

Department of Veterans Affairs

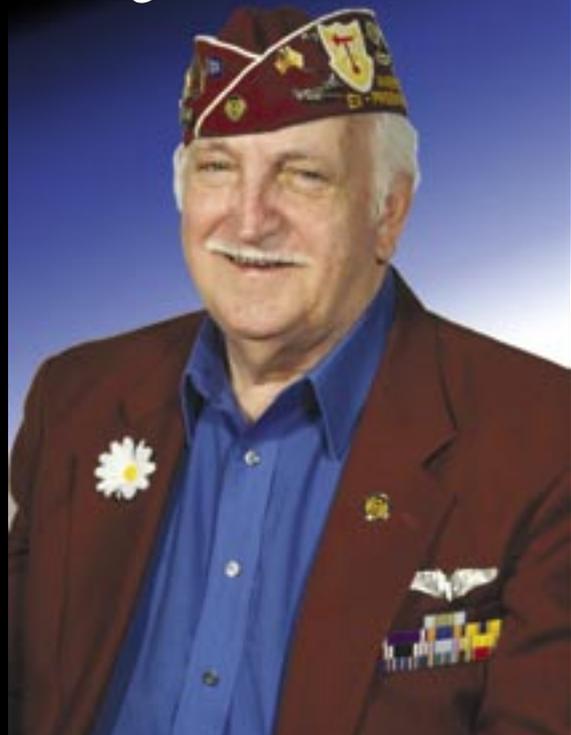


2002 *Annual Report*

2,900 dedicated employees
692 operating beds
77 years of experience

1 mission . . .

taking care of veterans





Rajiv Jain, MD
Chief of Staff



Terry Gerigk
Associate Director



Ira Richmond, RN, MSN
Associate Director for
Patient Care Services



Pat Nealon, MSW
Associate Director
for Site Operations

To lead. To improve. To provide the highest quality health care.
NO MATTER WHAT

We are proud to provide our veterans with the best possible care.

By focusing on quality, access, efficiency, patient function, healthy communities and veteran satisfaction, the VAPHS continued to improve care and services to veterans in 2002.

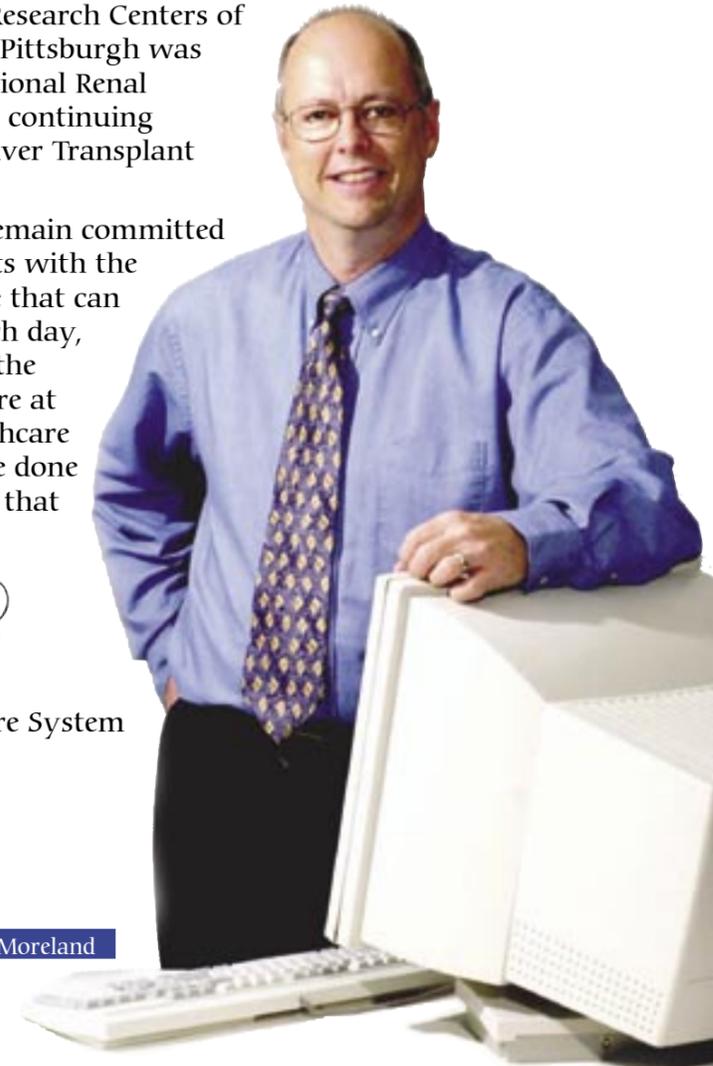
Our outstanding scores and full accreditation by the Joint Commission on Accreditation of Healthcare Organizations and the re-certification of our clinical centers of excellence in Renal Dialysis and Women Veterans Programs in 2002 exemplify the high level of care that is provided by the VAPHS. The quality of care provided at the VA Pittsburgh is evident in the continued high scores on the clinical practice guidelines and prevention index. Provision of quality care is dependent on many skilled, caring providers, supported by ongoing technological advances including electronic consultation.

Veteran access to care was also improved over the past year with the relocation of three of our four Primary Care Centers, as well as additional initiatives to make our care and services more accessible to more veterans. These newly opened veteran-only clinics are showing greatly improved patient satisfaction and growing demand. The success of these and other initiatives is exemplified by a 9% increase in the total number of veterans who received care at the VAPHS.

The VA Pittsburgh continues to expand in the area of research and clinical excellence. We are proud to have earned the distinction of being awarded four Research Centers of Excellence. In 2002, VA Pittsburgh was also designated as a National Renal Transplant Center while continuing to serve as a National Liver Transplant Center.

As we enter 2003, we remain committed to providing our patients with the best possible health care that can be found anywhere. Each day, we will strive to honor the veterans who receive care at the VA Pittsburgh Healthcare System for all they have done to preserve the freedom that we all enjoy.

Michael E. Moreland
Director,
VA Pittsburgh Healthcare System



Michael E. Moreland

1 Achieved outstanding Scores on JCAHO survey:

The VAPHS received the following outstanding scores in the 2002 JCAHO survey.

Hospital Accreditation Program - **91**

Long Term Care Accreditation Program - **98**

Behavioral Health Care Accreditation Program - **98**

Behavioral Health Care Accreditation Program (Methadone) - **99**

Home Care Program - **93**



2 Collected over \$12,352,045 in MCCF Collections

MCCF collections involve billing patients' insurance companies for covered services.

3 Launched Electronic Consults Package

We implemented the electronics consult package, within the VAPHS and our four spoke hospitals in Butler, Altoona, Erie and Clarksburg, WV.

4 Increased Outpatient Visits

The VAPHS had 408,678 outpatient visits in 2002. This represents an increase of over 13% from 1998 and 3775 more visits than 2001.

5 Increased Enrollment

The VAPHS increased the number of veterans enrolled in our Healthcare system from 49,085 to 53,642 which represents a 9% increase in one year.

6 Renovated the Canteens at University Drive and Highland Drive Divisions

Opened newly renovated canteens at the University Drive and Highland Drive Divisions.

7 Completed Laboratory Renovations

Completed the renovations to the lab at the University Drive Division.

Highlights & ACCOMPLISHMENTS

2 Launched Renal Transplant Program

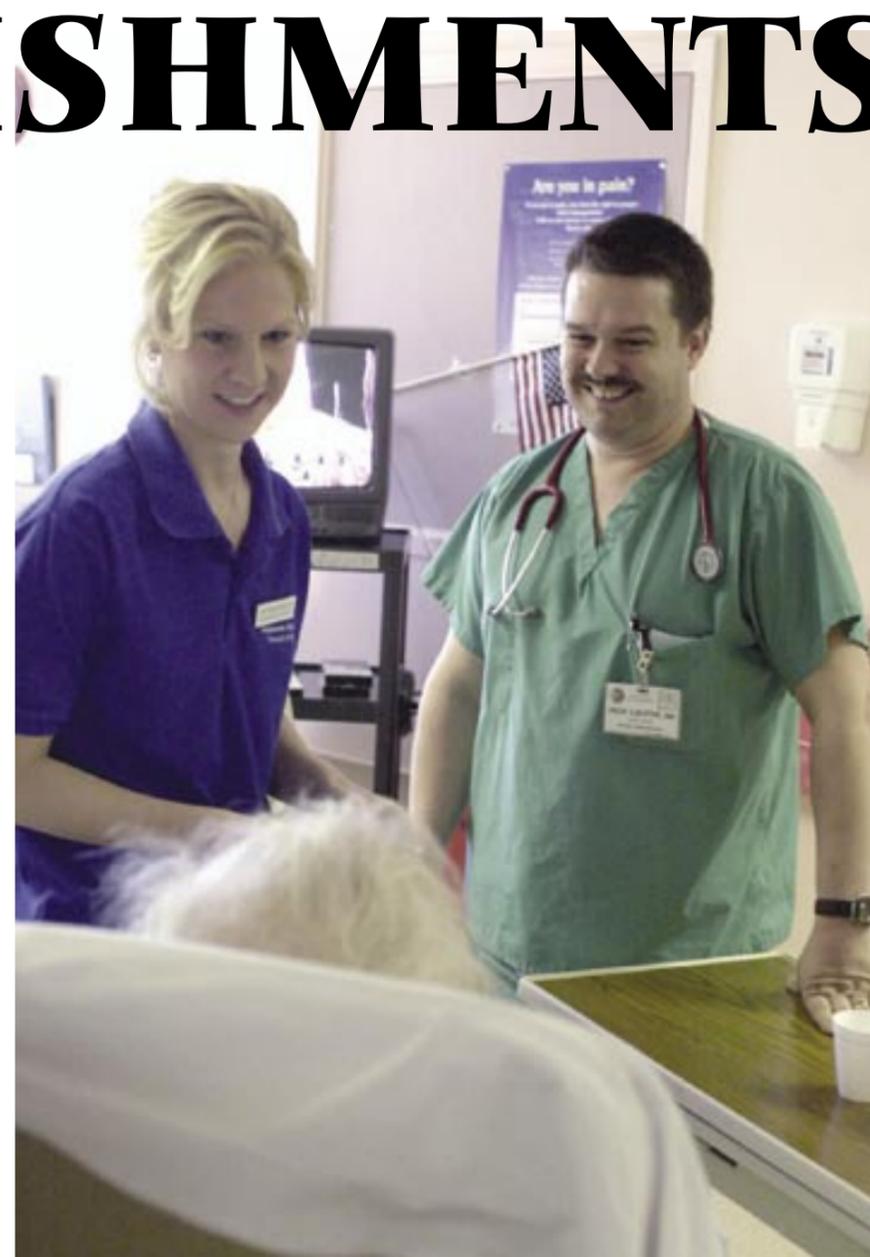
The VAPHS has been designated as a National Renal Transplant Center for the VA. The first Transplant was successfully performed from a live donor, the veteran's son, in May 2002.

3 Centers of Excellence in Women Veterans Health and Renal Dialysis Re-certified

Our Women Veterans Health Program and Renal Dialysis Programs were re-certified as National Clinical Center's of Excellence by the Department of Veterans Affairs in 2002.

4 Relocated CBOC's to provide more care to more veterans

The VAPHS awarded and opened two new Community based primary care centers in Aliquippa, PA and Greensburg, PA under a new contract provider. The Washington, PA clinic was also relocated to a larger free-standing building. These three newly opened clinics are veteran-only clinics and are showing improved patient satisfaction and an expanded number of veterans seen.



7 Developed Internet Site

We launched a new internet site www.va.gov/pittsburgh to provide helpful information for veterans such as how to enroll, helpful phone numbers, directions to facilities, calendar of events, streaming video highlighting services, programs and facilities, etc.



VETERAN SATISFACTION

Goal: Improve customer satisfaction

Results: June 2002 quick card results were 96%, very good to excellent.

Goal: Complete construction to enhance a psychiatric treatment floor at Highland Drive

Results: Completion projected for early 2003.

Goal: Complete \$4 million lab renovation at University Drive

Results: Nearing completion of phase II.

HEALTHY COMMUNITIES

Goal: Develop research proposals for Hepatitis C, HIV and nosocomial infection prevention

Results: PRHI project on MRSA reduction on surgical unit underway.

Goal: Implement the health services research program

Results: \$10 million grant awarded, study of health disparities in underserved populations underway.

Goal: Assure research compliance

Results: Research compliance officer being recruited will oversee staff education, Institutional Review Boards (IRB) to consolidate.

PATIENT FUNCTION

Goal: Increase services to spinal cord injured (SCI) veterans

Results: Registry reviewed to assure appropriate treatment of all SCI veterans.

Goal: Increase the number of patients treated in HBPC and the homemaker/home health aide program by 25%

Results: Projected 25% increase in FY02.

EFFICIENCY

Goal: Increase third party collections

Results: Project \$12 million in first and third party collections in FY02.

Goal: Reduce employee injuries and related costs

Results: Injury rate down from FY01 by 14%.

Strategic GOALS & RESULTS

QUALITY

Further implemented CPRS:

- GUI CPRS is in use at all four CBOC's.
- 94% of inpatient and 81% of outpatient pharmacy orders were entered into CPRS through June 2002.
- Clinical reminder for Hepatitis C installed.
- Consult package implemented. Progress note implementation begun.

Develop the VAPHS workforce through:

- Continuing Education
 - Training requirement met, \$500,000 in direct education funds, \$1,000,000 in NNEI over three years, \$500,000 in tuition forgiveness requested.
- Implementation of a Supervisory Training Program
 - 393 episodes of training were provided.

Performance Measures:

Prevention Index

FY 2000 = 70%

FY 2001 = 79% - Fully Successful!

(Indicators changed for FY02)

FY 2002

- Qtr 1 = 80% of all indicators = Fully Successful or Better!
- Qtr 2 = 100% of all indicators = Fully Successful or Better!
- Qtr 3 = 100% of all indicators = Fully Successful or Better!
- Qtr 4 = 100% of all indicators = Fully Successful or Better!

Clinical Practice Guidelines

FY 2000 = 71%

FY 2001 = Exceptional!

(Indicators changed for FY02)

FY 2002

- Qtr 1 = 100% of measures = Fully Successful or Better!
- Qtr 2 = 100% of measures = Fully Successful or Better!
- Qtr 3 = 100% of measures = Fully Successful or Better!
- Qtr 4 = 100% of measures = Fully Successful or Better!



ACCESS

Goal: To reduce the waiting times for a Specialty appointment to under 30 days.

Results: The following six specialty clinics had waiting times of under 30 days at the end of Fiscal Year 2002:

- Audiology- 14 days
- Cardiology- 20 days
- Eye care- 20 days
- Orthopedics- 11 days
- Primary care- 14 days
- Urology- 19 days

Goal: To reduce the average processing time for Compensation and Pension exams to under 35 days.

Results: The average C & P processing time was 28 days in FY 2002, and was reduced to 24 days at the end of FY 2002.

The Research Service, an integral part of the VAPHS, is one of the fastest growing research programs in the VA. The VAPHS is the only VA facility in the country that hosts four centers of excellence: The Geriatric Research Educational and Clinical Center (GRECC),

the Mental Illness Research Education and Clinical Center (MIRECC), the Human Engineering Research Laboratory (a Rehabilitation Research Center) and the Center for Healthcare Equity Research and Promotion (a Health Services Research Regional Center).

RESEARCH

Commitment to

The VA Pittsburgh Healthcare System, one of the fastest growing VA research programs in the country.

ACCOMPLISHMENTS

- Dr. Rory Cooper, Director of the Human Engineering Research Laboratory, received the Olin E. Teague Award, the highest award given by the Department of Veterans Affairs for service to veterans. Dr. Cooper was recognized for his life-long contributions to the design and improvements to wheelchairs and other assistive devices for the disabled.
- The Center for Healthcare Equity Research and Promotion was funded and began its first full year of operation under the direction of Dr. Michael Fine.
- The VAPHS received a million dollar matching grant from the Office of Research and Development to fund renovation of research labs at University Drive.
- The University Drive Animal Research Facility received full accreditation by the Association for Assessment and Accreditation of Laboratory Animal Care (AAALAC). The University Drive and Highland Drive IRB's received conditional accreditation by the National Committee of Quality Assessment (NCQA).



GOALS/PROJECTS 2003

- Achieve full accreditation status for all research compliance programs.
- Establish first-rate biomedical research laboratories and core facilities at University Drive.
- Expand behavioral and rehabilitation research at Highland Drive.
- Develop a sharing agreement with the University of Pittsburgh School of Medicine to provide resources to support the research infrastructure.

FY2002 RESEARCH STATISTICS

- Total research funding expenditures increased by 26.8% in FY2002 to \$20.3 million from \$16.0 million in FY2001.
- 134 principal investigators
- 311 active projects, of which 206 include Human Studies projects.
- Veterans Research Foundation of Pittsburgh net assets increased from \$2.45 million in FY2000 to \$2.58 million in FY2001. In turn, VRF provided \$97,700 in pilot project funding to support research.



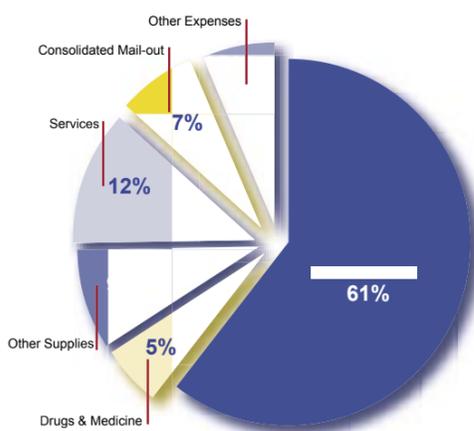
H. John Heinz III
VA Progressive Care Center



University Drive
Division



Highland Drive
Division



FINANCIAL REPORT

Total Medical Appropriation and MCCF . . . \$266,939,857

Operating Expenses
 Salary and Benefits \$161,663,954
 Drugs and Medicine \$14,226,691
 Other Supplies \$23,594,190
 Services \$31,819,597
 Consolidated Mail-out Pharmacy \$18,437,564
 Other Expenses \$17,196,610
Total Operating Expenses \$266,938,606

MCCF Collections \$10,355,254
 HSIF Collections \$1,996,793

Community Gifts & Donations
 Cash Donations \$503,063
 In-Kind Donations \$559,175
Total Donations \$1,062,238

Fiscal Year 2002

FINANCIAL REPORT

STATISTICS

WORKLOAD STATISTICS

Total Operating Beds
 Hospital 291
 NHCU 336
 Domiciliary 65
Total 692

Admissions
 Hospital 7,144
 NHCU 803
 Domiciliary 508
Total 8,455

Unique Patients 53,642

Patient Days
 Hospital 74,319
 NHCU 101,844
 Domiciliary 22,449
Total 198,612

Average Daily Census
 Hospital 203
 NHCU 279
 Domiciliary 62
Average 543.9

Acute Length of Stay (days)
 University Drive 3.6
 Highland Drive 14.1
Total Average 5.2

Number of Inpatients treated
 Hospital 7,354
 NHCU 1,087
 Domiciliary 570
Total 9,011

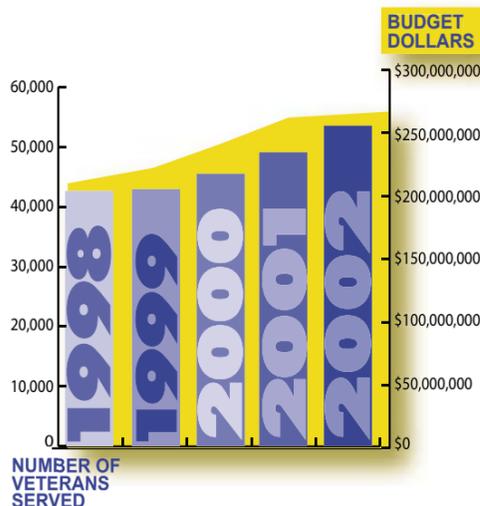
Outpatient Visits
 St Clairsville 8,329
 Greensburg 4,190
 Aliquippa 2,701
 Washington 3,946
 University Drive 246,502
 Heinz 12,582
 Highland Drive 130,428
Total 408,678

STAFFING STATISTICS

Employees 2,623
*(does not include
 Research, VISN, Canteen)*
 FTEE 2,423.8
 Full Time Physicians 80.4

Volunteers 10,576

Volunteer Hours 143,662





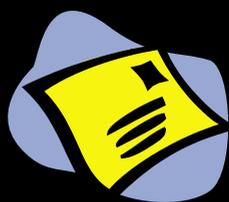
1-866-4VAPITT

You may contact the VA Pittsburgh Healthcare System 24 hours a day—seven days a week for any medical or administrative questions you may have.



Internet

Learn more about all the Health benefits, services and programs provided by the VA Pittsburgh Healthcare System by surfing our web site at: www.va.gov/pittsburgh



Mail

VA Pittsburgh Healthcare System
University Drive
Pittsburgh, PA 15240

www.va.gov/pittsburgh

