

## 2005 Inventory of VHA Organizational Characteristics

### Profile of Medical Centers in VISN 2

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.

#### Contents:

- I. Organizational Structures
- II. Organizational Structures: *Integrated VA Health Care Systems Only*
- III. Decision-Making and Leadership Activities
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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](mailto: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
500	
514	Multi-Disciplinary Clinical Committees Clinical Service Lines
528	Primary Care Behavioral Health
532	Geriatrics and Extended Care Medical VA Care Diagnostics and Therapeutics Care Behavioral Health VA Care
670	Medical VA Care Line Behavioral VA Care Line Geriatric/Extended Care Line Diagnostic & Therapeutic Care Line

### 1a. For each of the areas listed above, select the category that best describes its integrating/coordinates 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		
500	0				
514	2	0.0%	0.0%	0.0%	100.0%
528	2	0.0%	100.0%	0.0%	0.0%
532	4	0.0%	0.0%	100.0%	0.0%
670	4	0.0%	0.0%	0.0%	100.0%
<b>VISN 2 DISTRIBUTION</b>		<b>0.0%</b>	<b>25.0%</b>	<b>25.0%</b>	<b>50.0%</b>
<b>NATIONAL DISTRIBUTION</b>		<b>40.3%</b>	<b>33.6%</b>	<b>31.9%</b>	<b>25.1%</b>

**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
500					✓			
514				✓				✓
528		✓	✓	✓				
532				✓	✓			
670		✓		✓				
<b>VISN 2 DISTRIBUTION</b>	<b>0.0%</b>	<b>40.0%</b>	<b>20.0%</b>	<b>80.0%</b>	<b>40.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>20.0%</b>
<b>NATIONAL DISTRIBUTION</b>	<b>12.4%</b>	<b>4.1%</b>	<b>61.2%</b>	<b>14.9%</b>	<b>17.4%</b>	<b>16.5%</b>	<b>7.4%</b>	<b>4.1%</b>

**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>
500		✓		✓
514		✓		
528		✓		✓
532	✓			
670		✓		✓
<b>VISN 2 DISTRIBUTION</b>	<b>20.0%</b>	<b>80.0%</b>	<b>0.0%</b>	<b>75.0%</b>
<b>NATIONAL DISTRIBUTION</b>	<b>9.7%</b>	<b>66.9%</b>	<b>23.4%</b>	<b>34.5%</b>

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

Facility	1 union	2 unions	3+ unions
500		✓	
514	✓		
528			✓
532			✓
670	✓		
<b>VISN 2 DISTRIBUTION</b>	<b>40.0%</b>	<b>20.0%</b>	<b>40.0%</b>
<b>NATIONAL DISTRIBUTION</b>	<b>47.6%</b>	<b>33.1%</b>	<b>19.4%</b>

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

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

Facility	Yes	No
500	✓	
514	✓	
528	✓	
532	✓	
670	✓	
<b>VISN 2 DISTRIBUTION</b>	<b>100.00%</b>	<b>0.00%</b>
<b>NATIONAL DISTRIBUTION</b>	<b>96.0%</b>	<b>4.0%</b>

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

Facility	Yes	No
500	✓	
514	✓	
528	✓	
532	✓	
670	✓	
<b>VISN 2 DISTRIBUTION</b>	<b>100.00%</b>	<b>0.00%</b>
<b>NATIONAL DISTRIBUTION</b>	<b>54.8%</b>	<b>45.2%</b>

**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
500		✓			
514					✓
528			✓		
532				✓	
670				✓	
<b>VISN 2 DISTRIBUTION</b>	<b>0.0%</b>	<b>20.0%</b>	<b>20.0%</b>	<b>40.0%</b>	<b>20.0%</b>
<b>NATIONAL DISTRIBUTION</b>	<b>8.7%</b>	<b>26.1%</b>	<b>15.9%</b>	<b>34.8%</b>	<b>14.5%</b>

**7. Are union representatives appointed to other committees?**

Facility	Yes, to all	Yes, to many	Yes, to a few	No
500		✓		
514		✓		
528			✓	
532		✓		
670		✓		
<b>VISN 2 DISTRIBUTION</b>	<b>0.0%</b>	<b>80.0%</b>	<b>20.0%</b>	<b>0.0%</b>
<b>NATIONAL DISTRIBUTION</b>	<b>14.4%</b>	<b>64.0%</b>	<b>20.0%</b>	<b>1.6%</b>

## II. ORGANIZATIONAL STRUCTURES: INTEGRATED VA HEALTH CARE SYSTEMS ONLY

Items in this section (questions 8 & 9) pertain only to **integrated facilities**. Here, as in other sections, denominators include only facilities who answered the question.

### 8. For the following services, select the structure which best describes the organization of those services within the integrated medical center:

Percentages are based on # of integrated facilities that selected a given structure, by service.

Facility	Service	Services consolidated to one campus	Services at multiple campuses, but combined under single system chief	Services at multiple campuses and under separate campus chiefs	Other integrating structure
528	Inpatient acute care		✓		
	Inpatient psychiatry		✓		
	Inpatient long-term care		✓		
	Outpatient primary care		✓		
	Outpatient mental health		✓		
	Outpatient specialty care		✓		
	Outpatient surgery		✓		
<b>VISN 2 DISTRIBUTION</b>	<b>Inpatient acute care</b>	<b>0.0%</b>	<b>100.0%</b>	<b>0.0%</b>	<b>0.0%</b>
	<b>Inpatient psychiatry</b>	<b>0.0%</b>	<b>100.0%</b>	<b>0.0%</b>	<b>0.0%</b>
	<b>Inpatient long-term care</b>	<b>0.0%</b>	<b>100.0%</b>	<b>0.0%</b>	<b>0.0%</b>
	<b>Outpatient primary care</b>	<b>0.0%</b>	<b>100.0%</b>	<b>0.0%</b>	<b>0.0%</b>
	<b>Outpatient mental health</b>	<b>0.0%</b>	<b>100.0%</b>	<b>0.0%</b>	<b>0.0%</b>
	<b>Outpatient specialty care</b>	<b>0.0%</b>	<b>100.0%</b>	<b>0.0%</b>	<b>0.0%</b>
	<b>Outpatient surgery</b>	<b>0.0%</b>	<b>100.0%</b>	<b>0.0%</b>	<b>0.0%</b>
<b>NATIONAL DISTRIBUTION</b>	<b>Inpatient acute care</b>	<b>40.9%</b>	<b>50.0%</b>	<b>9.1%</b>	<b>0.0%</b>
	<b>Inpatient psychiatry</b>	<b>54.5%</b>	<b>40.9%</b>	<b>0.0%</b>	<b>4.5%</b>
	<b>Inpatient long-term care</b>	<b>36.4%</b>	<b>63.6%</b>	<b>0.0%</b>	<b>0.0%</b>
	<b>Outpatient primary care</b>	<b>0.0%</b>	<b>81.8%</b>	<b>9.1%</b>	<b>9.1%</b>
	<b>Outpatient mental health</b>	<b>0.0%</b>	<b>90.9%</b>	<b>4.5%</b>	<b>4.5%</b>
	<b>Outpatient specialty care</b>	<b>0.0%</b>	<b>81.8%</b>	<b>9.1%</b>	<b>9.1%</b>
	<b>Outpatient surgery</b>	<b>50.0%</b>	<b>45.5%</b>	<b>4.5%</b>	<b>0.0%</b>

### 9. Is there a single set of medical bylaws for the integrated medical center, or does each campus have its own?

Facility	Single set for the system	Each campus has own set
528		✓
<b>VISN 2 DISTRIBUTION</b>	<b>0.0%</b>	<b>100.0%</b>
<b>NATIONAL DISTRIBUTION</b>	<b>91.3%</b>	<b>8.7%</b>

### 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)
500	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)					
514	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)					
528	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)					
532	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)					

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

(continued)

Facility	Decision	Network Director	Med Center Director	Service or Service Line	Unit or Workgroup	Other (Unspecified)
670	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)			✓		
<b>VISN 2 DISTRIBUTION</b>	1) Purchase of expensive medical equipment (>\$1mil)	<b>80.0%</b>	<b>20.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>
	2) Allocation of resources among clinical services	<b>20.0%</b>	<b>80.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>
	3) How new clinical practice guidelines will be implemented	<b>0.0%</b>	<b>20.0%</b>	<b>60.0%</b>	<b>0.0%</b>	<b>20.0%</b>
	4) What categories of patients will receive hearing aids	<b>40.0%</b>	<b>0.0%</b>	<b>20.0%</b>	<b>0.0%</b>	<b>40.0%</b>
	5) Where patients will receive open heart surgery	<b>40.0%</b>	<b>0.0%</b>	<b>40.0%</b>	<b>20.0%</b>	<b>0.0%</b>
	6) What services a campus will provide	<b>100.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>
	7) Development of a strategic plan for clinical services	<b>20.0%</b>	<b>60.0%</b>	<b>20.0%</b>	<b>0.0%</b>	<b>0.0%</b>
	8) Other (unspecified)	<b>0.0%</b>	<b>0.0%</b>	<b>100.0%</b>	<b>0.0%</b>	<b>0.0%</b>
<b>NATIONAL DISTRIBUTION</b>	1) Purchase of expensive medical equipment (>\$1mil)	<b>83.9%</b>	<b>15.3%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.8%</b>
	2) Allocation of resources among clinical services	<b>3.2%</b>	<b>92.8%</b>	<b>4.0%</b>	<b>0.0%</b>	<b>0.0%</b>
	3) How new clinical practice guidelines will be implemented	<b>10.4%</b>	<b>24.0%</b>	<b>55.2%</b>	<b>2.4%</b>	<b>8.0%</b>
	4) What categories of patients will receive hearing aids	<b>31.1%</b>	<b>14.8%</b>	<b>32.8%</b>	<b>7.4%</b>	<b>13.9%</b>
	5) Where patients will receive open heart surgery	<b>27.4%</b>	<b>23.4%</b>	<b>32.3%</b>	<b>8.1%</b>	<b>8.9%</b>
	6) What services a campus will provide	<b>44.7%</b>	<b>52.8%</b>	<b>0.0%</b>	<b>0.8%</b>	<b>1.6%</b>
	7) Development of a strategic plan for clinical services	<b>13.8%</b>	<b>57.7%</b>	<b>24.4%</b>	<b>1.6%</b>	<b>2.4%</b>
	8) Other (unspecified)	<b>7.1%</b>	<b>50.0%</b>	<b>7.1%</b>	<b>0.0%</b>	<b>35.7%</b>

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
500	Medical Center Director	✓		
	Chief of Staff		✓	
	Associate Director		✓	
	Nurse Executive			✓
514	Medical Center Director		✓	
	Chief of Staff			✓
	Associate Director			
	Nurse Executive		✓	
528	Medical Center Director	✓		
	Chief of Staff	✓		
	Associate Director	✓		
	Nurse Executive	✓		
532	Medical Center Director	✓		
	Chief of Staff		✓	
	Associate Director			
	Nurse Executive			✓
670	Medical Center Director		✓	
	Chief of Staff			✓
	Associate Director		✓	
	Nurse Executive			✓
<b>VISN 2 DISTRIBUTION</b>	<b>Medical Center Director</b>	<b>60.0%</b>	<b>40.0%</b>	<b>0.0%</b>
	<b>Chief of Staff</b>	<b>20.0%</b>	<b>40.0%</b>	<b>40.0%</b>
	<b>Associate Director</b>	<b>20.0%</b>	<b>40.0%</b>	<b>0.0%</b>
	<b>Nurse Executive</b>	<b>20.0%</b>	<b>20.0%</b>	<b>60.0%</b>
<b>NATIONAL DISTRIBUTION</b>	<b>Medical Center Director</b>	<b>39.3%</b>	<b>32.6%</b>	<b>2.2%</b>
	<b>Chief of Staff</b>	<b>11.1%</b>	<b>56.3%</b>	<b>24.4%</b>
	<b>Associate Director</b>	<b>14.8%</b>	<b>52.6%</b>	<b>15.6%</b>
	<b>Nurse Executive</b>	<b>9.6%</b>	<b>44.4%</b>	<b>37.8%</b>



**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
500	Medical Center Director			✓		✓	
	Chief of Staff	✓			✓		
	Associate Director		✓		✓		
	Nurse Executive			✓	✓		
514	Medical Center Director			✓	✓		
	Chief of Staff			✓	✓		
	Associate Director	✓			✓		
	Nurse Executive			✓	✓		
528	Medical Center Director			✓	✓		
	Chief of Staff			✓	✓		
	Associate Director			✓	✓		
	Nurse Executive			✓			✓
532	Medical Center Director			✓			✓
	Chief of Staff			✓	✓		
	Associate Director	✓			✓		
	Nurse Executive			✓	✓		
670	Medical Center Director			✓		✓	
	Chief of Staff	✓			✓		
	Associate Director			✓	✓		
	Nurse Executive		✓		✓		
<b>VISN 2 DISTRIBUTION</b>	<b>Medical Center Director</b>	<b>0.0%</b>	<b>0.0%</b>	<b>100.0%</b>	<b>40.0%</b>	<b>40.0%</b>	<b>20.0%</b>
	<b>Chief of Staff</b>	<b>40.0%</b>	<b>0.0%</b>	<b>60.0%</b>	<b>100.0%</b>	<b>0.0%</b>	<b>0.0%</b>
	<b>Associate Director</b>	<b>40.0%</b>	<b>20.0%</b>	<b>40.0%</b>	<b>100.0%</b>	<b>0.0%</b>	<b>0.0%</b>
	<b>Nurse Executive</b>	<b>0.0%</b>	<b>20.0%</b>	<b>80.0%</b>	<b>80.0%</b>	<b>0.0%</b>	<b>20.0%</b>
<b>NATIONAL DISTRIBUTION</b>	<b>Medical Center Director</b>	<b>29.6%</b>	<b>43.0%</b>	<b>27.4%</b>	<b>78.5%</b>	<b>17.8%</b>	<b>3.7%</b>
	<b>Chief of Staff</b>	<b>39.3%</b>	<b>34.1%</b>	<b>26.7%</b>	<b>90.4%</b>	<b>5.2%</b>	<b>4.4%</b>
	<b>Associate Director</b>	<b>45.9%</b>	<b>33.3%</b>	<b>20.7%</b>	<b>95.6%</b>	<b>3.0%</b>	<b>1.5%</b>
	<b>Nurse Executive</b>	<b>37.8%</b>	<b>37.0%</b>	<b>25.2%</b>	<b>77.8%</b>	<b>17.0%</b>	<b>5.2%</b>

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 Service, Service-Line or Dept			
	By Facility	By Work-Unit	By Individual Clinician	
500	✓	✓		
514	✓		✓	✓
528	✓	✓	✓	✓
532	✓	✓	✓	✓
670	✓	✓	✓	✓
<b>VISN 2 DISTRIBUTION</b>	<b>100.0%</b>	<b>100.0%</b>	<b>80.0%</b>	<b>80.0%</b>
<b>NATIONAL DISTRIBUTION</b>	<b>95.2%</b>	<b>91.9%</b>	<b>81.5%</b>	<b>81.5%</b>

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

Facility	All	Most	About half	A few	None
500		✓			
514		✓			
528		✓			
532	✓				
670		✓			
<b>VISN 2 DISTRIBUTION</b>	<b>20.0%</b>	<b>80.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>
<b>NATIONAL DISTRIBUTION</b>	<b>52.8%</b>	<b>43.9%</b>	<b>3.3%</b>	<b>0.0%</b>	<b>0.0%</b>

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

Facility	All	Most	About half	A few	None
500		✓			
514		✓			
528		✓			
532		✓			
670		✓			
<b>VISN 2 DISTRIBUTION</b>	<b>0.0%</b>	<b>100.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>
<b>NATIONAL DISTRIBUTION</b>	<b>53.7%</b>	<b>39.8%</b>	<b>4.9%</b>	<b>1.6%</b>	<b>0.0%</b>

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

Facility	All	Most	About half	A few	None
500		✓			
514		✓			
528		✓			
532		✓			
670		✓			
<b>VISN 2 DISTRIBUTION</b>	<b>0.0%</b>	<b>100.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>
<b>NATIONAL DISTRIBUTION</b>	<b>42.7%</b>	<b>48.4%</b>	<b>4.0%</b>	<b>4.8%</b>	<b>0.0%</b>

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

Facility	All	Most	About half	A few	None
500	✓				
514		✓			
528	✓				
532	✓				
670	✓				
<b>VISN 2 DISTRIBUTION</b>	<b>80.0%</b>	<b>20.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>
<b>NATIONAL DISTRIBUTION</b>	<b>65.9%</b>	<b>26.2%</b>	<b>2.4%</b>	<b>2.4%</b>	<b>3.2%</b>

**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
500		✓	
514		✓	
528			✓
532		✓	
670		✓	
<b>VISN 2 DISTRIBUTION</b>	<b>0.0%</b>	<b>80.0%</b>	<b>20.0%</b>
<b>NATIONAL DISTRIBUTION</b>	<b>9.4%</b>	<b>79.7%</b>	<b>10.9%</b>

**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:
500	✓		0.16%
514	✓		0.69%
528	✓		1.00%
532	✓		0.60%
670	✓		0.40%
<b>VISN 2 DISTRIBUTION</b>	<b>100.0%</b>	<b>0.0%</b>	<b>0.57%</b>
<b>NATIONAL DISTRIBUTION</b>	<b>96.1%</b>	<b>3.9%</b>	<b>0.90%</b>

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

Facility	2002	2003	2004	2005
500		✓		
514		✓		
528		✓		
532		✓		
670		✓		
<b>VISN 2 DISTRIBUTION</b>	<b>0.0%</b>	<b>100.0%</b>	<b>0.0%</b>	<b>0.0%</b>
<b>NATIONAL DISTRIBUTION</b>	<b>11.6%</b>	<b>24.8%</b>	<b>42.6%</b>	<b>20.9%</b>

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

Facility	0-3	4-7	8-25
500			✓
514			✓
528		✓	
532	✓		
670	✓		
<b>VISN 2 DISTRIBUTION</b>	<b>40.0%</b>	<b>20.0%</b>	<b>40.0%</b>
<b>NATIONAL DISTRIBUTION</b>	<b>38.9%</b>	<b>27.0%</b>	<b>34.1%</b>

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

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

Facility	Yes	No
500	✓	
514	✓	
528	✓	
532	✓	
670	✓	
<b>VISN 2 DISTRIBUTION</b>	<b>100.0%</b>	<b>0.0%</b>
<b>NATIONAL DISTRIBUTION</b>	<b>38.0%</b>	<b>62.0%</b>

**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
500	✓	
514	✓	
528	✓	
532	✓	
670	✓	
<b>VISN 2 DISTRIBUTION</b>	<b>100.0%</b>	<b>0.0%</b>
<b>NATIONAL DISTRIBUTION</b>	<b>72.1%</b>	<b>27.9%</b>

**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
500	✓	
514	✓	
528	✓	
532	✓	
670	✓	
<b>VISN 2 DISTRIBUTION</b>	<b>100.0%</b>	<b>0.0%</b>
<b>NATIONAL DISTRIBUTION</b>	<b>50.7%</b>	<b>49.3%</b>

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

Facility	Yes	No
500	✓	
514	✓	
528	✓	
532	✓	
670	✓	
<b>VISN 2 DISTRIBUTION</b>	<b>100.0%</b>	<b>0.0%</b>
<b>NATIONAL DISTRIBUTION</b>	<b>39.7%</b>	<b>60.3%</b>

**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
500				✓			✓	✓
514	✓							
528	✓			✓				
532	✓			✓				
670	✓			✓				
<b>VISN 2 DISTRIBUTION</b>	<b>80.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>80.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>20.0%</b>	<b>20.0%</b>
<b>NATIONAL DISTRIBUTION</b>	<b>69.2%</b>	<b>25.0%</b>	<b>9.6%</b>	<b>13.5%</b>	<b>3.8%</b>	<b>1.9%</b>	<b>17.3%</b>	<b>11.5%</b>