

# VA San Diego Healthcare System



## 2006 Annual Report

"As a veteran,  
I like to help  
fellow veterans."

– Bethoven Salinas,  
Member Services

"As an operating  
room nurse, providing  
care to our veterans  
is such a rewarding  
experience."

– Lisa Ramirez, RN,  
Nursing & Patient  
Care Services

"I am proud to be a  
VA pharmacist.  
We are highly valued  
members of the  
health care team, and  
use the most  
advanced technologies  
for Pharmacy and  
patient safety."

– Brian Plowman,  
Pharm D,  
Assistant Chief,  
Pharmacy Services

"I've been serving our  
veterans for 34 years.  
I enjoy it very much  
and I know the  
veterans appreciate  
our care and service."

– Velma Thomas,  
Diet Aide, Nutrition  
& Food Services

"Triple rewards:  
somebody gets a job,  
a veteran receives aid,  
and I help to do  
the process."

– Javier Valdovinos,  
Human Resources





Jacqueline G. Parthemore, MD, Chief of Staff/Medical Director  
Gary J. Rossio, CHE, Director  
Janet M. Jones, RN, EdD, ACOS/Nursing & PCS

## PROFILE

The VA San Diego Healthcare System (VASDHS) provides a wide range of inpatient and outpatient health services at the medical center in La Jolla, and at five community clinics located in Chula Vista, Escondido, Imperial Valley, Mission Valley, and Vista. We provide medical, surgical, mental health, geriatric, spinal cord injury, and advanced rehabilitation services. VASDHS has 238 hospital beds, including skilled nursing beds, and operates several regional referral programs including cardiovascular surgery and spinal cord injury.

We are affiliated with the University of California, San Diego School of Medicine and provide training for 780 medical interns, residents and fellows, as well as 64 other teaching affiliations for nursing, pharmacy, dental, and dietetics. VASDHS has one of the largest research programs in the VA nationally, with a budget of \$65.7 million (FY 2006), 239 principal investigators, and 1,031 projects.

## Director's MESSAGE

We have completed another great year of serving veterans. This year, we placed strong emphasis on providing "Seamless Transition" for Iraq and Afghan combat veterans, as well as improving access to care, and business practices.

We were named one of San Diego's Ten Best Workplaces for 2006 (for large employers) by *San Diego Magazine* and the Employers Group. The Veterans Health Administration (VHA) All Employee Survey results indicated that our employees' satisfaction is high, with scores above the national and Network averages. Simultaneously, we have completed our first year of the three-year earthquake retrofitting construction project.

In 2007, we will continue to improve our performance measures as well as continuing our gains accomplished in 2006. Our ongoing medical advances and research ensures we will be at the forefront of health promotion and effective disease management, providing the highest quality care and quality of life for our veterans.

Our success is due to support from our staff, volunteers and community partners that create the culture in San Diego of *Putting Veterans First*. Congratulations on an outstanding 2006, and thanks for your dedication and hard work.

Gary J. Rossio, CHE  
Director, VA San Diego Healthcare System  
VA Desert Pacific Healthcare Network

## ANNUAL REPORT 2006 LIST OF ACCOMPLISHMENTS

### RETURNING COMBAT VETERAN SERVICES & SEAMLESS TRANSITION

VASDHS has a comprehensive program to provide service to returning Operation Iraqi Freedom and Operation Enduring Freedom (OIF/OEF) veterans. Since the OIF/OEF conflict started, VASDHS has provided medical care to 3,743 returning combat veterans. We have continued to expand our programs to meet the needs of those veterans, including a student support program, a Post-Deployment Clinic, and research projects for combat veterans. To assure Seamless Transition, we have a full-time combat veteran case manager, and two part-time social workers at Camp Pendleton and Navy Medical Center. We have formed a Seamless Transition Team to address communication and coordination issues to assure that all returning OIF/OEF combat veterans receive the medical care and

assistance they need in a friendly and timely manner. We have also participated in the Post Deployment Health Referral Assessments (PDHRA) program to provide enrollment opportunities and physical exams for reservists and National Guard.

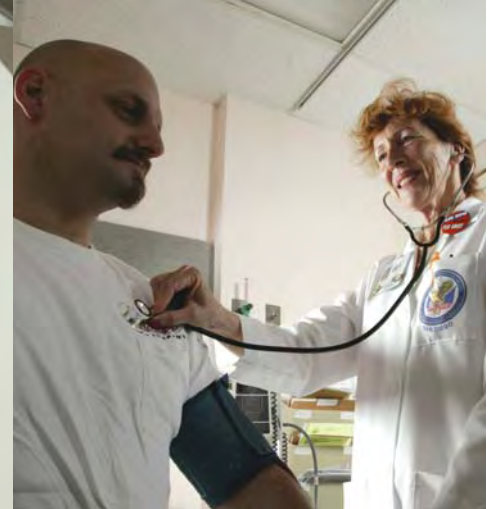
### IMPROVING ACCESS TO CARE

**Same day physicals:** In August, we started a new clinic to provide same day physical exams for patients enrolling for the first time at VASDHS. This new program improves access and is more convenient for our patients. Over 200 patients took advantage of the clinic.

**Expanded clinic access:** To achieve our goal of offering appointments to all new patients within 30 days or less, we have implemented Advanced Clinic Access

Left to right:  
Javier Valdovinos, Velma Thomas, Gary J. Rossio, Brian Plowman





principles to improve timeliness of new patient visits. This has involved a combination of adding Saturday clinics, shaping demand, increasing capacity, and streamlining clinic flow.

#### TAP OUTREACH

For the past 18 months, VASDHS has been conducting VA healthcare briefings for separating combat veterans at the Transition Assistance Program (TAP) classes. The TAP Coordinator presents VA healthcare information at military bases, including Camp Pendleton and 32nd Street. For fiscal year 2006, we briefed 10,114 separating active duty military on VA healthcare at the TAP classes.

#### SAN DIEGO'S BEST WORKPLACES FOR 2006 AWARD

VASDHS was recognized as one of



"San Diego's Best Workplaces for 2006," by Employers Group and *San Diego Magazine*. Of the hundreds of companies who participated in this search, we ranked in the top ten "Notable" group. *San Diego Magazine* ran a story about the awards, including VASDHS, in their September 2006 edition.

#### PATIENT SATISFACTION SCORES

VASDHS ranks tops among VHA's leaders in patient satisfaction. In the national surveys of the Health Experiences of Patients, our patients continued to rate their Overall Quality of Care as exceptional. VASDHS inpatients rate

satisfaction at 6% above the VA standard for Overall Quality of Inpatient Care and 3% above the VA standard for Overall Quality of Outpatient Care.

#### EMPLOYEE SATISFACTION

All of the VASDHS employee scores from the Veterans Health Administration (VHA) All Employee Survey in the spring of 2006 exceeded the Network and national average scores (70.3% response rate). The survey included three sections: Job Satisfaction Index, Organizational Assessment Inventory, and Organization Culture. These high employee satisfaction scores relate directly to the consistent

#### AWARDS & RECOGNITION

VASDHS received the following "Green Awards" for environmentally friendly programs:

- 2006 VA Environmental Excellence Award Program – Waste/Pollution reduction
- 2006 Federal Energy & Water Management Award
- Making Medicine Mercury Free award from Hospitals for a Healthy Environment (H2E)
- Federal Electronics Reuse & Recycling Challenge (FERRC)

#### Other 2006 awards:

- Marc Schuckit, MD, distinguished VASDHS researcher and physician received the 2006 Jellinek Award for his outstanding scientific contributions to the understanding and treatment of alcoholism in the behavioral research field. Dr. Schuckit received the award in Sydney, Australia in September.
- Kathy Ober, RN, PhD, FNP-BC received the Secretary's Award for Excellence from the Department of Veterans Affairs for being the top registered nurse in an extended role.
- The VASDHS Canteen received the Veterans Canteen Service (VCS) Outstanding Canteen Award for the 20th year.
- VASDHS received the San Diego Association of Governments (SANDAG) 2005 Diamond Award for our outstanding Transit Benefit Program which assists employees with alternative commuting options.



excellence in patient care and service we have seen over the years.

### OUTREACH

The VASDHS Outreach team was very busy this year getting the word out about VA health care benefits to returning combat veterans as well as all veterans. We participated in 38 outreach events including the Miramar Air Show, Aging Summit & Health Fair, Native American events, Veteran Job Fairs, and local Military Retiree Fairs. For fiscal year 2006, we increased our enrollment for all veterans by 1,701 (3.53%) and for service-connected veterans by 1,268 (3%). As a result of all these outreach efforts, VASDHS surpassed the increase in growth both at the national and Network levels. This is important because it will determine the health care budget for years into the future.

### HOMELESS VETERAN PROGRAMS

VASDHS managed the medical tent for Stand Down for homeless veterans for the 19th year, serving 837 homeless veterans and dependents. Over 135 volunteers from the VA San Diego Healthcare System provided 1,300 hours, working in various aspects of the medical tent assisting with registration, pharmacy, medical care, dental and eye exams, podiatry, and TB testing. VASDHS also supports the Vietnam Veterans of San Diego Homeless Veterans Winter Shelter, and several other homeless veteran programs throughout the year.

### CONSTRUCTION

The San Diego Facilities Team worked on the following projects:

- Completed the renovation of the Hemodialysis, Prosthetics, and Supply, Process & Distribution (SPD) units
- Earthquake retrofitting project: The VA has completed one year of the three-year project to complete seismic improvements for the medical center. The \$52.2 million contract with Clark Construction of Costa Mesa, California started in November 2005. The construction is ongoing and is staying within target timeframes.
- Plans for new North County Clinic: VASDHS received authorization in FY 2005 for two major replacement leases for the North County (Vista) and South County (Chula Vista) clinics. Plans are underway for the new 65,000 square foot North County Clinic. A property search is in progress for a location in the Oceanside, Carlsbad, Vista, or San Marcos area. When complete, this clinic will resolve space needs for primary care, mental health and other specialty care.

### ALTERNATIVE REVENUE COLLECTIONS

VASDHS collected \$13.1M [Medical Care Cost Fund (MCCF): \$11.7M + external sharing revenue of \$1.4 M]. These funds stay at our local facility to enhance services for San Diego patients.

## SERVICES

Alcohol/Drug Treatment Center  
 Ambulatory Care  
 Audiology & Speech Pathology  
 Cardiac Care  
 Combat Veteran Services  
 Critical Care  
 CT Scanner  
 Dental Services  
 Diabetes Care Clinic  
 Extended Care Center  
 Geriatrics  
 Gulf War Health Screening  
 Health Care for Homeless Veterans  
 Hemodialysis Center  
 HIV/AIDS Treatment (Special Infectious Disease Program)  
 Home-Based Primary Care  
 Magnetic Resonance Imaging  
 Mammography  
 Medicine  
 Neurology  
 Nuclear Medicine  
 Nutrition Counseling  
 Oncology  
 PET Scanning  
 Pharmacy  
 Post-Traumatic Stress Disorder Clinic  
 POW Program  
 Primary Care  
 Prosthetic Treatment Center  
 Psychiatry  
 Psychology  
 Rehabilitation Medicine  
 Research  
 Sexual Trauma Counseling  
 Spinal Cord Injury Unit  
 Surgery  
 TeleHealth  
 Ultrasound  
 Visual Impairment Services  
 Women's Clinic





## ACCREDITATION & CERTIFICATION

Joint Commission on Accreditation of Healthcare Organizations (JCAHO) 2004-2007

Commission on Accreditation of Rehabilitation Facilities (CARF):

Spinal Cord Injury, Medical Rehabilitation, Wellness and Vocational Rehabilitation Enhancement, and Homeless Programs

College of American Pathologists

Comprehensive Cancer Center (American College of Surgeons Commission on Cancer)

American Association for Accreditation of Laboratory Animal Care (AAALAC)

Nuclear Regulatory Commission

American Association of Blood Banks

Blood Bank is FDA Registered

Clinical Laboratory Improvement Act (CLIA)

National Committee for Quality Assurance (NCQA)

Research Accreditation



# Financial REPORT & STATISTICS

## FY 2006 (10/1/05 - 9/30/06) BUDGET

<b>Total Medical Care Appropriations</b>	<b>\$305,166,032</b>
<b>Operating Expenses</b>	<b>\$305,166,032</b>
Salary, Wages & Benefits	\$182,148,800
Supplies	\$41,122,649
Services	\$44,885,823
Other Expenses	\$37,043,080

## WORKLOAD STATISTICS

<b>Medical Center Beds Total</b>	<b>238</b>
Acute	172
Extended Care	40
Spinal Cord Injury	26
<b>Admissions Total</b>	<b>7,003</b>
Acute	6,275
Extended Care	390
Spinal Cord	338
<b>Patient Days Total</b>	<b>63,350</b>
Acute	55,004
Extended Care	8,346
<b>Average Length of Stay</b>	<b>8.7 Days</b>
Acute	8 Days
Extended Care	20 Days
<b>Surgeries Total</b>	<b>4,395</b>
Inpatient	1,843
Outpatient	2,552
<b>Outpatient Visits Total</b>	<b>560,947</b>
Chula Vista Clinic	12,432
Escondido Clinic	14,166
Imperial Valley Clinic	2,186
La Jolla Medical Center	407,068
Mission Valley Clinic	102,286
Vista Clinic	22,809
<b>Patients</b>	<b>55,087</b>
<b>Number of Veterans in San Diego and Imperial Valley (estimate)</b>	<b>280,000</b>

## STAFFING STATISTICS

(FTE = Full Time Equivalent)

<b>Employees (FTE)</b>	<b>2,079</b>
Physicians (FTE)	154
RNs (FTE)	478
Other (FTE)	1,447
<b>Residents &amp; Medical Students (FTE)</b>	<b>780</b>
<b>Other Clinical Trainees (FTE)</b>	<b>240</b>

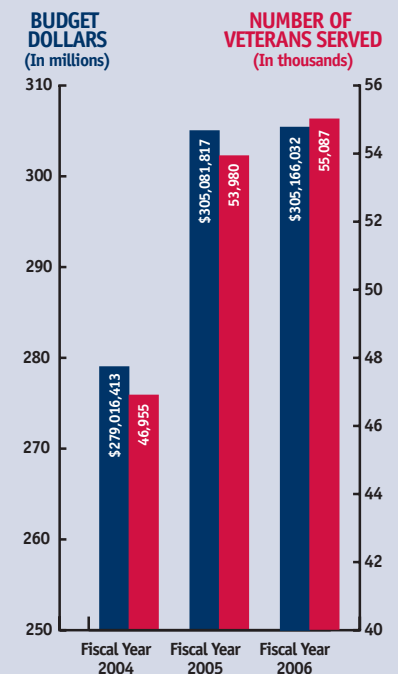
## VOLUNTEER STATISTICS

<b>Volunteers</b>	<b>1,068</b>
<b>Volunteer Hours</b>	<b>94,526</b>
<b>Donations</b>	<b>\$485,714</b>

## RESEARCH STATISTICS

<b>Total Research Funding</b>	<b>\$65,727,958</b>
<b>Principal Investigators</b>	<b>239</b>
<b>Research Projects</b>	<b>1,031</b>

## BUDGET & VETERANS SERVED





## VA SAN DIEGO HEALTHCARE SYSTEM

### MEDICAL CENTER

VA San Diego Healthcare System  
3350 La Jolla Village Drive  
San Diego, CA 92161  
(858) 552-8585  
1 (800) 331-VETS

### FREQUENTLY CALLED PHONE NUMBERS

TeleCare System (Nurse Advice)  
1 (877) 252-4866

Enrollment & Eligibility Questions  
(858) 552-7523

Appointment Scheduling  
(Medical Center)  
(858) 552-7570

### WEB ADDRESSES

For more information, visit us at:  
[www.san-diego.med.va.gov](http://www.san-diego.med.va.gov)  
[www.va.gov](http://www.va.gov)

### VET CENTER

San Diego Vet Center  
2900 6th Avenue  
San Diego, CA 92103  
(619) 294-2040

Vista Vet Center  
1830 West Drive, Suite 103  
Vista, CA 92083  
(760) 643-2070

### OUTPATIENT CLINICS

VA Mission Valley Clinic  
8810 Rio San Diego Drive  
San Diego, CA 92108  
(619) 400-5000

VA Chula Vista Clinic  
835 Third Avenue  
Chula Vista, CA 91910  
(619) 409-1600

VA Vista Clinic  
1840 West Drive  
Vista, CA 92083  
(760) 643-2000

VA Escondido Clinic  
815 East Pennsylvania Avenue  
Escondido, CA 92025  
(760) 466-7020

VA Imperial Valley Clinic  
528 G Street  
Brawley, CA 92227  
(760) 344-9085

Wellness & Vocational  
Enrichment Clinic  
W.A.V.E. Program  
4525 Mission Gorge Place  
San Diego, CA 92120  
(619) 228-8000

**VHA MISSION** Honor America's veterans by providing exceptional health care that improves their health and well-being.

**VHA VISION** To be a patient centered integrated health care organization for veterans providing excellence in health care, research, and education; an organization where people choose to work; an active community partner and a back up for National emergencies.

**WE VALUE** Trust, respect, excellence, compassion, and commitment.



## COMMUNITY Outreach

VASDHS is committed to being an active member of the San Diego veterans, medical, and business communities, and we actively participate in the following organizations: Greater San Diego Chamber of Commerce, United Veterans Council, San Diego County Regional Healthcare Advisory Council, Healthcare Association of San Diego and Imperial Counties, and the San Diego Medical Society.

Each year we support community groups and agencies, including Stand Down for Homeless Veterans and Vietnam Veterans of San Diego (VVSD) Homeless Veterans Winter Shelter.

Our Community Advisory Board, composed of key community stakeholders, meets monthly and is actively involved in providing information and advice on how we can best serve veterans.



MEMBER OF THE  
VA DESERT PACIFIC  
HEALTHCARE NETWORK  
VETERANS INTEGRATED  
SERVICE NETWORK 22

