



VA New York/New Jersey Health Care Network

2011 ANNUAL REPORT

VISN3 Transformation Update



- INTEGRITY
- COMMITMENT
- ADVOCACY
- RESPECT
- EXCELLENCE



VA New York/New Jersey Health Care Network

Director's Message



Dear Veterans, fellow employees, volunteers and friends of VISN3:

Welcome to VISN3's Annual Report and Transformational Update for 2011. I am proud to inform you about the many initiatives currently underway at our medical VA centers and Community Based Outpatient clinics—and to demonstrate our continuing commitment to delivering patient-centered care to Veterans and their families.

In 2011, VISN3 continued to revolutionize the ways in which we provide service to our Veteran patients. For example:

- All primary care is delivered by Patient-Aligned Care Teams, providers who work together to increase access and clinical effectiveness.
- A simulation laboratory was opened to improve training of our health care professionals.
- VISN3's use of telehealth to improve Veterans' access to care continues to expand.
- "Family of Heroes," a web-based program to help families of retiring servicemembers was launched.
- Web-based education to help Veterans with diabetes and congestive heart failure improve health was developed.

Thank you for your continued support of our VISN. We look forward to continuing to provide you with outstanding service in 2012.

Michael A. Sabo
VISN3 Director

VISN3 BY THE NUMBERS

VA Medical Centers **8**

Community-Based Outpatient Clinics **28**

Prostheses Costs **\$66,656,175**

Unique Veterans Treated **183,436**

Outpatient Veteran Visits **2,468,740**

Total Discharges **25,104**

Total Inpatient Surgeries **3,820**

Total Ambulatory Surgeries **7,611**

DoD Visits (Sharing Agreement) **5,181**

TRICARE Visits **5,861**

Total Employees **12,418**

Total Non-paid (WOC) Employees **1,712**

Total Volunteers **4,485**

Total Volunteer Hours **637,738**

Total Medical Residents **1,282**

Total VA-Funded Research **\$14.3M**

Total Non-VA-Funded Research **\$18.9M**

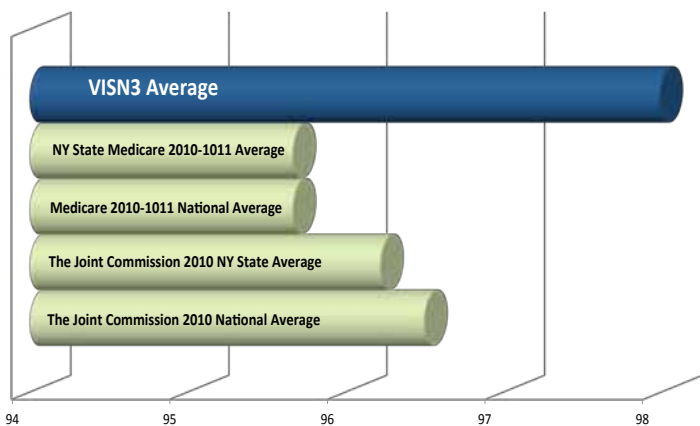
Total Active Research Projects **815**

VISN3 Outperforms Non-VA Hospitals On Quality Measures

The graphs below demonstrate how the quality of care VISN3 VA medical centers provided to heart attack, pneumonia, congestive heart failure and surgical patients compared to non-VA hospitals at the national and state levels based on the Department of Health & Human Services and The Joint Commission quality indicators.

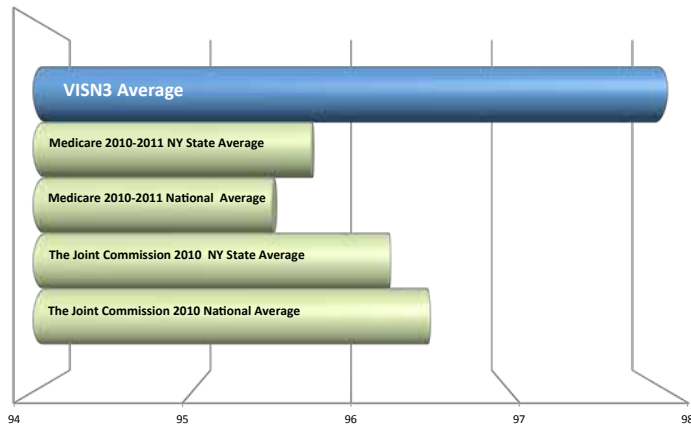
VISN3 significantly out-performed the average scores measuring quality in three patient groups (heart attack, congestive heart failure and surgical care) compared to non-VA hospitals on both the national and state levels. Concerning pneumonia care, VISN3 out-performed State and national Medicare and Joint Commission state averages and matched The Joint Commission national average at 96%.

VISN3 Surgical Care Receives Top Grades



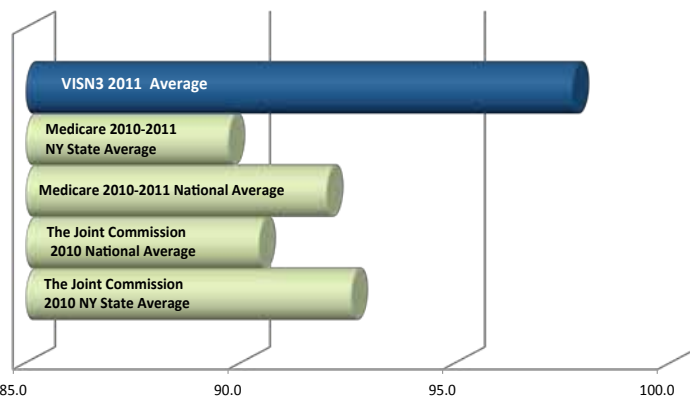
Percentage of Patients Receiving All Recommended Surgical Care

VISN3 Out-Performs Private Sector Hospitals in the Provision of Excellent Heart Failure Care



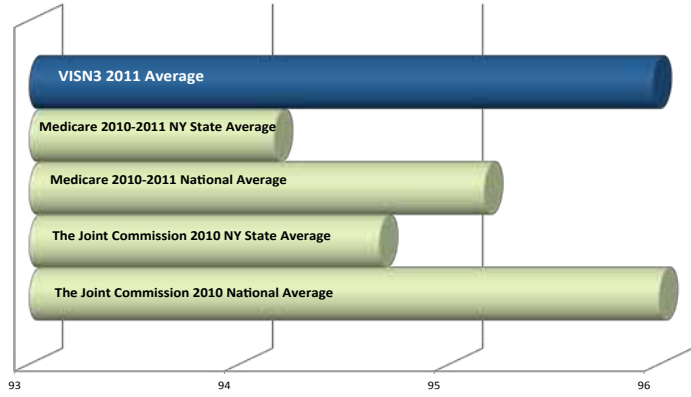
Percentage of Patients Receiving All Recommended Heart Failure Care

VISN3 Leads in Heart Attack Care for Veterans



Percentage of Patients Receiving All Recommended Heart Attack Care

VISN3 Overall Pneumonia Care Ranks Among the Top 10% of U.S. Hospitals



Percentage of Patients Receiving All Recommended Pneumonia Care




Preparation Ensures Emergency Management Readiness

Emergency preparedness is one of several initiatives to ensure the safety of patients, staff and visitors at VISN3 health care facilities. The Comprehensive Emergency Management Program stresses continuous readiness through table-top and full-scale exercises which are conducted at VA medical centers and the Network office throughout the year.

Training in internal, external and national emergencies, patient evacuation and communication was stressed in 2011 to educate staff to operate in an emergency. Approximately 94% of staff completed this emergency preparedness training.

To assess the VISN’s emergency preparation, VHA conducted a Comprehensive Emergency Management Program assessment throughout the year. The assessment evaluated 69 capabilities at


each VA medical center and 39 capabilities at the VISN Office and resulted in 48 capabilities being identified as best practices.

In 2011, VISN3 experienced several significant weather related events such as high winds, rain and snow storms and hurricanes. The most challenging natural event requiring a Network-wide emergency management response and coordination with the New York City Office of Emergency Management occurred when Hurricane Irene made landfall in metropolitan New York on August 26. The New York VA Medical Center was evacuated due to expected flooding in lower Manhattan. Eighty-one inpatients were safely evacuated to the James J. Peters, Brooklyn, Northport, East Orange and Wilkes-Barre VA Medical Centers. This was the first time that a VISN3 VA medical center was evacuated. 

Resiliency Training For Families of Veterans

Helping families of returning service members to better prepare for their loved-ones transition home is a Network goal. VISN3 developed an interactive Web-based training simulation (www.familyofheroes.com) where families can learn critical skills to manage the challenges they may face – including how to identify PTSD and suicidal intent and how to motivate a Veteran to seek help at the VA.

The no-cost *Family of Heroes* one-hour training is available to Veterans’ families in our region and can be accessed from any internet-connected computer. By engaging in three practice conversations with three emotionally responsive Veteran avatars, (a husband with PTSD and TBI, a wife with depression and a son experiencing thoughts of suicide) family members learn to de-escalate arguments, resolve disputes and, if necessary, how to direct their Veteran to seek help at the VA.

Family of Heroes was developed by the VA New York/New Jersey Healthcare Network and Kognito Interactive, a developer of online role-playing simulations, using guidance from VA mental health clinicians experienced with post-combat adjustment. Feedback from over 100 Veterans’ families was utilized in this project. VA Medical Centers partnered with Veterans service organizations to reach out to families and inform them about this training. 

Family of Heroes
Online resiliency training for families of veterans

Learn what to expect from your veteran's return and how to manage common challenges in adjusting to post-deployment life.

Access training at
www.familyofheroes.com

Made available by VA NY/NJ Healthcare Network to all families in NYC, Long Island, Lower Hudson Valley, and New Jersey

VISN3 Provides Medical Evaluations to Active Duty Servicemembers


The VA New Jersey and Hudson Valley Health Care Systems established Integrated Disability Evaluation System Units (IDES) in 2011, providing medical evaluations to Servicemembers prior to discharge.

In New Jersey, IDES consists of a partnership with the Joint Base McGuire-Dix-Lakehurst, the Veterans Benefits Administration (VBA) Philadelphia VA Regional Office, and the VA New Jersey Health Care System.

VA New Jersey Health Care System has IDES agreements with the U.S. Air Force and U.S. Navy. The U.S. Air Force refers airmen from the Joint Base McGuire-Dix-Lakehurst. The U.S. Naval Academy in Annapolis, MD refers Naval servicemembers from The Naval Weapons Station Earle and The Naval Air Engineering Station Lakehurst.

Currently, both Department of Defense (DOD) and VBA administrative staff are co-located on the McGuire Air Force Base. Together, these agencies receive referrals from the Navy and Air Force and coordinate clinical examinations at the VA New Jersey Health Care System. Over 40 examinations have been completed in FY2011.

VA Hudson Valley Health Care System implemented IDES at the Montrose Campus in September. This IDES unit partners with the Keller Army Hospital at West Point and the VBA New York Regional Office. The Montrose Campus IDES unit provides medical evaluations to Servicemembers in New York, New Jersey, Connecticut, Pennsylvania, Massachusetts, and Rhode Island. This site completed over 60 examinations in FY2011.

IDES units decrease the amount of time to complete the disability claims process and decrease the number of examinations that Servicemembers receive if they apply for both DOD and VA disability. Sharing medical examination results in lower costs for both VA and DOD, reduce delays in the receipt of benefits upon military separation, and the improved transition to the VA care. 



▲ West Point Superintendent Lt. Gen. David H. Huntoon, Jr. looks on while Gerald Culliton, Director of VA Hudson Valley Health Care System, signs a Memorandum of Agreement on October 5, 2011 establishing the first joint Integrated Disability Evaluation System on VA grounds.



VA HUDSON VALLEY HEALTH CARE SYSTEM

Highlights

- Accreditation by:
 - ▶ The Joint Commission
 - ▶ Commission on Accreditation of Rehabilitation Facilities
 - ▶ College of American Pathologists
- The Domiciliary PTSD Program and Substance Abuse Treatment Program was rated fully compliant
- Earned high grade from the VACO Assessment of Primary Care for Women Veterans conducted in December
- Achieved exemplary or excellent status on emergency management capabilities assessed by Booz Allen Hamilton during a Phase II Comprehensive Emergency Management Program Survey
- Increased new Veteran users in FY2011
- Expanded homeless services through the increased use of permanent/independent housing vouchers and the Grant and Per Diem Program on VA grounds
- Identified 404 homeless Veterans and provided 170 housing vouchers to Veterans
- Facilitated gainful employment of 47 Veterans
- Expanded Women's Health services to all nine VA sites of care
- Implemented Patient Aligned Care Teams at all nine sites of care
- Converted all station vehicles to 100% electric power. Implemented both wind turbines and solar energy systems
- Expanded the Rural Health Program to the Home Based Primary Care Team at Monticello CBOC
- Implemented a real-time Patient Satisfaction tool on the Acute Medical Unit
- Exceeded outpatient satisfaction scores of Overall Quality of Care, Getting Care Quickly and 20 Minute Wait Time
- Co-developed and launched "Family of Heroes" a Web-based Resiliency Training for Veteran families
- Received the Bronze Cornerstone Award from the National Center for Patient Safety
- Relocated Monticello CBOC to more efficient and larger outpatient setting
- Activated new clinic space at the Castle Point Campus to provide enhanced specialty care and pharmacy services
- Opened a Health and Fitness Center for both Veterans and employees
- Selected in the VA National Center Collaborative on the diagnosis and treatment of lung cancer



JAMES J. PETERS VA MEDICAL CENTER

Highlights

- Accreditation by:
 - ▶ The Joint Commission
 - ▶ American Association of Blood Banks
 - ▶ College of American Pathology
 - ▶ URAC accreditation of VA Nurse Helpline
 - ▶ Commission of Accreditation of Rehabilitation Facilities
 - ▶ American College of Surgeons Commission on Cancer
 - ▶ American College of Radiology
 - ▶ Radiation Oncology Practice Accreditation
 - ▶ Association for the Accreditation of Human Research Protection
 - ▶ Association for the Assessment and Accreditation for Laboratory Animals
- Renovated space for the VA's Rehabilitation and Development National Center of Excellence for the Medical Consequences of Spinal Cord Injury.
- Became the first VA, and only the second facility of any kind, to work with the ReWalk, the only FDA-approved exoskeleton device, which allows paraplegics to walk upright.
- Supports a \$25 million research program
- Dedicated a new Traumatic Brain Injury Suite in the Community Living Center
- Renovated and expanded the Rehabilitation Medicine Service and installed New York's only Zero Gravity device to assist Veterans with gait and mobility limitations
- Established Robotic Surgical System to provide laparoscopic surgery with less blood loss, less post operative pain, shorter length of stay and speedier recovery
- Implemented Automatic Call Distributor system to enhance call coverage
- Designated Regional Microvascular Reconstructive Surgery Program
- Established the first Vestibular Disorders Evaluation Clinic in the VA
- Launched a mobile health unit for Homeless and Community programs
- Dr. Gregory Elder named the New York's Federal Executive Board Distinguished Scientist of the Year
- Won the New York Federal Executive Board Team Award for Mental Health Community Services
- Implemented new "TruthPoint" survey to collect patient and family feedback to improve patient satisfaction
- Co-developed "Family of Heroes" a Web-based Resiliency Training for Veteran families
- Selected as a nationwide pilot site for VA's Patient Aligned Care Team initiative



VISN3 Adopts "LEAN Thinking" to Improve Processes

VISN3 has committed to embracing a culture of safety, pursuit of zero quality failures and use of the robust improvement model "LEAN thinking". LEAN thinking is quality improvement model which values continuous improvement based upon customer experience and feedback.

VISN3 staff visited US News & World's identified "Top Hospitals" and other high performing health care organizations such as New York Presbyterian, Barnes Jewish/ Washington University, Denver Health, and Virginia Mason to meet with leaders and frontline staff to experience LEAN thinking in action. These experiences provided a clearer vision to advance VISN3's journey to high reliability.

Planning quickly moved to execution. One hundred sixty two senior executive, mid-level managers and frontline staff were trained in LEAN thinking in 2011. Emphasis focused on developing the capacity to conduct projects and achieve measurable results and to train, influence, and lead others in LEAN thinking. Each facility identified dedicated LEAN coaches who received advanced training to directly assist facilities implement LEAN thinking and performance improvement work.

Bridges, the Network's premier staff development program, increased the number of projects producing real changes in veteran's care, services and operations and resulted in:

- \$614,000 in new revenues
- \$77,000 in expense reductions
- \$570,000 in savings
- Numerous improved Veteran & employee experiences

Future LEAN efforts will be directed toward improving care to Veterans with heart failure, access to mental health services, palliative and end of life care, efficient surgical care, prevention of hospital acquired infection and reprocessing of reusable medical equipment. VISN3's unflagging commitment to provide the best care anywhere to our Veterans, time after time, continues to drive our pursuit of quality, safety, and value.



VA NEW YORK HARBOR HEALTHCARE SYSTEM

Highlights

- Accredited by:
 - ▶ The Joint Commission
 - ▶ The College of American Pathologists
 - ▶ The Commission on Cancer
 - ▶ The American College of Surgeons
 - ▶ The Commission on Accreditation of Rehabilitation Facilities
 - ▶ The American College of Radiology
 - ▶ The Association for the Assessment and Accreditation for Laboratory Animals
 - ▶ NCQA accreditation for the Research and Development Program
- Referred 70 Veterans to the Veterans Justice Outreach program
- Graduated 28 employees from the School at Work Program and nine from the LEAD program
- By Sept. 30, 2011, VA NY Harbor had a total of 1,030 allocated vouchers and had housed a total of 798 Veterans in HUD-VASH. This represents a 60% increase in the total number of Veterans placed in permanent housing in the program.
- Expanded Veteran services in Care Coordination/Home Telehealth Program from 516 patients in FY10 to 800 patients in FY11, a growth of 284 patients
- Registered 1,234 Veterans in MyHealtheVet, VA's web-based portal enabling access to health information, health records, medication refills and secure messaging to treatment teams
- Hosted the NY City Homeless Veteran Outreach and Information Day
- Enrolled for VA health care and provided seamless transition to 4,762 OEF/OIE/OND Veterans
- Co-developed "Family of Heroes" a Web-based Resiliency Training for Veteran families
- Opened two Simulation Learning Centers (at Brooklyn and NY Campuses) to mimic emergency situations for the purpose of multi-disciplinary training. The scenarios demand everything from medical treatment to social work intervention
- Launched an Employee Weight Management Program
- Achieved exemplary or excellent status for 25 emergency management capabilities assessed by Booz Allen Hamilton during a Comprehensive Emergency Management Program Survey

Use of Virtual Health Expands


Increasing access to care for veterans through the use of Telehealth technology and My HealtheVet is being realized as Veterans can be evaluated by VA Staff from the comfort of their home or a local Community Based Outpatient Clinic (CBOC). Recent advances in technology offer options not possible even a year ago.

Staff have been added at all VA campuses and CBOCs to facilitate the use of Telehealth services. Each facility in the Network now has a dedicated Facility Telehealth Coordinator to manage Telehealth. Additionally, Telehealth Clinical Technicians have been hired at each clinic to insure that care delivered by Telehealth is seamless.

On the Home Telehealth front, veterans can now access Disease Management Protocols for Congestive Heart Failure, Chronic Obstructive Pulmonary Disease, Diabetes, Hypertension and Depression from cell phones or through the use of cell modem service. Between Fiscal Year 2010 and Fiscal Year 2011, the number of veterans who participated in home Telehealth programs rose 59% from 3389 to 5394 veterans.

Clinic Video Telehealth programs grew in a similar fashion with a 38% increase in the number of encounters. During Fiscal Year 2010, there were 1608 clinic video telehealth encounters while in Fiscal Year 2011, there were 2233 encounters. We encourage veterans to take advantage of our Clinic Video Technology whenever possible.

During 2011, the My HealtheVet Program added features including Appointments (Past & Future), Chemistry/Hematology, Allergies & Adverse Reactions and the Blue Button Download. These join existing modules which include Pharmacy (Refills & History), Wellness Reminders, Self-entered information such as Vitals & Readings, Medical Events, Food & Activity Journals, and Family, Military & Family Health History. An important improvement called Secure Messaging was added for non-urgent communication. Secure messaging allows Veterans to request appointments, renew prescriptions, and ask health or administrative questions.

As healthcare advances in the 21st century, VISN3 will remain on the cutting edge, offering veterans greater access to their providers and clinics through use of the very latest telehealth technology and My HealtheVet. 



Next Year and Beyond

– Perspectives from the Chief Medical Officer



Joan McInerney MD was appointed the VISN3 Chief Medical Officer in April 2011. At VA for a year, Dr. McInerney discussed her view of where VISN3 needs to focus in the immediate future.

Editor: I know that one year at VA is not a long time, but what are your initial thoughts about what the Network needs to focus on in the next year?

McInerney: First of all, I am very impressed with the caliber of staff I have met in VISN3, and I am deeply moved by VA’s mission to care for our nation’s Veterans. VA’s mission of medical education, research and support to the Department of Defense during emergencies is completely supportive of VA’s primary role to deliver health care to Veterans.

Looking to the immediate future, it is imperative that VISN3 programs embrace tomorrow’s health care delivery trends today. My HealthVet is a great example of this. Imagine a world where someone can go to their computer and have a treasure of health information to learn about medical conditions and healthy living, review test results, order medications, schedule an appointment and even securely text (message) their health care team with a question. Also, making more Telehealth technologies available in homes will drastically improve our ability to monitor Veterans’ health status in real time, improve health care outcomes, and reduce emergency department visits and costs.

Editor: As technology improves and is adapted to health care delivery in homes and clinics, what advances can we expect to be delivered in VA medical centers?

McInerney: Our facilities have adopted medical advances and newer technologies including use of bariatric surgery, robotics, endovascular surgery, cochlear implant surgery and prosthetic advances. We also plan to share expertise through Telehealth in areas such as radiology, pathology, genomics, and dermatology. E-Consults demonstration projects were launched in diabetes, oncology and rehabilitation that we will expand across our network facilities.

Editor: With the use of technology, one might expect costs to increase. What are we doing in VISN3 to manage future costs?

McInerney: Well, it is important that we remain cost conscious

and manage our resources strategically. To a very large degree, the VISN budget is determined by the number of patients treated and the clinical complexity of the care provided. The number of Veterans who reside in our catchment area is decreasing. We need to continue our outreach efforts to enroll more Veterans and especially welcome our women Veterans and Veterans who served in Iraq and Afghanistan. We must continually strive to be the provider of choice for Veterans and we can become more efficient. VISN3 has adopted the LEAN methodology to engage staff in optimizing resources.

Conclusion: This is an exciting, innovative and challenging time for VA health care. As we fulfill our mission to care for our Veterans, we need to look to new technologies and new models of delivering care. VA is a leader in patient safety, quality and delivering cost effective health care and I expect our efforts in Telehealth and increasing access to rural Veterans will be models for the health care industry. The Network’s use of LEAN Thinking to improve performance and reduce unnecessary processes that do not add value to the patient experience will help us become a highly reliable organization – one that is patient-centered, data driven, team-based and continuously improving. 🇺🇸

Adaptive Sports Clinic




▲ Northport VA Medical Center hosted their second New York/New Jersey Veterans Healthcare Network Adaptive Sports Clinic June on 16. Disabled Veterans from the New York and New Jersey areas participated in wheelchair basketball, soccer and table tennis, tandem biking and goal ball for the blind, martial arts, golf, and adaptive archery. There were also other adaptive sports demonstrations.

FEATURED RESEARCH

The Million Veteran Program

Principal Investigator: Scott E. Sherman, MD, MPH; VA New York Harbor HCS

Our health is strongly affected by our genes, our lifestyles, and the environment, but we know little about how these interact. Through the Million Veteran Program (MVP), VA will better understand how genes affect health and illness, with the goal of improving healthcare for Veterans. Over the next 5-7 years, Veterans can voluntarily participate in MVP at 40 different VAs nationwide, including VA New York Harbor Healthcare System. With over 20,000 Veterans already enrolled, MVP will create the world's largest and most comprehensive research database of genetic and health information. Participating Veterans are asked to give a one-time blood sample, complete a health survey, and allow access to their medical records. All personal identifying information is removed from the data to ensure patient confidentiality and privacy. Using data from MVP, researchers hope to develop new ways to assess risks, identify health problems, and prevent and treat diseases. This would improve healthcare for Veterans and ultimately all Americans. Since MVP launched at VA New York Harbor HCS in February 2011, enrollment numbers have grown tremendously, thanks to the continued efforts of MVP central and local site staff, interested VA providers, and of course our Veterans. 



▲ Mr. Anthony Cancro being enrolled by MVP staff member Rajkishen



VA NEW JERSEY HEALTH CARE SYSTEM

Highlights

- Accredited by:
 - ▶ The Joint Commission
 - ▶ Commission on Accreditation of Rehabilitation Facilities
 - ▶ American College of Radiology
 - ▶ Federal Drug Administration
 - ▶ American College of Surgeons Commission on Cancer
 - ▶ College of American Pathologists
 - ▶ Association for the Accreditation of Human Research Protection
 - ▶ Association for the Assessment and Accreditation for Laboratory Animals
- Selected as one of four VA facilities as a Center of Innovation for Patient-Centered Care
- Selected to serve as an operational base for the Patient-Centered Care Field Implementation Team for VA facilities located in six Veterans Integrated Service Networks
- Implemented the Integrated Disability Evaluation System Program at McGuire Air Force Base
- Implemented Patient Aligned Care Teams in all Primary Care Clinics
- Among top four VA facilities providing care through VA/Department of Defense Sharing Agreements
- Relocated New Brunswick Community Based Outpatient Clinic to Piscataway
- Relocated Fort Monmouth Community Based Outpatient Clinic to Tinton Falls
- Opened 12-Bed Grant and Per Diem Transitional Residence in Perth Amboy
- Expanded Homeless Services Aftercare Program
- Expanded Veteran-operated Foxhole Café to provide services in new location at the Lyons Campus Maverick Driving Range
- Co-developed "Family of Heroes" a Web-based Resiliency Training for Veteran families
- Initiated a two-day Adaptive Surfing Clinic, providing therapy for Veterans with Post-Traumatic Stress Disorder, Traumatic Brain Injury, and other conditions
- Obtaining the Planetree Patient-Centered Hospital and Continuing Care Designation Programs
- Received National Spirit of Planetree Physician Champion, Caregiver, and Animal Therapy Awards
- Received 2011 Spirit of Planetree Program Award for Family, Friends, and Social Support Category for "The Art of Healthy Caregiving Balance," which was implemented in the Spinal Cord Injury/Disorders Program
- Received Practice Greenhealth Partner Recognition Award for Environmental Excellence

Heroes on the Hudson



▲ On a sunny July 15th day, a diverse group of Veterans gathered at Pier 66 for an Adaptive Sports Clinic hosted by VISN3, VA New York Harbor HCS and the Wounded Warrior Project. The event was designed to introduce – or in many cases – reintroduce Veterans to the water via sailing and kayaking.



▲ With the guidance, encouragement and coaching of volunteer staff, every Veteran athlete at Heroes on the Hudson, an adaptive sports clinic off Manhattan's west side, got into a boat on July 15 and successfully participated in sailing, kayaking or both.

New and Relocated Community Based Outpatient Clinics Open



▲ Veterans, elected officials, and VA employees celebrated during the ribbon-cutting ceremony for the Tinton Falls, New Jersey CBOC in October. The Tinton Falls location replaces the CBOC formerly located in Fort Monmouth, New Jersey.



▲ Veterans, elected officials, and VA employees celebrated during the ribbon-cutting ceremony for the Piscataway, New Jersey CBOC in May. The Piscataway location replaces the CBOC formerly located in New Brunswick, New Jersey.



▲ Riverhead-Northport opened a brand new community based outpatient clinic in Riverhead in June to better serve Veterans on the east end of Long Island.



▲ Nassau University Medical Center- Northport VA Medical Center moved its community based outpatient clinic in Plainview to a state of the art facility in East Meadow in April.

New Clinical Programs



▲ The Vestibular Disorders Evaluation Clinic (VDEC) at the JJP VAMC, the only one of its kind in the VA system is designed to diagnose and treat equilibrium disorders of the inner ear. Pictured L-R are Sujana S. Chandrasekhar, MD; Erica Weitzmann, MS, CCC-A; and, James Gurley, DPT.



▲ JJP VAMC Implements state-of-the-art Da Vinci Robotic Surgical System. The Da Vinci robot offers several advantages over typical laparoscopic surgery and results in less blood loss, less post operative pain, shorter length of stay and speedier recovery.

Vital Statistics

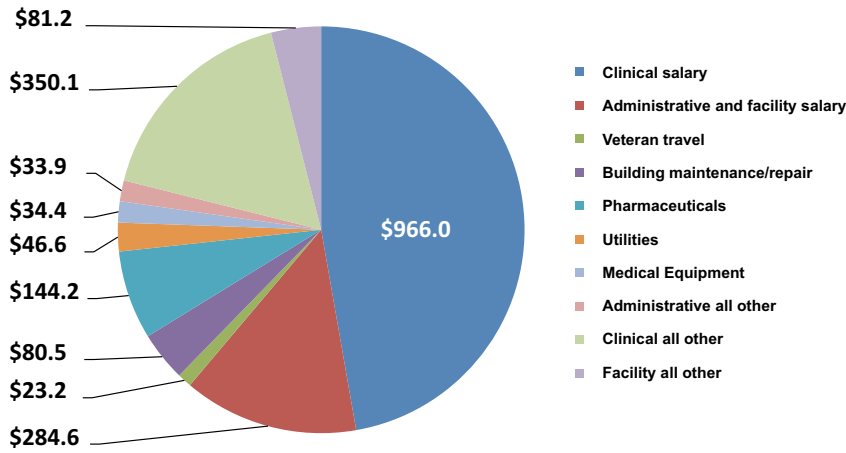


NORTHPORT VA MEDICAL CENTER

Highlights

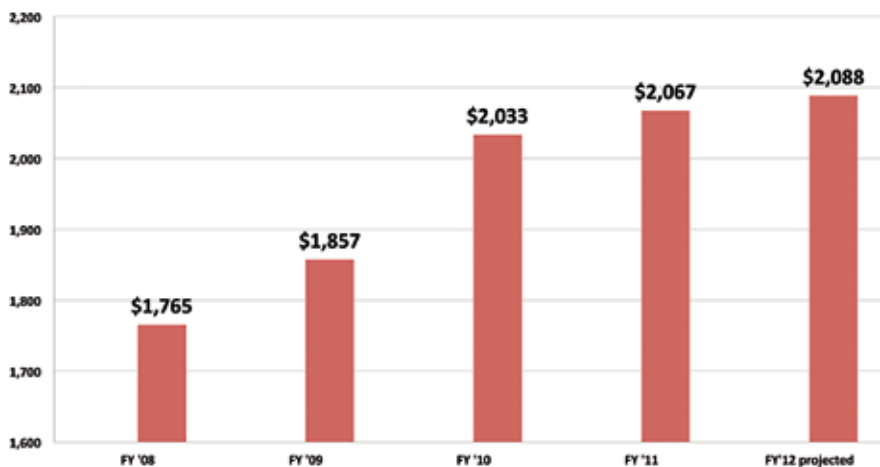
- Accredited by:
 - ▶ The Joint Commission
 - ▶ College of American Pathologists
 - ▶ Commission on Cancer of the American College of Surgeons
 - ▶ Commission on Accreditation of Rehabilitation
 - ▶ American College of Radiation Oncology
 - ▶ Association for Assessment and Accreditation of Laboratory Animal Care
 - ▶ Association for the Accreditation of Human Research Protection Program
 - ▶ American Association of Blood Banks
- Hosted visit of the Dignity Memorial Vietnam Wall (a VA first!)
- Received six NYC Federal Executive Board Employee of the Year Awards
- Northport's PRRP/PTSD Residence is cited as a 'best practice'
- Featured Center of Balance Clinic on The American Veteran, a VA-DOD worldwide news program
- Implemented case management in new Suffolk and Nassau Veterans Courts
- Hosted first Northport VAMC Homeless Veteran Stand Down
- Received a major VA Innovative Mind/Body Interventions Grant
- Formed Patient Centered Care Teams
- Conducted Monthly VA/Community Health Seminars
- Implemented Homeless Veterans Supported Employment Program
- Initiated National Alliance on Mental Illness Family to Family classes
- Hosted 2nd VISN-wide Adaptive Sports Clinic
- Launched VVA and Northport VAMC's Veterans Helping Veterans TV Show
- Launched My County's Veterans radio program on 96.1 FM
- 700 VAMC volunteers devoted 84,422 hours to Northport's Veterans
- Implemented Unit Dose Radiopharmaceutical Delivery
- Implemented Dementia Caregivers Support Group
- Chosen as one of three VA pilot sites for Veterans' Child Care Drop-in Center
- Renovated the IV/Chemo Suite
- Obtained a new Emergency Management mobile health unit to support Veterans and the community in the event of an external disaster situation

▼ VISN3 FY11 SPENDING (IN MILLIONS)



This pie chart shows the breakout of VISN3 expenditures for FY11 by major clinical, administrative and facility categories.

▼ VISN3 BUDGET (IN MILLIONS)



The VISN3 budget is determined by clinical complexity of Veterans treated, special enhancements, medical resident education and nonrecurring maintenance and repair.

WHERE YOU CAN FIND US



VA HUDSON VALLEY HEALTH CARE SYSTEM

MEDICAL CENTERS:

Montrose Campus

Route 9A/P.O. Box 100
Montrose, NY 10548-0100
(914) 737-4400

Castle Point Campus

Castle Point, NY 12511
(845) 831-2000

COMMUNITY CLINICS:

Carmel

1875 Route 6
2nd Floor
Carmel, NY 10512
(845) 228-5291

Monticello

55 Sturgis Road
Monticello, NY 12701
(845) 791-4936

Port Jervis

150 Pike Street
Port Jervis, NY 12771
(845) 856-5396

New City

345 North Main Street
New City, NY 10956
(845) 634-8942

Pine Plains

Eastern Dutchess
Community Clinic
2881 Church Street,
Rt. 199
Pine Plains, NY 12567

Goshen

30 Hatfield Lane,
Suite 204
Goshen, NY 10924
(845) 294-6927



VA JAMES J. PETERS MEDICAL CENTER

130 West Kingsbridge Road
Bronx, NY 10468
(718) 584-9000

COMMUNITY CLINICS:

White Plains

23 South Broadway
White Plains, NY 10601
(914) 421-1951

Yonkers

124 New Main Street
Yonkers, NY 10701
(914) 375-8055

Queens (current)

41-03 Queens Blvd.
Sunnyside, NY 11104
(718) 741-4800

Queens (soon to open)

47-01 Queens Blvd.
Sunnyside, NY 11104
(718) 741-4800



VA NORTHPORT (LONG ISLAND) MEDICAL CENTER:

79 Middleville Road
Northport, NY 11768
(631) 261-4400

COMMUNITY CLINICS:

Patchogue

4 Phyllis Drive
Patchogue, NY 11772
(631) 754-7978

Riverhead

300 Center Drive,
Griffing Building
Riverhead, NY 11901
(631) 722-4950

East Meadow

2201 Hempstead
Turnpike, Building "Q"
East Meadow, NY 11554
(516) 282-0670

VA NEW JERSEY HEALTH CARE SYSTEM MEDICAL CENTERS:

MEDICAL CENTERS:

East Orange Campus

385 Tremont Avenue
East Orange, NJ 07018-1095
(973) 676-1000

Lyons Campus

151 Knollcroft Road
Lyons, NJ 07939
(908) 647-0180

COMMUNITY CLINICS:

Brick

970 Route 70
Brick, NJ 08724
(732) 206-8900

Elizabeth

654 East Jersey Street, 2A
Elizabeth, NJ 07206
(908) 994-0120

Hamilton University Off. Plaza 1

3635 Quakerbridge Road
Hamilton, NJ 08619
(609) 570-6600

Hackensack

385 Prospect Ave
Hackensack, NJ 07601
(201) 487-1390

Jersey City

115 Christopher Columbus Dr
Jersey City, NJ 07302
(201) 435-3055

Piscataway

14 Wills Way
Piscataway, NJ 08854
(732)-981-8193

Morristown

340 West Hanover Avenue
Morristown, NJ 07960
(973) 539-9791; (973) 539-9794

Newark

20 Washington Place
Newark, NJ 07102
(973)-645-1441

Paterson

11 Getty Avenue
Building 275
Paterson, NJ 07503
(973)-247-1666

Patterson Army Health Clinic

Stephenson Avenue
Building 1075
Fort Monmouth, NJ 07703
(732)-532-4500



VA NEW YORK HARBOR HEALTH CARE SYSTEM

MEDICAL CENTERS:

Brooklyn Campus

800 Poly Place
Brooklyn, NY 11209
(718) 836-6600

New York Campus

423 East 23rd Street
New York, NY 10010
(212) 686-7500

VA Primary and Extended Care Center

179th Street & Linden Blvd.
St. Albans, NY 11425
(718) 526-1000

COMMUNITY CLINICS:

Brooklyn

40 Flatbush Ave.
Extension 8th Floor
Brooklyn, NY 11201
(718) 439-4300

Staten Island

1150 South Avenue
3rd Floor, Suite 301
Staten Island, NY 10314
(718) 761-2973

Harlem

55 West 125th Street
11th Floor
New York, NY 10027
(646) 273-8125



EDITOR

John R. Mazzulla
HSS/Communications Officer

CONTRIBUTING WRITERS

Willie Carley
Emergency Management Specialist

Jim Connell
Dir Community/Government
Relations
JJ Peters VAMC

Cranston Darris
System Redesign Coordinator

Cathy Cruise, MD
Lead VISN Care Coordinator

Ann Feder, MSW
VISN3 Service Line Manager

Sara Garrison, MD, MPH
Deputy Chief Medical Officer/Patient
Centered Care

Julie Irwin, LCSW
VISN Homeless Outreach
Coordinator

Christine Johnstone
VISN Deputy Chief Financial Officer

Michael A. Sabo
VISN Director

Jennifer Sammartino
Public Affairs Officer, VA NYHHS

Joe Sledge
Public Affairs Officer, Northport
VAMC

Susan Spector
VISN Workforce Development
Coordinator

Sandy Warren
Public Affairs Officer, VA NJHS

Lori Winterfeldt, MLS
My HealthyeVet Coordinator

Nancy Winter
Public Affairs Officer, VA HVHS

Pam Wright, RN
VISN Quality Improvement Manager

PUBLICATION DESIGN

Yang Zhao
Visual Information Specialist,
JJ Peters VAMC

CONTRIBUTING PHOTOGRAPHER

Lynne Kantor
JJ Peters VAMC

Find us on www.facebook.com

Find us on www.twitter.com



www.facebook.com/VahudsonValley
www.facebook.com/VANJHCS
www.facebook.com/VANYHarbor
www.facebook.com/BronxVAMC
www.facebook.com/NorthportVAMC



www.twitter.com/VAHVHCS
www.twitter.com/VANJHCS
www.twitter.com/VANYHarbor
www.twitter.com/VABronx
www.twitter.com/NorthportVAMC