



2005 Inventory of VHA Organizational Characteristics

Profile of Medical Centers in VISN 18

March 2006

Medical Center Profile:

The *Inventory of VHA Organizational Characteristics* was conducted in late summer and fall of 2005 by the *Center for Organization, Leadership & Management Research* and its *Collaborating Partners Council*. The *Inventory* was designed to collect data on a range of structural and process characteristics, both administrative and clinical, that are expected to affect clinical practice and care to veterans. Data were collected by means of a web-based survey sent to VISN and medical center directors. All VISNs and 136 medical centers completed the *Inventory*. One *Inventory* was submitted per organization.

This summary profile presents the *Inventory* results for the medical centers in your VISN. Most but not all information provided by medical centers is included in these reports; information such as organization charts is not easily presented in this format.

Results for each facility are presented by survey item or variable, and organized under four content categories. Frequency distributions are shown for the VISN and nationally. Distributions are based on the number of facilities who responded to that question, unless otherwise noted on the report.

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- I. Organizational Structures
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Additional Information:

A sample of the original web-based *Inventory* instrument is available on our website at <http://www.colmr.research.med.va.gov/publications/reports/>.

Additional questions for COLMR regarding the 2005 *Inventory* may be directed to Zoë LeVan at zoe.levan@va.org.

**Center for Organization, Leadership and Management Research (COLMR)
Health Services Research and Development Service**

Office of Research and Development
Department of Veterans Affairs

I. ORGANIZATIONAL STRUCTURES

1. List up to 6 clinical areas for which there are integrating structures or processes within the Medical Center.

Free-text response categories. Presented as received.

Facility	Clinical Areas	
501	Multi-disciplinary Committees Behavioral Health Clinical Service Line	
504	Care Group MedSmart Committee Vista Imaging Committee	Executive Committee of Medical Staff Pharmacy & Therapeutics Committee Ethics Committee
519	Clinical Executive Board Interdisciplinary Treatment Team	Medicine and Specialty Care Section Pharmacy & Therapeutics Committee
644	Inpatient Care Ambulatory Care	Mental Health Geriatric & Extended Care
649	Primary Care Specialty Care Long Term care	Mental Health Clinical Support Services
678	Surgical Care Line Medicine & Primary Care Line Mental Health Care Line	Geriatrics & Rehabilitation Care Line Diagnostics Care Line
756	Leadership Quality Board Medical Records Committee	Performance Improvement Committee Resource Management Committee

1a. For each of the areas listed above, select the category that best describes its integrating/coordinating structure:

Shown as % of clinical areas listed for which each option was selected; each cell represents a distinct variable of 0-100%. Multiple responses could be selected per clinical area.

Facility	n (# areas listed)	Multi-disciplinary committee to set & communicate policy, resolve problems		Clinical SL with staff & budget authority, matrixed with dept/discipline leaders	
		Multi-disciplinary team for quality improvement	Clinical SL with line authority for staff and budget		
501	2	50.0%	50.0%	50.0%	0.0%
504	6	16.7%	66.7%	0.0%	16.7%
519	4	75.0%	50.0%	25.0%	0.0%
644	4	0.0%	0.0%	0.0%	100.0%
649	5	0.0%	0.0%	0.0%	100.0%
678	5	0.0%	0.0%	0.0%	100.0%
756	4	50.0%	50.0%	0.0%	0.0%
VISN 18 DISTRIBUTION		27.4%	31.0%	10.7%	45.2%
NATIONAL DISTRIBUTION		40.3%	33.6%	31.9%	25.1%

Note: Distributions are based only on facilities that responded to the item, unless otherwise noted.

2. To which position level(s) in the Medical Center do CBOCs report?

Multiple responses could be selected.

Facility	Med Center Director or Chief of Staff	Staff to MCD or COS	Primary or Ambulatory Care Line Lead	Medicine or Medical Care Line Lead	Second-level Care Line Manager	Other Quadrad Leader	Other Admin Lead	Other Care Line Lead
501				✓			✓	
504			✓					
519				✓		✓	✓	
644			✓					
649			✓					
678						✓		
756				✓	✓			
VISN 18 DISTRIBUTION	0.0%	0.0%	42.9%	42.9%	14.3%	28.6%	28.6%	0.0%
NATIONAL DISTRIBUTION	12.4%	4.1%	61.2%	14.9%	17.4%	16.5%	7.4%	4.1%

3. Does the Medical Center have one or more primary medical school affiliates?

Facility	No affiliates	1 affiliate	2 affiliates	At least one affiliate within walking distance of VAMC: <i>(n=facilities who indicated 1+ affiliates)</i>
501		✓		
504		✓		
519			✓	
644		✓		
649	✓			
678		✓		
756		✓		
VISN 18 DISTRIBUTION	14.3%	71.4%	14.3%	0.0%
NATIONAL DISTRIBUTION	9.7%	66.9%	23.4%	34.5%

4. How many bargaining units are associated with the Medical Center?

Facility	1 union	2 unions	3+ unions
501	✓		
504		✓	
519	✓		
644	✓		
649	✓		
678	✓		
756	✓		
VISN 18 DISTRIBUTION	85.7%	14.3%	0.0%
NATIONAL DISTRIBUTION	47.6%	33.1%	19.4%

5. Does the Medical Center have a regular, recurring process for labor-management communication?

Facility	Yes	No
501	✓	
504		✓
519	✓	
644	✓	
649	✓	
678	✓	
756	✓	
VISN 18 DISTRIBUTION	85.7%	14.3%
NATIONAL DISTRIBUTION	96.0%	4.0%

6. Is a union representative appointed to the Medical Center Executive Council?

Facility	Yes	No
501	✓	
504		✓
519	✓	
644	✓	
649		✓
678		✓
756	✓	
VISN 18 DISTRIBUTION	57.1%	42.9%
NATIONAL DISTRIBUTION	54.8%	45.2%

6a. If appointed, how frequently does the union representative attend the Executive Council?

n = only facilities who answered yes to question 6 above.

Facility	Never	Occasionally	Half the time	Most of the time	All the time
501				✓	
504					
519					✓
644				✓	
649					
678					
756				✓	
VISN 18 DISTRIBUTION	0.0%	0.0%	0.0%	75.0%	25.0%
NATIONAL DISTRIBUTION	8.7%	26.1%	15.9%	34.8%	14.5%

7. Are union representatives appointed to other committees?

Facility	Yes, to all	Yes, to many	Yes, to a few	No
501			✓	
504			✓	
519	✓			
644	✓			
649			✓	
678		✓		
756		✓		
VISN 18 DISTRIBUTION	28.6%	28.6%	42.9%	0.0%
NATIONAL DISTRIBUTION	14.4%	64.0%	20.0%	1.6%

Note: Distributions are based only on facilities that responded to the item, unless otherwise noted.

II. ORGANIZATIONAL STRUCTURES: INTEGRATED VA HEALTH CARE SYSTEMS ONLY (National $n=27$)

This section pertains only to integrated VA Health Care Systems. Questions 8 and 9 do not appear on your report because there are no integrated facilities within your network.

III. DECISION-MAKING & LEADERSHIP ACTIVITIES

10. Decisions are made at various levels within an organization. Indicate the level at which ultimate approval is made for the following decisions:

Percentages based on # of facilities that selected a decision-making level for the given decision.

Facility	Decision	Network Director	Med Center Director	Service or Service Line	Unit or Workgroup	Other (Unspecified)
501	1) Purchase of expensive medical equipment (>\$1mil)		✓			
	2) Allocation of resources among clinical services		✓			
	3) How new clinical practice guidelines will be implemented			✓		
	4) What categories of patients will receive hearing aids				✓	
	5) Where patients will receive open heart surgery			✓		
	6) What services a campus will provide		✓			
	7) Development of a strategic plan for clinical services			✓		
	8) Other (unspecified)					
504	1) Purchase of expensive medical equipment (>\$1mil)	✓				
	2) Allocation of resources among clinical services		✓			
	3) How new clinical practice guidelines will be implemented			✓		
	4) What categories of patients will receive hearing aids			✓		
	5) Where patients will receive open heart surgery					✓
	6) What services a campus will provide		✓			
	7) Development of a strategic plan for clinical services		✓			
	8) Other (unspecified)					
519	1) Purchase of expensive medical equipment (>\$1mil)	✓				
	2) Allocation of resources among clinical services		✓			
	3) How new clinical practice guidelines will be implemented			✓		
	4) What categories of patients will receive hearing aids			✓		
	5) Where patients will receive open heart surgery	✓				
	6) What services a campus will provide	✓				
	7) Development of a strategic plan for clinical services		✓			
	8) Other (unspecified)					
644	1) Purchase of expensive medical equipment (>\$1mil)	✓				
	2) Allocation of resources among clinical services		✓			
	3) How new clinical practice guidelines will be implemented			✓		
	4) What categories of patients will receive hearing aids		✓			
	5) Where patients will receive open heart surgery		✓			
	6) What services a campus will provide		✓			
	7) Development of a strategic plan for clinical services		✓			
	8) Other (unspecified)		✓			

(continued)

Facility	Decision	Network Director	Med Center Director	Service or Service Line	Unit or Workgroup	Other (Unspecified)
649	1) Purchase of expensive medical equipment (>\$1mil)	✓				
	2) Allocation of resources among clinical services		✓			
	3) How new clinical practice guidelines will be implemented			✓		
	4) What categories of patients will receive hearing aids			✓		
	5) Where patients will receive open heart surgery			✓		
	6) What services a campus will provide	✓				
	7) Development of a strategic plan for clinical services		✓			
	8) Other (unspecified)					
678	1) Purchase of expensive medical equipment (>\$1mil)	✓				
	2) Allocation of resources among clinical services		✓			
	3) How new clinical practice guidelines will be implemented	✓				
	4) What categories of patients will receive hearing aids		✓			
	5) Where patients will receive open heart surgery			✓		
	6) What services a campus will provide	✓				
	7) Development of a strategic plan for clinical services		✓			
	8) Other (unspecified)					
756	1) Purchase of expensive medical equipment (>\$1mil)	✓				
	2) Allocation of resources among clinical services		✓			
	3) How new clinical practice guidelines will be implemented		✓			
	4) What categories of patients will receive hearing aids	✓				
	5) Where patients will receive open heart surgery	✓				
	6) What services a campus will provide		✓			
	7) Development of a strategic plan for clinical services		✓			
	8) Other (unspecified)					
VISN 18 DISTRIBUTION	1) Purchase of expensive medical equipment (>\$1mil)	85.7%	14.3%	0.0%	0.0%	0.0%
	2) Allocation of resources among clinical services	0.0%	100.0%	0.0%	0.0%	0.0%
	3) How new clinical practice guidelines will be implemented	14.3%	14.3%	71.4%	0.0%	0.0%
	4) What categories of patients will receive hearing aids	14.3%	28.6%	42.9%	14.3%	0.0%
	5) Where patients will receive open heart surgery	28.6%	14.3%	42.9%	0.0%	14.3%
	6) What services a campus will provide	42.9%	57.1%	0.0%	0.0%	0.0%
	7) Development of a strategic plan for clinical services	0.0%	85.7%	14.3%	0.0%	0.0%
	8) Other (unspecified)	0.0%	100.0%	0.0%	0.0%	0.0%
NATIONAL DISTRIBUTION	1) Purchase of expensive medical equipment (>\$1mil)	83.9%	15.3%	0.0%	0.0%	0.8%
	2) Allocation of resources among clinical services	3.2%	92.8%	4.0%	0.0%	0.0%
	3) How new clinical practice guidelines will be implemented	10.4%	24.0%	55.2%	2.4%	8.0%
	4) What categories of patients will receive hearing aids	31.1%	14.8%	32.8%	7.4%	13.9%
	5) Where patients will receive open heart surgery	27.4%	23.4%	32.3%	8.1%	8.9%
	6) What services a campus will provide	44.7%	52.8%	0.0%	0.8%	1.6%
	7) Development of a strategic plan for clinical services	13.8%	57.7%	24.4%	1.6%	2.4%
	8) Other (unspecified)	7.1%	50.0%	7.1%	0.0%	35.7%

Note: Distributions are based only on facilities that responded to the item, unless otherwise noted.

11. For each staff position listed, indicate regular attendance for up to 6 Medical Center committees that deal with quality or patient safety:

Percentages based on all facilities surveyed; responses left blank could not necessarily be assumed '0'.

Facility	Position	Attends 1 committee	Attends 2-3 committees	Attends 4-6 committees
501	Medical Center Director		✓	
	Chief of Staff		✓	
	Associate Director	✓		
	Nurse Executive			✓
504	Medical Center Director		✓	
	Chief of Staff		✓	
	Associate Director			
	Nurse Executive			✓
519	Medical Center Director			
	Chief of Staff		✓	
	Associate Director			
	Nurse Executive			✓
644	Medical Center Director		✓	
	Chief of Staff		✓	
	Associate Director		✓	
	Nurse Executive		✓	
649	Medical Center Director	✓		
	Chief of Staff		✓	
	Associate Director		✓	
	Nurse Executive	✓		
678	Medical Center Director		✓	
	Chief of Staff		✓	
	Associate Director		✓	
	Nurse Executive		✓	
756	Medical Center Director	✓		
	Chief of Staff	✓		
	Associate Director	✓		
	Nurse Executive		✓	
VISN 18 DISTRIBUTION	Medical Center Director	28.6%	57.1%	0.0%
	Chief of Staff	14.3%	85.7%	0.0%
	Associate Director	28.6%	42.9%	0.0%
	Nurse Executive	14.3%	42.9%	42.9%
NATIONAL DISTRIBUTION	Medical Center Director	39.3%	32.6%	2.2%
	Chief of Staff	11.1%	56.3%	24.4%
	Associate Director	14.8%	52.6%	15.6%
	Nurse Executive	9.6%	44.4%	37.8%

Note: Distributions are based only on facilities that responded to the item, unless otherwise noted.

12. For each staff position listed, indicate the number of committees (external to the Medical Center) of which that person is a formal member:

Responses left blank were assumed '0' here, as specified in the *Inventory* instrument.

Facility	Position	VISN Committees, Task-forces, Workgroups			National Committees, Task-forces, Workgroups		
		0-2 groups	3-4 groups	5+ groups	0-2 groups	3-4 groups	5+ groups
501	Medical Center Director	✓			✓		
	Chief of Staff	✓			✓		
	Associate Director	✓			✓		
	Nurse Executive	✓			✓		
504	Medical Center Director	✓			✓		
	Chief of Staff	✓			✓		
	Associate Director	✓			✓		
	Nurse Executive		✓		✓		
519	Medical Center Director		✓				✓
	Chief of Staff			✓		✓	
	Associate Director	✓			✓		
	Nurse Executive	✓			✓		
644	Medical Center Director	✓			✓		
	Chief of Staff	✓			✓		
	Associate Director	✓			✓		
	Nurse Executive		✓		✓		
649	Medical Center Director		✓				✓
	Chief of Staff	✓			✓		
	Associate Director	✓			✓		
	Nurse Executive	✓			✓		
678	Medical Center Director	✓				✓	
	Chief of Staff	✓			✓		
	Associate Director		✓		✓		
	Nurse Executive		✓			✓	
756	Medical Center Director	✓			✓		
	Chief of Staff	✓			✓		
	Associate Director		✓		✓		
	Nurse Executive		✓		✓		
VISN 18 DISTRIBUTION	Medical Center Director	71.4%	28.6%	0.0%	57.1%	14.3%	28.6%
	Chief of Staff	85.7%	0.0%	14.3%	85.7%	14.3%	0.0%
	Associate Director	71.4%	28.6%	0.0%	100.0%	0.0%	0.0%
	Nurse Executive	42.9%	57.1%	0.0%	85.7%	14.3%	0.0%
NATIONAL DISTRIBUTION	Medical Center Director	29.6%	43.0%	27.4%	78.5%	17.8%	3.7%
	Chief of Staff	39.3%	34.1%	26.7%	90.4%	5.2%	4.4%
	Associate Director	45.9%	33.3%	20.7%	95.6%	3.0%	1.5%
	Nurse Executive	37.8%	37.0%	25.2%	77.8%	17.0%	5.2%

Note: Distributions are based only on facilities that responded to the item, unless otherwise noted.

IV. PERFORMANCE & QUALITY

13. At what level(s) of aggregation is performance data available in the Medical Center?

Multiple responses could be selected.

Facility	By Facility	By Service, Service-Line or		By Individual Clinician
		Dept	By Work-Unit	
501	✓	✓	✓	✓
504	✓	✓	✓	✓
519	✓	✓	✓	✓
644	✓			
649	✓	✓	✓	✓
678	✓	✓	✓	✓
756	✓	✓	✓	✓
VISN 18 DISTRIBUTION	100.0%	85.7%	85.7%	85.7%
NATIONAL DISTRIBUTION	95.2%	91.9%	81.5%	81.5%

14. Approximately what proportion of *clinical service chiefs* share performance data with their staff?

Facility	All	Most	About half	A few	None
501	✓				
504		✓			
519		✓			
644	✓				
649			✓		
678	✓				
678	✓				
VISN 18 DISTRIBUTION	57.1%	28.6%	14.3%	0.0%	0.0%
NATIONAL DISTRIBUTION	52.8%	43.9%	3.3%	0.0%	0.0%

15. Approximately what proportion of *nurse managers* share performance data with their staff?

Facility	All	Most	About half	A few	None
501		✓			
504				✓	
519		✓			
644	✓				
649		✓			
678	✓				
756	✓				
VISN 18 DISTRIBUTION	42.9%	42.9%	0.0%	14.3%	0.0%
NATIONAL DISTRIBUTION	53.7%	39.8%	4.9%	1.6%	0.0%

16. Approximately what proportion of administrative unit heads share performance data with their staff?

Facility	All	Most	About half	A few	None
501	✓				
504				✓	
519		✓			
644	✓				
649			✓		
678	✓				
756	✓				
VISN 18 DISTRIBUTION	57.1%	14.3%	14.3%	14.3%	0.0%
NATIONAL DISTRIBUTION	42.7%	48.4%	4.0%	4.8%	0.0%

17. Approximately what proportion of individual clinical units are held accountable for performance goals?

Facility	All	Most	About half	A few	None
501					✓
504		✓			
519	✓				
644	✓				
649	✓				
678		✓			
756	✓				
VISN 18 DISTRIBUTION	57.1%	28.6%	0.0%	0.0%	14.3%
NATIONAL DISTRIBUTION	65.9%	26.2%	2.4%	2.4%	3.2%

18. Does the facility have designated physician champions for performance goals?

Facility	Single champ for all measures	Multiple champs for different areas	No formally designated champs
501		✓	
504			✓
519		✓	
644		✓	
649		✓	
678		✓	
756		✓	
VISN 18 DISTRIBUTION	0.0%	85.7%	14.3%
NATIONAL DISTRIBUTION	9.4%	79.7%	10.9%

Note: Distributions are based only on facilities that responded to the item, unless otherwise noted.

19. Are funds set aside for employee recognition programs (other than national/ECF)?

Facility	Yes	No	Avg proportion of budget set aside for employee recognition programs:
501	✓		0.35%
504	✓		0.001%
519		✓	
644	✓		1.00%
649	✓		0.20%
678	✓		0.50%
756	✓		1.00%
VISN 18 DISTRIBUTION	85.7%	14.3%	0.51%
NATIONAL DISTRIBUTION	96.1%	3.9%	0.90%

20. When was the Medical Center's most recent JCAHO review conducted?

Facility	2002	2003	2004	2005
501				✓
504				✓
519				✓
644				✓
649				✓
678				✓
756				✓
VISN 18 DISTRIBUTION	0.0%	0.0%	0.0%	100.0%
NATIONAL DISTRIBUTION	11.6%	24.8%	42.6%	20.9%

21. Approximate number of requirements for improvement from last JCAHO review:

Facility	0-3	4-7	8-25
501			✓
504		✓	
519			✓
644		✓	
649			✓
678		✓	
756			✓
VISN 18 DISTRIBUTION	0.0%	42.9%	57.1%
NATIONAL DISTRIBUTION	38.9%	27.0%	34.1%

22. Has the Medical Center formally adopted the seven categories of the *Malcom Baldrige National Quality Award* as an organizing framework?

Facility	Yes	No
501		✓
504	✓	
519		✓
644		✓
649		✓
678		✓
756		✓
VISN 18 DISTRIBUTION	14.3%	85.7%
NATIONAL DISTRIBUTION	38.0%	62.0%

22a. If yes: Does the Medical Center currently use *Baldrige* principles to inform internal improvement efforts?

n = only facilities who answered yes to question 22 above.

Facility	Yes	No
501		
504	✓	
519		
644		
649		
678		
756		
VISN 18 DISTRIBUTION	100.0%	0.0%
NATIONAL DISTRIBUTION	85.7%	14.3%

22b. If yes: Has the Medical Center submitted a *Baldrige* quality application?

n = only facilities who answered yes to question 22 above.

Facility	Yes	No
501		
504	✓	
519		
644		
649		
678		
756		
VISN 18 DISTRIBUTION	100.0%	0.0%
NATIONAL DISTRIBUTION	57.2%	42.9%

23. Has the Medical Center applied for or received any quality award(s) other than *Baldrige*?

Facility	Yes	No
501		✓
504	✓	
519		✓
644		✓
649	✓	
678	✓	
756		✓
VISN 18 DISTRIBUTION	42.9%	57.1%
NATIONAL DISTRIBUTION	39.7%	60.3%

23a. If yes: Which award(s) has the Medical Center applied for or received?

n = only facilities who answered yes to question 23 above. Multiple responses could be selected.

Facility	Robert Carey Award	Local city or state award	Presidential Quality Award	Ken Kizer Quality Award	JCAHO Codman Award	VA Quality Achievement Grant	Other VA award	Other national award
501								
504	✓							
519								
644								
649	✓							
678					✓		✓	
756								
VISN 18 DISTRIBUTION	66.7%	0.0%	0.0%	0.0%	33.3%	0.0%	33.3%	0.0%
NATIONAL DISTRIBUTION	69.2%	25.0%	9.6%	13.5%	3.8%	1.9%	17.3%	11.5%