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in healthcare for
those who have
served

ANNUAL REPORT 2011



John D. Dingell VA Medical Center
DETROIT



VA
HEALTH
CARE

Defining
EXCELLENCE
in the 21st Century

www.detroit.va.gov



*"People, Quality, Service and Stewardship.
Simply put, these are the principles that will guide us."*

—Pamela Reeves, M.D.

Reflecting on a single year, here at the Detroit VA Medical Center, can be a bit of a challenge since 12 months are always so incredibly packed with activity. Still, I can report that 2011 was one of our busiest and most successful years ever. It was a year of new beginnings, with the introduction of some great initiatives, the addition of some dynamic new staff and the launch of some exciting new programs that only enhance service to our Veterans, like the Motor City Valentines for Veterans Concert.

2011



Brent A. Thelen
Ph.D.

Associate Director



Scott A. Gruber
M.D., Ph.D., M.B.A.,
FACS, FCP, FACHE

Chief of Staff

Here in Detroit, our commitment to excellence in health care for our nation's heroes was reaffirmed when VHA introduced a brand new logo, "VA Health Care, Defining Excellence in the 21st Century". This was the perfect time for our leadership team to begin to plan a strategy for this medical center that will take us well into the next decade. We began work on a strategic plan, with an eye on the future and the well-being of our Veterans and their families. Our plan is divided into four pillars: **People, Quality, Service** and **Stewardship**. Simply put, these are the principles that will guide us.

Why would we want everyone outside of our medical center to know and understand these pillars? We want to make sure our goals are clearly defined, and for all of our stakeholders to understand our mission.

We will continue to make sure access is a focus. Recruiting the finest clinical staff in Southeast Michigan remains a priority. Our homeless Veteran program will continue to grow and expand. And, we will make sure construction and expansion projects focus solely on patient care and comfort.

The excellent quality of care our Veterans receive here at the Detroit VA Medical Center and our Pontiac and Yale CBOCs is a result of the hard work and dedication of more than 1,800 staff members, more than 1,200 volunteers and our countless partners in the community.

I look forward to 2012 as we build on the successes we have seen in 2011. I am so proud of our team, their commitment to the VA system and to you, our Veterans.

Pamela Reeves

Pamela Reeves
M.D.
Director



Ann Herm
RN, B.S.N., M.S.
Associate Director
for Patient Care
Services



About the John D. Dingell VA Medical Center, Detroit

Since 1939, this VA facility has been improving the health of the men and women who have so proudly served our nation. In 1996, the medical center moved from its original location in Allen Park, Michigan to the current location in Detroit. The John D. Dingell VA Medical Center is among the newest VA facilities in the country. It's our privilege to serve the health care needs of our area Veterans. Services are available to more than 330,000 Veterans living in Wayne, Oakland, Macomb and St. Clair counties. This population represents approximately 44 percent of the Veteran population of the lower peninsula of Michigan.

Mission Statement

To fulfill President's Lincoln's promise: "To care for him who shall have borne the battle, and for his widow, and his orphan" by serving and honoring the men and women who are America's Veterans.

VA Core Values and Characteristics, "I CARE"

*Integrity, Commitment,
Advocacy, Respect, Excellence*

Core Values describe an organization's culture and character and serve as the foundation for the way individuals in an organization interact with each other and with people outside of the organization. The Department of Veterans Affairs Core Values and Characteristics apply across the entire VA enterprise.



At the John D. Dingell VA Medical Center in Detroit, we are committed to becoming a valued employer by hiring the best talent and training, communicating, coaching and developing leaders.



VA Researcher Honored

Pamela J. VandeVord, Ph.D., a former member of the Detroit VAMC research and development staff (now on-staff at another VAMC), received a prestigious Presidential Early Career Award for Scientists and Engineers (PECASE). A PECASE award is the highest honor bestowed upon researchers by the United States Government for engineering and science professionals, in the early stages of their careers. 85 awardees were honored at the White House in December 2010, by President Obama. VandeVord was one of two VA staff members, nationwide, to be honored.



Her research centers around Blast Neurotrauma, which is investigating how cells in the brain respond to the pressure generated from blasts in combat.



Nursing Recognition

In July 2011, the VA Nursing Academy (VANA) faculty, along with faculty from the University of Detroit Mercy (UDM), honored John D. Dingell VAMC staff nurses who volunteered their time to serve as preceptors for the UDM senior nursing students during the last academic year.

VANA began its fourth year in 2011, at the John D. Dingell VAMC. In 2010, more than 100 pre-licensure B.S.N. students received clinical experience here at our medical center, many returning for second and third rotations. The goals of VANA are to address the anticipated nursing shortage by increasing baccalaureate nursing student enrollment, expanding nursing faculty and professional development of nurses, providing opportunities for educational and practice innovations, and increasing recruitment and retention of VA nurses.

Volunteers in Action

Here in Detroit, we have more than 1,200 volunteers who assist our Veterans, their families and our staff, 24-hours-a-day, 7-days-a-week. They assist on a grand scale, with programs like our annual Valentines for Veterans Concert, which made its debut in 2011. And, they do smaller projects like escorting a Veteran to his or her appointment or passing

out snacks and water to Veterans who are waiting to see a clinician. FY11 was a good year for both volunteerism and donations. Detroit VAMC volunteers donated 94,522 hours and nearly \$700,000 in cash and in kind donations were received. We are grateful for your commitment to helping us serve our Veterans!





VA Employees Walk to Promote Wellness

Employee wellness is a key initiative for VA. In June 2011, hundreds of Detroit VAMC employees, volunteers and Veterans turned out for the first-ever VA2K. A nationwide initiative, Detroit was one of 140 medical centers to participate in the walk and roll event. All participants were encouraged to make a donation to the medical center's homeless program.

"It was a beautiful day and just a delight to see all of our employees, volunteers and Veterans take a walk to support our homeless Veterans," said Dr. Pamela Reeves, Medical Center Director. "Employee wellness is a major initiative for us because as staff, we must be healthy in order to encourage our patients to be healthy."



Winning

Detroit VAMC staff, volunteers and patients caught 'baseball fever' in FY11, as we became the recipients of some great efforts by the Detroit Tigers and All-Star Pitcher, Justin Verlander. Verlander made us part of his 'Verlander's Victory for Veterans Program,' inviting OEF/OIF Vets and their families to use his private suite for every other game in which he started!



quality

Our goal here at the John D. Dingell VA Medical Center in Detroit, is to create processes that deliver evidence based clinical care and exceptional business processes at or above benchmark levels.

The Joint Commission

Founded in 1951, The Joint Commission seeks to continuously improve health care for the public, in collaboration with other stakeholders, by evaluating health care organizations and inspiring them to excel in providing safe and effective



care of the highest quality and value. The Joint Commission evaluates and accredits more than 19,000 health care organizations and programs in the United States. An independent, not-for-profit organization, The Joint Commission is the nation's oldest and largest standards-setting and accrediting body in health care. To earn and maintain The Joint Commission's Gold Seal of Approval™, an organization must undergo an on-site survey by a Joint Commission survey team at least every three years. The Detroit VA is accredited by the Joint Commission, under four standards manuals, and includes the entire facility. In addition, the Opioid Treatment Program maintains a separate accreditation focused specifically on their services.

Commission on Accreditation of Rehabilitation Facilities

CARF is an independent, nonprofit accrediting body whose mission is to promote the quality, value, and optimal outcomes of services through a consultative accreditation process that centers on enhancing the lives of the persons served. Founded in 1966 as the Commission

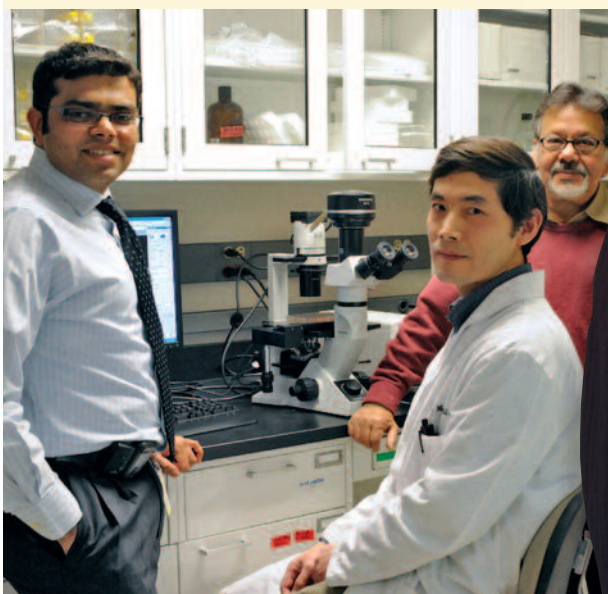
on Accreditation of Rehabilitation Facilities, and now known as CARF, the accrediting body establishes consumer-focused standards to help organizations measure and improve the quality of their programs and services. An organization receiving accreditation has put itself

through a rigorous peer review process and has demonstrated to a team of surveyors during an on-site visit, that its programs and services are of the highest quality, measurable, and accountable. The Detroit VAMC has multiple programs accredited or in process for accreditation. That list

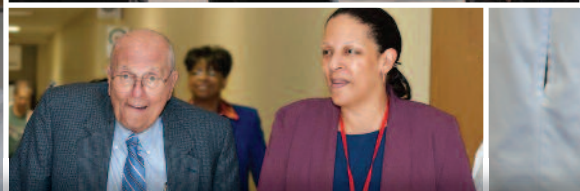
Accreditation

The John D. Dingell VA Medical Center in Detroit strives to uphold our mission, vision, and core values by challenging ourselves to improve the quality of care as well as measure our performance by earning and maintaining accreditation from a number of agencies. Leadership voluntarily invites accrediting bodies to regularly review our services to ensure we provide the highest

quality of care. Accreditation is achieved by successfully completing onsite reviews to validate the compliance with national quality and safety standards. Evaluations by accreditation agencies demonstrate publicly the outstanding commitment to quality services the Detroit VA achieves, every day, in caring for our Veterans.



includes *Medical Rehabilitation Inpatient Unit, Healthcare for Homeless Veterans (HCHV), Residential Rehabilitation and Treatment Program (DOM)*, and most recently the *Psychosocial Rehabilitation and Recovery Program (PRRC)*. We look forward to having the Blind Rehabilitation program surveyed this summer.



☆☆☆☆☆☆ John D. Dingell VA Me
Employees and Vo
our **VETERAN**





Medical Center—Detroit ★ ★ ★ ★ ★ ★ ★

Volunteers Honoring PATIENTS Each Day



service

At the John D. Dingell VA Medical Center, we are committed to providing world class service and to improve the health and welfare of the community.

Relocation and Expansion of Pontiac CBOC

In early spring 2011, Detroit VAMC staff opened the newly relocated Pontiac CBOC. The new facility is larger, more modern and will allow for the future expansion of clinical services such as audiology, physical therapy and radiology.



Outreach

The Detroit VA Medical Center puts a major focus on Outreach every year.

For our team, we don't just set our sights on the Veterans who are coming home from the current war in the Middle East. We see Veterans

each day from Korea or Vietnam, who are visiting us for the very first time.

We carefully select community events to take part in; those events that will give us excellent exposure to our area Veterans.



The services that are now offered include primary care, mental health and tele-health.

"We have a tremendous amount of patients who use our CBOC in Pontiac, so it made great sense to expand and tie in some of these new technologies," said Dr. Pamela Reeves, Medical Center Director.

Patients may contact the clinic for an appointment by calling (248) 332-4540, or by calling the telephone scheduling pool at (313) 576-1051.



Secure Messaging... A New Way to Communicate

The Detroit VAMC continues to adopt new ways to communicate with Veterans. One tool is Secure Messaging through the My HealthVet portal. Secure Messaging allows Veterans to communicate non-urgent, health related information in a private and safe computer environment.

As of the end of FY2011, 100% of our primary care providers were participating in Secure Messaging.



17%

of Detroit VAMC Veterans are registered My HealthVet users

9%

of Detroit VAMC Veterans have received the "higher level" access by completing the In-Person Authentication (IPA) process

2,600

In FY2011, we exchanged more than 2,600 Secure Messages with our Veterans.



Help for Homeless Veterans

2011 was a year of growth and expansion for the Detroit VAMC's Homeless Veteran program. In fall 2011, Detroit joined nearly 30 other VAMCs around the nation and hosted a homeless outreach program at the medical center, which attracted nearly 300 people. Held in conjunction with a citywide Stand Down event that our medical center staff plays a substantial role in, the outreach event was a success, introducing at-risk and homeless Veterans to the various levels of care they can receive.

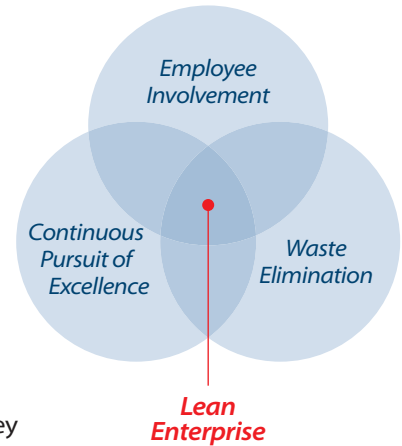
In 2011, the VA spent nearly \$3.4 billion to provide health care to homeless Veterans and \$800 million in specialized housing programs. The latest studies say more than 75,000 Veterans are homeless on a typical night in the U.S.

In 2012, the Detroit VAMC will open a new program, the VCRRC (Veterans Community Resource & Referral Center), part of a nationwide project of the Department of Veterans Affairs, designed to identify homeless Veterans in the community through outreach activities.



stewardship

At the John D. Dingell VA Medical Center in Detroit, we are committed to reducing waste, increasing efficiency and maximizing budget allocation to improve market share and develop innovative programs.



Becoming a Lean Enterprise

What is Lean? The John D. Dingell VA Medical Center (VAMC) began its journey towards being a lean organization about 4 years ago when we began looking at our process improvements in a new fashion. We now begin process improvements by looking at what the customer values. Then we build processes in which each step adds value to the customer's or patient's expectation. Any step of the process that does not add value is potential for waste and possible elimination. Utilizing lean management principles, we develop processes that add value and create flow for the patient.

Lean at the Detroit VA: In order to embrace lean at the Detroit VAMC, all employees go through an introductory training course on lean principles organized by our Systems Redesign department. The organization also embarked on 5S Fridays. 5S is a lean tool to achieve workplace organization and consists of 5 steps: Sort, Straighten, Shine, Standardize and Sustain. At the Detroit VAMC, each department, floor by floor, is paid a visit on Fridays to identify a 5S improvement project. 5S Fridays began in August of FY11 and has continued into FY12. In FY11, improvement projects included reorganizing the crash cart, supply closets, and visual management to improve patient way finding in the ED.

"Improvement Is Everyone's Responsibility"

At the John D. Dingell VAMC, we wish to instill a culture of continuous daily improvement to achieve our vision of providing excellence in care. This involves every person in the organization to embrace process improvement. Our goal is to have all staff passionate about lean management as "improvement is everyone's responsibility."



At the John D. Dingell VA Medical Center in Detroit, we are proud of our service to our Veterans, and we are recognized for our dedication.

Cornerstone Recognition Award

In 2011, The Detroit VA Medical Center was once again a recipient of a **Cornerstone Recognition Award** from the VA. And this time, it's a GOLD award!

A formal recognition program was initiated by the National Center for Patient Safety (NCPS) in 2008 to recognize the good work done for patient safety at the facility level.

"We are thrilled to be named a Gold Award Winner," said Dr. Pamela Reeves, Detroit VA Medical Center Director. "This award reaffirms what we have known for so long; patient safety is top-of-mind for all staff members here in Detroit and continues to be a top priority for our leadership. Our employees should be proud that they are part of contributing to patient safety each day in this medical center."

2011 Most Wired Survey and Benchmarking Study

The Detroit VA Medical Center was named as one of the 'Most Improved' hospitals in the Hospital & Health Networks **"2011 Most Wired Survey and Benchmarking Study"**.

The survey/study was developed in cooperation with Hospital and Health Networks (H&HN), American Hospital Association (AHA), McKesson, and the College of Healthcare Information Management Executives (CHIME). It's designed to survey hospitals and health systems to identify the best information technology (IT) practices in the industry. 14 of the 153 recipients of "Most Wired" awards were VA Medical Centers. VISN 11 as a whole was recognized and awarded a "Most Wired" award with our facility also being recognized as "Most Improved".

Distinguished Federal Service Diversity Team

May 2011: The Federal Executive Board's Diversity Council named the EEO Advisory Group of the John D. Dingell VA Medical Center, winner of the 7th annual "Distinguished Federal Service Diversity Team" Award.



statistics

Fiscal Year 2011 Statistics: Numbers that Tell a Story of Excellence

A B C

Outpatient Visits

Outpatient Visits ▲

A Detroit	428,765
B Yale	11,683
C Pontiac	6,961
Total	447,409

Inpatients Treated

Admissions	4,452
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Operating Beds

Inpatient Mental Health	38
Long Term Care (CLC)	109
Offsite Domiciliary	50
Surgery	29
Medicine	30
ICU	6
Step Down	6
Total	268

Number of Employees

Total	1,854
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Total Uniques

Detroit	43,553
Yale	3,681
Pontiac	2,977
Total	50,211

Medical Care Collections Fund

Total	\$11,933,411
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Medical Center Budget

Total	\$311,679,318
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Locations



John D. Dingell
VA Medical Center, Detroit
4646 John R Street
Detroit, MI 48201
313-576-1000



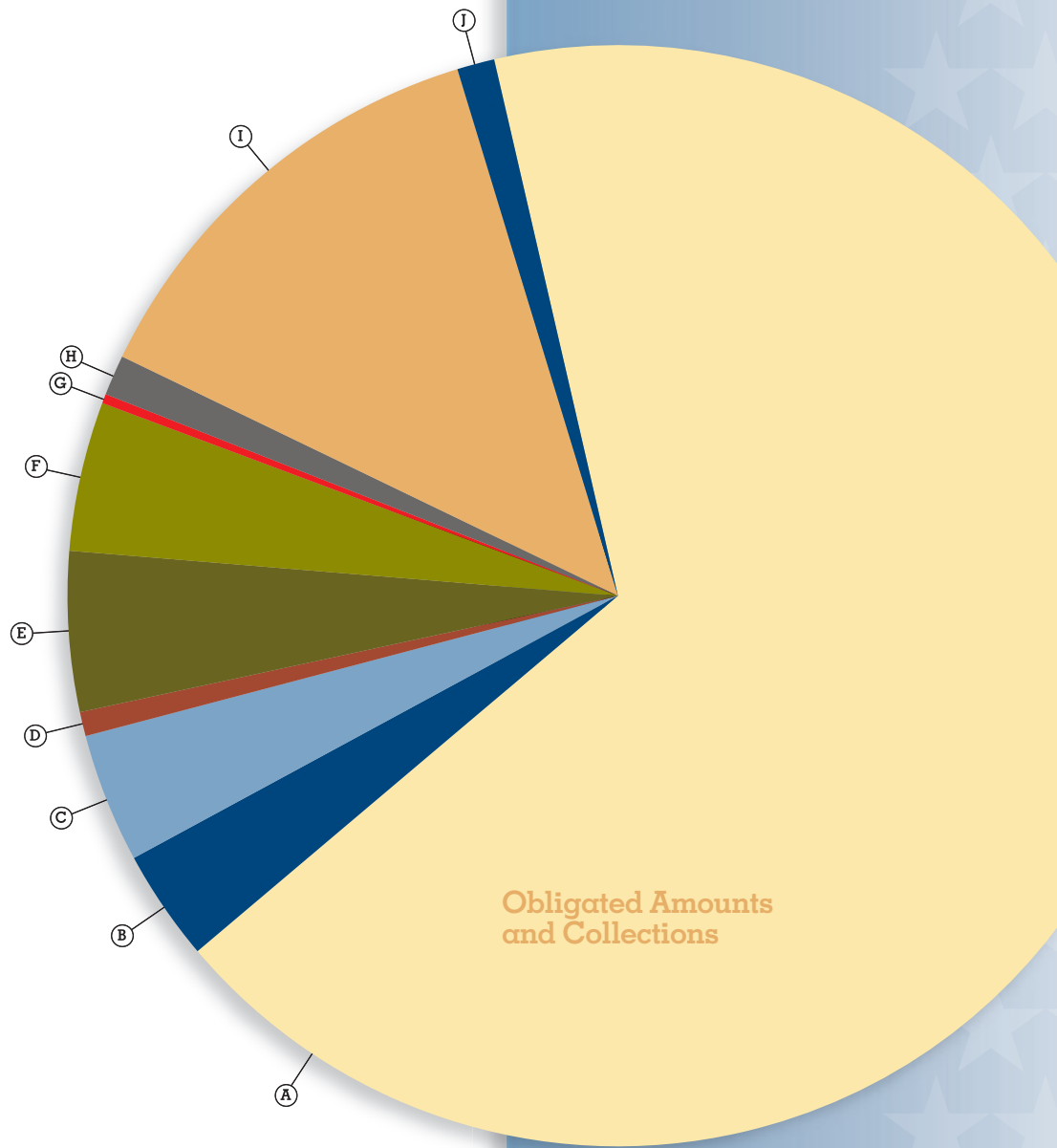
Pontiac
Community Based
Outpatient Clinic (CBOC)
44200 Woodward Avenue
Suite 208
Pontiac, MI 48341
248-332-4540

Voluntary Service

Total Volunteers (Regular and Occasional)	1,610
Total Volunteer Hours	94,047
Total Gifts and Donations	\$690,397

Select Obligated Amounts and Collections

A Salaries	\$179,630,220
B Equipment	\$8,704,707
C Projects	\$10,120,456
D Vet Centers	\$1,887,788
E Prosthetics	\$12,507,197
F Fee	\$11,688,350
G Travel/Training	\$730,171
H IT Programs	\$3,160,933
I Pharmacy	\$34,982,902
J Research	\$2,932,491



Yale
Community Based Outpatient Clinic (CBOC)
 7470 Brockway Drive
 Yale, MI 48097
 810-387-3211

2011
 Fiscal Year



www.facebook.com/VADetroit



www.twitter.com/VADetroit



I'm a Veteran

and a **Detroiter**, and I wouldn't get my care anywhere else but here.

Everyone, from the doctors to the nurses to office staff, they treat me with respect and understanding. Your staff is like family to me and I thank you for everything you've done for me and my family.



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