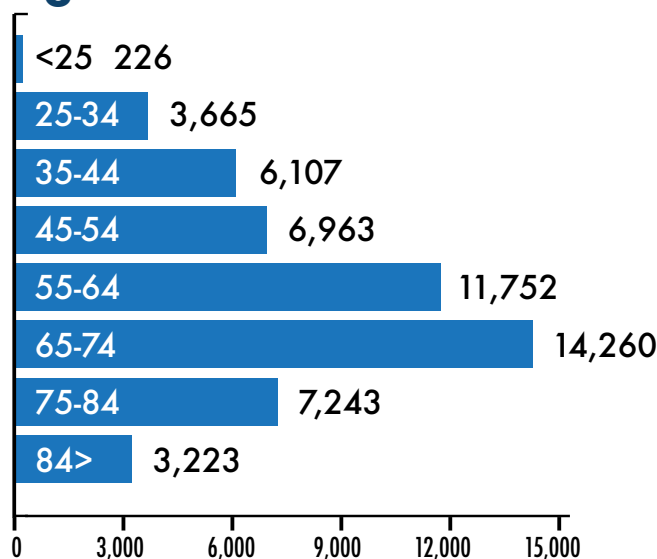
Nurse Executive for the health care system since May 2012. Ms. Bryson-Eckroade has also held positions at both community and investor-owned health systems in her 43-year plus career and has served in nursing administration, education and patient safety/risk management.

Our Veteran Demographics

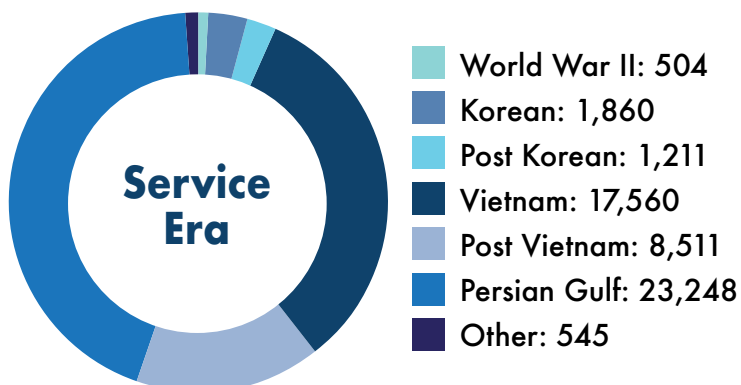
Gender



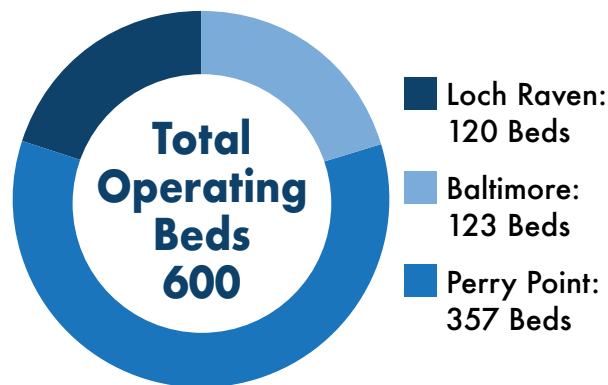
Age



Service Era



Total Operating Beds 600



Our Workload, Budget and Activities

Admissions: 5,317

Enrolled Veterans: 86,718

Unique Veterans: 53,439

Outpatient Visits: 737,910

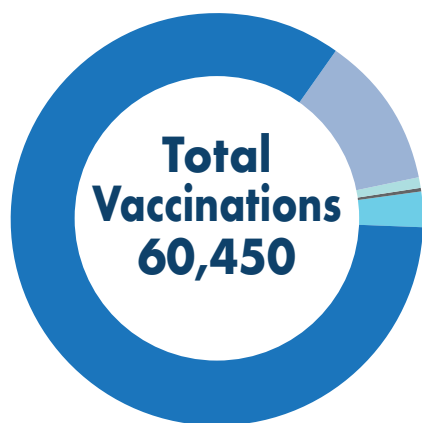
Total Employees: 3,709

Operating Budget: \$836,048,994

Medical Care Cost Funds: \$29,632,818

Prescriptions Filled: 1,039,730

COVID-19 Vaccination Doses Administered



- Veterans:** 50,049
- Employees & Volunteers:** 8,256
- Veteran Spouses:** 271
- Caregivers:** 96
- Department of Homeland Security Employees:** 1,778





Volunteers and Donations



Total Volunteers: 321



Total Volunteer Hours: 4,800



Total Donations: \$566,242

Research

Annual Total Funding: \$21,700,000

Number of Projects: 323

VA Merit Awards: 63

Research Principal Investigators: 125

Education and Affiliations

Primary institutional affiliation: University of Maryland

Also affiliated with Johns Hopkins University,
University of Maryland Midtown and Sinai Hospital

Affiliation Agreements: 190

Medical/Dental Resident Funding: \$10,900,000

Associated Health Trainee Funding: \$2,600,000

Residents, interns and students trained: 1,040

Clinical and Research Centers

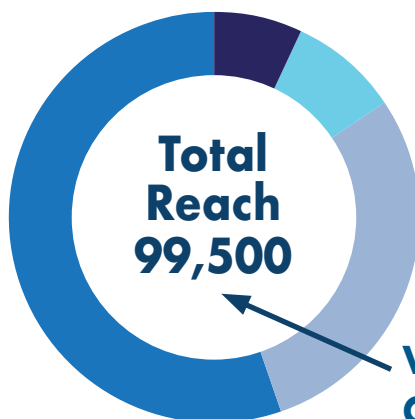
Geriatric Research, Education and
Clinical Center (GRECC)

Mental Illness Research, Education and
Clinical Center (MIRECC)

Multiple Sclerosis (MS) Center
of Excellence

Epilepsy Center of Excellence

Keeping Veterans Engaged



Twitter: 7,000 Followers



Facebook: 8,500 Facebook Friends



Email Newsletter: 29,000 Subscribers



Direct Mailings: 55,000 Addresses

**Veterans, Family Members,
Caregivers and Stakeholders**



VA Maryland Health Care System Facilities



Medical Centers

★ Baltimore VA Medical Center

10 North Greene Street
Baltimore, MD 21201

Offers a full range of inpatient, outpatient and primary care services.

The Baltimore VA Medical Center, which is the acute medical and surgical care facility for the VA Maryland Health Care System, offers a full range of inpatient and outpatient care and is home to the following specialized clinical and research centers:

- Epilepsy Center of Excellence
- Geriatric Research, Education and Clinical Center
- Mental Illness Research, Education and Clinical Center
- Multiple Sclerosis (MS) Center of Excellence

★ Loch Raven VA Medical Center

3900 Loch Raven Boulevard, Baltimore, MD 21218

Offers specialized inpatient, outpatient and primary care services.

The Loch Raven VA Medical Center specializes in providing rehabilitation and skilled nursing care including hospice and nursing home care.

★ Perry Point VA Medical Center

Perry Point, MD 21902

Offers specialized inpatient, outpatient and primary care services.

The Perry Point VA Medical Center provides inpatient intermediate and long-term care programs including nursing home care, rehabilitation services, geriatric evaluation and management, respite care, and hospice care. The medical center also offers recovery-focused residential and outpatient mental health and substance abuse care.

Community Based Outpatient Clinics

The health care system's five community based outpatient clinics specialize in providing general outpatient care, preventive health and education services, various medical screenings, and referrals to specialized programs and inpatients services.

★ Cambridge VA Outpatient Clinic

830 Chesapeake Drive, Cambridge, MD 21613

★ Eastern Baltimore County VA Outpatient Clinic

5235 King Avenue, Suite 200, Rosedale, MD 21237

★ Fort Meade VA Outpatient Clinic

2479 5th Street, Suite 5138, Fort Meade, MD 20755

★ Glen Burnie VA Outpatient Clinic

808 Landmark Drive, Suite 128, Glen Burnie, MD 21061

★ Pocomoke City VA Outpatient Clinic

1701 Market Street, Unit 211, Pocomoke City, MD 21851

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Needs of Maryland's Veterans*

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