VA’s Three Administrations

• **Veterans Health Administration (VHA)**
  - Healthcare for almost 9 million enrolled Veterans

• **Veterans Benefits Administration (VBA)**
  - Administers benefits (disability, pension, education, insurance, loans, rehabilitation)

• **National Cemetery Administration (NCA)**
  - Honors Veterans & families with final resting places & commemorates their service and sacrifice.
Lincoln’s Charge, 1865 ~ “To care for him who shall have borne the battle, and for his widow and his orphan.”

Today ~ “To care for those who shall have borne the battle, and for their families and their survivors.”

...the best, most inspiring mission and the greatest clients of any healthcare system in the world.

Department of Veterans Affairs
Our Values

Integrity
Commitment
Advocacy
Respect
Excellence

I CARE
DEPARTMENT OF VETERANS AFFAIRS

Department of Veterans Affairs
Our Clients

Almost 9 million Veterans are enrolled for VA healthcare—from the 89-year-old and 76-year-old Veterans of Omaha Beach, France, in WW II and Chosin Reservoir, Korea, to the 60-something Veterans of the Ia Drang Valley, Vietnam, to the 38-year-old Veteran of Kuwait, to the 19-year-old Veteran of the Korengal.
Facilities

- 150 VA Hospitals
- 819 Community-Based Outpatient Clinics (CBOCs)
- 300 Vet Centers (Readjustment Counseling), 135 Community Living Centers, 104 Residential Rehabilitation Treatment Programs
- Outreach and mobile medical clinics to serve the most remote rural Veterans—all tethered to one of our medical centers
Benefits & Services

• 3.4 million **gravesites** at 131 national cemeteries. Planned and conducted 125,000+ interments (FY2014), a 242% increase since 1973.
  • ACSI rates NCA the top customer-service organization in the Nation.

• $46 billion+ Post-9/11 GI Bill **education** benefits to 1.3 million+ Veterans and eligible family members (since inception 2009).

• $1.1 billion **vocational rehabilitation** benefits to 93,000 disabled Veterans.

• **Life insurance** for 6.5 million Veterans, Servicemembers, and families.

• 2.1 million **home loans**, and helped 80,000+ Veterans avoid foreclosure last year (lowest foreclosure rate in the industry last 25 consecutive quarters).

• $58 billion+ **compensation** benefits for ~3.9 million Veterans, ~420,000 rated 100% disabled (FY2014). Forecast $66 billion for 4.2 million Veterans FY 2015.

• Completed 1.3 million FY 2014 **claims**, ~150,000 more than FY2013’s record setting year (1.2 million completed).

• Claims **backlog** down 60% the last 20 months—611,000 to 243,000.
Why VA Healthcare

Caring for Veterans

Research

Education

Clinical Care

A triad of unique capabilities

Department of Veterans Affairs
Research

- 3 Nobel Prize recipients in Medicine or Physiology: 7 Lasker Award recipients (presented since 1946 for major contributions to medical science).
- Groundbreaking research into PTSD and Traumatic Brain Injury (TBI);
- Developed the implantable cardiac pacemaker, conducted the first successful liver transplants, & created the nicotine patch to help smokers quit smoking;
- Partnered with the Defense Advanced Research Project Agency (DARPA) researching artificial limbs that move naturally when controlled by electrical impulses from the brain & demonstrated that patients with total paralysis could control robotic arms using only their thoughts—a system called “Braingate” and subject of a 2012 60 Minutes story;
- Identified the genetic risk factors for schizophrenia, Alzheimer’s, and Werner’s syndrome;
- Groundbreaking use of telehealth and personal-assistance technology, including iPads, to better deliver care;
- Pioneered and developed electronic health records.
- A VA nurse designed use of bar-code software for administering medications to our patients.
Education & Training

- 80 facilities **partner with law schools**, legal clinics, and firms training the next generations of Veterans legal advocates and public policy experts, while serving Veterans.

  - An estimated 70% of all U.S. doctors have received **training at VA**.

  - Each year, VA facilities train 62,000 medical students and **residents**, 23,000 nurses, & 33,000 trainees in other health profession fields.

  - VA is affiliated with over 1,800 educational **institutions** & partners with myriad organizations on hundreds of initiatives & **research projects**.
Clinical Care

- 240,000 episodes of care each day—more than 90 million scheduled appointments in 2013 alone.
- Veterans receiving VA’s inpatient and outpatient care give VA higher satisfaction ratings than patients at private hospitals.
- 340,000 employees, one-third of whom are Veterans themselves.
- Largest employer of nurses in the Nation.
- We need the best people, who want to serve in a values-based organization, to join us in fulfilling our exceptional mission—caring for those who “shall have borne the battle,” and for their families.
• August 27, 2014, **John B. Barnwell Award** recipient, Dr. Michael Oxman, VA San Diego Healthcare System, for leadership in VA’s **Shingles Prevention** Cooperative Study (CSR&D’s highest award for scientific achievement).

• September 17, 2014, Dr. Samuel Ho, Senate testimony on **Hepatitis C**.

• September, 22, 2014, **Service to America Medal** recipients, Dr. William A. Bauman, M.D., and Dr. Ann M. Spungen, Ph.D., National Center of Excellence for the Medical Consequences of Spinal Cord Injury, VA Medical Center, Bronx, New York.

  Dr. Bauman—“’the single most important scientist and physician leading the way to improved medical management of persons with spinal cord injury’”

  Dr. Spungen—has “’made seminal contributions to spinal cord injury medicine.’”

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**Excellence Today**

**Department of Veterans Affairs**
Progress

Judge the success of our efforts against a single metric—Veterans’ outcomes.

• 23 million appointments (May 1 to Sept 30)—1.2 million more than the same period last year.
  • 98% of appointments at VA completed within 30 days of preferred date or date determined medically necessary by physician (June to Sept 30).
  • 500,000 during extended clinic hours (since May 2014), over 20% on Saturdays.

• 1.5 million authorizations for care in the private sector (May 15 to November 16), nearly 50% increase over the same period last year.

• Increased recruiting and hiring—1,578 more nurses, 726 more support and scheduling staff, and 594 more physicians (second half of 2014).
MyVA

Giving Veterans . . .

A clear understanding of VA and where to go for what they need. Employees empowered to solve problems and take action.

Products and services integrated within the organization.

- VA-wide customer service organization.
- Single regional framework.
- National network of Community Veteran Advisory Councils.
- Shared services model for internal business processes, where possible.
Let’s talk about it . . . .

. . . the best, most **inspiring mission** and the **greatest clients** of any healthcare system in the world.

Department of Veterans Affairs