



VA

Boise VA
Medical Center

BOISE VA MEDICAL CENTER **ANNUAL REPORT**

FY2022

THE PRICE OF FREEDOM IS VISIBLE HERE



MESSAGE FROM THE DIRECTOR

As part of my role as Medical Center Director, I have many opportunities to visit with veterans and their family members about the care that we provide at our medical center. I also receive many letters and e-mail communications from veterans. While some of these individuals are sharing a concern or asking for assistance, the vast majority are communicating a positive healthcare experience they have had with us or are complimenting an individual or group of staff regarding the excellent care that they provided. Veterans often express they are “surprised, grateful, blessed, and thankful” for the extraordinary care and attention they received from the Boise VA Medical Center.

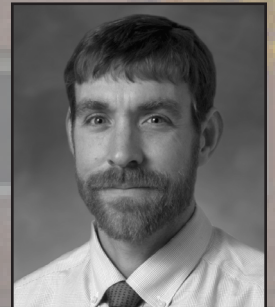
I am so proud to be a member of the Boise VA team. And I am proud for all that our staff do for our veterans and their families, our staff members, and our country.

Sincerely,

David Wood

David Wood, MHA, FACHE
Medical Center Director

Dr. Andrew Wilper
Chief of Staff



Nathaneal Stewart
Associate Director



Angelina Knesel
Chief Nurse Executive





WHERE WE SERVE OUR VETERANS

Sites of care:

Ada County
Boise VA Medical Center

Canyon County
Caldwell CBOC

Elmore County
**Mtn. Home Outpatient
Clinic**

Lemhi County
Salmon Outpatient Clinic

Twin Falls County
Twin Falls CBOC

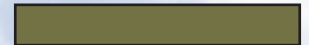
Harney County
**Eastern OR Outpatient
Clinic**

Catchment Area:

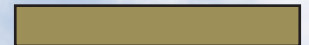
Boise VAMC



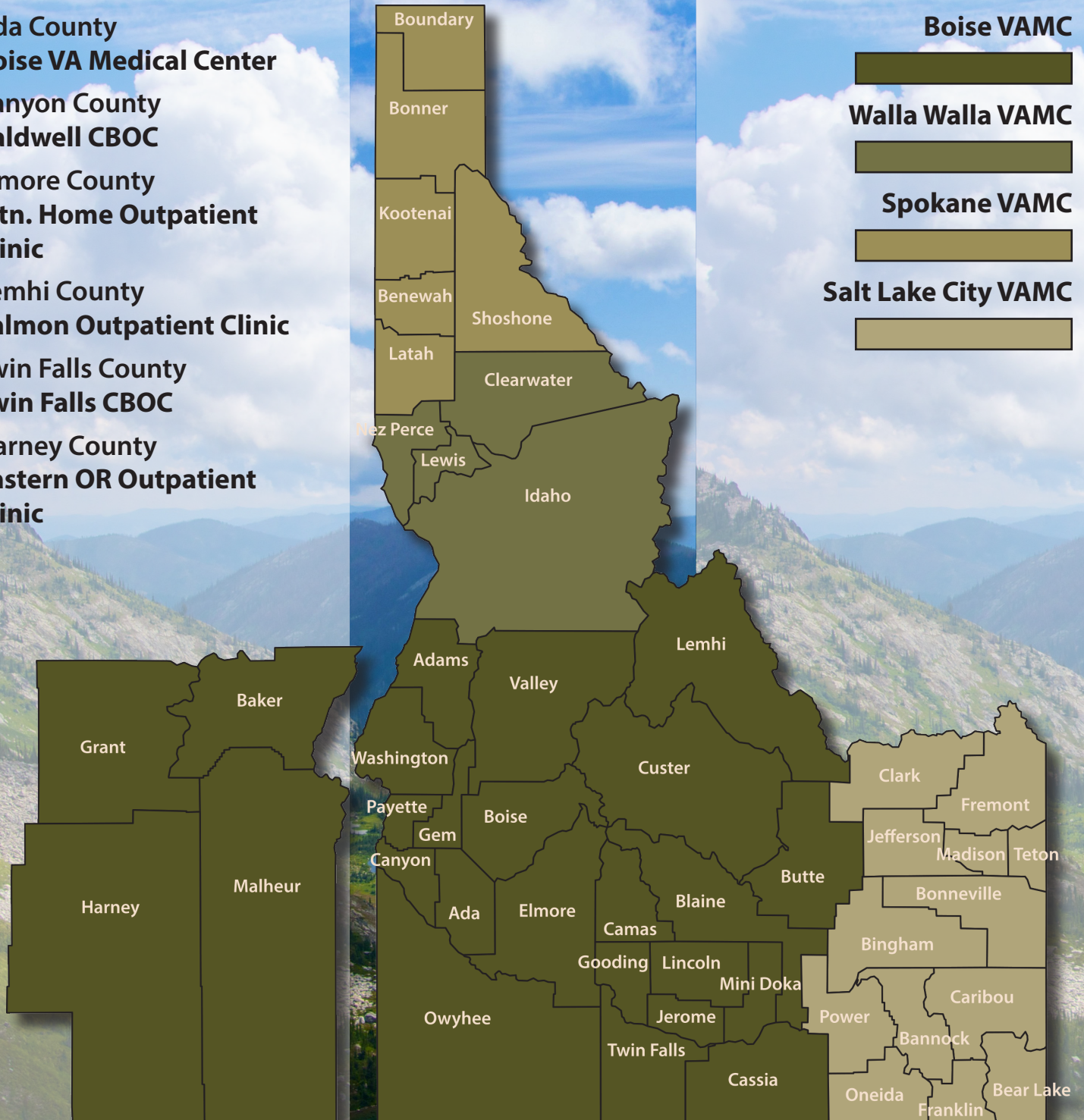
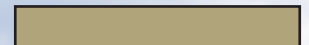
Walla Walla VAMC



Spokane VAMC



Salt Lake City VAMC



STRATEGIC GOALS & PRIORITY



VA Employee Engagement

We strive to be the best place to work! We work to create a high-performing workforce, capitalize on the strengths of employee unity, cultivate an inclusive and welcoming culture, and empower and support each other as we deliver world-class services to Veterans.

Operational & Clinical Integration

Strive to enhance standardization and integration of clinical and operational service lines. Deliver 21st century Whole Health and Mental Health services.

High Reliability & Learning Organization

We are on a journey to become a High Reliability Organization striving for zero-harm; just culture; employee empowerment and resilience; Evidence-Based Practice combined with continuous process improvement; and appropriate accountability.

Leadership, Accountability, & Responsibility

Improve access to care as part of the VA Mission Act. Provide timely assistance to Veterans by determining eligibility and access to community health. Support Veteran decision process while utilizing Best Medical Interest.

Modern IT Systems

Modernize our Electronic Health Records, supply chain system, and integrate our Finance and Acquisition Management Systems.



FACILITY WORKLOAD

Workload:

40,353 Total Unique Patients

422,206 Outpatient Visits

20,032 Inpatient Days of Care

3,518 Admissions

41 Operating Beds

46 Authorized Beds

32 CLC Operating Beds

32 CLC Authorized Beds

18 Dom Operating Beds

18 Dom Authorized Beds

34,419 Community Care Referrals

Emergency Care: 7,091

Optometry: 3,750

Ophthalmology: 2,433

Physical Therapy: 1,690

Cardiology: 1,604

Dental: 1,434

Orthopedic: 1,140

Lab/Pathology: 1,131

Audiology: 1,121

Mammograms: 862



CONSTRUCTION PROJECTS



Projects Completed \$21M

National Telehealth Hub: \$12.5M

Renovate Ward 2 Med/Surg: \$4.7M

Construct space for SPEC CT: \$101K

Replace Chillers 109: \$388K

EHRM Infrastructure: \$3M

Renovate Twin Falls Clinic: \$30K

Replace Chilled Water Lines 77: \$226K

Projects in Progress \$16M

Remodel B.67 1st Floor: \$1.7M

Expand Parking Lot #1: \$992K

Replace Stairwell Finishes B.67: \$246K

Caldwell CBOC LeaseL \$344K

Renovate Step Down Unit: \$6M

Expand Radiology: \$332K

Remodel Medical Records: \$638K

Replace Energy Mgmt. System: \$ 4.9M

Waiting on Funding \$1.9M

Design Primary Care Building: \$1.4M

Design Parking for Primary Care: \$70K

Design to Correct Mechanical and

Electrical Deficiencies: \$201K

Design Expand Pharmacy: \$155K



FACILITY COSTS

Cost:

Administrative: \$21.4M (-\$1.9M)

Care in Community: \$95.7M (+26.8M)

VACAA: \$331K (+\$172K)

Choice: \$12K (+\$7K)

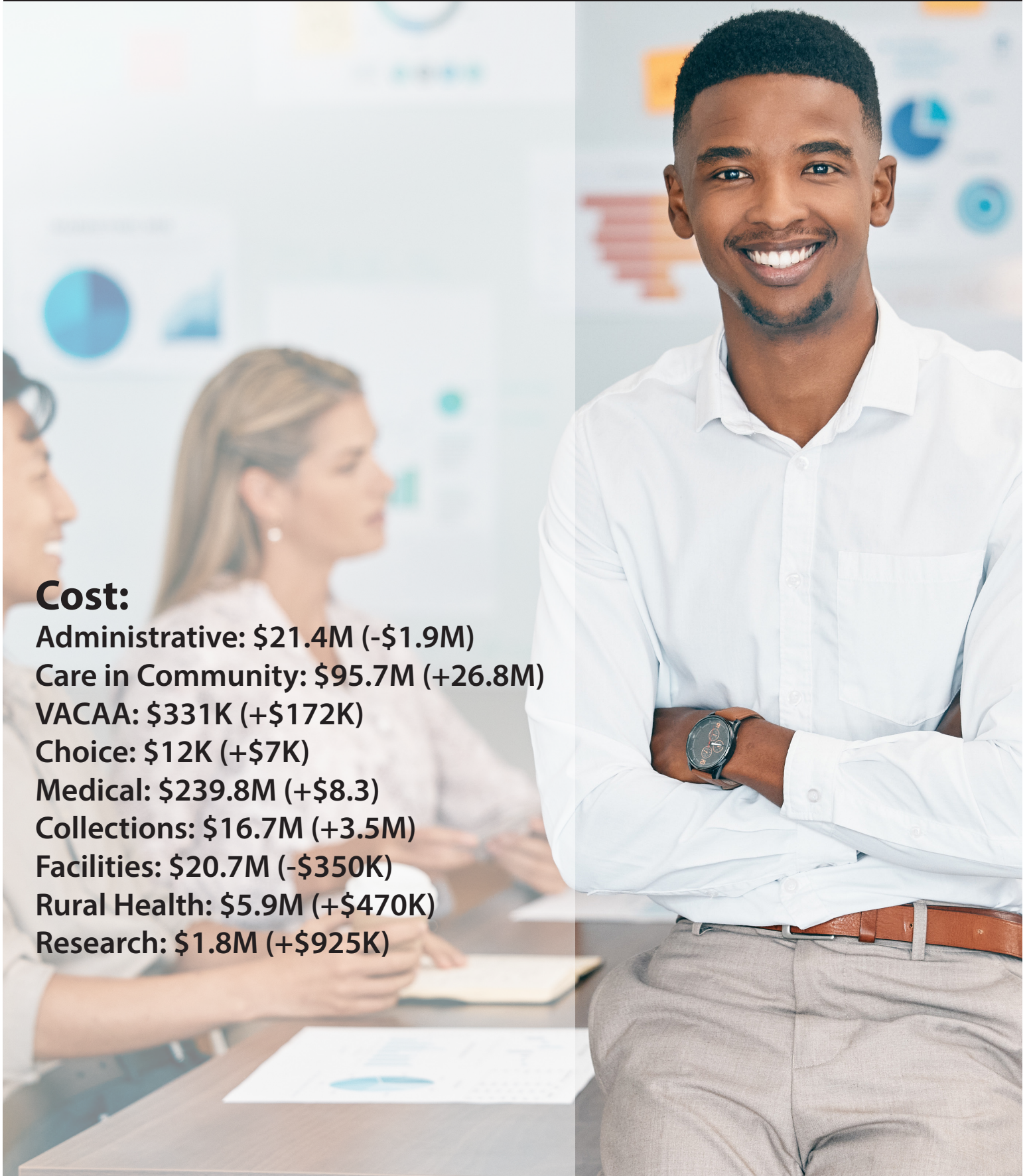
Medical: \$239.8M (+\$8.3)

Collections: \$16.7M (+3.5M)

Facilities: \$20.7M (-\$350K)

Rural Health: \$5.9M (+\$470K)

Research: \$1.8M (+\$925K)



PHARMACY WORKLOAD



**Total RX Filled:
647,627**

**Non-Formulary
Consults: 6,390**

**Non-Formulary
Approvals: 92%**

**Total cost
savings/
avoidance for
local & national
initiatives:
\$1.557M**





HR STAFFING

Total Employees: 1,742

Students/Residents: 48

Full Time: 1689

Part Time: 53.07

Gain: 452

Loss: 314

Turn Over Rate: 18.53%

Quits: 85

Retirements: 51

Terminations: 28

Transfers: 301

External 76

Internal 224



VOLUNTEER PROGRAM



**Total Volunteer
Hours: 44,280**

140 active volunteers

**Total Donations:
\$89,217**

\$39,287 monetary

\$49,930 value in items

Expenditure: \$38,941

DAV Miles driven: 103,414

Vets transported: 1,587

DAV Hours: 7,960

Total uber rides: 148

Cost of uber rides: \$3,248



HOMELESS VETERANS PROGRAM



101% Exceeded Target for Total Permanent Housing Placements

70% Admissions are in the age range of 41-65

13% experience cooccurring drug & alcohol addiction

**27% experience cooccurring mental health diagnosis & substance
addiction**

72% Housed (226 vouchers: Boise 192 & 34 in Twin Falls)

32% experience un/under employment

91% Hired with f/t employment while in programming

SUICIDE PREVENTION PROGRAM



**Veterans Identified as High
Risk for Suicide: 166**

**Reported Suicide
Attempts: 87**

Reported Suicide Deaths: 17

**Veterans Connected to VA
Services thru the Veterans
Crisis Line: 617**

**Unique REACH VET Veterans
Identified and Outreached
in the Top 0.1% for Suicide
Risk: 87**

**Caring Contacts Mailed to
Veterans: 1,394**

**Community Outreach
Activities Conducted to
Promote Suicide
Prevention: 108**

**Participants who Attended
Firearm Access and Police
Reporting Training: 60**





VETERAN JUSTICE PROGRAM

Treatment Courts: Twin Falls

21 participants

7 graduates

Ada County

41 participants

9 graduates

Canyon County

20 participants

7 graduates

Hosted 12 legal clinics



WOMEN VETERANS PROGRAM



Unique Women Vets - 5,077

**26 - Designated Women's
Healthcare Providers**

**1 - Telehealth Designated
Women's Health Provider**

**89.4% of women Veterans
seen by Designated
Women's Healthcare
Providers**

**639 - Screening
Mammograms**

**185 - Female Diagnostic
Mammograms**

**63 - Male Diagnostic
Mammograms**

333 - Pap Smears

49 - Deliveries

**4 - Lactation rooms on
campus**





SURGERY WORKLOAD

Total Surgeries: 1,956

General: 553

Gynecology: 47

Ophthalmology: 10 (*new service as of 7/2022*)

Orthopedic: 504

Ear Nose Throat: 60

Urology: 415

Dental: 7

Podiatry: 293

Vascular: 67

