

Annual Report FY 2021



VA

U.S. Department
of Veterans Affairs

Veterans Health
Administration
Aleda E. Lutz Medical
Center, Saginaw, MI



75 YEARS **VETERANS
HEALTH
ADMINISTRATION**

A Legacy of Service. The Future of Care.

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“Thanks to our dedicated VHA family and community support. Remember, our freedoms are not free, but granted to us. Thanks to the women and men who were, and are, prepared to make the ultimate sacrifice for our liberty. Happy 75th anniversary VHA.”

---Jon Jensen, VHA Chief of Staff

Cover photo: Flag Line by American Legion Post 502, Elsie, MI.

Photo taken by Angela Gilmore, Visual Information Specialist

A Message from the Director



Welcome to the Aleda E. Lutz VAMC FY 2021 Annual Report. It is my great pleasure to share the many accomplishments our facility has achieved over the last year, despite the many challenges faced during the ongoing COVID-19 pandemic. I commend our staff for the teamwork and resiliency they demonstrated, while never losing focus of our mission to take care of our nation's heroes!

Last June, I officially became the Medical Center Director (MCD) after being appointed Acting MCD in March 2021. I am no stranger to our medical center's historical achievements, previously serving as the Associate Director, and familiar with the facility being the flagship for piloting many new VA products and programs. I am honored to be the leader of such a distinguished facility showcasing many of our talented employees and their contributions to the success of our mission. You will observe in this year's report, how we exceeded national expectations in numerous areas, such as customer experience, specialty care access to overall patient satisfaction, and more. Telehealth services increased opportunities to serve our Veterans' healthcare needs while keeping them safe and in the comfort of their homes. These are only a few of the many proud accomplishments from 2021.

Our team continues to be dedicated to improving quality of care, lessening wait times, and ensuring Veterans are getting the care they need when they need it. As we look ahead to the future, our goal is to continue being the leader of change and strive for the highest quality of healthcare in the safest environment available to our Veterans. Over the next few years, the market assessment will provide us feedback to better serve our Veterans, especially in our rural areas. Our strategic planning team is constantly assessing the market and developing plans to better serve you. Thank you, Veterans, for choosing VA for your healthcare needs!

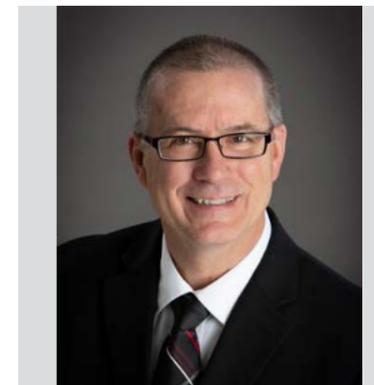
Please, enjoy this year's issue of the Annual Report!

Chris Cauley, FACHE
Medical Center Director



Roy Samsel
Assistant Medical Center Director

Appointed Assistant Medical Center Director in December 2020 and oversees Strategic Planning, Lease Management, Safety, Public Affairs, Telehealth, Veteran Experience, and Informatics, along with the implementation of Cerner, as well as ELT liaison to CBOCs. Prior to this appointment, Mr. Samsel served as the Supervisory Executive Assistant to the Director, Chief, Logistics Service, Chief, Supply Chain Officer, and Contract Specialist, all at the Aleda E. Lutz VA.



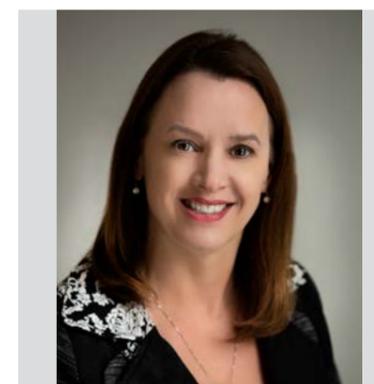
Dr. James Hines
Chief of Staff

Previous to his appointment as Chief of Staff, Dr. Hines served as a Primary Care Physician at the Aleda E. Lutz VA Medical Center and brings with him vast experience from a number of private sector medical facilities to include Recovery Pathways, Weatherby Healthcare, Valley OB/GYN, Covenant, and St. Mary's (now Ascension).



Sally Lewis
Associate Director for Patient Care Services

Appointed ADPCS January 2020. Prior to this appointment, she served in a detail as ADPCS from June 2019 to January 2020. Ms. Lewis began her VA career in October 2005 as a Primary Care Nurse Practitioner and has held a number of roles with increasing responsibility. She is retired from the Army with 29 years' service.



Carol Dopp
Associate Director

Appointed Associate Director, Aleda E. Lutz VAMC, Saginaw, MI, February 3, 2019. Prior to becoming the Associate Director she was the Executive Assistant to the Director at the Aleda E. Lutz VAMC. She has held the positions of Chief, Business Office, Chief, CBOC Service, and Assistant Chief Medical Administration Service. EDUCATION: Bachelor of Business Administration from Davenport University.

Leading Change

- COVID-19 Vaccination roll out and expansion to Veterans, spouses, caregivers, and Veterans otherwise ineligible for care
- Morning Report opened to all staff virtually via Microsoft Teams - keeping them up to date and informed
- Monthly employee town halls virtually via Microsoft Teams, reaching more employees than in the past
- Caregiver Support Program expansion



Increase in face-to face visits along with telephone and Virtual Video Connect (VVC) appointments.



Increase staff to support in vaccination scheduling and CERNER prep.



Implementation of Electronic Health Record Modernization(EHRM)/ CERNER



First, oldest Veteran patient to receive Moderna vaccination.

Pictured:
Leo Padgett, Veteran
Gerry, spouse
Tresha Peake, RN

“Life isn’t about waiting for the storm to pass. It’s about learning how to dance in the rain.”

– Vivian Greene

Leading People

- AES** (Best Place to Work) Based upon 2021 AES (All Employee Survey) results, the Saginaw VAMC meets the criteria for L5 (Outstanding) with aggregate facility scores for data sharing being 71% and 42% for data use. These scores reflect solid gains from the 2020 data with an eight-point increase in data sharing and seven-point growth in data use. The Saginaw VA Medical Center continues to enjoy a high level of employee participation in the annual All Employee Survey (AES), with over 71% of employees participating and sharing their valuable insights this year.
- The 2021 administration of the AES reflected a positive increase in every survey data area, which measures employee attitudes and perceptions regarding the behaviors, environment, feelings, and desired workgroup focus areas for the facility. With that, we are especially proud of the significant growth in our employees' perception that our facility rates as one of the Best Places to Work and that AES data is being heard and shared. As we move forward, the voice of our employees is a valued and integral part of all planning efforts as we strive for excellence in our mission to meet the healthcare needs of our Veterans.
- High Reliability Organization (HRO) Journey** - The efforts for the year were focused on Leadership Commitment, Culture of Safety, and Continuous Process Improvement. All staff complete training in HRO baseline. Saginaw saw >90% of employees trained.
- Accreditation** - The organization had a total of 21 internal and external surveys for the Fiscal Year to assure the organization maintains high standards of care and quality. A few external reviews include: Joint Commission Accreditation in Ambulatory Care, Behavioral Health, Home Care, and Laboratory services; Commission Accreditation Rehabilitation Facilities (CARF) in Vision Rehabilitation, Homeless Services Coordination, Compensated Work Therapy, and Inpatient Rehabilitation. All internal and external surveys validate the organizations commitment to delivering the highest quality of care to Veterans.



- Patient Safety** - Throughout the year, despite challenges with the pandemic, staff showed commitment to patient safety and HRO principles as evidenced by the number of Joint Patient Safety reports entered. The organization had a total of 567 JPSRs which is a 13% increase from the previous year. Great Catch Awards are presented to staff who identify close calls or near misses. The Great Catch awards have doubled since the previous year. The HRO pillar of Culture of Safety is a journey to zero harm.



71%

All Employee Survey

Participating and sharing their valuable insights this year.

High Reliability Organization

>90%

HRO Journey

All staff complete training in HRO baseline and achieved our goal.

+13%

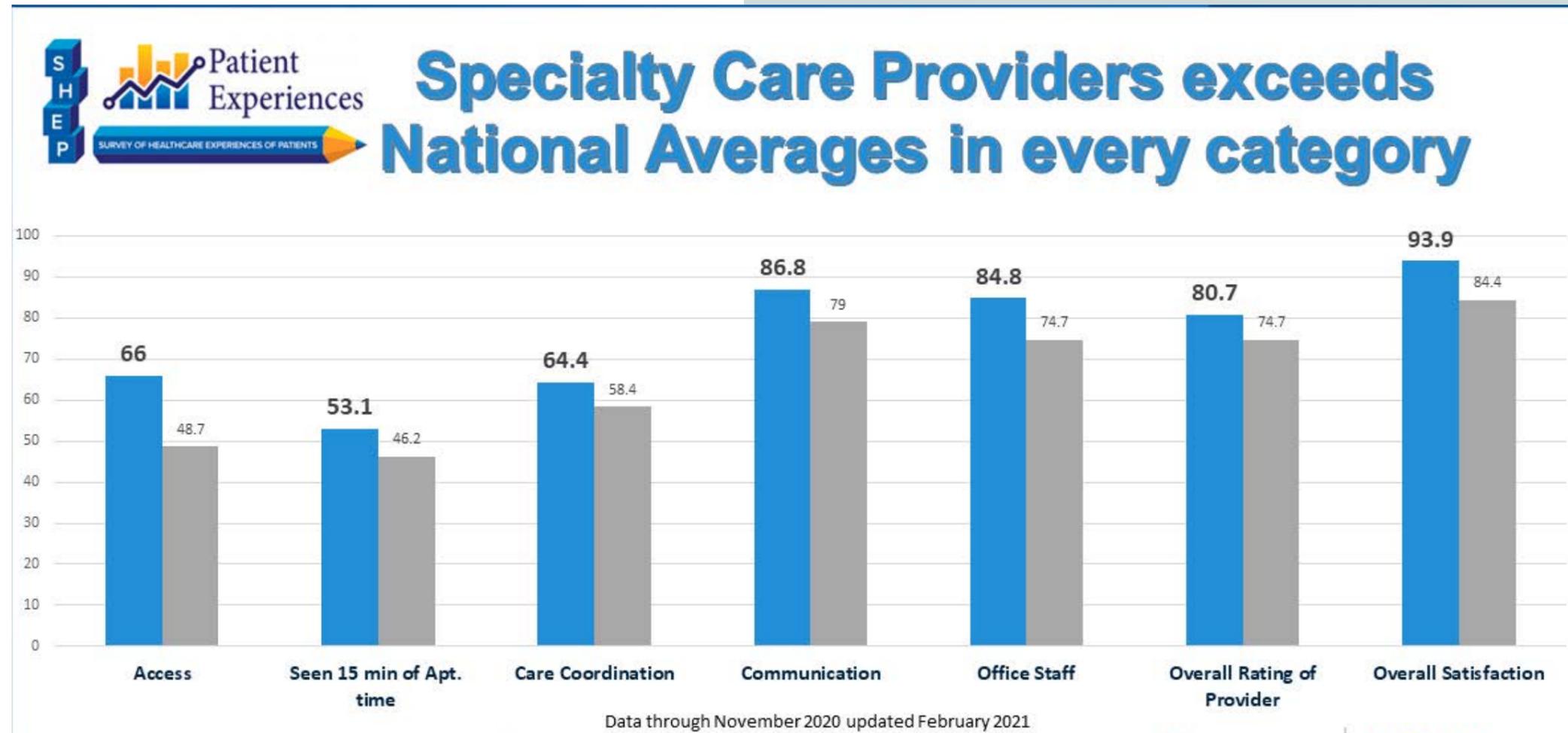
Joint Patient Safety Reports

The organization had a total of 567 JPSRs which is a 13% increase from the previous year.



Building Coalitions

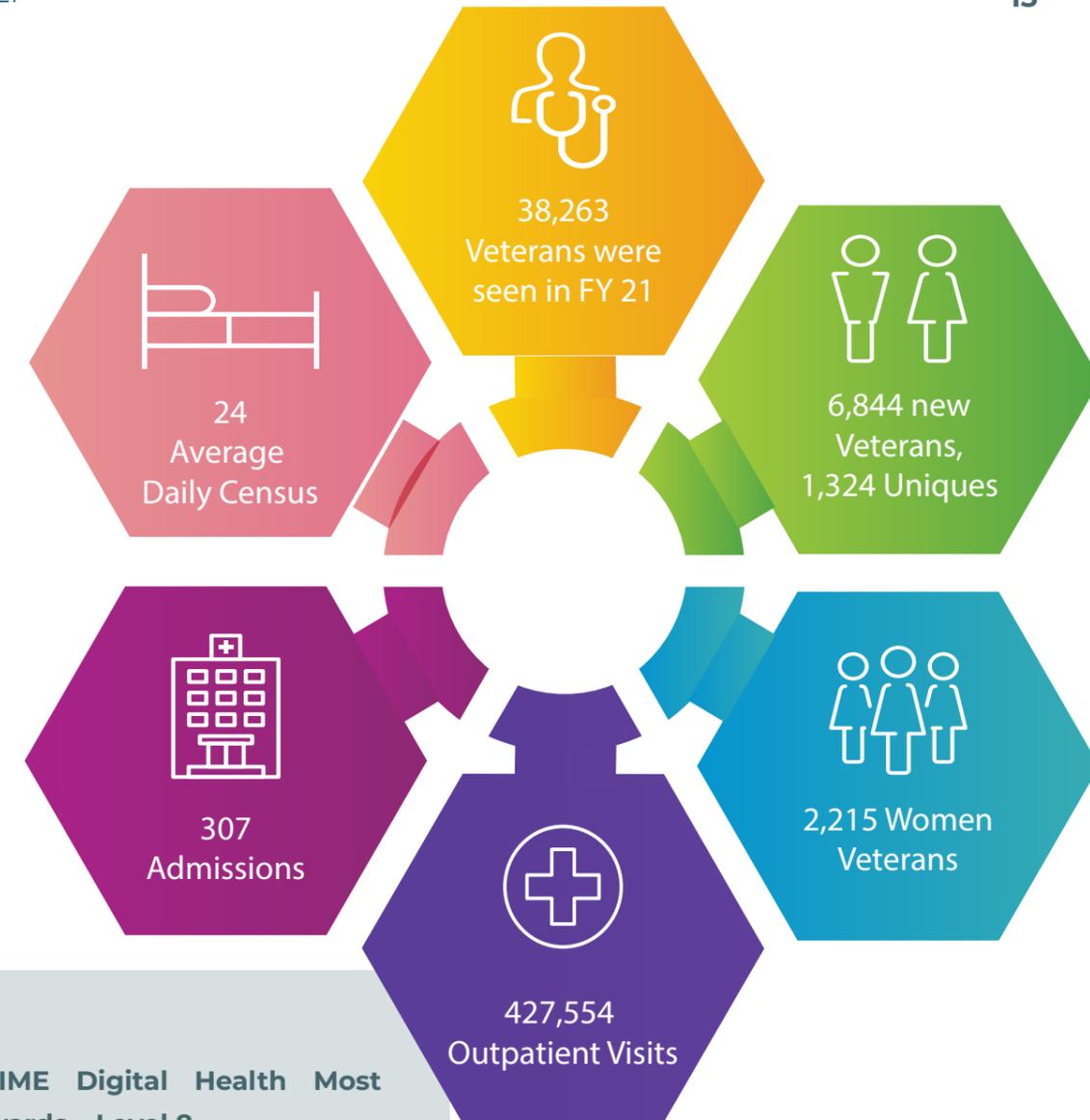
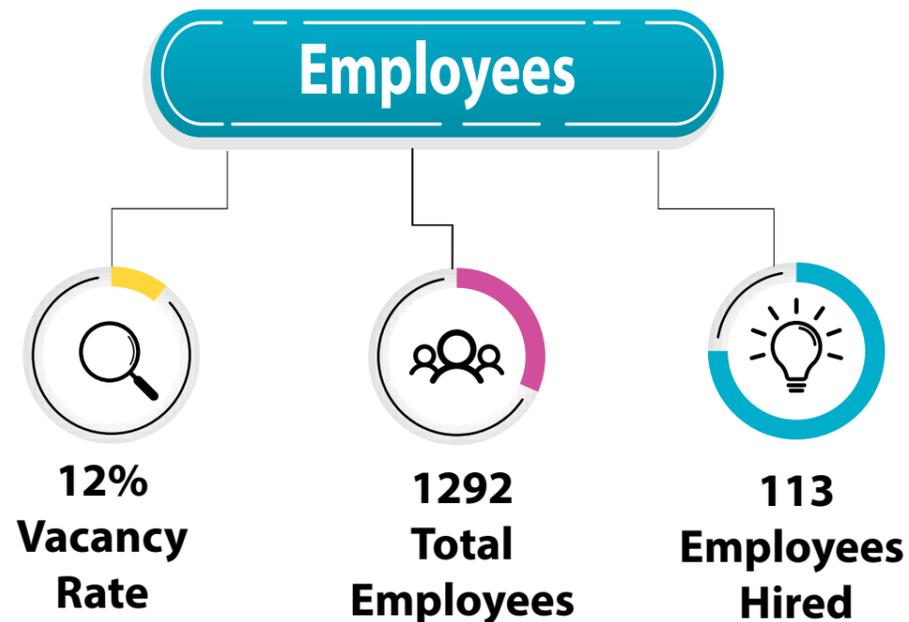
- **Veteran Experience** - Qualitative and quantitative customer experience data is collected and analyzed on customer's experiences, perceptions, and concerns through SHEP, VSignals, and SAIL. This data is analyzed and tracked for action planning by VEO staff.
- Customer Experience (CX) Domain Score is 95.2%, which exceeds the FY20 score 94.7%.
- SHEP FY21 Veteran Overall Satisfaction as 85.9%. This score exceeds both VISN 10 (83.5%) and National (82.7%) scoring for this metric.
- September 2021 Confidence/Trust score is 90.7%, exceeding FY20's score of 89.1%.
- Primary Care virtual care encounters is 62.2%, exceeding the National target of 25%.
- Mental Health virtual care encounters is 71.0 %, exceeding the target of 25%.
- Implemented expansion of Tele Eye Screening to aid in diagnosing Veterans at risk of Macular Degeneration and/or Glaucoma.



- Specialty Care virtual care encounters is 31.8%, exceeding the target of 20%.

Results Driven

- VA COVID vaccination plan: began administering the COVID-19 vaccine to Veterans on January 7, 2021, at the Saginaw main campus, and our first Community Based Outpatient Clinic (CBOC) on January 12, 2021. The week of June 7, 2021, we began offering COVID-19 (Janssen) at all nine of our CBOC locations and the Annex Monday-Friday on a walk-in basis.
- We began offering the third dose option to Veterans identified as immunosuppressed in Saginaw on 8/18/21 and fanned out to the CBOCs and the Annex week on 8/26/21. We delivered the Moderna product to all locations the week of 8/26/21.
- As of September 7, 2021, 62.14% of Saginaw VAMC Veterans and 76.27% of employees were vaccinated. As of September 7, 2021, in support of the SAVE LIVES ACT we vaccinated 617 Veteran spouses/caregivers.
- DEMPS stats: Deployed 29 personnel to VAMC's in Detroit, Dayton, Battle Creek, Amarillo, TX, New Orleans, LA, and Indianapolis, IN.



✓ **2021 CHIME Digital Health Most Wired Awards – Level 8**

Organizations in level 8 meet the criteria for being designated as Most Wired. These organizations have deployed technologies and strategies (e.g., population health/cost-of-care analytics, HIEs/integration engines, and patient portals) to help them analyze their data and are starting to achieve meaningful clinical and efficiency outcomes. Some of these organizations are experimenting with more advanced technologies, like telehealth, that expand access to care. Certified Level 8 for Ambulatory, Acute and Long-Term Care.



Facility Accomplishments

- VA has been actively involved in COVID 19 Response, staff have supported other VA Medical Centers (VAMC) by being detailed, a recovery plan was put in place, and COVID 19 vaccination plan implemented.
- Expanding the VAMC Site required a purchase of land that was finalized in Saginaw, doubling our acreage. Design of the new property is currently underway.
- New lease expansion is planned for Cheboygan and Cadillac CBOCs.
- CBOC Expansions include Alpena CBOC, completed in January 2021; currently under construction including Clare and Bad Axe with an anticipated completion near the end of 2021.
- The VA was surveyed by The Joint Commission under Ambulatory Care Standards during the week of October 5, 2020 and was awarded Ambulatory Health Care Accreditation December 21, 2020.
- The VA was awarded the Leader in Health Care Equality for providing best practices in LGBTQ patient centered care.
- The Medical Center continues on its journey to becoming a High Reliability Organization.



- The triennial Commission on Accreditation of Rehabilitation Facilities (CARF) survey was conducted December 14-16, 2020. The following programs were reviewed: Medical Rehabilitation, Employment & Community (CWT/Homeless), and Vision Rehabilitation Services.



National Awards and Accomplishments

- 2021 Practice Greenhealth Environmental Excellence Award Winner
- Chime Digital Health Most Wired Awards, certified level 8 in Ambulatory, Acute, Long Term Care
- 1st Quintile Ranking (Leading the Nation):
 - * Prevention (Cancer screenings)
 - * Behavioral Health (Alcohol, PTSD, Depression)
 - * Diabetes Care
 - * Tobacco & Cessation
 - * Influenza Immunization

Accomplishments:

- VHA is leading the nation in telehealth services, with over 4,756 Veterans using these services at our medical center and outpatient clinics while increasing telehealth by 48% during the COVID-19 pandemic.
- National data shows that 60% of all health care providers receive some of their clinical training at a VA facility. Our medical center is an active part of that educational effort and works with well over 100 healthcare profession trainees each year. The skills and knowledge they learn from VHA are implemented in hospitals and clinics across the country.

Center for Development and Civic Engagement - Formerly Voluntary Service



10,351.25 Volunteer hours

\$309,524.87

Total donations



COVID-19 Vaccinations



First oldest vaccinated Veterans (pictured clockwise from top): Isaac Fabela, 102; Alexander Trybulski, 103; Irene Hosking, 102



First vaccinated employee: Troy Williams, RN



Flu Clinics

National Night Out



Police and Veteran's Experience/Whole Health staff



35th National Veterans Golden Age Games

Men's Visually Impaired 75-79 Class:

- * 1st place bowling
- * 2nd place disc golf

Men's Visually Impaired 80-84 Class:

- * 1st place in Power Walk



VHA 75th Anniversary



Click on the mural above to view a short video about our Facility namesake, Lt. Aleda E. Lutz.

CERNER Implementation

Cerner Millennium: New Electronic Health Record

Due to our continuous readiness state, we were chosen to move up in the timeline by several years to implement the new electronic health record (EHR), Cerner Millennium. We kicked off the deployment in May 2021, with a goLive scheduled for Q4FY22. In FY 21, we completed approximately one third of the migration, where the Cerner consultants gathered information to start shaping the new EHR. Subject matter experts, superusers, and provider champions have been engaged in change management activities with Cerner, while working to identify any gaps that may exist between our current EHR and Cerner Millennium.

The Logistics staff received pallets of new hardware, while the IT staff worked endlessly to deploy it throughout the Saginaw offices and CBOCs. Although this migration is a huge undertaking, many staff members have expressed their anticipation of a more efficient way to chart and view records. It will allow us to see ALL records from a service member's military enrollment day through burial. It will also allow our clinicians to have instant access to medical information obtained while at appointments in the civilian sector. The new EHR is a step in the right direction to meet the strategic plan of Modernizing our Healthcare through improved technology and standardization, contributing to improved patient safety and fiscal responsibility.



Domestic Violence Awareness Month/ White Ribbon Pledge



The Suicide Prevention team has significantly increased it's outreach this past year:

- 36 REACH VET Veterans every month
- 50 Outreach to Facilitate Returning to Care Veterans every month
- 150 Caring Contacts letters mailed every month
- 10 Grief Caring Contacts letters mailed monthly
- Average 300 VCL calls per month that are required to be followed up on within 24 business hours
- The SP team is continuing to provide community-based trainings and build Suicide Prevention Coalitions within the community

Facility and Clinic Locations



Aleda E. Lutz Department of Veterans Affairs Medical Center
1500 Weiss Street
Saginaw, MI 48602-5251
Main phone: 989-497-2500



Cheboygan County VA Clinic
14540 Mackinaw Highway
Mackinaw City, MI 49701-9507
Main phone: 231-436-5176



Gaylord VA Clinic
2782 South Otsego Avenue
Gaylord, MI 49735-9404
Main phone: 989-732-7525



Oscoda VA Clinic
5671 Skeel Avenue, Suite 4
Oscoda, MI 48750-1535
Main phone: 989-747-0026



Bad Axe VA Clinic
1142 South Van Dyke Road, Suite 100
Bad Axe, MI 48413-9800
Main phone: 989-269-7445



Clare VA Clinic
11775 North Isabella Road
Clare, MI 48617-9186
Main phone: 989-386-8113



Grayling VA Clinic
1680 Hartwick Pines Road
Grayling, MI 49738-9237
Main phone: 989-344-2002



Saginaw VA Clinic
4241 Barnard Road
Saginaw, MI 48603-1308
Main phone: 800-406-5143 x11959



Cadillac VA Clinic
1909 North Mitchell Street
Cadillac, MI 49601-1139
Main phone: 231-775-4401



Colonel Demas T. Crow VA Clinic
701 US Highway 31 South
Traverse City, MI 49685-8016
Main phone: 231-932-9720



Lieutenant Colonel Clement C. Van Wagoner
Department of Veterans Affairs Clinic
180 North State Street
Alpena, MI 49707-2847
Main phone: 989-356-8720



Saginaw Vet Center
5360 Hampton Avenue
Saginaw, MI 48604
Main phone: 989-321-4650

Address:

1500 Weiss St
Saginaw, MI 48602

Main Phone:

989-497-2500



Check us out on
social media!



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