Prioritizing Collaboration for Diversity

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June 9, 2021
Who We Are:
An Introduction to the Department of Veterans Affairs and VHA
Veterans Health Administration: Our Four Missions

**Care Delivery**
Develop, maintain, and operate a national health care delivery system for eligible Veterans.

**Education**
Administer a program of education and training for health care personnel.

**Research**
Conduct health care research benefitting Veterans and public.

**Emergency Response**
Provide contingency support for DOD, HHS and private sector during times of war or national emergency.
America’s largest integrated health care system

- 1,255 health care facilities
- More than 9 million Veterans enrolled in the VA health care program
- Employ more than 370,000 health care professionals
- Nation’s largest provider of graduate medical education and other health professional training
- Outperform non-VHA hospitals in most health care markets (Source: Annals of Internal Medicine)

Our Three Priorities

- Restore Trust
- Create a Learning Organization
- Modernize Systems
18 Veterans Integrated Service Networks
170 VA Medical Centers
850k providers in network
1,062 outpatient sites
95k nurses (CRNA, RN, LPN, & NA)
59.9 Million Completed yearly appointments
2x as many hospitals as DoD counterpart
Access to Care – Where We’re Headed

• **Transparency**
  Provide Veterans and caregivers with useful, relevant information via [http://accesstocare.va.gov](http://accesstocare.va.gov)

• **Modernization**
  Cerner EHR Deployment

• **Support Veterans in Underserved Communities**
  – Designation as Underserved under MISSION Act Section 401
  – Rural Health
  – Accessing Telehealth through Local Area Stations (ATLAS)
VHA’s National Response:
A Pandemic Response
Demonstrating High Reliability
VHA Prepared and Executed Plans to Meet Demand and Build Resilience

Human Resources
• Hired more than 58,000 employees in <7 months
• Reduced onboarding time from 30-60 days to 1-3 days

Bed Expansion
• Created VISN surge plans for 2,500 additional acute care beds
• Used real-time bed tracking software to quickly move staff

Healthcare Operations Center
• COVID-19 operations hub staffed 7 days a week
• Real-time problem solving through VA/VHA leadership calls

Supply Chain and PPE
• Deployed Compound Fold-Out Rigid Temporary Shelters to treat COVID-19 patients in spaces other than hospitals
• Utilized 3D printers to make critical supplies
• VISNs and facilities shared testing capabilities/ventilators

VHA created a digital tool to expand COVID-19 screening capacity, and has tested more than one million Veterans and employees
VHA Expanded Telehealth to Meet New Conditions

- VHA facilitated over a 1,200% increase in home or off-site Telehealth visits between March – November 2020
- Over 6,000 Veterans have used the Annie Coronavirus Precautions app to monitor symptoms and understand their care needs
- VA’s digital pre-entry screener tool was used to provide 2.4 million screenings since June 1, 2020
- Nearly 200,000 laptops and over 11,000 iPhones were shipped to VA employees since April 1, 2020
VHA was a Learning Organization Throughout our COVID-19 Response

“COVID in 20 (minutes)” — Spreading Best Practices
Twice-weekly podcast for staff to engage, get informed and share innovation during COVID-19

Using Data to Drive Rapid Decision-Making
Used national surveillance tools to look at any area of the country and determine the number of COVID-19 cases, occupancy rates and availability of supplies

Coordinated across Clinical and Non-Clinical “Cells”
Partnered local and national experts in planning, staffing, clinical coordination and other areas to help VHA assemble more integrated and agile teams

Sensitivity to Operations  Preoccupation with Failure  Reluctance to Simplify  Commitment to Resilience  Deference to Expertise
VHA coordinated and managed over 100 Federal Emergency Management Agency (FEMA) / Health and Human Services (HHS) mission assignments supporting 47 states.

Treated 365 non-Veterans in VA hospitals, provided over 900,000 pieces of personal protective equipment, and detailed more than 3,500 VA staff to support care needs at both non-VA and VA facilities (as of 11/30/2020).

Deployed staff to meet community needs in state Veterans homes, community nursing homes, VA medical centers, Indian Health Service and Tribal Service Units, and community hospitals.

“We were just all like one big family working for the shift.” VISN 22 nurse
VHA’s Commitment to Diversity, Equity, and Inclusion
VHA Employees and VHA SES by Race/Ethnicity

Key Findings:
- 60% of VHA employees identify as White.
- Substantially more VHA SES identify as White than VHA as a whole (82% to 59%).
- The second largest race/ethnicity group is Black or African American at 23%.
- Race/ethnicity ratios are stable over the last 5 years, with a slight downward trend in VHA employees who identify as White.

Disclaimer:
- Before 2014, a significant number of VHA employees did not disclose their race/ethnicity. Therefore, data prior to 2014 and after 2014 are not comparable.
- Less than 1% of VHA employees identify as “undisclosed race/ethnicity”.
- The “Multi-Race” category that includes anyone who chose more than one race or ethnicity.
- AI/AN stands for American Indian & Alaskan Native.
- NH/OPI stands for Native Hawaiian & Other Pacific Islanders.

Source: HR Smart, FY 2014 – 2018
**Key Findings:**

- The percentage of individuals who identify as White increases as grade increases.
- The percentage of individuals who identify as Black or African American decreases as grade increases.
- The percentage of individuals who identify as Hispanic or Latino decreases as grade increases.
- The percentage of individuals who identify as Asian increases through GS 10 – 13 then decreases through SES.

**Disclaimer:**

- Data includes Title 5 and Title 38 Hybrid employees.
- Other Pacific Islanders.

Source: HR Smart, FY 2018
VHA Application Pool by Race/Ethnicity

**Key Findings:**
- Higher percentage of applicants who identify as White are selected for hire than other race/ethnicity groups
- Lower percentages of applicants who identify as Black/African American are selected for hire

**Disclaimer:**
- Total VHA Applicants: 1,111,300
- Applicant flow data system was first introduced in FY 2018
- Undisclosed indicates race and/or sex omitted from application
- Data includes both internal (competitive) and external applicants, 60% of applicants are internal

**Applied =** All applications received for a vacancy  
**Qualified =** The applications that meet the minimum qualifications for the job  
**Referred =** The applications that were referred to the hiring manager for consideration  
**Selected =** The applications that were audited by HR as "Hired"

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VHA Application Pool by Race/Ethnicity - Applied, Qualified, Referred, Selected

<table>
<thead>
<tr>
<th></th>
<th>White</th>
<th>Black or African American</th>
<th>Asian</th>
<th>Hispanic or Latino</th>
<th>Two or More Races</th>
<th>Native Hawaiian or Other Pacific Islander</th>
<th>American Indian or Alaska Native</th>
<th>Undisclosed</th>
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</thead>
<tbody>
<tr>
<td><strong>Applied</strong></td>
<td>0%</td>
<td>5%</td>
<td>11%</td>
<td>6%</td>
<td>0%</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td><strong>Qualified</strong></td>
<td>16%</td>
<td>28%</td>
<td>25%</td>
<td>0%</td>
<td>0%</td>
<td>1%</td>
<td>6%</td>
<td>5%</td>
</tr>
<tr>
<td><strong>Referred</strong></td>
<td>17%</td>
<td>24%</td>
<td>10%</td>
<td>6%</td>
<td>0%</td>
<td>1%</td>
<td>6%</td>
<td>1%</td>
</tr>
<tr>
<td><strong>Selected</strong></td>
<td>18%</td>
<td>20%</td>
<td>5%</td>
<td>0%</td>
<td>0%</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
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Source: USA Staffing Portal, FY 2018
Title 38 Employees by Occupation and Race/Ethnicity

Key Findings:
- The majority of Title 38 employees identify as White
- The next largest race/ethnicity groups are Asian and Black/African American

Disclaimer:
- N/A

Source: HR Smart, FY 2018
MSIs are Critical Partners on the Path to Health Equity

With diversity, we can achieve:
Cultural Sensitivity, Humility, Awareness, and Competence
Increased Trust in the Health System
Increased Perspective on Solutions
Increased Team Morale
Veterans with a **usual primary care provider**, 2014-2017

**Key:** y.o. = years old; NH = non-Hispanic.

Breast cancer mortality per 100,000 VHA user person-years, comparing members of racial/ethnic groups with reference group, 2009-2016

Key: NH = non-Hispanic; NHOPI = Native Hawaiian or Other Pacific Islander.

Source: Veterans Health Administration, administrative data, 2009-2016.

Note: Data are based on Veterans’ initial fiscal year 2009 VHA visit.
Colorectal cancer mortality per 100,000 VHA user person-years, comparing members of racial/ethnic groups with reference group, 2009-2016

Key: NH = non-Hispanic; AIAN = American Indian or Alaska Native; NHOPI = Native Hawaiian or Other Pacific Islander.

Source: Veterans Health Administration, administrative data, 2009-2016.

Note: Data are based on Veterans' initial fiscal year 2009 VHA visit.
HIV disease mortality per 100,000 VHA user person-years, comparing members of racial/ethnic groups with reference group, 2009-2016

Key: NH = non-Hispanic; NHOPI = Native Hawaiian or Other Pacific Islander.

<table>
<thead>
<tr>
<th>Group</th>
<th>Rate per 100,000 VHA User Person-Years</th>
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<tbody>
<tr>
<td>Hispanic</td>
<td>7.38</td>
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<tr>
<td>NH Asian</td>
<td>0.54</td>
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<tr>
<td>NH Black</td>
<td>18.39</td>
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<tr>
<td>NH Multirace</td>
<td>6.22</td>
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<td>NH NHOPI</td>
<td>4.31</td>
</tr>
<tr>
<td>NH White</td>
<td>2.97</td>
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Source: Veterans Health Administration, administrative data, 2009-2016.
Note: Data are based on Veterans’ initial fiscal year 2009 VHA visit.
COVID-19 vaccine
Get the latest information from the CDC.

State of South Texas Episode 1: Quality
231 views • May 14, 2021

Fighting for Our Lives:
VA Minority Healthcare Professionals Talk COVID-19 Vaccine

Fighting for Our Lives:
Department of Veterans Affairs
Native American Psychologist Talks COVID-19 Vaccine
VA trains more than 17,000 trainees from more than 240 MSIs.

Key
AANAPISI - Asian American Native American Pacific Islander
ANNH - Alaska Native-Serving and Native Hawaiian
PBI - Predominantly Black Institutions
AIANSI - Alaskan Native Serving Institution
AANAPISI - Asian American Native American Pacific Islander
ANNH - Alaska Native-Serving and Native Hawaiian
NASNTI - Native American-Serving Nontribal Institutions
HBCU - Historically Black College and Universities

Number of Health Professions Trainees
Welcome and Thank you!