

VA Maryland Health Care System

Committed to Excellence



Annual Report Fiscal Year 2023

VA



U.S. Department of Veterans Affairs
Veterans Health Administration
VA Maryland Health Care System

From the Director

I am extremely pleased by our substantial growth and achievements throughout the VA Maryland Health Care System during the past fiscal year. We served the largest number of Veterans since our integration in 1995, onboarded a record number of new employees, increased the number of women Veterans we are serving, opened a new inpatient dialysis unit at the Baltimore VA Medical Center, significantly improved our access for primary care, and screened thousands of Veterans for toxic exposures under the PACT Act.

Our growth and achievements during fiscal year 2023 were made possible thanks to the incredible professionalism, creativity, tenacity, and commitment of our dedicated employees and volunteers throughout the VA Maryland Health Care System. They demonstrated their commitment to VA's I CARE core values and embraced our journey to becoming a High Reliability Organization by working together to achieve the best and safest outcomes for our Veteran patients. I am truly proud to be a part of such an incredible and talented team.

I must also acknowledge our community partners and stakeholders for their support, collaboration and feedback during the past year. Our partnerships with various Veterans Service Organizations, the Maryland Department of Veterans Affairs, our Congressional offices, affiliates, and other stakeholders greatly contributed to our ability to provide the best care possible to Maryland's Veterans.

And finally, I want to reiterate my deep appreciation to our Veteran patients for allowing us to serve their health care needs during the past year. As an Army Veteran, I am proud and honored to serve as the Director of the VA Maryland Health Care System and to ensure that Veterans are receiving the care they have earned.

I am now pleased to present our Annual Report for the VA Maryland Health Care System for fiscal year 2023.

Jonathan R. Eckman, P.E.
Director, VA Maryland Health Care System



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Director, VA Maryland Health Care System

Executive Leadership Team



Sandra Marshall, MD
Chief of Staff



Christopher Buser, LCSW-C
Deputy Director



Diana Choi, RN, MSN
Associate Director for Patient Care Services/Chief Nurse Executive



Lori Rosenzweig, MPT, Cert. MDT
Associate Director for Operations



Kelley Anthony, LCSW-C
Assistant Director



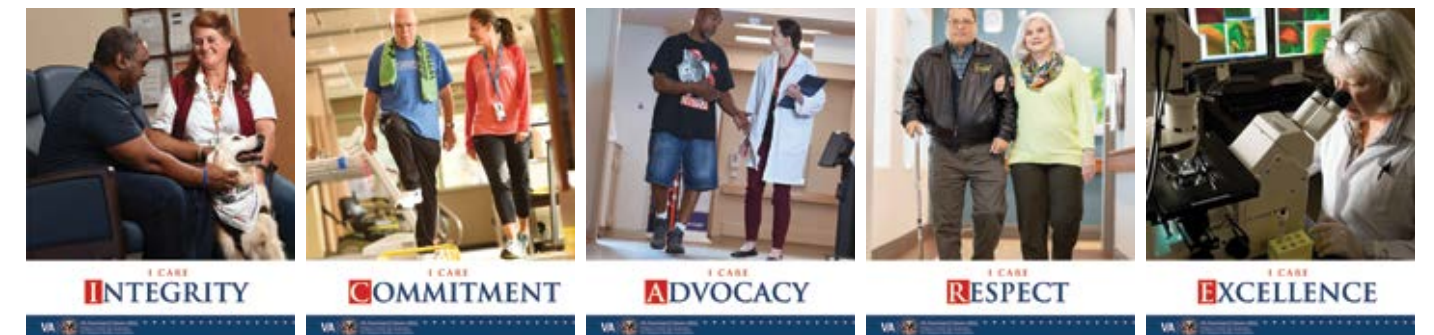
Sheila Bryson-Eckroade, RN, BSN, MEd, NEA-BC
Chief Quality Officer

VA Maryland Health Care System

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 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.

Our Core Values



Our five core values underscore the obligations inherent in VA's mission. These core values are Integrity, Commitment, Advocacy, Respect, and Excellence – better known as “I CARE” – and they come together as five promises we make to those we serve.

- ★ **Integrity:** Act with high moral principle. Adhere to the highest professional standards. Maintain the trust and confidence of all with whom I engage.
- ★ **Commitment:** Work diligently to serve Veterans and other beneficiaries. Be driven by an earnest belief in VA's mission. Fulfill my individual responsibilities and organizational responsibilities.
- ★ **Advocacy:** Be truly Veteran-centric by identifying, fully considering, and appropriately advancing the interests of Veterans and other beneficiaries.
- ★ **Respect:** Treat all those I serve and with whom I work with dignity and respect. Show respect to earn it.
- ★ **Excellence:** Strive for the highest quality and continuous improvement. Be thoughtful and decisive in leadership, accountable for my actions, willing to admit mistakes, and rigorous in correcting them.



Our Awards & Accomplishments



Practice Greenhealth recognized the VA Maryland Health Care System with a national 2023 **Greenhealth Partner for Change Award** for the 6th year. This competitive award recognizes outstanding hospitals for their advanced sustainability programs and exemplary scores in a range of categories. The health care system's array of environmental sustainability actions recognized by this award include Nutrition & Food Service's robust recycling and composting program at the Perry Point VA Medical Center, and the solar panel farm (also at Perry Point) that has generated 333 kilowatts of renewable energy, among others.



The VA Maryland Health Care System earned the 2023-2024 Apex Recognition Award from the American Association for Respiratory Care for its **Pulmonary Medicine Program at the Baltimore VA Medical Center**. The award recognizes organizations for their commitment to excellence in professional development, evidence-based care, patient safety, patient satisfaction, and quality improvement in five categories: acute care hospitals, long-term care facilities, home medical equipment companies, educational programs, and dedicated transport teams.

The Association of periOperative Registered Nurses (AORN), representing more than 200,000 surgical nurses across the country, named the **Baltimore VA Medical Center as a Center of Excellence in Surgical Safety: Prevention of Retained Surgical Instruments (RSI)**. AORN's award recognizes the medical center for its commitment to reducing the risk of surgical errors by advancing the education of its surgical team members in the prevention of near misses and the consequences of unintentionally retained surgical items.



The American College of Physicians awarded **Dr. Daniel Morgan**, Chief of Epidemiology at the VA Maryland Health Care System, the Alvan R. Feinstein Memorial Award. Dr. Morgan, an internal medicine physician and epidemiologist, has developed an international reputation as an expert on improving how patients are diagnosed and how to best use patient isolation in health care. A professor at the University of Maryland School of Medicine where he directs the Center of Innovation in Diagnosis, Dr. Morgan has established himself as a one of the true luminaires in preventive medicine.



Terry Bagley, an employee in Environmental Management Service at the Baltimore VA Medical Center, received the Heroic Act Award for running into a burning house to save two women who were trapped in the building. Mr. Bagley sustained life-threatening injuries after a portion of the house collapsed around him. He returned to work months later after recovering from his injuries.



Cynthia Davis, a volunteer with the VA Maryland Health Care System for more than 10 years and a member of the Veterans of Foreign Wars Auxiliary, was selected as VA's National Advisory Committee's Female Volunteer of the Year for 2023. Ms. Davis's commitment to service and her infectious spirit made her the perfect choice for this award.

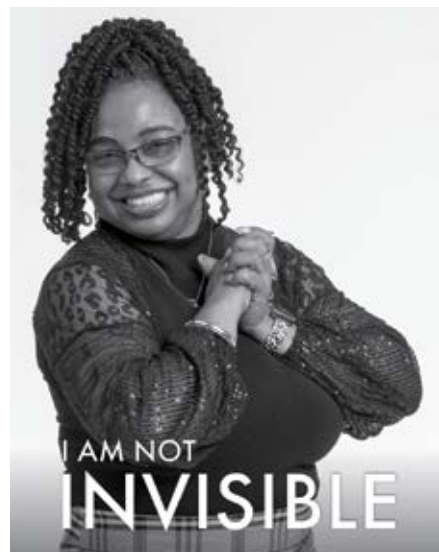


Susan Hill, a Licensed Practical Nurse with the VA Maryland Health Care System, received national recognition from the Association of Safe Patient Handling Professionals for her continued work toward ensuring safe patient handling practices when caring for Veterans. Safe patient handling programs aim to reduce injuries to health care workers as well as patients.

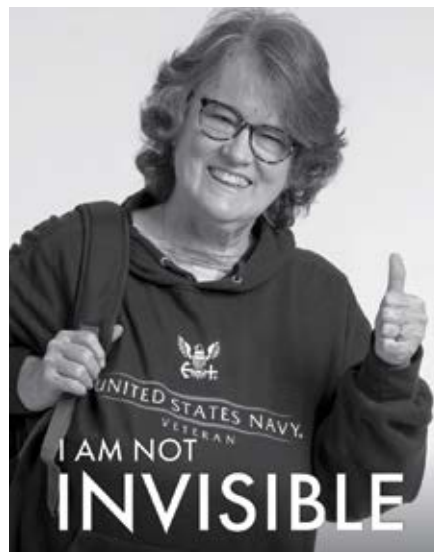


I Am Not Invisible Campaign

There are roughly two million women Veterans throughout the United States, and the number of women using VA health care has doubled in the past decade. The “I Am Not Invisible” campaign aims to increase awareness about women Veterans and their unique contributions, needs and experiences. “I Am Not Invisible” displays are going up at VA health care facilities throughout the country featuring images from the national campaign. During the past fiscal year, the VA Maryland Health Care System invited local women Veterans to participate in a photo shoot for the campaign. A new display with their images is now in place at the Baltimore VA Medical Center across from the Women’s Health Clinic and will be rolled out at other VA Maryland Health Care System facilities throughout 2024.



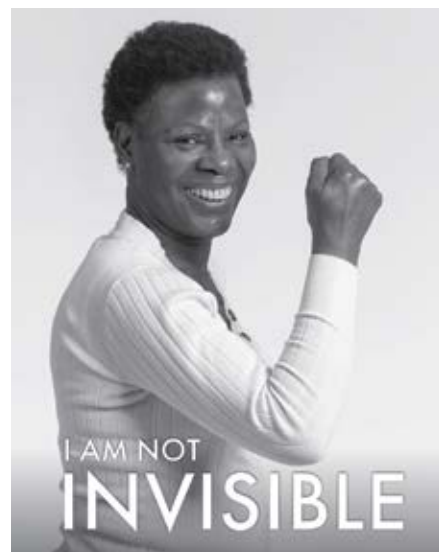
CAROLYN (PAT) STALLINGS
United States Army Veteran 1986-2006



MARGARET HILL-GRIGSON
United States Navy Veteran 1979-1980



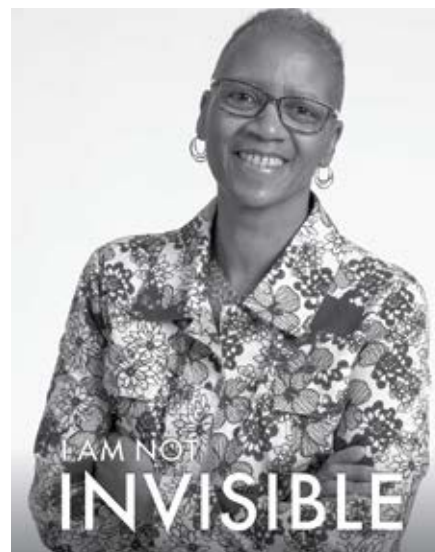
MESHELLE CHRISTINA BOLDEN
United States Army Veteran 2010-2011



DOROTHY MCKOY LOPES
United States Air Force Veteran 1979-1991



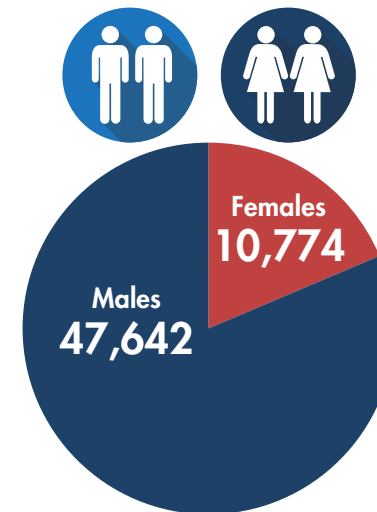
VONDA M. SYKES
United States Navy Veteran 1983-1999



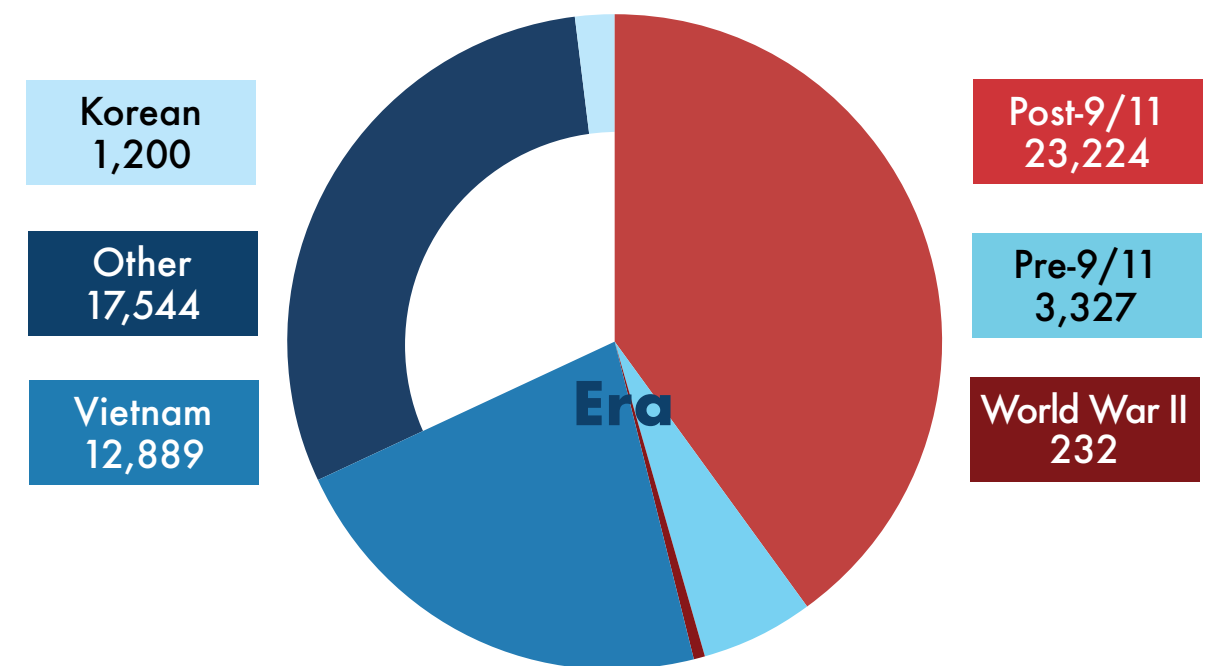
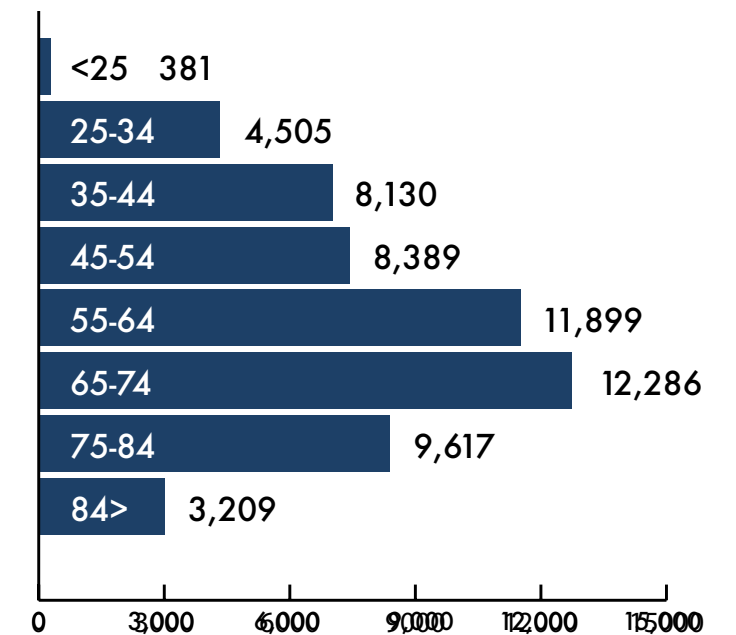
ROSLYN JONES
United States Army Veteran
1984-1992 | 1997-2012

Our Veteran Demographics

By Gender



By Age



Total Veterans Served: 58,416



Our Workload, Budget and Activities



- Baltimore:** 124 Beds
- Loch Raven:** 120 Beds
- Perry Point:** 335 Beds

- Employees:** 3,556
- Total Obligations:** \$1.0 B
- Medical Care Cost Funds:** \$42.8 M
- Prescriptions Filled:** 1,001,306

Volunteers and Donations

- Volunteers:** 361
- Volunteer Hours:** 33,790
- Donations:** \$446,890

5,780 ADMISSIONS	691,283 OUTPATIENT VISITS
58,416 VETERANS SERVED	
84,259 ENROLLED VETERANS	
20,559 VETERANS USING COMMUNITY CARE	32,476 APPOINTMENTS SCHEDULED IN COMMUNITY CARE

Education and Affiliations

PRIMARY INSTITUTIONAL AFFILIATION: UNIVERSITY OF MARYLAND		ALSO AFFILIATED WITH JOHNS HOPKINS UNIVERSITY, UNIVERSITY OF MARYLAND MIDTOWN AND SINAI HOSPITAL	
196 AFFILIATION AGREEMENTS	\$11.5 M MEDICAL/DENTAL RESIDENT FUNDING	\$2.5 M ASSOCIATED HEALTH TRAINEE FUNDING	1,347 RESIDENTS, INTERNS & STUDENTS TRAINED

Research

- Annual Total Funding:** \$23.1 M
- Number of Projects:** 334
- VA Merit Awards:** 58
- Research Principal Investigators:** 118

Clinical & Research Centers

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

Keeping Veterans Engaged



Veterans, Family Members, Caregivers and Stakeholders

- Facebook:** 9,623 Followers
- Twitter:** 6,971 Followers
- Email Newsletter:** 38,500 Subscribers
- Direct Mailings:** 58,000 Addresses

Our Donors

The incredible donor support we receive from Veterans Service Organizations, community groups and local stakeholders allows us to better serve the unique needs of Maryland's Veterans. While every gift is invaluable to us, the following is a list of our largest cumulative donors during the past year.

\$10,000+

American Legion Auxiliary Unit 135
 American Legion, Department of Maryland
 American Legion Post 91
 American Legion Post 296
 Veterans of Foreign Wars Post 5118

\$5,000+

American Legion Auxiliary Unit 29
 Lori Dettman
 Sons of the American Legion Squadron 16
 William Cordua



\$1,000+

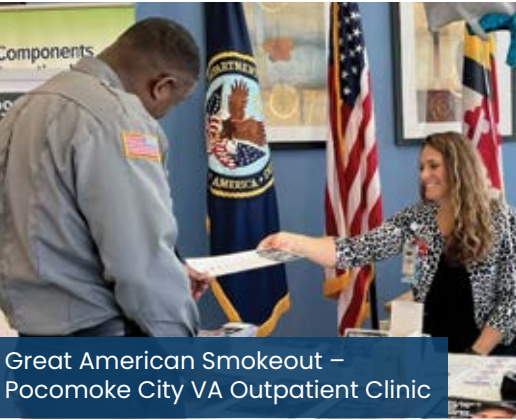
American Legion Auxiliary, Department of Maryland
 American Legion Auxiliary Northern Central District
 American Legion Auxiliary Unit 39
 American Legion Auxiliary Unit 130
 American Legion Auxiliary Unit 194
 American Legion Post 15
 American Legion Post 18
 American Legion Post 18 Riders
 American Legion Post 29
 American Legion Post 109
 American Legion Post 123
 American Legion Post 135
 American Legion Post 183
 American Legion Post 192, Mid-Shore Community Foundation
 American Legion Post 194
 American Legion Post 206
 American Legion Post 228
 AMVETS, Department of Maryland Service Foundation
 APWU Health Plan
 Cecil Harford USBC Association
 Christopher Maynard
 Daughters of the American Revolution, Maryland State Society
 Disabled American Veterans Auxiliary, Department of Maryland
 Disabled American Veterans Chapter 1
 Disabled American Veterans Chapter 9
 Disabled American Veterans Chapter 13
 Disabled American Veterans Chapter 15
 Disabled American Veterans Chapter 22
 Disabled American Veterans Chapter 28
 Gold Star Mothers, Maryland Chapter
 Grocery Outlet, Elkton, Maryland

Jewish War Veterans Ladies Auxiliary Post 117
 Military Order of the Cootie Blockbuster 3
 Moose Lodge 851
 Sons of the American Legion, Detachment of Maryland
 Sons of the American Legion Squadron 195
 Sons of AMVETS, Department of Maryland
 Sons of AMVETS Post 7
 Value Village Thrift Store
 vCaring
 Veterans of Foreign Wars Auxiliary, Department of Maryland
 Veterans of Foreign Wars Auxiliary Unit 2678
 Veterans of Foreign Wars, Department of Maryland
 Veterans of Foreign Wars Post 521
 Veterans of Foreign Wars Post 7464
 Veterans of Foreign Wars Post 10159
 Women's Army Corps Chapter 70

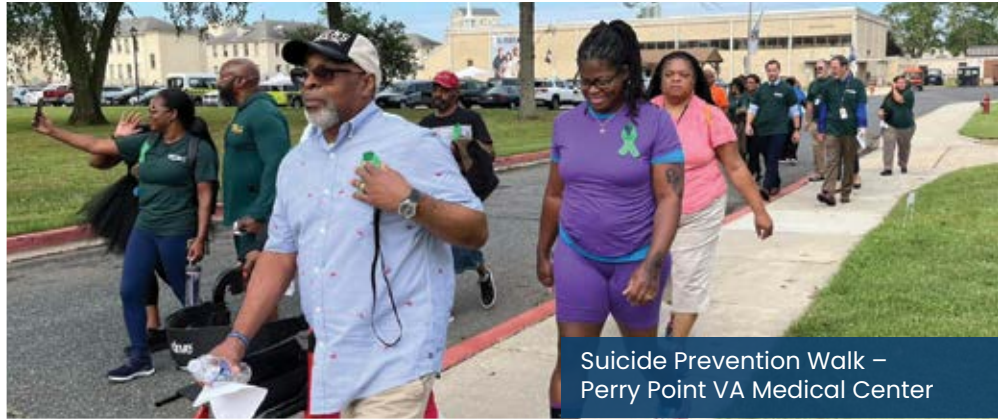
Thank You



Happenings Throughout the VA Maryland Health Care System in FY23



Great American Smokeout – Pocomoke City VA Outpatient Clinic



Suicide Prevention Walk – Perry Point VA Medical Center



Golden Age Games at Home – Perry Point VA Medical Center



Safe Patient Handling Month – Fort Meade VA Outpatient Clinic



PACT Act Outreach – Anne Arundel Community College



Patient Holiday Gift Distribution – Loch Raven VA Medical Center



New Bell for Oncology Clinic – Baltimore VA Medical Center

