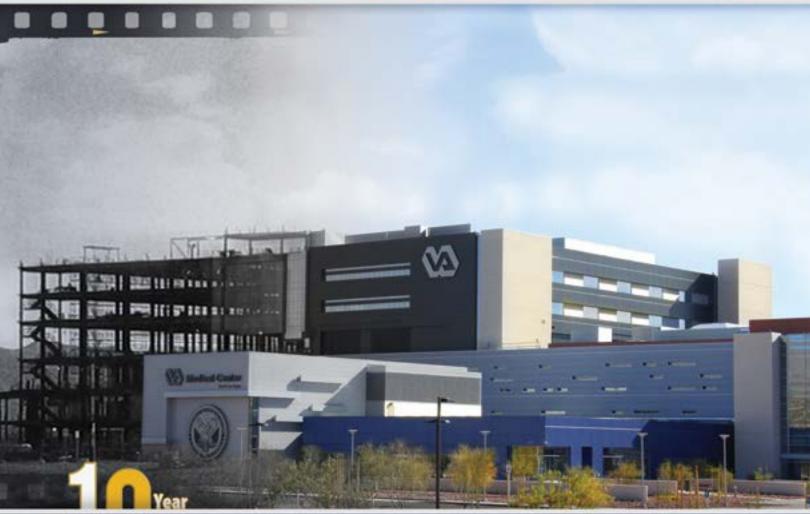
## VA SOUTHERN NEVADA HEALTHCARE SYSTEM



ANNIVERSARY

**ANNUAL REPORT** 



2022

## DIRECTOR'S MESSAGE

#### **Doing Right By Our Veterans with**

"Right Care, Right Place, Right Time, Right Cost"
In 2022, VA Southern Nevada Health Care System continued its journey to be a High Reliability
Organization and operate in an environment where harm prevention and continuous process improvement are second nature to all staff. We also focused on providing a culture of care based on our mantra, 'Right Care, Right Place, Right Time, Right Cost.'
Regardless of the changes within Congress, Presidential administration, or VA leadership, taking care of our Veterans will always be the priority of our health care system. As such, we are working within the following five "lanes of effort" to deliver quality care and services to our Veterans:

#### Quality

Quality is key to providing world-class service and assuring that Veterans receive the best care possible, at the right time in the right place. VASNHS supports a comprehensive framework promoting safe, timely, effective, efficient, and equitable patient centered healthcare services. We are always striving to improve, and that is central to a high reliability culture.

#### Access

As many of our Veterans have reached retirement age in recent years, they have moved south and west to states such as Nevada where access to care – both inside and outside the VA – is a struggle. Be it through VA or care in the community, Veterans have a wide variety of options to receive care. However, the delivery of care and services is local, and oftentimes VASNHS can provide services sooner than the private sector.

#### Experience

Providing a positive experience is pivotal to delivering world-class health care. The foundation for this is great customer service, which is linked to VA I-CARE core values – Integrity, Commitment, Advocacy, Respect, and Excellence. These values guide all our interactions and ensure that our Veterans receive care and services that are second to none.



William J. Caron, PT, MHA, FACHE Medical Center Director/CEO

#### Safety

The wellbeing of Veterans in our care is the top priority. All employees, regardless of rank or title, are empowered to speak up in the interest of safety. If someone on the care team sees something that could pose a risk to a patient, they are empowered to "Stop the Line" until the concern is addressed and can be fixed.

#### Stewardship

We are utilizing taxpayers money to carry out our mission. As such, responsible management of government resources is crucial to make sure that money, manpower, supplies, equipment and infrastructure are used effectively in providing world-class health care for our Veterans.

In closing, I am proud to continue my lifelong passion of serving our nation and those who have fought for our freedom, and I am grateful to have the opportunity to provide them world-class health care.

John Bright

NORTH LAS VEGAS VA MEDICAL CENTER

PREVIOUS DIRECTORS



2012-20

## Isabel Duff



Peggy Kearns



2016-201

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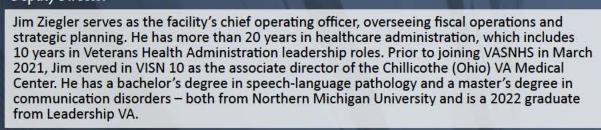
# 2022 EXECUTIVE LEADERS HIP

### Alexander Isani, MD

**Deputy Chief of Staff** 



James V. Ziegler, MA, CCC-SLP, FACHE Deputy Director



Dr. Alex Isani was appointed deputy chief of staff in October 2018. He joined VASNHS in 2014 as the chief of Pain Medicine, and prior to that, was the director of the Anesthesia Pain Service at the Salt Lake City VA. Alex graduated with a bachelor's degree in biochemistry from the University of Nevada Reno, and a medical degree from Ross University School of Medicine. He is also a 2020 graduate of VA's Health Care Leadership Development Program.



Linda L. Rankin, MSN, MBA, MJ, BS, RN
Deputy Nurse Executive

Linda Rankin provides executive oversight for inpatient, outpatient, and interventional nursing services, as well as VASNHS's Chaplain Service. Prior to joining VA in 2022, she was the chief nurse officer at the Wickenburg (Ariz.) Community Hospital - a Level IV trauma center that supports a 3,300 square-mile rural community. A seasoned professional in the healthcare industry. Linda has more than 25 years of progressive leadership experience having led a variety of nursing and operational service lines within seven different private sector healthcare systems.

Ramanujam V. Komanduri, MD Chief of Staff

Dr. Ramu Komanduri serves as the facility's chief medical officer. He studied medicine at UCLA School of Medicine and completed an Honors thesis in psychiatry. He completed a transitional internship at Harbor-UCLA Medical Center. Ramu served as a resident and chief resident in the Psychiatry Department at UCLA School of Medicine. He also served as a clinical faculty member at UCLA. Ramu is board certified in psychiatry, has received numerous awards for his distinguished service to Veterans, and is a 2001 graduate from Leadership VA.



John L. Stelsel

Assistant Directo

John Stelsel provides executive oversight of operations for six community VA clinics, located in Las Vegas, Henderson, Pahrump and Laughlin; Environmental Management and Prosthetics services, and the facility's Privacy and Freedom of Information Act programs. Throughout his career, John has provided supervision and oversight for a broad range of healthcare administrative functions. He is also a graduate of several leadership programs including VA's Health Care Leadership Institute (HCLI) and is a Fellow-Level Mentor in the national mentor certification program.



Desiree Crawford, DHEd, MHA, BSN, RN Associate Director Patient Care Services / Nurse Excutive

Dr. Desiree Crawford serves as the facility's chief nursing officer – the top executive within nursing. She is responsible for the professional practice of more than 900 nursing staff at all VASNHS facilities, as well as Education, Transporters, Telehealth Services, Sterile Processing Services, Chaplain Services, and Social Work Service. Prior to assuming her current role, Desiree served as VASNHS' Deputy Nurse Executive. She is a 2015 graduate of the VA's Health Care Leadership Development Program, and a 2017 graduate of the VHA Executive Career Development Program.



Antoinette L. Pretto-Sparkuhl, MBA, MHA, RN Chief Officer Quality, Safety, Value

Antoinette Pretto-Sparkuhl provides executive oversight for quality including risk management, patient safety, infection prevention, regulatory compliance, system redesign and high reliability in support of health care operations. A seasoned healthcare professional, Antoinette has held multiple leadership positions. She joined VASNHS in 2017 after serving as senior director of clinical excellence for HCA's Far West Division Office, responsible for driving key quality and performance improvement metrics for eight acute care hospitals in Nevada and California. Prior to that, she served as the vice president of Quality at Mountain View Hospital in Las Vegas.



Kristan Murray provides executive oversight of Biomedical Engineering, Business Administration, Engineering, Supply Chain Management, Nutrition and Food Service, Occupational Safety and Health and VA Police Service. Kristan began her VA career in 2007 and has served in various positions of increasing responsibility at a number of VA facilities across the country. She is a 2018 graduate of the VA's Health Care Leadership Development Program, a 2021 Excellence in Government Fellow with the Partnership for Public Service and a 2022 ACHE Dolan Executive Diversity Scholar.



Charles W. Ramey, MBA Chief, Communication & Customer Experience

Chuck Ramey has executive oversight of all internal and external communication to include media engagement, community outreach, visual information, audiovisual production, stakeholder and congressional relations, employee engagement, web management, and social media. Chuck is also VASNHS' senior leader responsible for Veterans Experience, which includes the Office of Patient Advocacy, Center for Development and Civic Engagement, and the Las Vegas Fisher House. He is a 2020 graduate of Leadership Las Vegas and 2022 graduate of VA's Health Care Leadership Development Program.





After two years of battling the COVID-19 pandemic, VA Southern Nevada Healthcare System continues to remain vigilant as new variants arise. VASNHS opened a COVID Evaluation Tent in order to reduce the stress on the Emergency Department caused by the influx of COVID-related visits. This allowed the North Las Vegas VA Medical Center to ensure the proper allocation of manpower and resources while triaging COVID patients based on severity of symptoms.

As 2022 went on, VASNHS was able to draw down the ongoing operations of its COVID-19 mission, but prevention efforts remain strong. The Bivalent COVID-19 vaccine became available in late summer of 2022, and with it a renewed focus on inoculation against new strains and variants of the virus. VASNHS' team of infectious disease control experts continues to work with

Members of the VASNHS staff celebrate the removal of the COVID Evaluation tent, marking a drawdown in COVID cases in late 2022. Over 42,000 COVID-19 tests were administered throughout the year, with many processing through the tent during the peak months.

CDC guidance to stay ahead of the fight. VASNHS remains flexible to adjust to the fluctuations of pandemic response. As COVID-19 cases waned in the late fall of 2022, VASNHS was able to divert resources from the COVID Evaluation Tent. Additionally, VASNHS continues to sharpen their pandemic response skills through the administration of point of dispensing exercises for flu vaccines. This prepares and refreshes our teams in case of another COVID-19 surge or the emergence of a new pandemic.

The Sergeant First Class Heath Robinson Honoring our Promise to Address Comprehensive Toxics Act of 2022, commonly known as the PACT Act, is a monumental step forward for VA and the Veterans, families, caregivers and survivors we serve.

VA Southern Nevada Healthcare System is partnering with the Veterans Benefits Administration Reno Regional Office to inform local Veterans, their families, caregivers, and survivors about the PACT Act, which was signed into law by President Joe Biden Aug. 10, 2022 and encouraging them to learn more about the legislation and apply for any toxic exposure-related health care and benefits covered by the act, which they may have earned.



The PACT Act empowers VASNHS to provide much-needed benefits and care to generations of Veterans who were exposed to toxic fumes and other environmental hazards while fighting for our country. This legislation is perhaps the biggest expansion of Veteran benefits in history.

#### Specifically, the PACT Act will:

- Empower VA to deliver benefits to Veterans suffering from more than 20 toxic exposurerelated conditions, and to their survivors;
- Make generations of Veterans eligible for VA health care, while increasing care for many more:
- Ensure that every enrolled Veteran can receive an initial toxic exposure screening at VA and follow-up screening at least every 5 years;
- Increase funding for VA research on Veteran toxic exposure;
- Solidify our process for establishing presumptions of service connection of toxic exposure-related conditions, which puts one goal above all else: getting Veterans the benefits and care they've earned and deserve

For more information visit: www.va.gov/PACT



The Las Vegas Fisher House is a comfort home where military and Veterans' families can stay at no cost while a loved one is receiving treatment at the VASNHS Medical Center. This house is 13,500 square feet, with 16 private guest suites, and has provided a healing environment for thousands of families since it was first built in 2016. The facility operates with donations from the Fisher House Foundation, Nevada Veterans Foundation, and generous volunteers who help with day-to-day operations.



#### **NELLIS AFB**

#### PARTNERSHIP

VASNHS maintains an active partnership with the Department of Defense, 99th Medical Group, at the Mike O'Callaghan Military Medical Center (MOMMC), located at Nellis Air Force Base. The MOMMC is VASNHS's preferred first choice for sending Veterans to the community when possible. VASNHS and DoD maintain an active Joint Venture Executive Council and have chartered a number of Joint Venture Workgroups to refine VA/DoD systems and operationalize future joint venture sharing opportunities. Both facilities partner in weekly huddles and VASNHS and MOMMC are one of three VHA locations nationwide identified to pilot DoD Veteran Community Care referrals.



COVID-19 pandemic.

**E**mergency response is a core VA mission and VA Southern Nevada Healthcare System must always be ready to respond. VASNHS works with State, Federal, and Local on simulations ranging from natural disasters to pandemic exercises. In 2022, VASNHS served as the lead organization for a fullscale active shooter response exercise. This exercise tested VA Police response, tactics, training, communication, and coordination with other services, as well as increase VASNHS employee's knowledge of Active Threat response procedures. VASNHS Emergency Management also hosts a Point of Dispensing (POD) exercise; a critical capability that allows the healthcare system the opportunity to provide staff and Veterans with countermeasures during any type of biological, chemical, or radiation exposure. POD exercises are done annually for the flu vaccine, but was a crucial tool in the mass vaccination events seen during the



2007 2012



**N**evada Congressional Delegates Rep. Shelley Berkley and Sen. Harry Reid secured funding for the North Las Vegas VA Medical Center, the first stand alone Veterans Affairs Medical Center to be built in southern Nevada. In 2007, ground was broken on the 1-million-square-foot facility, which sits on a 151-acre campus, built on land donated by the Bureau of Land Management.



Ground Blessing Ceremony conducted by the Native American Paiute Tribe, 2006





2012 North Las Vegas VA Medical Center Dedication plaque The North Las Vegas VAMC was dedicated by VA Secretary Eric K. Shinseki on Aug. 6, 2012, becoming the first VAMC built in the United States in 19 years. It was dubbed by Shinseki as the "crown jewel" of the nation's VA healthcare facilities. The facility initially featured 90 inpatient beds.



# NORTH LAS VEGAS





Over the next several years the VAMC saw additions and improvements, beginning with a Women's Health Center, and continuing with administrative offices, education

building, and solar panel canopies.





The VAMC adds a dedicated emergency department, totaling 32 beds and including an ambulance drop-off ramp.

# VA MEDICAL CENTER



Fisher House ribbon cutting ceremony, 2016



The Las Vegas Fisher House opens a new 13,500 sq. ft. facility on the VAMC campus. The home features 16 suites and offers welcoming common areas for Veterans and families traveling for appointments.

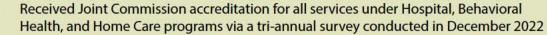


In 2018, VASNHS opened the Las Vegas VA Residential Recovery and Renewal Center (LVR3). LVR3 is a 30-45 day, 40-bed substance use and gambling residential treatment program. This is the VA's first residential program in Southern Nevada and the second residential gambling addiction recovery center in the nation.









- Center. VASNHS was the first medical facility in Southern Nevada, one of three facilities in the entire state, and the first VA medical center in the Southwestern United States to receive this designation.
- CARF three-year re-accreditation of Psychosocial Rehabilitation Program and initial accreditation of Compensated Work Therapy Program in March 2021. Also received CARF re-accreditation of MHICM program in February 2021 and Homeless programs in January 2022.
- Laboratory accreditation from The Joint Commission via a biennial survey conducted
- Recognized six years in a row by the Human Rights Campaign in their annual Health Equality Index for LGBTQ+ care and services and was recognized in 2022, as a "LGBTQ+ Healthcare Equality Top Performer."
- Nevada Employer Support of Guard and Reserve (ESGR) Seven Seals Award for support of the ESGR mission and a 2022 nominee for the Secretary of Defense Employer Support Freedom Award, the highest recognition given by the U.S. Government to employers for their outstanding support of employees serving in the Guard and Reserve.

During 2022, the Department of Veterans Affairs permanently housed 40,401 homeless Veterans, providing them with the safe, stable homes that they deserve. VASNHS contributed greatly to that accomplishment, permanently housing for 907 Veterans. This was ranked as the second highest total among all VA facilities in the nation, falling behind only the Greater Los Angeles Area.

Highest percentage of Veterans serving as VA Southern Nevada Healthcare System employees out of any network in VISN 21. Over 30% of the VASNHS workforce are Veterans.



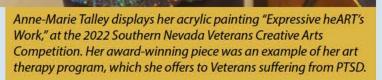
VASNHS also boasts six winners of the 2022 DAISY Awards. These honors are presented throughout the year at celebrations attended by the honoree's colleagues, patients, and visitors. Each honoree receives a certificate commending her or him as an "Extraordinary Nurse," as selected by the DAISY foundation.











Through the many clinical, physical, and mental therapy programs offered through VA Southern Nevada Healthcare System, we have discovered so many talented Veterans. Its our honor to feature the arts, music, and athletic accomplishments these Veterans work so hard to achieve.

SHOWCASING OUR VETERANS



In 2022, VASNHS hosted its first Southern Nevada Veterans Creative Arts Competition. The event was a combined effort between VASNHS, the American Legion Women's Auxiliary, and the Las Vegas Arts Center. Dozens of local Veteran artists entered work ranging from photography and painting to poetry and stage drama.

Veterans and VASNHS staff also got together for the annual "Writers of the Storm." Here poets, writers, and spoken-word artists share their literary works. For many, this serves as both a creative outlet and source of arts therapy for conditions such as PTSD.

Additionally, Veteran athletes competed in the annual National Veterans Wheelchair Games in Tempe, Ariz. VASNHS plans to grow Veteran opportunities to participate in National adaptive sports and creative arts events in 2023 and beyond.

9 I VASNHS



One of the core priorities for VA Southern Nevada Healthcare System is improving access to care. As many of our Veterans have reached retirement age in recent years, they have moved to states such as Nevada, where access to care – both inside and outside the VA – is a struggle. Be it through VA or care in the community, Veterans have a wide variety of options to receive care. However, the delivery of care and services is local, and oftentimes VASNHS can provide services sooner than the private sector. An important factor in providing timely access to care starts with maintaining sufficient staffing to meet the needs of our growing population.



Members from the VISN 21 Onboarding Surge event

Hiring faster and more competitively is a top VASNHS priority for maintaining and improving our ability to provide the best care possible for Veterans. We must be laser-focused on recruiting and retaining the most talented people to accomplish our mission. Doing so will also ease the burden on the incredible teams we already have on board.

Throughout the year, VASNHS has hired and on-boarded 1,438 employees. In addition to hosting a number of in-person and virtual job fairs, VASNHS has spearheaded efforts to expedite the on-boarding process, being recognized as one of the top networks across VHA for "hiring surge events." These focused on fast-tracking candidates' onboarding experience by coordinating all required pre-employment actions into a single-day event.



Whole Health is the name of the VA's patient-centered healthcare system that incorporates Complementary and Integrative Health modalities and wellness programing alongside traditional health care. In 2022, VASNHS Whole Health saw nearly 7,000 unique Veterans, an 11.34% increase in engagement since the previous year. To accommodate the growing interest, programming expanded from a staff of two employees to more than 10. Additionally, Whole Health expanded its services to include:

- Coordinated implementation of a virtual music therapy in partnership with Challenge America to assist Veterans in reduction of PTSD symptoms, especially rural Veterans with limited access to programs and services.
- VA CALM was developed in an 8-week in-person class series at VAMC. This program is based on mindfulness stress reduction, which builds resiliency and coping skills in Veterans.
- Expanded Yoga groups (Mat, Chair, Yin), in addition to in-person classes, added virtual classes to make available to rural Veterans and created adaptive classes to make accessible to spinal cord injury and amputee Veterans. A dedicated women's yoga class was also created.
- Implemented the Whole Health THRIVE program for women Veterans. This 14-week in person class at VAMC, which is focused on self-care, shows clinically significant results to lower anxiety and depression and improve life satisfaction and is based on Whole Health, acceptance and commitment therapy and positive psychology.
- Developed Health Coaching for Veterans. Health Coaches partner with Veterans to assist them in setting and achieving health goals.
- Expanded class slots for the "Intro to Whole Health" class to introduce more Veterans to the Whole Health System of Care.





- Implemented Employee Whole Health programming including reinstating employee clubs, creating recharge rooms for staff in ICU/ED, implementing yoga classes for staff, re-opening employee gym and creating fitness challenges and spirit days.
- Integrated Whole Health in Healthy Teaching Kitchen and Gerofit, programs created to help Veterans cook, stay fit, and maintain a healthy lifestyle regardless of their age.
- Whole Health designed and funded a garden program in LVR3 including providing the sole funding for all the garden beds, a shed and supplies, coordinating the assembly of the beds and collaborating with University of Nevada-Reno co-op extension.



LVR3 Gardening Program

# EXPANDING SERVICES

As the nature of health care changes in a post-pandemic world, VA Southern Nevada Healthcare System is rising to meet those challenges. Telehealth was emerging as a practical tool



before 2020 but has continued to expand since COVID-19 necessitated the need for virtual care. In 2022, telehealth is now a staple of our health care service. Over 32,000 Veterans used telehealth services or were enrolled in home telehealth care last year, over 47% of the number of unique visits in the previous year.



VASNHS Resident graduates, June 2022

Another way that VASNHS is building toward the future is through partnership with UNLV School of Medicine and offering internships and residency programs for medical students. During the 2022 academic school year, VASNHS had 663 trainees working with our staff in surgery, pain medicine, mental health, and more. While many of those students are continuing in ongoing residency programs, VASNHS hired 25 graduates at the conclusion of their training.



#### Ed Hall

Ed Hall, the last known Pearl Harbor survivor in Nevada, died at 99 on Nov. 2. Hall was 18 and in the U.S. Army Air Corps when Japan attacked American forces in Hawaii. He was on kitchen duty cleaning a frying pan when the surprise attack began. After being discharged in 1946, Hall moved to Chicago where he worked for 40 years. He retired to Las Vegas in 1994.





#### William Dean Whitaker

William Dean Whitaker, 97, died on July 14. Whitaker was a Purple Heart recipient for injuries he suffered during his first World War II mission after enlisting as a bombardier in the U.S. Army Air Corps. He trained at Las Vegas Army Airfield, which was later renamed Nellis Air Force Base. Whitaker's plane was shot down over Germany and he was taken prisoner in November 1944. He was rescued by liberation forces seven months later.



#### Vincent Shank

Vincent Shank, 106, died on Dec. 11. Shank was a B-17 bombardier during World War II. He was captured and spent 22 months in a prisoner-of-war camp. After the war, Shank played the trumpet in big bands, including in Las Vegas where he worked from 1951 until the early 1980s.



#### Richard Small

**D**r. Richard Small passed away on Aug. 20 at the age of 82. He served as a doctor during the Vietnam War, earning the Purple Heart and Bronze Star for his actions. He dedicated his later life to helping Veterans through the Military Order of the Purple Heart, Vietnam Veterans of America, and the Nevada Veterans Foundation. His efforts were pivotal in the establishment of the Las Vegas Fisher House.



VA Southern Nevada Healthcare System has seen dramatic changes in the last decade, not only in the infrastructure and facilities available to Veterans in the region, but in the very community that we serve. As the Las Vegas metro area added nearly one million new residents from 2012-2022, the enrollment at VASNHS increased as well. While the first year of our VAMC saw more than 44,600 unique Veterans served, that number has grown to nearly 71,500 in the past year, an increase of nearly 38%. This makes VASNHS one of the fastest growing facilities across VHA.

Additionally, women are the fastest growing segment of our Veteran population. The number of women Veterans served has doubled in the last decade, going from 3,562 in 2012 to 7,693 in 2022. This reflects approximately 11% of the total Veteran population enrolled at VASNHS.

#### UNIQUE VETERANS



2012	44,639
2022	71,491

#### **VASNHS KEY STATISTICS 2012-2022**



Women Veterans Served 2012 - 3,562 2022 - 7,693



<u>Total Personnel</u> 2012 - 1,608 **2022 - 3,033** 

In 2022, this growth in population has seen an increase in our occupancy rates in both inpatient and domiciliary, rising 3.8% and 12.9% respectively. Likewise, the number of unique patients treated increased by more than 1,000.



Medical Care Budget 2012 - \$373,744,415 **2022 - \$882,498,270** 



Outpatient Visits 2012 - 552,800 2022 - 904,447



Hospital Admissions/Bed Days of Care 2012 - 3,860/17,224 2022 - 5,419/29,016



Total Operating Beds/Average Daily Inpatient Census 2012 - 57/46 2022 - 140/96

# VA

## SOUTHERN NEVADA HEALTHCARE SYSTEM

#### FACILITIES AND LOCATIONS



North Las Vegas Medical Center 6900 North Pecos Road North Las Vegas, NV 89086 702-791-9000 1-888-633-7554

Women's Health Center (VA Medical Center) 6900 North Pecos Road, 3rd Floor, Room 3A-333 North Las Vegas, NV 89086 702-791-9176



Mike O' Callaghan Military Medical Center 4700 North Las Vegas Boulevard Nellis AFB, NV 89191 702-653-3040



Northeast Las Vegas VA Clinic

4461 East Charleston Boulevard
North Las Vegas, NV 89104

\*Includes Community Resource and
Referral Center (CRRC) Services
702-791-9050 CRRC: 702-791-9077



Northwest Las Vegas VA Clinic 3968 North Rancho Drive Las Vegas, NV 89130 702-791-9020



Southeast Las Vegas VA Clinic 1020 South Boulder Highway Henderson, NV 89015 702-791-9030



Southwest Las Vegas VA Clinic 7235 South Buffalo Drive Las Vegas, NV 89113 702-791-9040



West Cheyenne VA Clinic (VRC/PRRC) 3525 W. Cheyenne Avenue North Las Vegas, NV 89032 702-791-9060



Vet Center - Las Vegas 7455 W. Washington Avenue Suite 240 Las Vegas, NV 89128 702-791-9170



Vet Center - Henderson 400 North Stephanie Street, Suite 180 Henderson, NV 89014 702-791-9100



Pahrump VA Clinic 220 South Lola Lane Pahrump, NV 89048 775-727-7535



MCPO Jesse Dean VA Clinic (Laughlin Professional Plaza) 3650 South Point Circle, Bldg. D 2nd Floor, Suite 200 Laughlin, NV 89029 702-298-1100









North Las Vegas VA Medical Center 6900 North Pecos Road North Las Vegas, NV 89086

> www.lasvegas.va.gov 1-702-791-9000





**U.S. Department of Veterans Affairs** 

Veterans Health Administration Southern Nevada Healthcare System