

*OUR PROMISE
OUR PASSION*

HEALING AMERICA'S HEROES

VA PITTSBURGH HEALTHCARE SYSTEM
2012 REPORT TO THE COMMUNITY



TO ALL OUR PARTNERS:

As you will quickly discover, this report showcases some of the many promises that we proudly fulfilled for Veterans and their families in 2012. And, in keeping our word, our health care system did more than serve Veterans. We also improved—and saved—lives.

These promises kept include:

Giving our heroes seamless, comprehensive care in a one-stop setting. In May, we opened the Consolidation Building on our University Drive campus. This monumental event added a full spectrum of behavioral health services to our acute care facility and concluded our efforts to relocate more than 600 employees, three inpatient units and a vast array of outpatient services

from our Highland Drive campus. **Providing Veterans and their families with extra support throughout the recovery process.** In December, we opened the state's only Fisher House and happily put it to work by welcoming first guest Rhonda Jarrells, who was a steadfast presence at her husband's side as he recovered from surgery in one of our intensive care units. **Advancing our legacy of delivering the very best medical care anywhere.** We expanded our virtual care programs to connect even more patients with timely treatment and specialty care. We also solidified our stance as a health care leader by delivering top quality heart failure care and

enhancing our services among key demographics, such as female Veterans and homeless heroes.

In addition to these important successes, there is one outstanding oath that we will proudly carry into 2013 and beyond: If you have a need for hero-worthy health care in a world-class setting—care that exceeds your highest expectations in clinical expertise and common kindness—we will fill it. You have my word on that.

Respectfully,



Terry Gerigk Wolf
Director and CEO
VA Pittsburgh Healthcare System

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Terry Gerigk Wolf
Director and CEO
VA Pittsburgh Healthcare System



Director Terry Gerigk Wolf visits with Veteran Jeremy Jackson and his family in our new Fisher House at University Drive.

VAPHS EXECUTIVE LEADERSHIP

on promises kept in 2012



IRA RICHMOND
ASSOCIATE DIRECTOR, PATIENT CARE SERVICES

We instituted the Patient-Aligned Care Team, or PACT, model at all seven of our primary care clinics, including our five community-based outpatient clinics. **This model champions multidisciplinary medical teams working together to enhance access and quality of care for Veterans.**



ALI SONEL
CHIEF OF STAFF

We again raised the bar on heart failure care by saving lives and reducing a Veteran's chance of having a repeat heart attack. **These successes helped us earn the American Heart Association's prestigious Gold Plus Award, and we remain the only VA medical center in the country to do so.**



DAVID CORD
DEPUTY DIRECTOR

We expanded the Veterans Justice Outreach Program, our joint effort with the Allegheny County Court System, **by adding a crisis intervention team that will offer assistance in the areas of homelessness, behavioral health, substance abuse, post-traumatic stress disorder and traumatic brain injury.**



LOVETTA FORD
ASSOCIATE DIRECTOR

We proudly fulfilled our commitment to hiring heroes, with Veterans representing 30 percent of our new employee workforce. **VA Pittsburgh Healthcare System is excited to continue this trend, and again lead the charge of employing Veterans, in 2013.**

FINANCIAL STATISTICS (IN MILLIONS)

BUDGET	\$590.7
FIRST- AND THIRD-PARTY COLLECTIONS	\$13.3
MEDICAL	\$477.9
FACILITIES	\$65.6
ADMINISTRATIVE	\$47.1
INFORMATION AND TECHNOLOGY	\$14.2

OPERATIONAL STATISTICS

VETERANS SERVED	67,044
OUTPATIENT VISITS COMPLETED	654,022
BEDS	582
AT UNIVERSITY DRIVE	224
AT H.J. HEINZ	358
EMPLOYEES	3,230
VOLUNTEERS	911

I NEED

CARE THAT IS
EQUAL PARTS
CUTTING-EDGE
AND
CONVENIENT

**Leo
McDeavitt Jr.**
MARINE CORPS
VETERAN



OUR PROMISE
to Leo McDeavitt Jr.

UNPARALLELED ACCESS TO INNOVATIVE SERVICES

With one of the best virtual care usage rates in the country (one in three VAPHS Veterans) and an unprecedented 10 community-clinic-based telehealth programs, we are connecting Veterans with medical specialists—and important health answers—faster than ever.

Today, our patients can receive a retinal scan, speech therapy or even a dermatology consult from our experts based in Pittsburgh—all without ever leaving their hometowns or even their homes.

Even more, two virtual technology tools, E-Consults and SCAN-ECHO consults (see box below right), help our primary care doctors connect with medical specialists and deliver comprehensive care at a rapid clip. In 2012, we completed nearly 4,000 E-Consults—a fivefold increase from 2011. We also became the first VA in the country to incorporate surgical specialists into our SCAN-ECHO program—a move that enabled our surgeons to have an even greater role in healing Veterans from afar.



William Leyva, a dermatologist based at our University Drive campus, treats Veterans in our community clinics by viewing high-resolution photographs of their skin.

THE VAPHS ADVANTAGE

TECHNOLOGY TRAILBLAZERS

17,823
VIRTUAL CARE
USERS

10,693
SECURE MESSAGES
FROM VAPHS
STAFF TO
VETERANS

1
OF 12
SCAN-ECHO
PROGRAMS
NATIONWIDE

16,366
TELEHEALTH
SESSIONS
CONDUCTED

DECODING 21ST-CENTURY CARE

VIRTUAL CARE An umbrella term for the following four technology-enabled services:

TELEHEALTH VA providers deliver care by utilizing photos and live videos as well as health data sent via a communication unit in a Veteran's home

SECURE MESSAGING Confidential computer-based conversations between a Veteran and his or her clinical team

SCAN-ECHO CONSULTS Videoconference-based collaborations between medical specialists and primary care doctors

E-CONSULTS Computer-based collaborations between medical specialists and primary care doctors



I NEED

BEHAVIORAL
HEALTH CARE
STRIPPED OF ALL
STIGMAS

**John
Beck**
ARMY
VETERAN

OUR PROMISE
to John Beck

ONE-STOP SERVICES FOR SEAMLESS HEAD-TO-TOE CARE

Thanks to our \$75.8 million Consolidation Building, Veterans can now receive care for their body and mind in one convenient location. **Designed with a focus on destigmatizing mental health care, our newest University Drive facility flawlessly integrates behavioral health services with primary care.** Each of its top three floors house distinct day and night areas with a combined 79 inpatient suites, multipurpose activity rooms and outdoor plazas. This building is also home to an assortment of outpatient behavioral health services—including a clinic devoted to diagnosing and treating post-traumatic stress disorder—as well as integrated

outpatient primary care services, audiology, speech pathology, a chapel and a library. The Consolidation Building shares a lobby with our acute medical care center, giving Veterans instant access to an expansive array of innovative treatment options—everything from cardiac catheterization procedures to kidney transplants. Its opening in May 2012 marked the conclusion of a radical improvement initiative to modernize services while streamlining our physical footprint from a three- to two-campus medical center. As a result, Veterans now receive care at our newly revitalized University Drive campus in Oakland and H.J. Heinz campus in O’Hara Township.



Psychiatrist John Gurklis, who helps Veterans struggling with everything from schizophrenia to post-traumatic stress disorder to substance abuse issues, partners with medical teams throughout VAPHS to ensure that our heroes get the right care, right when they need it.

THE VAPHS ADVANTAGE

A BUSTLING—AND DYNAMIC—WORKFORCE

361

PHYSICIANS
DELIVERING
WORLD-CLASS
CARE

766

NURSES
FOCUSED ON
HEALING
OUR HEROES

247

NEW EMPLOYEES
HIRED AND
PROUD
TO SERVE

141

RESEARCHERS
DEVOTED TO
STUDYING VETERANS'
HEALTH ISSUES

I NEED

DOCTORS
WHO
UNDERSTAND
MY UNIQUE
HEALTH
NEEDS

**Ebony
Pinkney**
ARMY
VETERAN



OUR PROMISE
to Ebony Pinkney

A PROGRAM DEVOTED TO OFFERING FULL-SERVICE CARE TO FEMALE VETERANS

Our female patient population is growing—and so is the need to offer these heroes a distinct blend of Veteran-centered and gender-specific care.

In 2012, our women's health program helped ensure that VA providers across the country were ready to care for this evolving demographic. We created a pair of national training videos on performing clinical breast and pelvic exams and

participated in a training series aimed at enhancing women's health care in rural areas. We also received one of three one of three VA-wide interdisciplinary training grants to help educate doctors and nurses on caring for female Veterans. Locally, our women's health program has expanded services to include testing for urinary incontinence, breast reconstruction surgery and contraceptive implants.



Nurse **Joan Zolko** leads our Women's Health Center team, which is ready and honored to care for the area's 12,200 female Veterans.

THE VAPHS ADVANTAGE

SETTING THE STANDARD FOR OUR FEMALE HEROES

3,612
WOMEN
VETERANS
SERVED

38,069
OUTPATIENT
VISITS WITH
FEMALE
VETERANS

10
PERCENT MORE
FEMALE VETERANS
SERVED RELATIVE
TO 2011

WE NEED

**TO BE BY
OUR LOVED ONE'S
SIDE**

**The
Humenik
Family**



OUR PROMISE
to the Humenik family

A COST-FREE, STRESS-FREE PLACE TO REST AND RECHARGE

We spent the last five years selling sweets, trading cash for gold, opening up our pocketbooks and so much more to help bring a Fisher House—and the priceless gift of a family’s love—to Pittsburgh. Thanks to staff contributions of nearly \$350,000 and a cadre of equally passionate community and corporate donors, the very first Fisher House in the state opened in December 2012 and began serving family members of Veterans who traveled from across the country to put their care in our hands. Guests of this \$5 million 10-suite

home stay free of charge—and just steps away from our University Drive campus. Spared the inconvenience, hefty price tag and impersonality of living out of a hotel room for weeks, families of our inpatients are free to focus on an infinitely more vital task: cheering on loved ones as they heal. Every inch of the finished space—from the library dotted with children’s books to the communal kitchen stocked with food—echoes our health care system and city’s unprecedented support for military families and our Nation’s heroes.



Fisher House manager Heather Frantz loves kids—she has two!—and showing guests how to get everything from clean laundry to a late-night snack.

THE VAPHS ADVANTAGE

INVALUABLE VOLUNTEERS

109,338
HOURS
INVESTED
BY VAPHS
VOLUNTEERS

\$2.4
MILLION
ESTIMATED
WORTH OF
VOLUNTEER
HOURS WORKED

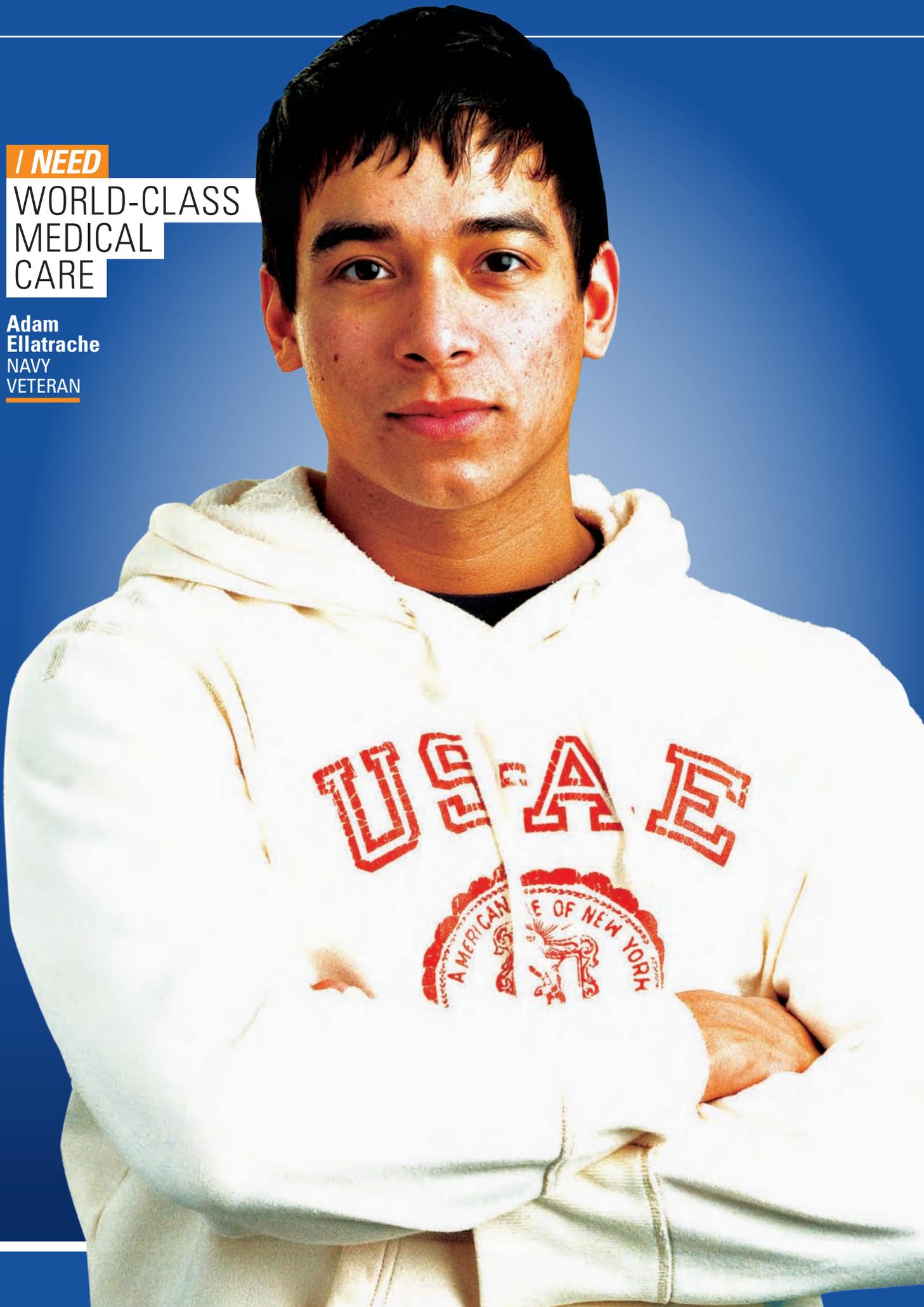
\$615,790
IN TOTAL
DONATIONS
TO VAPHS

128
YOUTH
VOLUNTEERS

I NEED

**WORLD-CLASS
MEDICAL
CARE**

**Adam
Ellatrache**
NAVY
VETERAN



OUR PROMISE
to Adam Ellatrache

AN UNWAVERING COMMITMENT TO PROVIDING THE VERY BEST CARE ANYWHERE

A legacy of innovation? A commitment to learning? A medical toolbox filled with only the latest health care technologies? Check, check and check. It's no secret that our clinical teams use some of the best machinery in the world—everything from 3-D X-ray units to single-incision surgical robots. **But our commitment to offering top-notch, cutting-edge care hit a new high in 2012—and here's how:** Our transplant program helped a record number of Veterans (41 kidney transplant patients and 50 liver transplant patients) receive a new lease on life. We became the

only VA medical center in the country to earn the American Heart Association's Gold Plus Award honoring our long-standing success in treating Veterans for heart failure. Our dialysis program scored top honors in the Five-Diamond Patient Safety program, which evaluates dialysis units across the country. Our research program utilized \$34 million in funding to advance academic discourse on a variety of topics such as closing the gap on health care disparities, rehabilitating spinal cord injuries and enhancing diabetes care.



Anesthesiologist **Todd Oravitz** has worked at VAPHS for 15 years and is the proud son of an Army Veteran and brother of a naval officer.

THE VAPHS ADVANTAGE

AN EMPHASIS ON EXCELLENCE

5,495
SURGERIES

1,400
MEDICAL
PROFESSIONALS
TRAINED

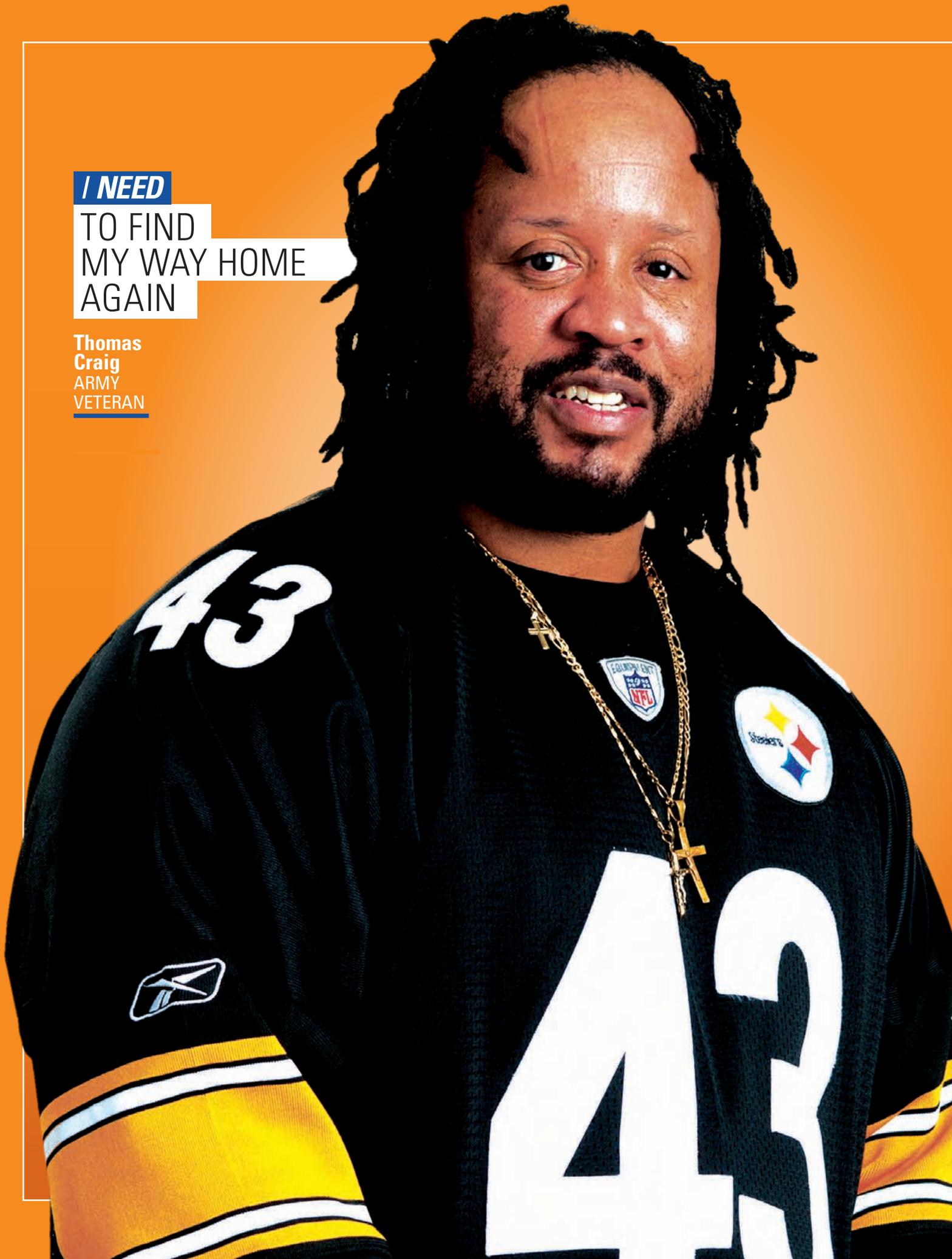
254
ACADEMIC
AFFILIATIONS

502
RESEARCH
STUDIES

I NEED

TO FIND
MY WAY HOME
AGAIN

**Thomas
Craig**
ARMY
VETERAN



OUR PROMISE
to Thomas Craig

STABLE, SUPPORTIVE HOUSING TO HELP YOU GET BACK ON YOUR FEET AND DREAMING BIG AGAIN

We advanced VA's national goal to end homelessness among Veterans by supporting more than 360 community-based housing options for Veterans in 2012. This number includes distributing 230 housing vouchers—a 28 percent increase from the year prior—thanks to our long-standing partnership with the Department of Housing and Urban Development. In addition, we helped more than 203 homeless Veterans seek and prepare for employment.

Our overwhelming success on this front—placing one out of every two participants in a paying job—far exceeds the initiative's national employment rate of 33 percent.

These accomplishments, plus ongoing outreach efforts and close partnerships with local aid organizations and shelters, have reduced the number of homeless Veterans in the area to 214, according to a recent survey conducted by Allegheny County.



As part of our Health Care for Homeless Veterans program, coordinator Mary Frances Pilarski and her team visit shelters weekly, searching for heroes in need.

THE VAPHS ADVANTAGE

BUILDING CONNECTIONS, CHANGING LIVES

90

**OUTREACH
EVENTS**

4,000

**MORE
VETERANS
RECEIVING CARE
AT VAPHS
SINCE 2009**

579

**PEOPLE SERVED
AT OUR ANNUAL
STAND DOWN EVENT
FOR HOMELESS
VETERANS**

329

**NATIONAL HOMELESS
VETERANS
HOTLINE CALLS
ANSWERED
BY VAPHS STAFF**

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VA Defining
HEALTH CARE **EXCELLENCE**
in the 21st Century

 **VAPHS**
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