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

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating Budget</td>
<td>$716,534,118</td>
</tr>
<tr>
<td>Medical</td>
<td>$624,673,976</td>
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<tr>
<td>Administrative</td>
<td>$42,626,043</td>
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<tr>
<td>Facilities</td>
<td>$49,234,099</td>
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<tr>
<td>Information and Technology</td>
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<td>First and 3rd party collections</td>
<td>$33,668,352</td>
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<tr>
<td>Non-VA Care purchased in the community</td>
<td>$76,390,76</td>
</tr>
<tr>
<td>Accelerated Care funding – purchased care in the community</td>
<td>$7,124,258</td>
</tr>
</tbody>
</table>

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
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.

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 desire.

Thank you for your service and letting us serve you.

Joanne M. Krumberger
Director, VAPORHCS

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.

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.

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