



*Every generation has its heroes
Our job is to take care of them*



*VA Pittsburgh Healthcare System
2001 Report to the Community*

Message from the Director

Dear Fellow Employees, Volunteers, Veterans and Friends of the VA,

The VA Pittsburgh Healthcare System has made a tremendous transformation over its 76 year history of serving the Veterans of Western Pennsylvania and surrounding areas. In 2001, the VA Pittsburgh continued to transform itself.

As detailed in this Annual Report, the many changes we have made over the past year have resulted in marked improvement in the quality of care, as well as in the environment in which it is delivered. Most importantly, we continued to expand our clinical programs and improve access and patient satisfaction, while we strive to provide the highest quality of health care that can be found anywhere.

The quality of care provided at the VA Pittsburgh was substantially enhanced in 2001, as demonstrated through greatly improved scores on the clinical practice guidelines, and an unprecedented increase of 15% in the prevention indexes. Success on these quality indicators is largely supported by the implementation of numerous technological upgrades including a system of clinical reminders made available through the graphical user interface version of the computerized patient record system.

The VA Pittsburgh is now poised for the future with the opening of our new 108 bed tower at the University Drive Division and other patient care enhancements. We can now provide our medical and surgical patients with the most modern health care environment that emphasizes patient privacy and health care technology.

Veteran access to care was also improved over the past year with the opening of our fourth Primary Care Center in Washington County in August, as well as additional initiatives to make our care and services more accessible to more veterans. The success of these initiatives is exemplified by an 8% increase in the number of veterans who received care at the VA Pittsburgh in 2001.

The VA Pittsburgh continues to expand in the area of research and clinical excellence. We recently were approved for funding to become a Research Center of Excellence for Health Equity Research and Promotion. The VAPHS has now earned the distinction of being one of only two VA health care systems in the country that have been awarded four Research Centers of Excellence. In 2001, VA Pittsburgh was also designated as a National Renal Transplant Center as well as increased the number of liver transplants performed by 64%.

The Leadership Board and staff of the VA Pittsburgh remain steadfast in our commitment to providing veterans with the highest quality of care that can be found in any health care system in the nation. To that end, our plans for the future are bold and ambitious, designed to drive the changes that will keep us on the forefront of health care.



Michael E. Moreland
Director/CEO

A Picture of Progress

Representing more than 360,000 veterans in Western Pennsylvania and parts of Ohio and West Virginia, the VA Pittsburgh Healthcare System is proud of the many accomplishments that were achieved during the past five years. Although numbers only tell part of the story, they do provide a clear picture of the exciting progress and expansion that has occurred across our healthcare system. Here are just a few examples of VA Pittsburgh's Progress:

	1997	2001	Percent Change
Unique patients treated	40,717	49,085	20%
Outpatient visits	341,056	404,903	19%
Outpatient Surgeries performed	1272	1934	52%
Liver Transplants	11	18	64%
Prevention Index score	55%	79%	44%
Community Primary Care Centers	1	4	300%
Patients treated from 4 spoke Hospitals	7,809	10,402	33%
Health Fairs	77	149	94%
Veterans seen at Health fairs	8917	15,654	76%
Cardiac Catherization Procedures Performed	3954	5429	37%
Prescriptions filled	633,013	975,526	54%
MCCR Collections	\$ 6,830,176	\$ 9,350,800	37%

Caring for America's veterans



Clinical Excellence

Prevention Index

The VAPHS had an unprecedented 15% increase in the prevention indexes in 2001.

The Prevention Index measures how much we are doing to help veterans prevent illness and stay healthy by getting regular cancer screenings, pneumonia and flu shots and stopping the use of tobacco and alcohol.

Clinical Practice Guidelines

CPG in Exceptional Range

1st Quarter 2001 - VAPHS was in Quadrant II which indicated we were in the Fully Successful range.
3rd and 4th Quarters 2001 - VAPHS was in Quadrant I which placed in the Exceptional range.

Psychiatric Recovery Enhancement Program (PREP)

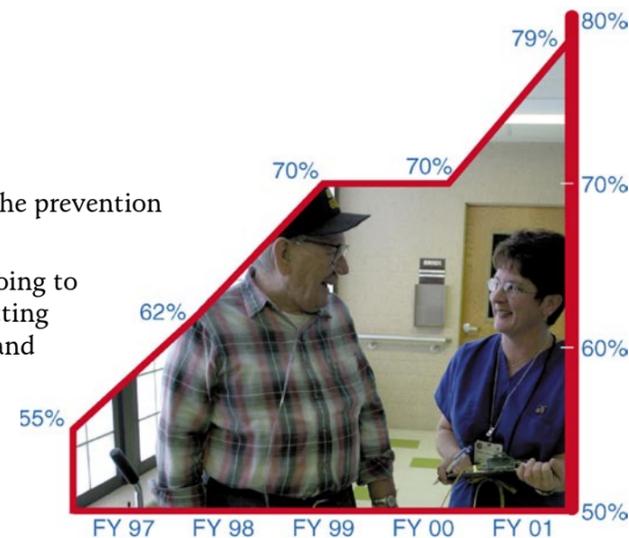
The Psychiatric Recovery Enhancement Program (PREP) was initiated at the Highland Drive Division of VA Pittsburgh in March 2001.



PREP uses a psychiatric rehabilitation approach in working with veterans who have serious and persistent mental illnesses. PREP defines their mission as "to work with veterans to promote hope and take steps toward recovery, empowerment, and choices that improve quality of life." PREP focuses on each veteran's strengths and enhances his/her abilities to make choices about his/her life so that he/she can grow even with the limitations caused by illness. Staff members assist veterans in identifying and attaining skills to increase independence and enhance their potential for living satisfying, hopeful and contributing lives in the community.

Clinical Reminder System

An automated clinical reminder system was developed in 2001 to aid clinicians in patient treatment. The primary goal of the clinical reminder system is to provide timely information about patients and health maintenance to providers at the point of care for our veterans. This program assists the provider in decision making for various laboratory and radiology procedures. Reminders are easily located on the coversheet of the computerized patient record system (CPRS) and also in the health summary component of the CPRS report's tab. In addition, Clinical Reminders reduces duplicate documentation, assists in targeting patients with a specific disease, and increases compliance with the VHA performance measures and Health Promotion and Disease Prevention guidelines.



Another Surgery First at the VA Pittsburgh

A procedure called ... Radio Frequency Cardioblation for Atrial Fibrillation with Medtronic Cardioblate RF Ablation Surgical Handpiece was performed at the VA Pittsburgh Healthcare System on October 5, 2001. This is the first time this innovative procedure has been done at any VA Hospital in the country.

In this study, an investigational hand-held probe, the Cardioblate Ablation Surgical Handpiece, was tested. The Cardioblate Ablation Surgical Handpiece was specifically developed to treat atrial fibrillation during an open-heart procedure.

VAPHS Becomes a National Kidney Transplant Center



The VAPHS was designated as a National Kidney Transplant Center in October 2001.

We will officially be assigned patients for evaluation work-up in January 2002 and anticipate the first Renal Transplant to be performed in early 2002. There are currently only three other VA Renal Transplant centers in the United States: Portland, Iowa City, and Nashville.

Expansion of telemetry beds

The VAPHS installed radio telemetry equipment in July 2001 to allow monitoring of up to 24 patients on floors 5 West and 6 West in the new Bed Tower.

Radio Telemetry is state-of-the-art technology used to monitor patients who are experiencing chest pain, syncope, cardiac arrhythmia, congestive heart failure and pacemaker problems. The technology consists of a small device worn by the patient that transmits a radio signal of their EKG (electrocardiogram) and other vital signs to their bedside monitor and also to a central monitor located in the nursing station. Radio Telemetry helps decrease the demand for critical care beds by providing care to patients who require a higher level of care than a general medical ward but who do not meet the requirements for admission to an intensive care unit.



1. Center for Health Equity Research and Promotion

Research

The VA Pittsburgh now holds the distinction of being awarded four Research Centers of Excellence

The VA Pittsburgh continued to expand in the area of research and clinical excellence in 2001. We recently were approved for funding to become a Research Center of Excellence for Health Equity Research and Promotion. The VAPHS holds the distinction of being awarded all four Research Clinical Center's of Excellence in Rehabilitation Research, Geriatrics, Behavioral Health and Health Equities Research and Promotion.

2. (GRECC) Geriatric Research, Education and Clinical Center

3. (MIRECC) Mental Illness Research, Education and Clinical Center

Excellence

The VA Pittsburgh Healthcare System has major research activities involving 113 investigators and technicians. All major disciplines are represented in over 321 research projects. Major research emphasis includes endocrinology, organ transplantation, post traumatic stress disorder, basic science, cardiology, hematology/oncology, neurology, Alzheimer's, schizophrenia, orthopedics and health services research and development. The animal laboratory is accredited by the American Association for Accreditation of Laboratory Animal Care. In FY 2001, the VA Pittsburgh Healthcare System received approximately 32.8 million dollars in total peer reviewed research funding which includes VA research, private funding sources, including National Institute of Health (NIH), nearly double the \$ 17 million reported in 2000.

Additionally, there was also an increase in medical center funding for pharmaceutical supported clinical research. Net assets in the Veterans Research Foundation of Pittsburgh grew to over \$2.4 million.

4. Rehabilitation Research and Development

Expansion and

Access Enhancements

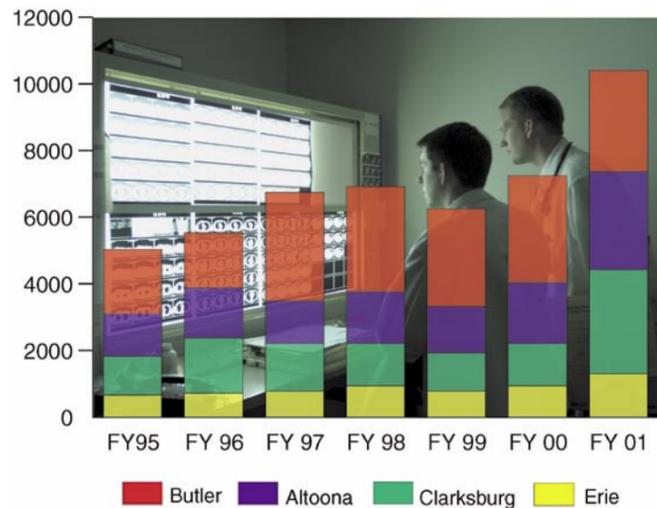


New Bed Tower

The new 108 Bed Tower at the University Drive Division opened in June 2001. The Bed Tower features over 57,000 square feet of modern, state-of-the-art hospital space which emphasizes comfort and patient privacy.

CBOC in Washington County Opens

The VA Pittsburgh opened a new Primary Care Center for veterans in Washington County in August 2001. This new Center for Veterans offers coordination of care by a primary care provider, physical examinations, general outpatient medical care, and preventative health and education services. With a full complement of physicians and clinical support providers, the goal of the Center is to be able to provide the majority of the veterans primary care needs. VA Pittsburgh currently operates three other Community Based Outpatient Clinics in Greensburg, Aliquippa and St. Clairsville, Ohio.



Patients Treated from Spoke Hospitals



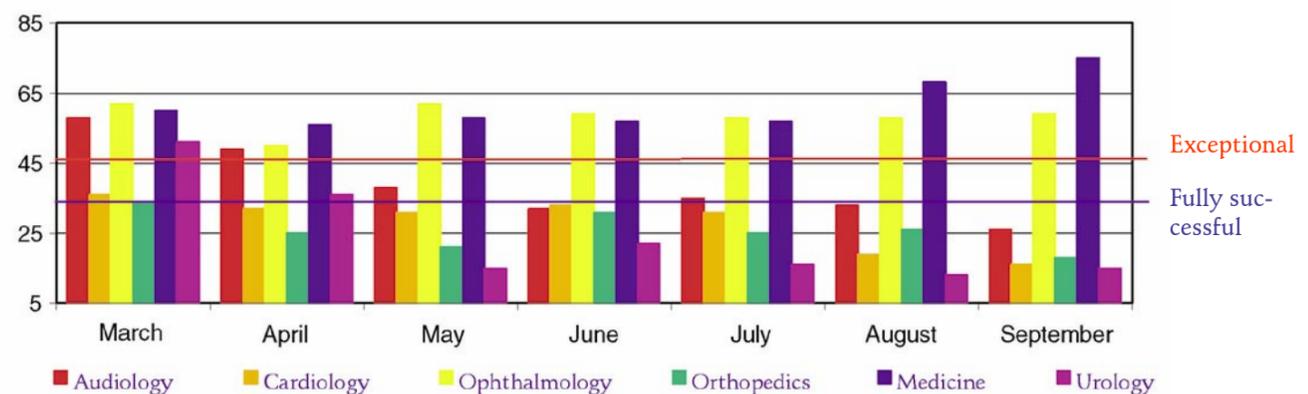
Unique Patients

Outpatient Visits



Waits and Delays Initiative

Our Primary Care Service Line has been working diligently to increase access for veterans, and the team involved in the waits and delay's initiative made substantial progress in 2001. We continued to hire additional staff, expanded clinic days and times, and opened a new community based clinic in the past year. These efforts resulted in an average reduction of approximately 29 days to get an appointment in several high volume clinics. We will continue to work toward achieving better access for veterans and have made this a top priority.



FY 2001

Financial Report

I. Total Medical Appropriation \$252,841,094

II. Operating Expenses

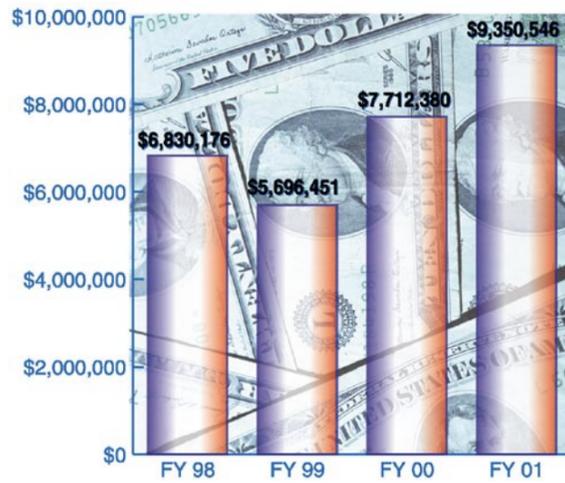
Salary and Benefits	\$150,923,346
Drugs and Medicine	\$ 13,112,945
Other Supplies	\$23,315,402
Services	\$33,355,932
Consolidated Mail-out Pharmacy	\$14,963,279
Other Expenses	\$17,168,643
Total Operating Expenses	\$252,839,547

III. MCCF Collections \$9,350,800

IV. Community Gifts & Donations

Cash Donations	\$165,845.70
In-Kind Donations	\$419,386.15
Total Donations	\$585,231.85

Medical Care Cost Recovery



Obligations per Unique Patient



Statistics

Total Operating Beds

HOSPITAL***	291
NHCU	336
DOM	65
Total	692

Admissions

HOSPITAL***	6,978
NHCU	886
DOM	493
Total	8,357

Unique patients 49,085

Patient Days

HOSPITAL	86,037
NHCU	95,975
DOM	21,805
Total	203,817

Average Daily Census

HOSPITAL***	235.8
NHCU	262.9
DOM	59.7
Total	558.4

Acute Length of stay (days)

UNIVERSITY DRIVE	3.8
HIGHLAND DRIVE	15.9
Total Average	5.7

Number of Inpatients Treated

HOSPITAL***	7,258
NHCU	1,108
DOM	554
Total	8,920

Outpatient Visits

UNIVERSITY DRIVE	238,938
HIGHLAND DRIVE	142,605
HEINZ	11,318
ST.CLAIRSVILLE	7,238
GREENSBURG	3,268
ALIQUIPPA	1,269
WASHINGTON	217
Total	404,903

Employees 2,574
(excludes Research, Canteen and VISN)

FTEE 2,396.8

Full Time Physicians 79.0

Volunteers 1,019

Volunteer Hours 139,059

*** PR RTP Included in Hospital Totals

An Integral Piece of Your Leadership Team



Piece #1 to r:
 Carolyn Bechold, RN, MSN
 Vice President,
 Surgical Specialty
 Michael E. Moreland
 Director/Chief Executive Officer
 Robert Callahan
 Vice President,
 Facilities Management
 Mary Lou Zemaitis, Ph.D.
 Director of Education
 David Macpherson, MD
 Vice President, Primary Care
 David Cowgill
 Staff Assistant to Director
 Public Affairs Officer

Piece #2 | to r:
 Christine Smith, RN
 President, AFGE Local 2028
 Terry M. Gerigk
 Associate Director
 Chief Operating Officer
 John Lowe, R.Ph., MBA
 Site Manager,
 University Drive Division
 Rajiv Jain, MD
 Chief of Staff
 John Barltch, MSW, MBA
 Site Manager, Heinz Division
 Vice President, Information
 Management
 Carla Sivek, MSW
 Executive Assistant
 to the Director

Piece #3 | to r:
 Patricia Nealon, MSW
 Vice President,
 Community Based Care
 Site Manager,
 Highland Drive Division
 Martin Sox, Ph.D.
 Program Leader,
 Research & Development
 Jeffrey Peters, MD
 Vice President,
 Behavioral Health
 John Misage, MD
 Vice President,
 Geriatrics and Extended Healthcare
 Mona Weihen, MD
 Associate Chief of Staff
 Vice President, Clinical Support
 William E. Boyle
 Chief Financial Officer
 Vice President, Business Services

Piece #4 | to r:
 Mark A. Wilson, MD
 Chief, Surgery
 William H. Mills
 Program Leader,
 Human Resources
 Barbara Reichbaum, RN
 Quality & Patient Safety Manager
 Curtis Jackson
 President, AFGE Local 3344
 Frederick DeRubertis, MD
 Vice President, Medical Specialty
 Stephen J. Kezuff
 Acting, Associate Director
 for Patient Care Services
 Not shown:
 Paul Rogers, MD
 Vice President, Critical Care

Mission

The mission of the VA Pittsburgh Healthcare System is to care for America's veterans; providing excellent health care, training their future providers, and advancing medical knowledge through research.



University Drive
Pittsburgh, Pennsylvania 15240

Heinz and University Drive Divisions
1-800-309-8398

Highland Drive Division
1-800-647-6220

VA Nurses Helpline - 1-866-4VA PITT

Internet address
www.va.gov/pittsburgh

A member of the VA Stars & Stripes Healthcare Network