

Over a Century of Caring for America's Heroes



Black Hills
Health Care System
Department of Veterans Affairs

2010 Annual Report

VA Black Hills Health Care System



Our Mission:

Honor America's Veterans by providing exceptional health care that improves their health and well-being.

Our Vision:

To be a patient centered, integrated health care organization for Veterans, providing excellent health care, research and education; an organization where people choose to work; and an active community partner and partner with the Department of Defense and Health and Human Services for National emergencies.



VHA Vision Statement:

At the VHA National Planning Conference in July 2010, the VA Under Secretary for Health released VHA's new vision statement:

VHA will continue to be the benchmark of excellence and value in healthcare and benefits by providing exemplary services that are both patient centered and evidence based. This care will be delivered by engaged, collaborative teams in an integrated environment that supports learning, discovery and continuous improvement. It will emphasize prevention and population health and contribute to the nation's wellbeing through education, research and service in National emergencies.

Our Values:

Trust, Respect, Excellence, Commitment, Compassion, Collaboration, Empowerment, and Continuous Improvement

Our Services:

We provide health care for approximately 19,100 Veterans residing in South Dakota and portions of

Nebraska, Wyoming, North Dakota and Montana:

- primary and secondary medical and surgical care
- psychiatric inpatient and outpatient mental health services
- Community Living Center (CLC)
- Residential Rehabilitation Treatment Programs (RRTP)

Together:

We support services at the Black Hills National Cemetery; the Veterans Outreach Centers in Rapid City and Martin, SD; and serve as the primary health care provider for the State Veterans Home in Hot Springs. We also have sharing arrangements with Ellsworth Air Force Base, South Dakota National Guard, and many other community partners.

Our Goals



6 Key Goals for FY 2011

- Take Care of our people
 - Veterans
 - Employees
- Improve Organizational Performance
- Expand Rural Health
- Eliminate Veteran Homelessness
- Increase Success with Patient Aligned Care teams (PACT)
- Evaluate, seek input, plan and implement the future of VABHHCS to provide quality care and meet the diverse needs of our Veterans



Director's Message



Welcome to the first VA Black Hills Health Care System Annual Report. We hope to share with you a snapshot of the VA Black Hills Health Care System's Fiscal Year 2010 accomplishments. Our staff are committed to providing outstanding health care to our Veterans, and I hope you find that commitment reflected on these pages.

Through expanded use of technology and evidence-based clinical practice, I believe we are making progress toward our goal of being a patient-centered, integrated health care organization. We are also striving to achieve our goal of providing services where our Veterans live: expanding our Home Based Primary Care services and increasing outreach services to homeless Veterans. We are pleased with the progress we have made in offering enhanced services to those suffering from Traumatic Brain Injury, Post Traumatic Stress Disorder and Veterans of our most recent conflicts in Iraq and Afghanistan. In addition, we are implementing a Patient Aligned Care Team (PACT) model that is transforming the way that primary health care is provided by involving Veterans in the health care decision-making process and adding pharmacists, social workers, psychologists and other professionals in the care team.

I am extraordinarily proud of the Staff of the VA Black Hills Health Care System for the high quality care and service that they provide, and I, along with our 1100 men and women, am honored to help carry out what I continue to feel is the most noble mission of any federal agency - *To Care for Him Who Shall Have Borne the Battle.*

Sincerely,

Sincerely,

Peter P. Henry

Peter P. Henry, FACHE

Director, VA Black Hills Health Care System

Meet Our Leadership Team



Peter P. Henry, FACHE - Director

It is an extraordinary privilege to serve as Director of any VA healthcare facility; to serve as the CEO of the VA Black Hills Health Care System, however, is a particular honor. We are blessed with exceptional staff who go out of their way to provide exceptional, compassionate care. My job is to eliminate as many obstacles to their caring efforts as possible, to make sure we hire new staff worthy of our Veterans and current employees, and to help us visualize the exciting future of VA BHHCS!



Stephen R. DiStasio, FACHE, CNA - Associate Director for Operations

After 32 years as a member of the Armed Services health care team it was absolutely the right next step to join the VA health care team to continue to take care of ‘those who have borne the price of battle.’ I chose the VA because of its mission, its excellence and its commitment to improvement. The employees who make health care happen here are among the best I’ve ever seen. Your reputation for excellence is known throughout VA. My role is to continue to help you be more successful. We, as Executive Leaders, are ‘here to care about you’, and ‘you’ means both our Veterans and our staff.



Craig Fischer, DDS - Acting Chief of Staff

The Chief of Staff (COS) provides advice and counsel in defining and accomplishing the facility's mission and goals and ensuring that high quality patient care is delivered. The COS promotes the development of healthcare professionals through counseling, mentoring and teaching. The COS also promotes an effective mix, coordination and support of clinical programs by evaluating current and potential patient needs, clinical workload, resources and special programs/mandates. The COS upholds standards of clinical competence and conduct for staff which are maintained through compliance with the credentialing and privileging processes, monitoring and evaluation of clinical practice, peer review, and quality assurance activities.

I chose to work for the VA after completing a General Practice Residency with the VA in 1984. I find the experience both professionally fulfilling and enjoyable. The types of cases, the integrity of the staff and the wonderful patients we treat can be found nowhere else.



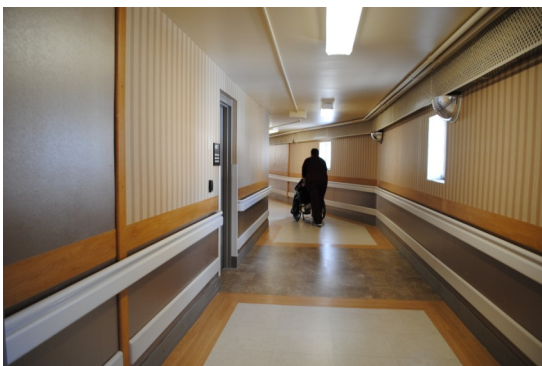
Gloria O'Neill, RN, BSN, NE-BE - Acting Associate Director of Patient Care Services

Having worked at the VA for over 26 years, first as staff nurse then moving on to the Nurse Manager role and Acting ADPCS/Nurse Executive, I can tell you that the VA is a place I choose to work. I have had the opportunity to impact the care that we provide. Veterans are the heart and soul of our health care family. Every day we come to work and everything we do is in honor of the Veterans who have served their country. Our Veterans deserve the very best and the staff at Black Hills Health Care System are committed to giving the best health care anywhere. Thank you everyone for what you do to care for our Veterans and to make VA Black Hills Health Care System a great place to work.

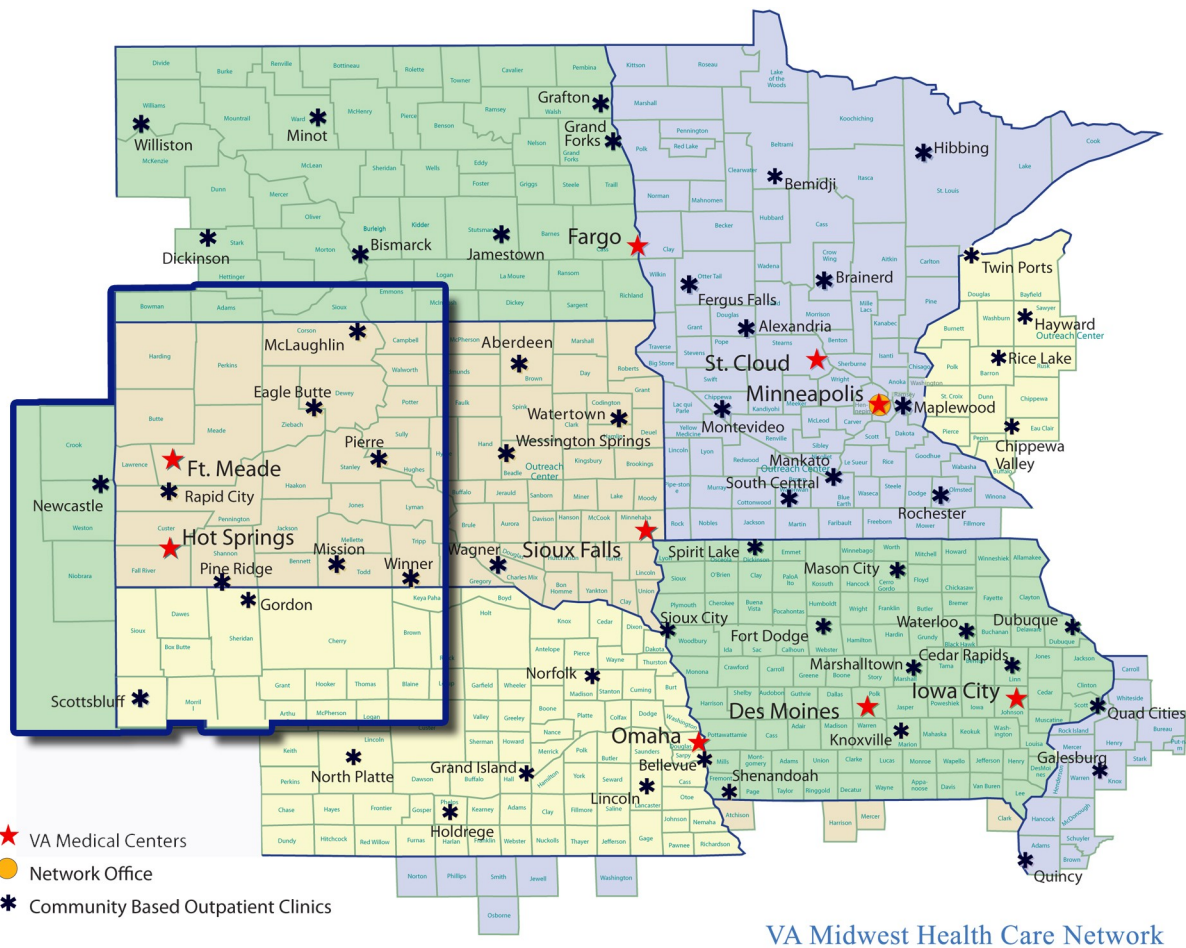
Highlights

The following list is a sampling of the many accomplishments we've seen at VA Black Hills Health Care System in 2010:

- VA BHHCS received Full Accreditation status by the Joint Commission in September 2010. In June 2010, an unannounced triennial visit was completed that included primary and extended care and community-based outpatient clinics under the Hospital, Long Term Care, Home Care, and Behavioral Health program standards. The healthcare system also has full accreditation from the College of American Pathologists (CAP) and the Commission on Accreditation of Rehabilitation Facilities (CARF). The Research Program has National Committee for Quality Assurance (NCQA) accreditation.
- In FY 2010, Performance Measures were a continued organizational priority. Measures for inpatient quality measurement include Diabetes, Ischemic Heart Disease, Behavioral Health, Prevention, and Tobacco. The inpatient measurements include the provision of discharge instructions to the patient admitted with Ischemic Heart Failure, and the evaluation of PTSD, positive alcohol misuse, and depression screens. The VA BHHCS met the performance targets in each of the 5 composite measures during FY 2010.
- Patient Services have doubled the number of means tests being completed from last year and have improved the efficiency on how they are received from the Community Based Outpatient Clinics (CBOCs).
- VA BHHCS paid an average of 98% of all medical claims received within 30 days of receipt.
- Call Center Implementation
- Scottsbluff and Gordon, NE CBOC converted to five day a week Contract Clinics.
- VABHHCS Pharmacy was accredited by the American Society of Health Systems and currently is the only Pharmacy Residency Program in western South Dakota.
- Department of Health and Human Service Centers for Medicare and Medicaid Services- Dialysis Unit Accreditation
- Controlled Expenditures for non-VA care while expanding local access.
- Patient Aligned Care Teams (PACT) Implementation
- Facilities Improvements
 - Remodel of Hot Springs Primary Care area
 - New MRI Dock in Hot Springs
 - Flooring replaced at Fort Meade
 - Remodel of Mental Health area at Fort Meade



Our Service Area



VA Midwest Health Care Network



As part of the VA Midwest Health Care Network (VISN 23), VA BHHCS serves Veterans from four states in an area covering over 100,000 square miles. In addition to our Community Based Outpatient Clinics (CBOCs) we also provide mental health care in Wessington Springs, SD. Primary medical care is provided to Veterans at the Michael J. Fitzmaurice State Veterans Home located in Hot Springs, SD. Sharing agreements with Indian Health Services, Ellsworth AFB, South Dakota Army National Guard and others allow us to provide health care to active duty and Veterans who can benefit from our care.

Patient Service Lines

Primary Care provides a full scope of care to all eligible Veterans seeking on-going health care available at 9 CBOC access points and 2 Medical Centers. Health care is provided in inpatient and outpatient settings, in focused programs tailored to Gulf War and Women Veterans, via modalities including Telehealth (Care Coordinated Home Telehealth, Conference Video Telehealth), Chronic Disease Management and Specialty referrals within VHA and community specialty services.

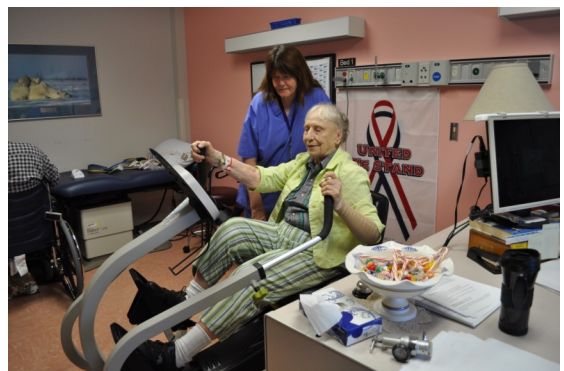
Each Veteran receiving primary care is assigned a single primary care provider. This encourages the relationship between patients and providers and improves the likelihood that patients will participate in preventive health screenings, take active and educated roles in decisions affecting their health, and ultimately become more independent in managing their own health.

Patients are able to obtain medical advice when they seek it, whether for urgent problems, minor concerns, or chronic conditions.

Primary care providers and team members coordinate care and support to meet the health care needs of the individuals assigned to them; if not through their own scopes of practice, then by referral to specialty services.

Specialty Care & Surgical Service encompasses most surgical disciplines across a multi-campus facility, including General, Vascular, Thoracic, Orthopedics, Optometry, Ophthalmology, Urology, ENT, Audiology and Podiatry. Each is a high volume clinic operation and provide both ambulatory (outpatient) and inpatient surgery programs.

Extended Care and Rehabilitation is comprised of several disciplines. Physical Medicine and Rehabilitation (including Neurology, Physical, Occupational and Kinesiotherapy), Speech Therapy, Community Living Centers, Home and Community Care (including Home Based Primary Care), Hospice and Palliative Care, Polytrauma/Traumatic Brain Injury and Spinal Cord Injury. This year a Patient Aligned Care Team (PACT) was established at Hot Springs. Hospice and Palliative Care continues working to expand services and partner with community resources for Veterans in their last days.

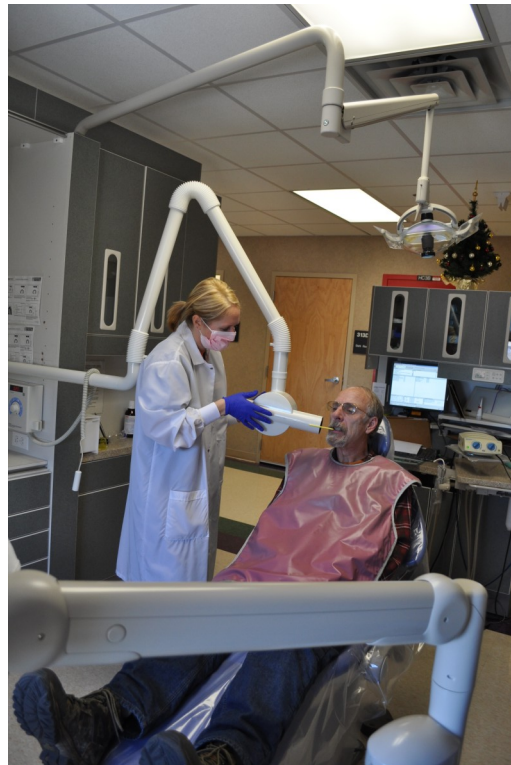


Patient Service Lines *(cont.)*

Mental Health Service provides quality, comprehensive mental health care based upon best practices and evidence-based interventions in a variety of settings within the Black Hills Health Care System. Services include: Addictive Disorders Service Residential and Outpatient Addiction Treatment Programs; Inpatient Mental Health; residential and case management services for those with serious mental illness (Living Skills for Success (LSS) and Mental Health Intensive Case Management (MHICM)); Organizational and Community Employment Services (Compensated Work Therapy, Supported Employment, Incentive Therapy); Outpatient Mental Health; Residential Post Traumatic Stress Disorder (PTSD); Outpatient PTSD; Domiciliary Care for Homeless Veterans (DCHV); Transitional Residences (TR); Housing and Urban Development/VA Supported Housing (HUD/VASH); Grant and Per Diem Housing; Pastoral Counseling, Recreation Therapy, and Suicide Prevention.

Mental Health Service provides care in the following communities:

Hot Springs, Pine Ridge, Fort Meade, Rapid City, Eagle Butte, McLaughlin, Pierre, and Rosebud, South Dakota; Newcastle, Wyoming; and Scottsbluff, Nebraska.



Community Outreach Programs



VABHCS provided over 75 outreach activities and events to Veterans during FY 10. Outreach continues to be a high priority for our health care system. We provide outreach to all Veterans within our service area with a special focus on Women Veterans, Minority Veterans, Operation Enduring Freedom and Operation Iraqi Freedom Veterans, homeless Veterans, Veterans in transition, Veterans with spinal cord injuries, Veterans at risk for suicide and Veterans with PTSD. Our outreach programs continue to focus on the needs of all Veterans considering age, era, gender, conflict, ability, etc. The Outreach Committee goal is to reach ALL Veterans.



Operation Enduring Freedom, Operation Iraqi Freedom and Operation New Dawn Reaches Out to Area College Students

The VABHCS OEF/OIF/OND Program has partnered with western SD and NE institutions of higher learning to support student Veterans. In an effort to bring the service to the Veteran where they live, work and educate, OEF/OIF staff provide monthly office hours at Veteran outreach centers at 4 educational institutions. OEF/OIF/OND staff also network continuously while on monthly community outreach with Veteran representatives at our educational institutions in NE. These efforts have lead to increased enrollment and utilization of VA health care services. Additionally, by working collaboratively with our Veteran service partners at these institutions, Veterans who are struggling with school, work, and/or at home have been assisted in a variety of creative ways to remove barriers, reduce stigma, facilitate understanding and cross communication and make educational modifications where helpful to the Veteran student in achieving success.



Minority Veterans Program



The goal of the VA Black Hills Health Care System's Minority Veterans Program is to provide and promote the use of VA programs, benefits, and services by minority Veterans; to make benefits and services more accessible to minority Veterans; and to evaluate current programs and make recommendations on how the VA can better serve minority Veterans.

The Minority Veterans Program (MVP) assures that minority Veterans:

- Receive equal service regardless of race, origin, religion, or gender
- Do not encounter barriers in their attempt to access VA services
- Are treated with respect and dignity by VA staff

Who We Serve

As required by Congress in 1994, under Title 38 Public Law 103-446, the primary emphasis is on the following minority Veterans:

- African Americans
- Asian Americans
- Native Americans
- Hispanic Americans

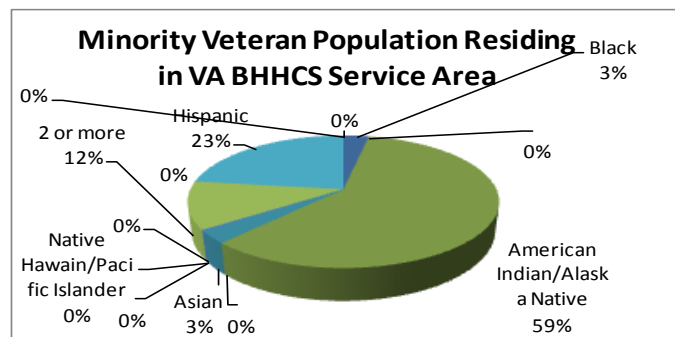
What Does the Minority Veteran Program Coordinator (MVPC) Do?

The MVPC services as the principle advisor to the Medical Center Director on issues and concerns related to services that affect minority Veterans.

- ◆ Promote the use of VA programs, benefits and services
- ◆ Make benefits and services more accessible to minority Veterans
- ◆ Educate Veterans and their family member about VA benefits and services available in their area
- ◆ Target outreach efforts to minority Veterans through community organizations
- ◆ Evaluate current programs and make recommendations to VA to better serve minority Veterans
- ◆ Support and initiate activities that educate VA staff about the unique needs of minority Veterans
- ◆ Advocate on behalf of minority Veterans by identifying gaps in services and make recommendations to improve service
- ◆ Assess the needs of minority Veterans and make recommendations for improving the delivery of services to them



Proud To Care



For more information, contact the Minority Veterans Program at: 1.605.745.2885
Or visit us on the web at: www.blackhills.va.gov/Minority_Veterans_Program.asp

Women Veterans Program



Photo courtesy US Army

Women Veterans requesting VA care are assured of:

- Comprehensive primary care by a proficient and interested primary care provider
- Privacy, safety, dignity, and sensitivity to gender-specific needs
- The right care in the right place and time
- State-of-the-art health care equipment and technology
- High-quality preventive and clinical care, equal to that provided to male Veterans

Who We Serve

VA began providing medical and psychosocial services for women in 1988, when women represented 4.4 percent of all Veterans. The current projected percentage of U.S. Veterans who are women is 8 percent. Women make up about 20 percent of today's military.

- 1286 unique female Veteran visits to VA Black Hills in FY 2010
- Average age was 54 years old
- 62 females were under the age of 25 and 106 were over the age of 85

VA BLACK HILLS HCS WOMEN'S VETERAN PROGRAM NEWS:

17 Babies on the way: In 2010 VA Black Hills had 17 women Veterans with the diagnosis of pregnancy. VA pays for obstetrical care through the fee basis program. The Veteran receives care from the provider of her choosing in her own community. Recent benefit increase includes 7 days of newborn care for the infant.

VA Black Hills received funding for enhancement of the environment for female Veterans: Hot Springs campus received \$97,854 to renovate and improve the female Veterans quarters area of the domiciliary. Included are carpet, air conditioning and security and privacy improvements.

Fort Meade Campus received \$170,584 for renovation of quarters #144 located on the medical center grounds. This will provide first class Hoptel lodging for female Veterans receiving health care at VABHHCS, Fort Meade campus. This will provide 4 sleeping rooms, including one room with 2 beds for family or spouses to stay when appropriate.

Specialized training: Offered nationally in summer 2010 and again in March 2011 for designated women Veteran health care providers in the form of mini-residencies. This allows providers to remain current and proficient in their care of the special needs of women.

Site Assessment: VA Black Hills will have a site assessment in May 2011 regarding the physical accommodations, privacy and security related to female Veterans

ER and urgent care nurses and providers: Fort Meade and Hot Springs providers have been trained in the treatment, collection and documentation process of female victims of sexual assault.

VABHHCS top female diagnosis: PTSD, Diabetes, and Obesity, substance abuse including alcohol, Depression and musculoskeletal pain.

Women of War Project (WOW): Facility for homeless Veterans and their children being built in Belle Fourche with grant per diem monies. First building will have 1 large dorm and 2 apartments for families. Second building will have 9 dorm rooms. This will be a transitional housing project which will include living skills and assist females return to the job market. Projected opening date is October 2011.

For more information, contact the Women Veterans Program 1.605.347.2511 ext. 7247
Or visit us on the web at: www.blackhills.va.gov/WomensHealth.asp

Healthcare for Homeless Veterans Program

The Mission of Health Care for Homeless Veterans is to end homelessness among Veterans by providing a full continuum of specialized services.



PREVENTIVE SERVICES

- **National Call Center for Homeless Veterans: 1.877.424.3838**
Free 24/7 access to trained counselors thru hotline.
www1.va.gov/HOMELESS/NationalCallCenter.asp
At VA BHHCS call: 605.490.2404
- **Veterans Justice Outreach Program/ Veteran Reentry Progra**
This program is designed to address the community re-entry needs of incarcerated Veterans, and to avoid the unnecessary criminalization of Mental Illness and extended incarceration and the justice-involved Veterans have timely access to VHA mental health and substance abuse services.
www1.va.gov/HOMELESS/Reentry.asp
www1.va.gov/HOMELESS/VJO.asp
At VA BHHCS call: 605.490.8322

HOUSING SUPPORTIVE SERVICES

- **Department of Housing and Urban Development/VA Supportive Housing.** The HUD and VA Supported Housing (HUD/VASH) Program provides permanent housing and ongoing case management treatment services for homeless Veterans who require these supports to live independently. HUD has allocated over 20,000 “Housing Choice” Section 8 Vouchers to Public Housing Authorities (PHA’s) throughout the country for eligible homeless Veterans. Evaluation of an earlier, similar program demonstrated that most Veterans participants remained permanently housed.
www1.va.gov/HOMELESS/HUD-VASH.asp
Contacts:
Fort Meade-568- Meade Co HA-35 vouchers: 605.490.2404
Hot Springs-568A4 -Pennington Co HA-35 vouchers: 605.490.1310
Rapid City CBOC-568GA-Pennington Co HA-35 vouchers: 605.490.8014
- **Grant and Per Diem.** The Grant and Per Diem (GPD) Program is offered annually by the VA to fund community-based agencies providing transitional housing or services centers for homeless Veterans. Under the Capital Grant Component VA may fund up to 65% of the project for the construction, acquisition, or renovation of facilities or to purchase van(s) to provide outreach and services to homeless Veterans. Per Diem is available to grantees to help off-set operational expenses.
www1.va.gov/HOMELESS/GPD.asp

Homeless Veterans Program

VHBHHC'S Grant Per Diem (GPD) Programs:

Standing Rock Reservation

GPD award 1996-- Project # 96-79-SD-16 beds--Warrior Lodge, McLaughlin SD

Rosebud Sioux Tribe

Service Center award 1996--Project #96-77-SD--Veterans Building, Rose Bud SD

Oglala Sioux Tribe

GPD awarded 2003--Project #03-217-SD-12 beds--Oglala Veterans Shelter, Pine Ridge SD

Cornerstone Rescue Mission

Per Deim only awarded 2004--Project #04-46-SD- 28 male beds--Cornerstone Veterans Program, Rapid City SD, (withdrawn by CMS 2010)

Cornerstone Rescue Mission

GPD award 2006-Project #06-41-SD- 60 male Beds--Cornerstone Veterans Program, Rapid City SD

Veterans Fund of the United States

GPD awarded 2006--total 28 beds--Project #06-35-SD-12 male beds-Promise SD (not yet operational) and Parade 16 female beds (not yet operational).

Community Volunteers in Service of our Neighborhood (C-VISN)

GPD awarded 2010-not yet operational

TREATMENT SERVICES

Healthcare for Homeless Veterans (HCHV).

The Core mission of HCHV is to perform outreach provided by VA social workers and other mental health clinicians, to identify homeless Veterans who are eligible for VA services and assist these Veterans in accessing appropriate healthcare benefits. In addition to its initial core mission, HCHV also functions as a mechanism to contract with providers for community-based residential treatment for homeless Veterans. www1.va.gov/HOMELESS/HCHV.asp

HCHV contract for 7 female Veterans residential treatment beds at Cornerstone Woman/Children Group Home-Rapid City SD
VA BHHCS Contact 605.490.2404



Veteran Stand Downs.

Veteran Stand Downs are typically one to three day events providing services to homeless Veterans such as food, shelter, clothing, health screenings, benefits counseling, and referrals to a variety of other necessary services, such as housing, employment and substance abuse/mental health treatment.

www1.va.gov/HOMELESS/StandDown.asp

VA BHHCS usually participates in 4-5 stand downs per year that includes Rapid City SD and participation with the Reservations in our catchment area.

VA BHHCS Contact 605.890.2782

Homeless Veterans Program



Homeless Veteran Dental Assistance.

The Homeless Veterans Dental Program increases accessibility to quality dental care to homeless Veteran patients and to help assure success in VA-sponsored and VA partnership homeless rehabilitation programs throughout the US.

www1.va.gov/HOMELESS/dental.asp

VA BHHCS Contact 605.490.2404

Domiciliary Care for Homeless Veterans.

The Domiciliary Program is designed to provide state-of-the-art, high-quality residential rehabilitation and treatment services for Veterans with multiple and severe medical conditions, mental illness, addiction, or psychosocial deficits.

www1.va.gov/HOMELESS/DCHV.asp

VA BHHCS Hot Springs campus has 50 Homeless Veterans Dom beds.

VA BHHCS Contact 605.890.2782

Drop-in-Centers.

Drop-in Centers provide a daytime sanctuary where homeless Veterans can clean up, wash their clothes, and participate in a variety of therapeutic and rehabilitative activities. Linkages with longer-term assistance are also available.

VA BHHCS has funds and is in process of planning a drop in center.

VA BHHCS Contact 605.490.2404

EMPLOYMENT AND JOB TRAINING

Compensated Work Therapy. In VA's Compensated Work Therapy/Transitional Residence (CWT/TR) Program, disadvantaged, at-risk, and homeless Veterans live in CWT/TR community-based supervised group homes while working for pay in VA's CWT Program (also known as Veteran Industries).

www.cwt.va.gov

VA BHHCS Compensated Work Therapy/Transitional Residence Program: 605.490.2404

OTHER RESOURCES

Challeng. Project CHALENG (Community Homelessness Assessment, Local Education and Networking Groups) for Veterans, an innovative program designed to enhance the continuum of care for homeless Veterans provided by the local VA and its surrounding community service agencies. The guiding principles behind the Project CHALENG is that no single agency can provide the full spectrum of services required to help homeless Veterans become productive members of society. Project CHALENG enhances coordinated services by bringing the VA together with community agencies and other federal, state, and local governments with who provide serves to the homeless to raise awareness of homeless Veterans' needs and to plan to meet those needs.

www1.va.gov/HOMELESS/challeng.asp

For more information, contact the Healthcare for Homeless Veterans Program 1.605.718.1095

Enhanced Communications



Call Center

This year we opened our new Veteran Call Center.

The Call Center serves Veterans throughout the VA Black Hills Health Care System, including western South Dakota and portions of Nebraska, Wyoming, North Dakota and Montana.

The Call Center line is open Monday through Friday from 7:00am until 6:00pm at 877-339-6837.

The line is available to Veterans as a Nurse Advice Line, to schedule (re-calls) and/or reschedule appointments and for pharmacy refills/renewals. (For all other calls; administrative, employment and general information Veterans and their families should continue to use VA Black Hills telephone lines. At Hot Springs VAMC, 605-745-2000 or 800-764-5370 or at Fort Meade, 605-347-2511 or 800-743-1070.)

“The Veterans Call Center line allows Veterans who need assistance on health care advice, scheduling appointments and pharmacy refills to speak with a staff person immediately,” said Dianne Christiansen, VA Black Hills Call Center Manager. “The goal of the Veteran Call Center is to provide accurate and consistent information to our Veterans without waiting for a return phone call.”



Web/Facebook/Twitter

Our website (www.blackhills.va.gov) underwent a web enhancement project this year, resulting in a home page with a fresher look and regularly updated information.

Our newest “frontier” in communication is the addition of Social Networking. This year we launched a Facebook page as well as a Twitter feed. Utilizing this new medium has allowed us to quickly get information out to Veterans, employees, and the general public about benefits, weather issues, health tips and more.

Find us on Facebook: www.facebook.com/VABlackHills
Follow us on Twitter: www.twitter.com/VABlackHills



Telehealth



VA Black Hills Health Care System consists of two medical centers located at Fort Meade and Hot Springs and nine CBOCs. We serve Veterans in the highly rural areas of Western South Dakota, Northwest Nebraska, Eastern Wyoming, and areas of Montana and North Dakota. This geographic area, which encompasses over 100,000 square miles, can be challenging to our Veterans in terms of travel, time and personal resources. Telehealth naturally lends itself as a way to provide medical attention as well as counseling and education services to our rural Veterans in a very cost effective and efficient manner.



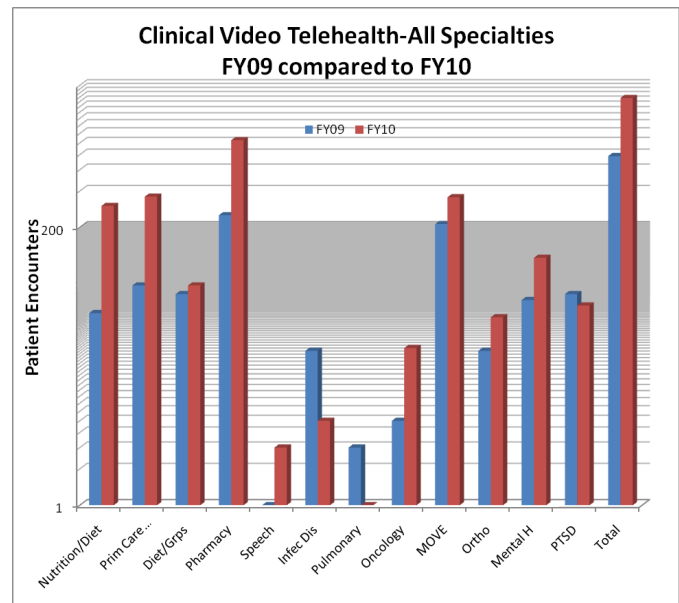
One of our Telehealth goals for FY10 was to increase Veteran access to our pharmacists in doing med reconciliation. It also happens that Joint Commission's National Patient Safety Goal #8 is to accurately and completely reconcile medications across the continuum of care. One of our pharmacists at Fort Meade initiated a program of Telehealth giving the Veterans at our Pierre CBOC the opportunity to speak with a pharmacist over the video units about their medications. Since our official launch in the 1st quarter of FY09, our Pharmacy Telehealth program has steadily increased to the point that we are now seeing about 35% of the Pierre CBOC Veterans for med reconciliation.

During Secretary Shinseki's visit to VA Black Hills, a patient and his wife, along with health care providers demonstrated a Telehealth call.

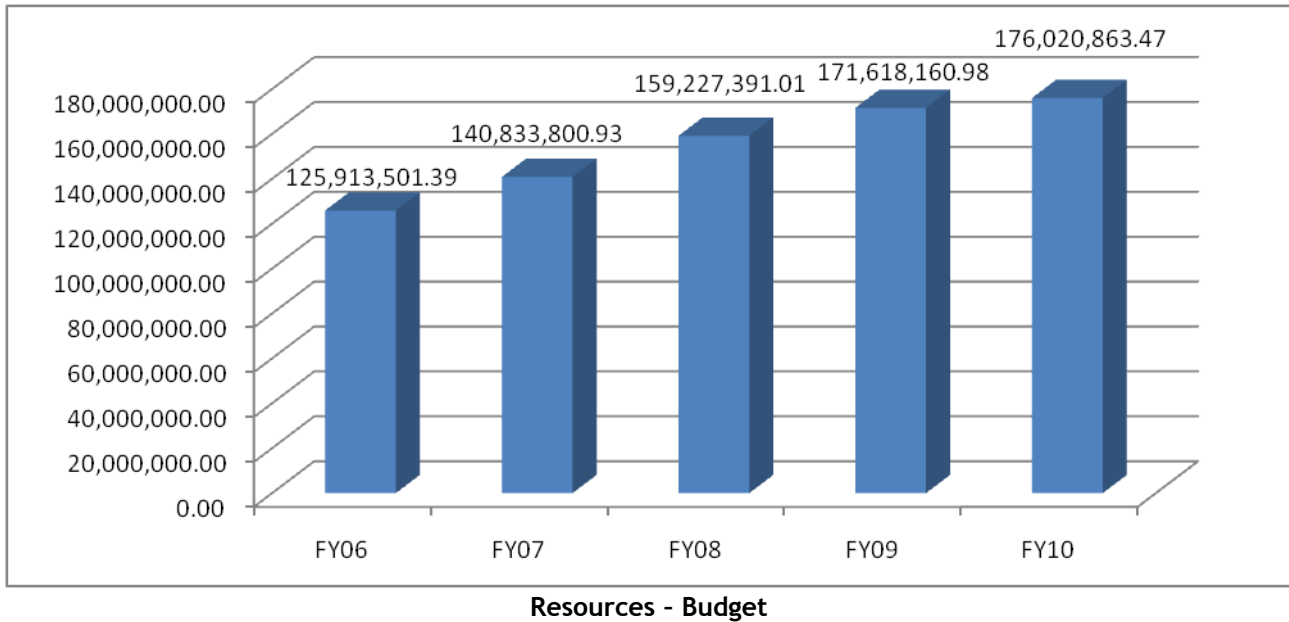
In addition to our Pharmacy program,

Black Hills Telehealth now works in our CBOCs with Diet and Nutrition Individually and in Groups, Mental Health visits, PTSD visits, MOVE Individual and Groups, and Speech. We are utilizing specialists from the Minneapolis and Omaha facilities to see our Veterans via Telehealth in areas of Oncology, Pulmonologist, Infectious Disease and Orthopedics. In total, we have increased our Telehealth visits over 300% from FY09 to FY10.

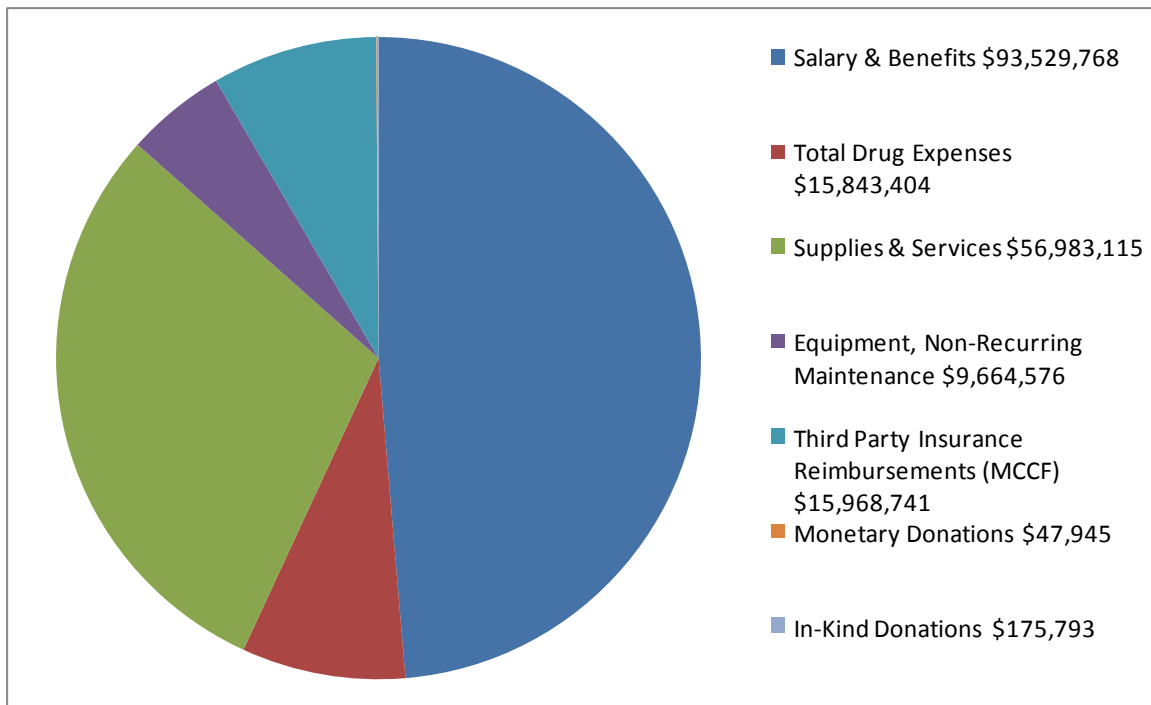
We are growing and expanding and with this, giving our Western Veterans better access to needed healthcare. Looking to the future, we are adding Cardiology and Neurology to our specialty areas from Omaha and Minneapolis in the upcoming year, as well as increasing in our current specialty areas.



By The Numbers

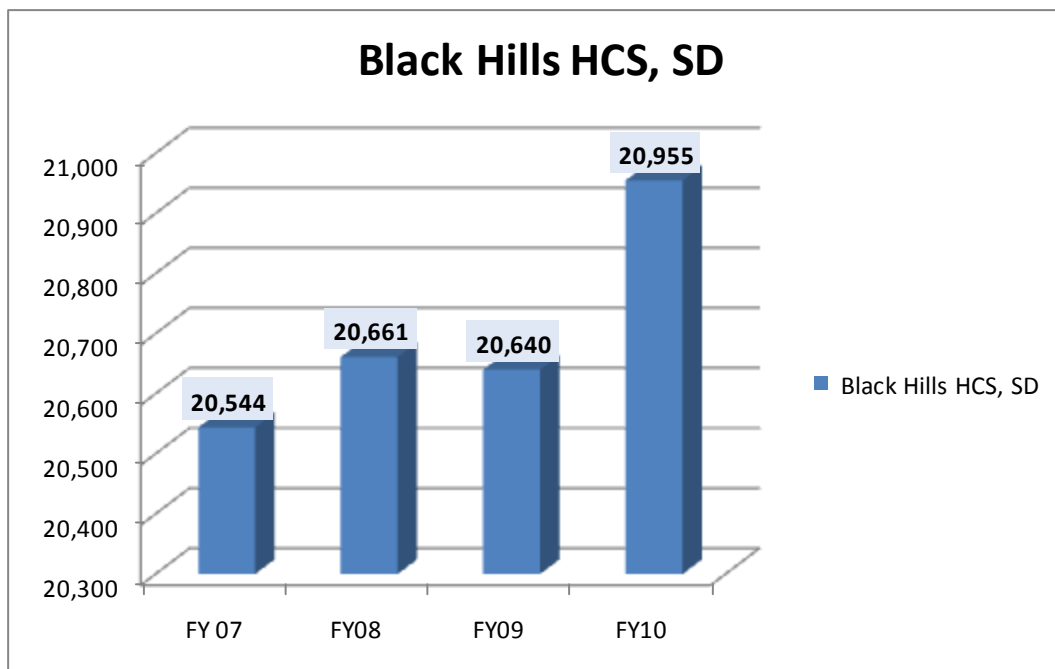


Fiscal Year 2010 Financial Report Total Expenses \$176,020,864



By The Numbers

Number of Patients Served at VABHHCS



Rank	County	Per Capita Income
1	Buffalo County, South Dakota	\$5,213
2	Shannon County, South Dakota	\$6,286
3	Starr County, Texas	\$7,069
4	Ziebach County, South Dakota	\$7,463
5	Todd County, South Dakota	\$7,714
6	Sioux County, North Dakota	\$7,731
7	Corson County, South Dakota	\$8,615
8	Wade Hampton, Alaska	\$8,717
9	Maverick County, Texas	\$8,758
10	Apache County, Arizona	\$8,986
11	Dewey County, South Dakota	\$9,251

VA Black Hills Catchment Area contains 7 of the top 11 Poorest United States Counties by per Capita Income

By The Numbers

VA BLACK HILLS WORKLOAD TRENDS				
Veterans*	FY 2007	FY 2008	FY 2009	FY 2010
Fort Meade	11,066	11,363	11,775	13,195
Hot Springs	7,910	7,536	7,973	7,974
Rapid City	4,361	4,628	5,170	5,455
Scottsbluff	1,005	1,079	1,077	1,310
Pierre	1,821	1,793	1,714	1,677

*Veterans may access VA Black Hills HCS at multiple points and as a result may be counted more than once.

VA BLACK HILLS AVERAGE DAILY CENSUS				
	FY 2007	FY 2008	FY 2009	FY 2010
Surgery - Fort Meade	4.2	2.8	2.0	1.7
Psychiatry - Fort Meade	5.2	4.4	5.3	3.5
Domiciliary - Hot Springs	77.3	72.8	75.9	86.7
Medicine				
Fort Meade	7.6	8.1	8.4	9.1
Hot Springs	5.3	5.2	4.6	4.7
CLC				
Fort Meade	66.5	67.5	61.2	56.9
Hot Springs	3.6	4.9	4.7	5.0

VA Black Hills Health Care System			
	FY 2008	FY 2009	FY 2010
Total Discharges	1,592	1,558	1,645
Outpatient Visits	201,793	203,729	216,992
Laboratory Tests	778,862	827,099	867,441
Pharmacy Fills	916,610	921,938	926,649
Major Surgical Procedures	785	700	608

Accreditations & Affiliations

Accreditations

American Psychological Association
Association for the Accreditation of Human Research Protections Programs (AAHRPP)
American Association of Blood Banks
College of American Pathologists (CAP)
The Joint Commission
Centers for Medicare and Medicaid (CMS)
Mathmatica
Commission of Accreditation of Rehabilitation Facilities (CARF)
Nuclear Regulatory Commission (NRC)
Centers for Medicare and Medicaid (CMS)
Office of Medical Inspector (OMI)
Office of Inspector General (OIG)
External Peer Review Program
Information Technology Office of Compliance (ITOC)
Office of Research Oversight (ORO)
Office of Inspector General (OIG)
Long Term Care Institute
System-Wide Ongoing Assessment and Review Strategy (SOARS)
National Committee for Quality Assurance (NCQA)

Affiliations

South Dakota State University—School of Nursing
South Dakota School of Mines & Technologies
University of South Dakota—School of Medicine
Western Dakota Technological Institute
Various Affiliations in Psychology, Podiatry, Optometry, & many other disciplines

Community Partnerships/Stakeholders

VA Black Hills Health Care System would not be able to provide the quality of care to Veterans without the support and teamwork we are fortunate to enjoy through a partnership of numerous Veteran Service Organizations, County and Tribal Veteran Service Officers, Congressional representatives, volunteers, community organizations, public officers and the public in general.

VA Black Hills Health Care System holds bi-monthly forums with all partners providing an opportunity for partners to share news, concerns and questions as well as a time for VA Black Hills staff to educate, answer questions and concerns and provide new information at the local, regional and Department of Veterans Affairs level.



Volunteers:

Volunteers contributed 41,355 regularly scheduled (RS) hours to serve our Veterans in FY 10.

To supplement RS hours, occasional volunteers contributed an additional 4061 hours, bringing the total hours of volunteer service to 45,416 hours.

Without the assistance of our volunteers and the volunteer service organizations they represent, we simply would not be able to provide the level of personal care that we can to our Veterans at VA BHHCS .

To volunteer or donate, contact Voluntary Services at 605.745.2000, Or visit us on the web at: www.blackhills.va.gov/giving/



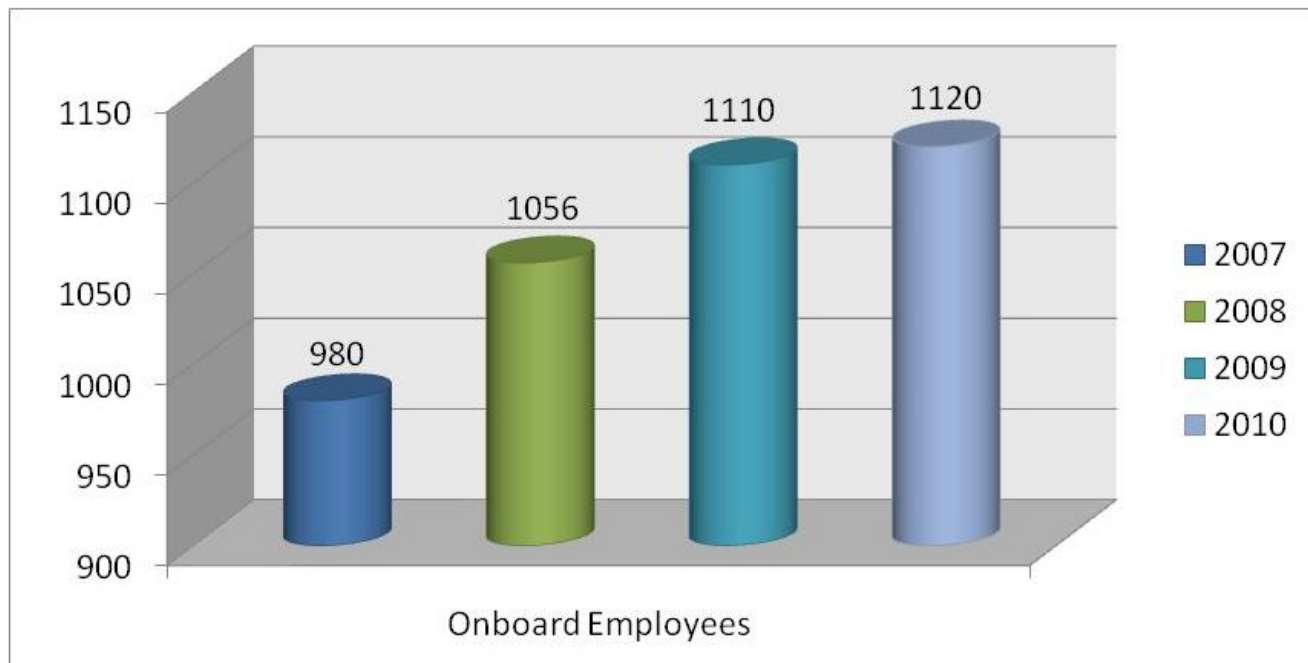
Human Resources



Here at VA Black Hills Healthcare System, we care for America's Heroes.

If you're looking for a rewarding career with VABHCS, visit us on the web at www.blackhills.va.gov/careers/ or call 605.745.2000 ext 2018

Staffing History and Current Levels



During Fiscal year 2010, Black Hills Health Care System saw minor growth in hiring new employees. In contrast to previous years, hiring for FY 2010 lacked the large number of nationally mandated positions. A concerted effort to identify key vacancies helped BHHCS manage budget concerns.

The Black Hills Advantage



We get to live, work & play where others go for vacation. In the state that in 2010-2011 is:

- 10th Most Livable State in the Country
- 7th Safest State in the Nation
- 47th Lowest Crime Index in the Nation
- 7th Lowest Cost of Living Index
- No state income tax
- Has a 13.8 Minute Average Commute Time
- Home to one of GORP's Top Ten National Forests
- Home to one of GORP's Top Ten Scenic Drives
- One of the Top Ten places to Snowmobile
- Home of Outdoor Life's Top City for Outdoor Enthusiasts
- Home of the World Famous Sturgis Motorcycle Rally



We get to live, work & play in the Black Hills of South Dakota.

We get to enjoy stunning landscapes such as Harney Peak, Bear Butte, the Badlands, Sylvan Lake, the Needles Highway and more.



Rich history, from Mammoths to Prehistoric Civilizations to Wild Bill Hickok, Crazy Horse...and beyond.

Where wildlife abounds, sometimes in our own backyard. Where rush hour may mean waiting for elk to cross the road.

A place of year round outdoor recreation of all kinds. Hiking, fishing, rock climbing, canoeing, waterskiing, golf, snowmobiling, hunting, bicycling, sight-seeing, camping, cross country skiing, spelunking, horseback riding, sailing, rock hounding, swimming, rock climbing, motorcycling, star gazing, and more.

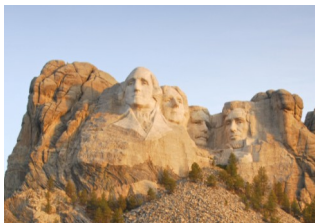


Where local and national theatre groups perform, movies are filmed, national powwow competitions are held, international dance troupes take the stage, symphony orchestras and concert bands play, concerts happen. Where Native and traditional art galleries and antique shops are in almost every town. Where you can see auto races, college sports, semi-pro hockey, and some of the best in rodeo.



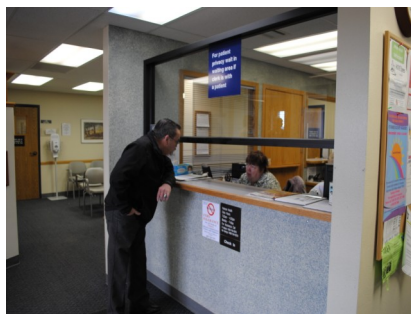
We get to live, work & play where we can be a hero to a hero.

Join us. Work at VA Black Hills Health Care, where we've been caring for America's Heroes for over 100 years.



See our career opportunities
VA Careers: www.vacareers.va.gov
USA Jobs: www.usajobs.gov

Photos courtesy SD Dept. of Tourism





Black Hills Health Care System

Department of Veterans Affairs

Fort Meade Campus

113 Comanche Road
Fort Meade, SD 57741
605.347.2511 | 800.743.1070

Hot Springs Campus

500 North 5th Street
Hot Springs, SD 57747
605.745.2000 | 800.764.5370

www.blackhills.va.gov

Community Based Outpatient Clinics

Eagle Butte | Faith | Isabel, SD

8000 Highway 212
PO Box 860
Eagle Butte, SD 57625
Phones:
Eagle Butte 605.964.8000
Faith 605.967.2644
Isabel 605.466.2120

Rosebud | Mission, SD

153 Main Street
Mission, SD 57555
Phone: 605.856.2295

Winner, SD

1436 East 10th Street
Winner, SD 57580
Phone: 605.842.2443

Pierre, SD

1601 North Harrison, Suite 6
Pierre, SD 57501
Phone: 605.945.1710

Gordon, NE

300 East 8th Street
Gordon, NE 69343
Phone: 308.282.1442

Pine Ridge, SD

PTSD Building. Next to IHS Hospital
Pine Ridge, SD 57770
Phone: 605.867.2393 ext. 4033

Scottsbluff, NE

300 East 8th Street
Gordon, NE 69343
Phone: 308.282.1442

Rapid City, SD

3625 5th Street
Rapid City, SD 57701
Phone: 605.718.1095

Newcastle, WY

1124 Washington Boulevard
Newcastle, WY 57555
Phone: 307.745.4491



National Suicide Prevention Hotline

1.800.273.TALK (8255)

National Call Center for Homeless Vets

1.877.4AID VET
(1.877.424.3838)

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