

★ PEOPLE ★ SERVICE ★ QUALITY ★ STEWARDSHIP



ANNUAL REPORT FY 10



We are Indy Excellence

RICHARD L. ROUDEBUSH VA MEDICAL CENTER, INDIANAPOLIS, INDIANA

DIRECTOR'S MESSAGE



Thomas Mattice, Medical Center Director

As each year's annual report is prepared, I enjoy the opportunity to reflect on the past year; the successes, the challenges, the people, our Veterans.

In Fiscal Year 2010, we enjoyed many rewarding experiences in the medical center. Celebrating our eighth year of Indy Excellence, recognizing the changes this cultural journey has brought and hearing the recurring compliments from visitors, Veterans and others, we continue to demonstrate Hoosier Hospitality and pride in our work. The pillars of Indy Excellence (People, Service, Quality and Stewardship) continue to be our guiding principles.

I am amazed at the innovations led by staff of this medical center. As we serve our Veterans now, and work to ensure a bright future for our medical center, our staff excel in improving the direct and ancillary care processes critical to delivering the highest level of care. The culture fostered by Indy Excellence seeks to empower, envision, and engage the greatest asset of the medical center, our employees, to serve the greatest asset of our nation, our Veterans. Together we face challenges, seeking solutions, working together.

Our goal is to continue on the path of becoming a Veteran-centered, forward thinking, and results oriented organization. Every day we strive to find new ways to reach out to those we serve, creating dynamic communication tools, enhancing access to care, and ensuring care is convenient, timely and of the utmost quality. Excelling in telehealth, informatics, Geriatrics and Patient Aligned Care Teams, Indianapolis leads the way to effective, quality health care. Providing innovative solutions such as interface with private sector providers through health information exchange, our Veterans will receive coordinated care. We seek out the most vulnerable of those we serve, in the places where they live, and deliver care to improve their lives such as the work to end Homelessness through support and life skill development. We measure and evaluate our work, to ensure we are effective.

As you look at this annual report, I think you will see that Roudebush VA Medical Center continues to position ourselves for the next phase of the journey by emphasizing innovation and our core values of Indy Excellence that have become our hallmark. I thank each and every one who has contributed to our successes: employees, volunteers, and community partners. Together, we can all be proud of what this annual report represents: delivery of high quality healthcare to our nation's heroes.

★ PEOPLE

2010 Nursing Peer Awards



Roudebush VA Medical Center nursing staff provide outstanding care to our Veterans. The Nursing Peer Excellence Awards are given out each year for a nurse on each unit that exemplifies all that is good in nursing and embodies the elements of Indy Excellence: positive attitude, dependable, trustworthy, good clinical knowledge, patient advocate, supportive, accountable, ownership, and commitment to coworkers.

All Employee Picnic



2010 Federal Employee of the Year Awards



Phillip VanRenterghem

Michael McDonald

Lt. Joshua Engelking

Lt. Brian Reneau

Melissa Hinesley

Rachel Byrd

The Federal Executive Association (FEA) of Greater Indianapolis hosted the 2010 Federal Employee of the Year awards banquet. The medical center nominated six employees in various categories. The purpose of the program is to recognize federal employees and military personnel who have been exemplary citizens by virtue of their superior performance on the job, self-development, and community service/good citizenship.

★ PEOPLE

Police Supervisor of the Year

In FY 2010 *Lieutenant Joshua Engelking* was named “2009 Police Supervisor of the Year” for the Department of Veteran Affairs. Lt. Engelking is married with two children and a Veteran. Prior to joining the Indianapolis VA Police Service (VAPS) in June 2006, he worked as a Federal Police Officer in the Washington, DC metropolitan area. His duties include: First Line Supervisor, Primary



Firearms Instructor, Assistant Criminal Investigator, and Assistant Evidence Custodian.

Police Officer of the Year

In FY 2010 *Lieutenant Brian Reneau* was named as the “2009 Police Officer of the Year” for the Department of Veteran Affairs. Lt. Reneau, married with one child, is a Veteran, and has 21 years in Indiana Law Enforcement as a certified Police Officer. He joined the Indianapolis VA Police Service (VAPS) in October and was promoted to Lieutenant in 2009. As a Police Officer he was the primary liaison for implementing the Indiana Data and Communications System and National Crime Information Center terminal for the facility.



Under Secretary for Health Pharmacy Benefits Management Innovation Award

Non-traditional Postgraduate Year One (PGY1) Pharmacy Residency at Roudebush VA Medical Center



Christina White, Melanie Kuester, Deanna Kania, Marshall Jones

After studying, taking tests, studying some more, writing papers, editing papers, and working on projects, it comes as no surprise that family and financial obligations and a feeling of school “burnout” can often act as a barrier in completing traditional residency programs. Acknowledging this, Pharmacy Service leadership worked together to create a non-traditional postgraduate first year pharmacy residency program at our medical center. This unique and innovative non-traditional pharmacy residency program enables the residents to be full-time employees of the medical center, receive full salary and benefits, and accrue leave as normal. Although the non-traditional program lasts a full two years compared to the previous one year of more traditional residency programs, our pharmacy residents have the opportunity to obtain accreditation through both the American Society of Health-System Pharmacists (ASHP)

and the American College of Clinical Pharmacy (ACCP). Doing so addresses the common barriers and concerns facing today’s pharmacy residents, as well as acting as a method to expand the number of eligible preceptors for traditional residency programs. This innovation not only encompasses the mission, vision, and values of our medical center, it shows the dedication to true Indy Excellence.

All Employee & Volunteer Appreciation Pancake Breakfast



Indy Health Exchange



Thomas Mattice, Medical Center Director and VA Secretary Eric Shinseki

The Department of Veterans Affairs announced a new pilot in the Indianapolis region that will improve the delivery of Veterans health information. The Roudebush VA Medical Center will partner with Indiana Health Information Exchange (IHIE), the largest health information exchange organization in the United States, to securely exchange electronic health record (EHR) information using the Nationwide Health Information Network.

Bedside Care Collaborative



(L-R:) Kathryn Davies, Bonnie Morrow, Angela Howard, Michelle Dunlavey, Shirley Howell, Anne Kirchgassner, Evar Jones, Deanna Anvoots, and Robyn Hendricks, (not pictured - Becky Hague, and Lisa Edwards)

A team of employees embarked on a journey to examine bedside care at the Indianapolis VA Medical Center. This team was selected to attend the VA Bedside Care Collaborative (BCC) in FY 10. Improving unit efficiencies and providing ongoing performance improvement are also focal points. With a pilot between MICU and 8 North staff, there was 54% improvement in transfer times! The BCC initiative is now expanding to include the surgical intensive care unit (SICU) and all of the wards.

VA Reaches Out to Veterans with New Automated Appointment Reminders



Deb Thayer, Tammy Slaughter, Jennifer Rodriguez, and Cheryl Owsley

Indianapolis continues on the technological cutting edge with the implementation of a new automated appointment reminder call system. Patients will be called two days prior to their appointments. The system allows the Veteran to confirm, cancel or request rescheduling of the appointment.

Critical Care Bowl 2010



Angelique Forman, Jessica Gerig, Charles Fleming, Leesa Lowder, and Elizabeth Isom.

The 2010 team of critical care nurses from the medical center competed in the annual critical care bowl sponsored by the Central Indiana Chapter of Critical Care Nurses. Twelve teams from hospitals around the Indianapolis area competed. Each team is comprised of members who are all direct patient care nurses in critical care areas. The competition is a "Jeopardy" style game with two teams competing in each game with single elimination in each round. Our team competed very well and represented our medical center professionally and admirably.

New Veterans House Groundbreaking Celebration



*Mayor
Gregory A. Ballard*



On July 21, 2010 the Roudebush VA Medical Center conducted a groundbreaking ceremony for the new Veterans House featuring guest speaker Indianapolis Mayor Gregory A. Ballard. The Veterans House is funded by a grant from Lilly Endowment Inc. and is being dedicated to Dr. Otis R. Bowen, WWII surgeon and former Governor of the State of Indiana. The Veterans House will include 28 fully furnished private guest rooms, with handicap accessible bathrooms. Common areas include a kitchen, laundry, dining room, living room, fitness room and a library. The Veterans House is set to open in Fall 2011.

Indy Excellence Yields VIP Excellence Awards



The Insulin Delivery Team identified over 30 process barriers significantly limiting the reliability of insulin delivery processes. These process barriers were grouped into five high-level focus areas: 1) Physician Order Entry, 2) Insulin Dispensing, 3) Insulin Administration, 4) Glucose Monitoring, and 5) Timeliness of Food Delivery. The process action team developed a Future State Process, implementation plans and control plans to enable redesign of current insulin delivery processes into the future.

The Indianapolis Public Relations Team (IND PR) was formed to serve as the main consultant to the Director and Executive Management Team in all matters related to communication. The IND PR team is responsible for ensuring that medical center communications emphasize the principles of Veteran Centered Care. This best practice was submitted for the Network Director's VIP Excellence Award. The group was recognized with the award as a best practice to recognize innovation and the continuous effort to work smarter and make lasting improvements in the quality of service, access, customer satisfaction, and the overall efficiency and effectiveness of our programs.



Patient Transport Project



(L-R:) Richard Jones, Eric Klakamp, Jonny Davis (seated), Gary Compton, Apryl Hudson, Janice Howard, Tasbeka Brewer

Three project teams were chartered to use system redesign processes to provide patient transport service within the medical center in a timely manner. The goal was to have patient transport requests completed within 30 minutes with at least 80% completed within 20 minutes. An electronic request display board was added as well as push-to-talk phones to enhance communication, and wheelchairs were purchased to support the patient transportation needs. Successes were realized such as reduction of time to transport inpatients from 28 minutes to 15 minutes. Also, patients arrive on time to key appointments and nurses can depend on patient transportation requests to be completed in a more efficient manner.

National Telephone Collaborative

This year the Roudebush VA Medical Center participated in a National Telephone Collaborative that focused on improving telephone access and quality to Veterans. As a result our facility had a 50% reduction in wait times. Their efforts will continue this coming year with a goal of less than 30 seconds to answer.

Homeless Veteran Services



The Roudebush VA Medical Center expanded service to homeless Veterans with additional staff, housing vouchers, and new partnerships with community homeless advocacy groups.

Voluntary Service



While there has been a decline in membership in the Veterans Service Organizations over the past several years, Indianapolis has had 7 years of growth in volunteer hours and in the number of volunteers. In a phone call, VA Central Office said no other medical center in the country has had 7 years of growth during this same time period. Over 960 regularly scheduled volunteers donated 136,747 hours of service in FY 2010. An additional 871 occasional volunteers donated 3,240 hours of service during the same period. Voluntary Service at Indy has had continuous growth in volunteer hours and the number of volunteers during 12 out of the last 14 years.

★ QUALITY



West Tenth Street Lobby Renovation

The West Tenth Street Lobby recently underwent a fantastic renovation! This project is part of the Veteran Centered Care initiative to provide our Veterans with a more relaxing atmosphere while they're here.

Most Wired Award

Roudebush VA Medical Center accepted the Most Wired Award this past July for the sixth consecutive year. The Most Wired Award this year was redesigned to provide a stronger survey for all hospitals benchmarking hospital progress with Information Technology. The survey looks at Business and Administrative Management, Clinical Quality and Safety, Care Continuum and Infrastructure for hospitals.



VA staff pictured with Most Wired staff

CARF Accreditation



In the rehabilitation community, a three-year Commission on Accreditation of Rehabilitation Facilities (CARF) accreditation is the gold standard for excellence. As of June 2010, our Rehabilitation Intervention Therapy Service (RITS) unit and our Amputation System of Care have both received their three-year accreditation. Attaining a three-year accreditation requires an agency to conform to over 190 standards, each focusing on delivering state-of-the-art, comprehensive, compassionate and patient-centered care.

New Behavioral & Mental Health Center

The Roudebush VA Medical Center is the only complex, tertiary care facility for Veterans in the State of Indiana. It provides access to highly specialized services, the latest equipment, and the diagnosis and treatment of complex disorders. The Behavioral and Mental Health Center is designed for effective patient centered care. A more open design provides a friendly atmosphere. The new inpatient unit creates a safe, effective environment for our Veterans.



GRACE staff

VA GRACE Pilot

Dr. Steven R. Counsell, Geriatrics Section Chief, was awarded grant funding of \$1.3 million for "Dissemination of GRACE Care Management to at risk older Veterans" under a call to develop innovative patient centered alternatives to institutional extended care. The Geriatric Resources for Assessment and Care of Elders, or GRACE model, includes home-based geriatric assessment and care management by a nurse practitioner and social worker who collaborate with the primary care physician and a geriatrics interdisciplinary team. During FY 2010, Dr. Cathy Schubert was recruited to the Indianapolis VA to start an outpatient geriatrics consultation clinic and inpatient geriatric medicine consultation to complement the GRACE program. Future plans will broaden these services.

Emergency Management Airport Exercise



Roudebush VA Medical Center serves as a Federal Coordinating Center and was a key player in successful planning and implementation of a multi-agency emergency management airport exercise.

Primary Care Outpatient Clinic - Indy West

In December 2009 the Roudebush VA Medical Center opened a new primary care outpatient clinic located on the West side of Indianapolis at 38th Street and I-465. The clinic has seven primary care providers with co-located mental health and clinical pharmacy services.

Veterans Justice Outreach (VJO) Coordinator

Indianapolis added a Veterans Justice Outreach (VJO) coordinator who worked with a local judge to set up a Veterans Court where the VJO coordinator can provide input and assist in linking Veterans with treatment and housing.

Implementation of the Joint Replacement Program (JRP)

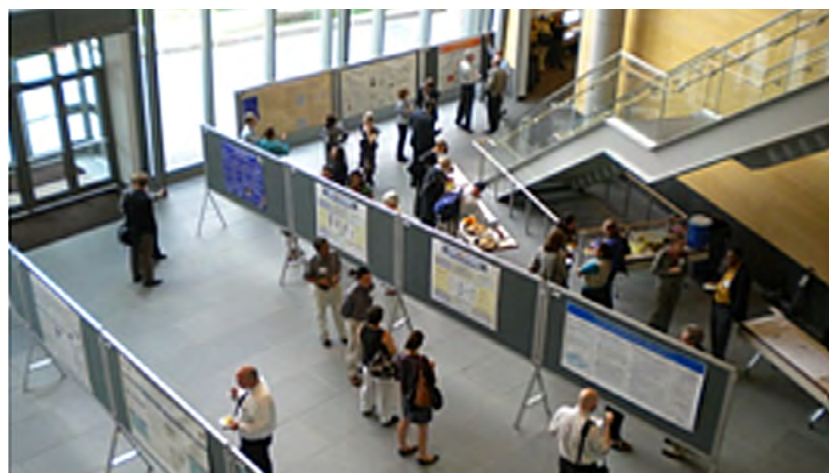
The JRP has improved patient care and reduced the length of stay in the hospital per patient from greater than seven days to less than three days. This is being reviewed for the potential of being a national best practice.

Stroke Toolkit

Roudebush VA Medical Center partnered with the VA Office of Quality and Performance and multiple Patient Care Services representatives to develop and assess inpatient stroke quality indicators. The outcome was a National Stroke Quality Report and Stroke Toolkit. This work represents the first assessment of inpatient stroke care quality in VA and has resulted in subsequent projects to improve quality of care.

Telerehabilitation Study

Roudebush VA Medical Center research staff implemented a multi-faceted telerehabilitation study to evaluate the home environment, assess patients' mobility skills, initiate rehabilitation treatment, prescribe tailored exercises, and provide periodic goal-oriented reassessment, feedback, and encouragement at three VA medical centers.



Quality Improvement Parallel Circuits

With Systems Redesign and VISN 11 VERC, Indianapolis Health Services Research & Development (HSR&D) co-hosted a VA HSR&D field-based meeting "Quality Improvement in Parallel Circuits," which brought together HSR&D, VERC, and Operations Leadership in VA to explore opportunities for collaboration and shared implementation research and systems engineering methods to improve VA healthcare quality.

★ STEWARDSHIP

Reuse, Reduce and Recycle



Penelope Rivers, Anita Munoz-Boyle, Oscar Ghoston, Nicole Golder, Jana Janson and Cathy Heiny

At the Roudebush VA Medical Center, there is a recycling process called co-mingling which consists of recycling all aluminum, glass and #1 and #2 plastics. The Shaping My Future "Green Machine" Team worked diligently with other departments, such as Environmental Management Service, Safety, and the Green Environmental Management Systems committee in trying to make recycling more of a priority here at the medical center.

Restructure of Outpatient Therapy Clinic



Physical Medicine & Rehabilitation Service restructured the outpatient therapy clinic into an open access model reducing no show rates by as much as 15% on average and increased productivity for each therapist by 10-15%. This also reduced the overall fee cost for therapy services by \$900,000.

Expanded Battery Recycling Program



Through the "Green Machine," the medical center's expanded battery recycling program included multiple collection points throughout the medical center.

Green Initiatives



Engineering Service has completed multiple energy projects which will lead to significant cost savings related to medical center utility costs in FY 2011. Projects include replacement of interior and exterior light fixtures with LED and energy light fixtures and ballasts, replacement of 1,000 ton chillers with energy efficient chillers, replacement/installation of equipment drives, and design to replace existing air handling units with new energy efficient units.

Finances & Statistics

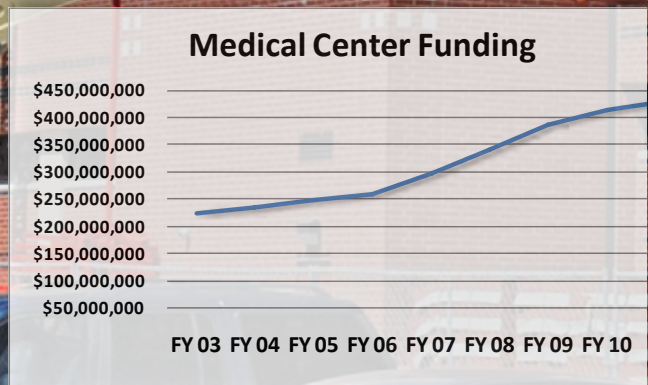
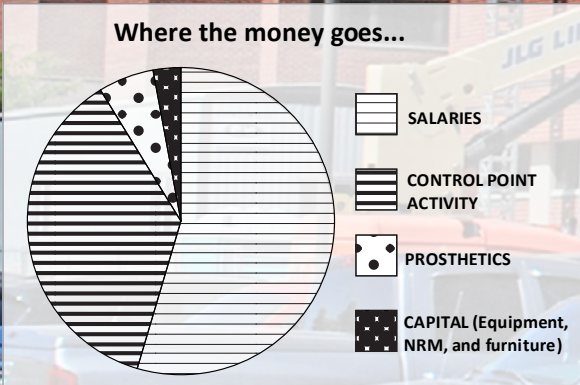
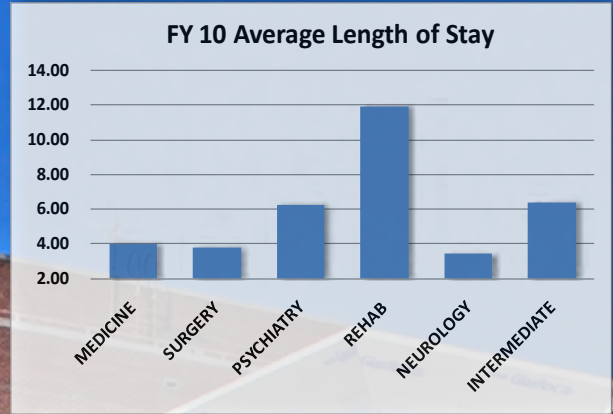
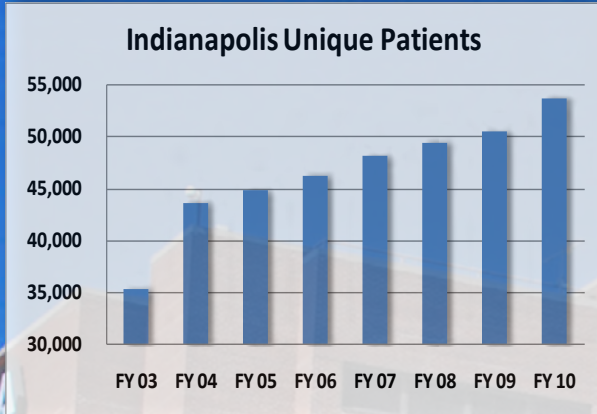


Photo: E-wing, 3rd and 4th floor additions.

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We are Indy Excellence



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