



# A NEW VISION

*for our nation's heroes*



Dear Friends of VISN 4,

Thank you for taking the time to learn more about VA Healthcare–VISN 4 and the ten medical centers that comprise the network.

VISN 4 has excelled in many areas over the past several years: from enhancing access to modernizing our buildings and equipment, from delivering the best possible health care to improving patient safety and satisfaction. I can say with great pride and confidence that VISN 4 is among the best of VA's 21 health care networks.

In VISN 4 we believe that it is of vital importance to focus on continuously improving quality, access, patient satisfaction, financial performance, and effective communication. Until one hundred percent of our veterans are one hundred percent satisfied, we will keep searching for new ideas to revolutionize the way we care for our nation's heroes.

VA has been recognized for excellence in health care and patient satisfaction, and I am proud of all of the achievements that have been reached in VISN 4. Our veterans deserve the best care and services that can be found anywhere, and I believe that consistently raising the bar and finding ways to enhance our services is vital.

We remain committed to providing our patients with the highest quality care and services available in the nation. Each day we will strive to honor each veteran that receives care at all facilities in VISN 4 for all they have done to preserve the freedom that we all enjoy.

If you would like more information on VISN 4 or any of the facilities profiled in this publication, please contact my office or the medical center.

Thank you for being a partner in serving those who served.

Sincerely,



Michael E. Moreland, FACHE  
Network Director, VISN 4



“

VISN 4 serves  
veterans in  
104 counties in  
the states of  
Pennsylvania,  
West Virginia,  
Delaware,  
New Jersey,  
New York  
and Ohio.

”



# Who we are

VA Healthcare—VISN 4 is an integrated system consisting of ten VA Medical Centers (VAMC), including one three-division health care system, and 46 community-based outpatient clinics (CBOC).

VISN 4 serves veterans in 104 counties in the states of Pennsylvania, West Virginia, Delaware, New Jersey, New York and Ohio. The network is divided into two markets: eastern and western. The eastern market is comprised of 33 counties in eastern Pennsylvania, seven counties in New Jersey, three counties in Delaware and one county in New York for a total of 44 counties. The western market consists of 60 counties that cover western Pennsylvania and adjacent counties in New York, Ohio and West Virginia. These markets reflect the service areas and patient referral patterns that have existed in VISN 4 since its inception.

In fiscal year (FY) 2006 the VISN 4 budget was \$1,579,630,000; 10,220 employees (FTEE) and 5,636 regularly scheduled volunteers provided the highest quality care that can be found anywhere in the country. VISN 4 improved infrastructure throughout all facilities with more than \$50 million in major/minor construction projects and \$111 million in infrastructure maintenance/repairs and capital equipment (e.g., MRI, PET/CT scanners). In FY06 nearly 13.9 million prescriptions (30-day equivalent fill) were processed for 261,345 patients.

VISN 4 partners with nearly 20 medical schools and numerous other academic/health care institutions. Last year over 1,000 medical students and nearly 2,000 medical residents received training at these VAMCs. The pharmacy resident program has also recently been expanded.

**VISN 4 currently has seven research centers located in Clarksburg, Coatesville, Erie, Lebanon, Philadelphia, Pittsburgh, and Wilkes-Barre.**

**Specialized research centers include:**

- ★ Center for Health Equity Research and Promotion
- ★ Center of Excellence for Substance Abuse Treatment and Education
- ★ Geriatric Research, Education and Clinical Center
- ★ Human Engineering Research Laboratory
- ★ Mental Illness Research, Education and Clinical Center
- ★ Parkinson's Disease Research, Education and Clinical Center
- ★ Eastern Regional Sleep Center

**In 2006 VISN 4 increased research funding from \$40 million (2004) to \$54 million. VISN 4 research centers currently have 274 clinical investigators involved in nearly 600 active research projects. Recently new research centers have been established and projects begun in Erie and Wilkes-Barre including:**

- ★ Evaluating new treatments for advanced prostate cancer
- ★ Improving pain control for OEF/OIF veterans with combat injuries
- ★ Developing new methods to care for diabetes patients using telephone monitoring





# Who we serve

Pennsylvania is one of the five largest states in terms of veteran population in the country, and there are approximately 1.4 million veterans living in our service area.

In FY 2006 VISN 4 treated 306,500 unique patients (nearly double the patients seen a decade ago and over 100,000 more than were seen just seven years ago). The female veteran population has doubled since FY 1997, accounting for 10,126 of unique patients.

## Outpatient statistics:

Network-wide in FY 2006 VISN 4 had:

★ 2,707,066  
outpatient hospital visits

★ 431,077  
home and community-based visits

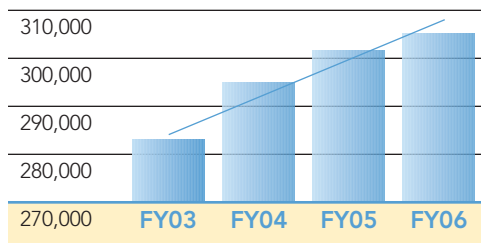
## Inpatient statistics:

Network-wide in FY 2006 VISN 4 had:

★ 26,247  
hospital admissions

★ 5,403  
nursing home and domiciliary admissions

## VISN 4 Unique Patient Growth



## Operating Beds FY07

Total Beds	<b>2,568</b>
Domiciliary	<b>386</b>
Hospital	<b>793</b>
Intermediate	<b>2</b>
Internal Med	<b>341</b>
Neurology	<b>6</b>
Psychiatry	<b>293</b>
Rehab Med	<b>10</b>
Surgery	<b>141</b>
Nursing Home	<b>1,249</b>
PRRTP	<b>140</b>

## Average Daily Census FY06

(by bed section)

Domiciliary	<b>322.08</b>
NHCU	<b>985.07</b>
Hospital	<b>638.62</b>

In FY 2006 VAMCs in VISN 4 treated 3,663 OEF/OIF service members which shows a steady rise from the previous two years (2,149 in FY 2005 and 1,413 in FY 2004). Over one hundred VISN 4 employees have been deployed in support of the Global War on Terrorism (GWOT).

## James E. Van Zandt VAMC

2907 Pleasant Valley Blvd.  
Altoona, PA 16602

[www.va.gov/altoona](http://www.va.gov/altoona)

(814) 943-8164  
or (877) 626-2500



**Gerald L. Williams**, Director

*Appointment Date: August 21, 1994*

A Vietnam veteran, Mr. Williams began his career in the Department of Veterans Affairs as a Personnel Specialist at Kansas City VAMC in 1976. His career has included assignments at VAMCs in Dayton, Ohio; Hines, Ill.; Louisville, Ky.; Iowa City, Iowa; and Columbia, Miss. as well as VA Central Office, Washington, DC.



All numbers for fiscal year 2006

<b>TOTAL STAFF:</b>	<b>511</b>
<b>VOLUNTEERS:</b>	<b>285</b>
<b>OPERATING BEDS:</b>	<b>68</b>
<b>OUTPATIENT VISITS:</b>	<b>175,992</b>
<b>UNIQUE PATIENTS:</b>	<b>24,062</b>
<b>BUDGET:</b>	<b>\$72,192,000</b>

## Butler VAMC

325 New Castle Rd.  
Butler, PA 16001-2480  
www.butler.med.va.gov  
(800) 362-8262



**Patricia A. Nealon**, Director  
*Appointment Date: April 15, 2007*

Ms. Nealon began her career at VA Medical Center Highland Drive in Pittsburgh as a Clinical Social Worker. She has held numerous clinical and administrative positions at Highland Drive and VA Pittsburgh Healthcare System, including serving as Quality Manager and Associate Director.



<b>TOTAL STAFF:</b>	506
<b>VOLUNTEERS:</b>	709
<b>OPERATING BEDS:</b>	163
<b>OUTPATIENT VISITS:</b>	117,540
<b>UNIQUE PATIENTS:</b>	18,411
<b>BUDGET:</b>	\$59,950,000

## Louis A. Johnson VAMC

One Medical Center Dr.  
Clarksburg, WV 26301  
www1.va.gov/clarksburg/  
(304) 623-3461  
or (800) 733-0512



**William E. Cox**, Director  
*Appointment Date: January 9, 2005*

Mr. Cox's Federal career began in 1984 at the Huntington VAMC, W.Va., and he has served the following VAMCs: Temple, Texas, Dallas, North Texas, West Texas, and Southwestern Regional Office.



<b>TOTAL STAFF:</b>	675
<b>VOLUNTEERS:</b>	489
<b>OPERATING BEDS:</b>	99
<b>OUTPATIENT VISITS:</b>	207,649
<b>UNIQUE PATIENTS:</b>	19,443
<b>BUDGET:</b>	\$98,697,781

## Coatesville VAMC

1400 Blackhorse Hill Rd.  
Coatesville, PA 19320  
www.coatesville.med.va.gov  
(610) 384-7711  
or (800) 290-6172



**Gary W. Devansky**, Director  
*Appointment Date: July 1, 1991*

Mr. Devansky began his VA career at the Ann Arbor, Mich., VAMC in 1978. He has also served the Albany, N.Y., VAMC and the Canandaigua, N.Y., VAMC. He currently also serves as the Acting Director of the Philadelphia VA Medical Center in Pennsylvania.



<b>TOTAL STAFF:</b>	1,160
<b>VOLUNTEERS:</b>	413
<b>OPERATING BEDS:</b>	472
<b>OUTPATIENT VISITS:</b>	174,088
<b>UNIQUE PATIENTS:</b>	21,570
<b>BUDGET:</b>	\$133,703,000

**Erie  
VAMC**

135 East 38th St.  
Erie, PA 16504  
[www.va.gov/erie](http://www.va.gov/erie)  
(814) 868-8661  
or (800) 274-8387



**Michael D. Adelman, MD,**  
Director  
*Appointment Date: August 20, 2006*

Dr. Adelman started his VA career as a primary care internist in October 1998. He has served Erie VAMC as Chief of Staff, Associate Director of Clinical Services and Medical Director of Primary Care. He currently holds a faculty appointment at Lake Erie College of Osteopathic Medicine.



<b>TOTAL STAFF:</b>	545
<b>VOLUNTEERS:</b>	505
<b>OPERATING BEDS:</b>	65
<b>OUTPATIENT VISITS:</b>	220,935
<b>UNIQUE PATIENTS:</b>	20,024
<b>BUDGET:</b>	\$62,766,000

**Lebanon  
VAMC**

1700 South Lincoln Ave.  
Lebanon, PA 17042  
[www.va.gov/LEBANONVAMC/](http://www.va.gov/LEBANONVAMC/)  
(717) 272-6621  
or (800) 409-8771



**Tony L. Bennett, FACHE,**  
Acting Director  
*Appointment Date: April 29, 2007*

Mr. Bennett began his career in VA as a medical clerk at VAMC Mountain Home, Tenn., in 1977. His career has included financial positions at VAMCs in Tuscaloosa, Ala., Chillicothe, Ohio, Albuquerque, N.M., Fayetteville, N.C., Louisville, Ky., and Charleston, S.C., in addition to the position of Associate Director for Resources at VA Tennessee Valley Healthcare System.



<b>TOTAL STAFF:</b>	1,102
<b>VOLUNTEERS:</b>	624
<b>OPERATING BEDS:</b>	247
<b>OUTPATIENT VISITS:</b>	316,231
<b>UNIQUE PATIENTS:</b>	39,750
<b>BUDGET:</b>	\$154,206,000

**Philadelphia  
VAMC**

3900 Woodland Ave.  
Philadelphia, PA 19104  
[www.philadelphia.va.gov](http://www.philadelphia.va.gov)  
(215) 823-5800  
or (800) 949-1001



**Gary W. Devansky,** Acting Director  
*Appointment Date: April 2007*

Mr. Devansky began his VA career at the Ann Arbor, Mich., VAMC in 1978. He has also served the Albany, N.Y., VAMC and the Canandaigua, N.Y., VAMC. He is currently the Director of the Coatesville VA Medical Center in Pennsylvania.



<b>TOTAL STAFF:</b>	2,158
<b>VOLUNTEERS:</b>	213
<b>OPERATING BEDS:</b>	383
<b>OUTPATIENT VISITS:</b>	468,859
<b>UNIQUE PATIENTS:</b>	57,339
<b>BUDGET:</b>	\$311,979,000





## VA Pittsburgh Healthcare System

University Drive  
Pittsburgh, PA 15240  
www.va.gov/pittsburgh  
(412) 688-6000  
or 1-866-4 VA PITT (482-7488)



**Terry Gerigk Wolf, FACHE**, Director  
*Appointment Date: April 29, 2007*

Joining VA as a biomedical engineer in 1987 at VA Palo Alto Healthcare System in California, Mrs. Wolf has worked in VA Central Office and VISN 4 as well as serving as Associate Director of VAPHS before becoming Acting Director at Butler VAMC, Pennsylvania. Most recently she was the Director of VAMC Lebanon, also in Pennsylvania.



<b>TOTAL STAFF:</b>	3,036
<b>VOLUNTEERS:</b>	3,015
<b>OPERATING BEDS:</b>	692
<b>OUTPATIENT VISITS:</b>	480,927
<b>UNIQUE PATIENTS:</b>	57,606
<b>BUDGET:</b>	\$399,012,000

## Wilkes-Barre VAMC

1111 East End Blvd.  
Wilkes-Barre, PA 18711  
www.wilkes-barre.va.gov  
(570) 824-3521  
or (877) 928-2621



**Janice M. Boss, M.S., CHE**, Director  
*Appointment Date: June 10, 2007*

Joining VA as an Administrative Resident in 1983 at the Boston VAMC, Ms. Boss's career has included assignments in the Eastern Regional Office, network offices in VISNs 1 and 22, and at VAMCs in San Diego, Bay Pines, Fla., and Iron Mountain, Mich., VAMCs.



<b>TOTAL STAFF:</b>	1,020
<b>VOLUNTEERS:</b>	2,238
<b>OPERATING BEDS:</b>	194
<b>OUTPATIENT VISITS:</b>	355,239
<b>UNIQUE PATIENTS:</b>	41,966
<b>BUDGET:</b>	\$156,832,000

## Wilmington VAMC

1601 Kirkwood Highway  
Wilmington, DE 19805  
www.va.gov/wilmington  
(302) 994-2511  
or (800) 461-8262



**Richard S. Citron**, Director  
*Appointment Date: November 28, 2004*

Mr. Citron, a U.S. Army veteran, began his VA career in 1971 at the VAMC in Long Beach, Calif., and has served VAMCs in Chicago, Murfreesboro, Tenn., Cleveland, Newington, Conn., Loma Linda, Calif., Richmond, Va., Brockton/West Roxbury, Mass., as well as VA Pittsburgh Healthcare System and VA Central Office.



<b>TOTAL STAFF:</b>	786
<b>VOLUNTEERS:</b>	588
<b>OPERATING BEDS:</b>	120
<b>OUTPATIENT VISITS:</b>	175,519
<b>UNIQUE PATIENTS:</b>	24,078
<b>BUDGET:</b>	\$91,650,621

## VISN 4 Leadership Staff



**Michael E. Moreland, FACHE,**  
Network Director  
*Appointment Date: December 24, 2006*

Mr. Moreland began his service with VA in 1980 as a clinical social worker. He has held progressively responsible positions at VAMCs in Butler, Pa., Lebanon, Pa., VISN 2 in Upstate New York, and at VA Pittsburgh Healthcare System.



**Bradley P. Shelton,**  
*Deputy Network Director*

Mr. Shelton began his VA career in 1975 as an administrative resident at VAMC Ann Arbor, Mich. He has served at VAMCs in Allen Park, Mich., Washington D.C., and Wilkes-Barre, Pa. He has also worked for VA Central Office and the Wilmington VA Medical and Regional Office Center.



**Varsha Mehta, MD, MBA,**  
*Acting Chief Medical Officer*

Varsha Mehta, MD, MBA, has been the Chief of Staff at Butler VAMC since October 2004. Dr. Mehta has a distinguished 27-year career with the Butler VA Medical Center. Prior to her appointment as Chief of Staff, Dr. Mehta served as the facility's Medical Director since 1998.



**William E. Boyle,**  
*Chief Financial Officer*

During his more than 32 years in VA, Mr. Boyle has served in various capacities including Vice President of Business Service at VA Pittsburgh Healthcare System. He also served at the Highland Drive VAMC and University Drive VAMC prior to their consolidation.



**Dot Steele,**  
*Executive Assistant*

Ms. Steele joined the Department of Veterans Affairs in 1976 and has held various administrative positions in VISN 4 and at VAMCs in the Pittsburgh area.



**David E. Cowgill,**  
*Public & Community Relations Manager*

Mr. Cowgill's service with VA began in January 1987 as an administrative resident at the Louis A. Johnson VAMC in Clarksburg, W.Va. He has held progressively more responsible positions in VA there and at VAMC Highland Drive, Pa. He also currently serves as the Public & Community Relations Manager for VA Pittsburgh Healthcare System.



**Michael W. Neusch, FACHE,**  
*Assistant Network Director*

Mr. Neusch began his VA career in 1979 at a Pittsburgh VAMC as an administrative resident. His career has included assignments in VAMCs in Richmond, Va., Alexandria, La., Philadelphia, Pittsburgh, Baltimore, Perry Point, Md., and Clarksburg, W.Va., as well as VA Central Office.



**Judith A. Zboyovski,**  
*Quality Management Officer/Planner*

Ms. Zboyovski has enjoyed a career spanning more than 25 years with the Federal Government as both a nurse and senior health care leader. She has served VISN 4 as well as the VA Medical Center in Erie, Pa.

## VA Healthcare VISN 4

Delafield Road  
Pittsburgh, PA 15240

[www.visn4.va.gov](http://www.visn4.va.gov)

412-784-3939 *phone*

412-784-3940 *fax*

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