

## Journey of Excellence

VAPORHCS earned the VA Secretary's Robert W. Carey Trophy Award in April 2014 following a site visit in October 2013. The Carey Trophy Award recognizes VA organizations that provide high levels of performance and service.



VAPORHCS received the California Award for Performance Excellence (CAPE) Silver Award following a site visit in November 2013. CAPE is a state/regional Baldrige-based program recognizing organizational innovation and performance excellence.



In 2014, VAPORHCS applied for Magnet redesignation from the American Nurses Credentialing Center (ANCC). VAPORHCS was originally designated as a Magnet facility in 2006 and redesignated in 2010. Magnet is the Gold Standard for Nursing and provides national recognition for healthcare organizations with cutting-edge research, quality patient care, nursing excellence and innovations in professional nursing practice.



VAPORHCS was recognized as a "Leader in LGBT Healthcare Equality" in the Healthcare Equality Index for the second year in a row in 2014.

## Patient Satisfaction – 2014

Veterans who rated their care at VAPORHCS through a third party as either **Good** or **Very Good** overall ...

- **90.9%** of 1,947 **Primary Care Surveys**
- **87.7%** of 1,414 **Inpatient Surveys**
- **85.7%** of 3,225 **Specialty Care Surveys**

## Budget Fiscal Year 2014

Operating Budget	\$716,534,118
Medical	\$624,673,976
Administrative	\$42,626,043
Facilities	\$49,234,099
Information and Technology	\$3,650,047
First and 3rd party collections	\$33,668,352
Non-VA Care purchased in the community	\$76,390,76
Accelerated Care funding –purchased care in the community	\$7,124,258

## Personnel

Full time equivalent employees	3,484
Part time Employees	574
Physicians (total)	362
Nurses (total)	1,051
Social workers (total)	183
Psychologists (total)	70

## Veterans Served

Unique Veterans	88,331
Including non-Veterans	91,720
Outpatient visits	905,321
Surgeries	7,444
Outpatient (ambulatory) procedures	5,031
Inpatient bed days	84,514
Portland ICU, wards, Psych.	48,302
Residential Rehabilitation Treatment Program	10,529
Phone calls received through the Patient Services Unit (PSU)	1,245,388

## Volunteers

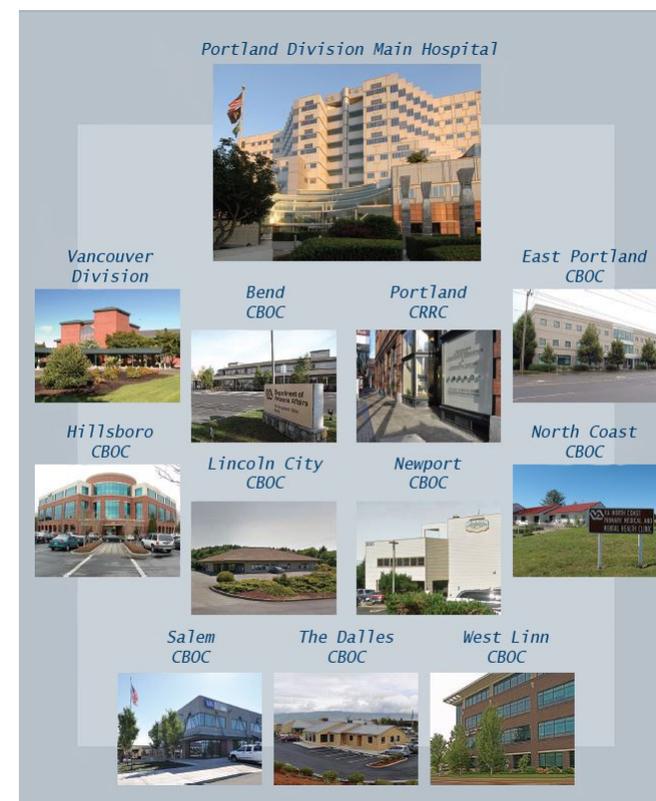
Registered Volunteers	766
Veterans Transportation Network drivers	159
Volunteer hours	108,672
Value of donated time	\$2,450,553
1,955 donations =	\$1,752,583

## Department of Veterans Affairs

VA Portland Health Care System



## 2014 Update



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



# Integrity – Commitment – Advocacy – Respect – Excellence



*It is my honor and pleasure to have joined VAPORHCS in 2014 and serve Veterans in the Pacific Northwest. I am proud to be a part of an excellent team of dedicated staff who provide the best care and service possible for Veterans.*

Joanne M. Krumberger  
Director,  
VAPORHCS

*We have made significant progress in improving appointment timeliness and expanding access to care. We continue to focus on quality care*

*and fostering a culture of excellence and service, open two-way communication, and inclusiveness with our Veterans and congressional stakeholders. We are committed to meet the individual needs of Veterans and their family members and provide the highest quality care and service they deserve.*

*Thank you for your service and letting us serve you.*

Joanne M. Krumberger

### VAPORHCS Priorities

- Access
- Quality
- Safety
- Improve the Veteran Experience
- Staff support & development
- Continually improve what we do

VA Portland Health Care System  
3710 SW U.S. Veterans Hospital Rd.  
Portland, OR 97239

503-220-8262 | 800-949-1004

VHAPOR-PublicAffairs@  
med.va.gov  
503-402-2975  
[www.portland.va.gov](http://www.portland.va.gov)  
[www.facebook.com](http://www.facebook.com)

### Expanding Access to Care



VAPORHCS opened the new Salem Community Based Outpatient Clinic (CBOC) for services on June 25, 2014, providing 26,000 square feet of

space compared to the 10,000 square feet at the previous facility. New or expanded services at this facility include audiology, physical therapy, eye care, podiatry, dermatology, and a clinical pharmacy including a resident pharmacist. Expanded Telehealth services include video conferencing / video appointments for Veterans (e.g. compensation and pension), rural mental health, cardiology, MOVE program, PTSD counseling, speech pathology, and nutrition. The Salem CBOC now has 55 employees providing about 20 services for nearly 9,000 Veterans in the area.

VAPORHCS also opened a new CBOC in Lincoln City with service starting in June 2014 to more than 250 local Veterans. The new CBOC provides primary care and laboratory services one day per week.

In September 2014, VAPORHCS broke ground on a 16-suite Fisher House on the Vancouver Division campus. The Fisher House Program provides no-cost



temporary accommodations to America's military Veterans and active duty service members' families and caregivers while Veterans are getting treatment.

In 2014, VAPORHCS expanded operating room (OR) staff to have enough personnel for our tenth OR- this added 800 procedures/year capacity; we completed 7,444 surgical procedures in 2014.



Veterans Health Administration  
**Research & Development**  
Improving Veterans' Lives - [www.research.va.gov](http://www.research.va.gov)

VAPORHCS has a host of robust research and education programs, as evidenced by 271 academic affiliations; 1,200 residents, students and nurses trained annually; and a \$32 million research program that includes 170 active research investigators. The research program includes 17 Career Development awardees, seven Research Career Scientists awardees, six invention disclosures submitted to VA Tech Transfer, and was named a Cooperative Study Site for the Million Veteran Program. In 2014, VAPORHCS's Graduate Medical Education (GME) program hosted over 733 interns, residents, and fellows; including 179 full-time medical and six full-time dental residents. At VAPORHCS there are 20 specialties and 26 subspecialties. VAPORHCS affiliations include OHSU, Linfield, University of Pittsburgh, New England College of Optometry, Pacific University, UC Berkeley, and Concorde Nursing School.