



VA San Diego
Healthcare System

"We are dedicated to providing the highest quality health care and service for America's veterans."

Dary J. Romo



2008
Annual Report





OEF/OIF Veteran Care



We are conducting extensive research in diagnosing traumatic brain injury, and treatment for posttraumatic stress disorder and other mental health disorders so we can provide the highest quality care for our veterans.

We provide comprehensive medical, surgical, and rehabilitation services at our medical center in La Jolla and our clinics throughout San Diego and Imperial Counties. Upon enrolling in our health care system, returning combat veterans receive a physical exam as well as screening for traumatic brain injury, posttraumatic stress disorder, military sexual trauma, and other mental health disorders. In addition to screening and evaluation, we offer extensive mental health services, including a Posttraumatic Stress Disorder (PTSD) Clinic, Sexual Trauma Counseling, along with Traumatic Brain Injury (TBI) Care, Alcohol/Drug Treatment, and suicide prevention programs.



Operation Enduring Freedom/Operation Iraqi Freedom (OEF/OIF) Care Management Team, VASDHS



OEF/OIF Care Management Team



The OEF/OIF Care Management Team members work together for each veteran to assure that the physical, emotional, and social concerns associated with adjusting to civilian life are addressed. The team of 22 includes DoD/VA Liaisons, Combat Veteran Case Managers, and Transition Patient Advocates. They work with each veteran from the time they enroll in the VA San Diego Healthcare System (VASDHS) to provide screening and access to health care and other VA and community services they need.



Director's Message



Executive leadership: (l – r)

Cynthia E. Abair, MHA
Associate Director

Janet M. Jones, RN, EdD
Chief Nursing Officer

Gary J. Rossio, FACHE
Director

Jean Sobczak, MBA,
Assistant Director

Jacqueline G. Parthemore, MD
Chief of Staff/Medical Director

We've had a challenging and exciting year in 2008. VASDHS hosted the first National Veterans Summer Sports Clinic with rave reviews from the veterans and VA Central Office staff. We expanded our health care access through additional evening and Saturday clinic hours.

In addition, we expanded our OEF/OIF Care Management Team and staff for mental health care. We are now serving 12,300 OEF/OIF veterans in San Diego and Imperial Counties. We opened a new clinic in Imperial Valley, completed our 2.5 year earthquake retrofit project and finalized the contracting process for a new VA Oceanside Clinic scheduled to open in June 2010.

We are dedicated to providing the highest quality health care and service for America's veterans. In 2009, we are embarking on a program to focus on patient-centered care. In addition, we strive daily to assure that every patient receives the highest quality health care with respect and compassion.

On a personal note, as I complete 38 years of federal service and retire from the VA San Diego Healthcare System, I feel so blessed for the outstanding staff I have had the opportunity to work with, as well as the volunteers and veteran service officers. A critical component of our success is the commitment from the San Diego veteran community – I am very grateful for the support we have received over the years. I wish you continued success and Godspeed in serving America's veterans.

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

Annual Report

- 1 PATIENT-CENTERED CARE**
VASDHS launched a program entitled "Planetree" to focus on making our health care system even more patient-focused. This will be a long term commitment toward transforming our care, environment, and customer service for veterans.
- 2 OEF/OIF VETERAN CARE**
The Operation Enduring Freedom/Operation Iraqi Freedom (OEF/OIF) Team is providing care and services to 12,300 veterans in San Diego and Imperial Counties. This year, the team grew to 22 staff that serve as liaisons for separating active duty military from Camp Pendleton and the Navy Medical Center, San Diego, as well as case managers and transition patient advocates located throughout our facilities. VASDHS hosted a successful Welcome Home event at the medical center in March for new veterans and their families. More than 400 veterans attended and reported that the event was very helpful.



2008 List of Accomplishments



3 IMPROVED ACCESS

VASDHS implemented many changes to improve access for veterans for clinical care including:

- Opened several Saturday clinics for primary care, new veteran physicals, endometabolism, gastrointestinal, podiatry and optometry appointments.
- Increased our number of evening clinics.
- Streamlined phone access for patients by centralizing our appointment and call line for primary and specialty care.
- Launched a patient appointment recall system so that patients can schedule appointments for their convenience.
- Started an appointment cancellation call line to make it easier for patients to cancel and reschedule appointments. This enables us to reduce “no shows” and offer appointments sooner for other patients.
- Added several mental health clinics in the evenings.

4 OUTREACH & WORKLOAD GROWTH

The VASDHS Outreach Team and Transition Assistance Program (TAP) Coordinator actively participate in outreach events including active duty transition briefings, demobilization briefings, career fairs, and military retirement fairs throughout the community to make sure veterans are aware of their health care benefits. The number of veterans we served in fiscal year 2008 increased to 59,609, a 3.58% increase (or 2,045 more veterans) from fiscal year 2007.



5 VETERANS HEALING GARDEN

Staff from the medical center created a Veterans Healing Garden on a second floor patio to provide a tranquil, healing environment for patients and staff. The garden opened in April and features flowers, plants, water fountains, a gazebo and benches where visitors can relax.

6 NATIONAL VETERANS SUMMER SPORTS CLINIC

VASDHS hosted the first National Veterans Summer Sports Clinic in San Diego, September 28 – October 3, 2008. The Clinic was designed to help newly injured veterans transition into civilian life. 54 veterans with a variety of disabilities including traumatic brain injury, amputations, posttraumatic stress disorder, and spinal cord injury participated in the Clinic. 80 VASDHS staff members planned and organized the Clinic. Volunteers from the VBA Regional office and the community also supported the event. There were over 135 stories published in local and national media outlets. The veterans said they felt the event was a transforming experience that will help them move on with their lives.



7 AWARDS

Gary J. Rossio, FACHE, Director, VASDHS, received the 2008 Presidential Rank Award for excellence in leadership and achieving results. Rossio was among 21 employees of the Department of Veterans Affairs (VA) honored by President Bush as one of the top civil servants in the federal government. Rossio also received the Presidential Rank Award in 2003.

Dilip Jeste, MD, Geropsychiatrist, was awarded the first-ever Distinguished Alumni Award by the Weill Cornell Medical College, Department of Psychiatry. Jeste was also honored by the 2008 San Diego Business Journal "Health Care Champions" for his contributions to healthful aging through his research and clinical efforts.

Kathleen Dunn, MS, RN, CRRN-A, CNS, Spinal Cord Injury Nurse, was inducted into the Spinal Cord Injury Hall of Fame by the National Spinal Cord Injury Association on September 25, 2008. Dunn also received the Association of Rehabilitation Nurses 2008 Advanced Practice Role Award on October 3, 2008.

Cindy Butler, MBA, RD, APR, Public Affairs Director, and the Emergency Communications Team received a VHA Communications Award for Innovation in Website Communication during the 2007 San Diego firestorms. Butler also received a VHA Communications Award for the 2007 VA San Diego Healthcare System Annual Report.



VA San Diego Healthcare System was recognized by the City of San Diego's Environmental Services Department as one of the "Recyclers of the Year" in the 2008 Waste Reduction and Recycling Awards program.

VASDHS, as a member of VISN 22 – VA Desert Pacific Healthcare Network, received the 2007 Under Secretary for Health's Diversity Level 1 Comprehensive Diversity Management Program Diversity Award.

8 CONSTRUCTION

Earthquake Retrofit project

VA San Diego Healthcare System celebrated the completion of our medical center's 2.5 year, \$60 million earthquake retrofit project in April. The building was retrofitted to withstand an earthquake measuring 7.2 on the Richter Scale and remain operational.

Imperial Valley Clinic opening

We opened the new VA Imperial Valley Clinic in June. This contract clinic is conveniently located to offer expanded services for veterans in Imperial Valley.



VA Oceanside Clinic
VASDHS completed contracting to build a two-story, 65,465 net usable square feet (NUSF) clinic that will offer comprehensive health care for veterans in North County. The cost to build will be \$35 – \$40 million, with a 20-year lease. The clinic is projected to open in June 2010.

9 ROBOTIC SURGERY

VA San Diego surgeons are now able to provide the latest technology using robotic assisted laparoscopic prostatectomy (RALP). VASDHS is the first VA medical center in Southern California and only the sixth VA in the nation to offer robotic surgery.



10 LAUNCHED NEW INTERNET SITE

We launched a new Internet site in January 2008, designed to assist patients in finding the services, clinics, and programs they need. This is a significant improvement which has been praised by local veterans.





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 six community clinics located in Chula Vista, Escondido, Imperial Valley, Mission Valley, Mission Gorge, and Vista. We provide medical, surgical, mental health, geriatric, spinal cord injury, and advanced rehabilitation services. VASDHS has 241 operating 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 1,525 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 \$53 million (FY 2008), 177 principal investigators, and 787 projects.

ACCREDITATION & CERTIFICATION

The Joint Commission
2007-2010

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 Accreditations



Financials

FY 2008 (10/1/07 – 9/30/08) BUDGET

Total Medical Care Appropriations	\$400,809,135
Operating Expenses	\$400,809,135
Salary, Wages & Benefits	\$226,606,469
Supplies	\$49,512,865
Services	\$74,544,470
Other Expenses	\$50,145,331

STAFFING STATISTICS

(FTE = Full Time Equivalent)

Employees (FTE)	2,266
Physicians (FTE)	183
RNs (FTE)	489
Other (FTE)	1,594
Residents & Medical Students	1,525
Other Clinical Trainees	1,070

VOLUNTEER STATISTICS

Volunteers	1,073
Volunteer Hours	85,704
Donations	\$878,422

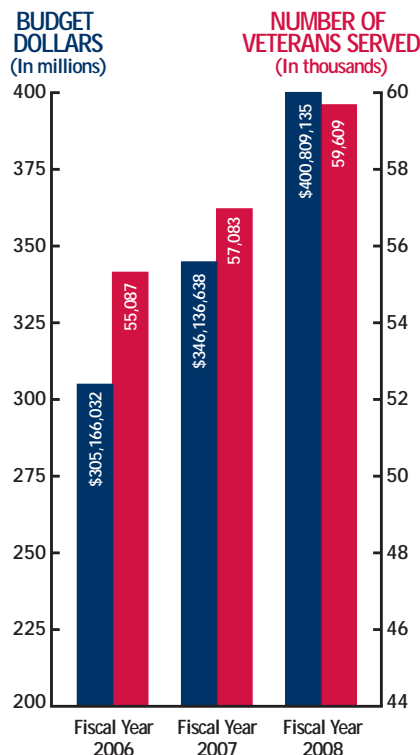
RESEARCH STATISTICS

Total Research Funding	\$53,100,000
Principal Investigators	177
Research Projects	787

WORKLOAD STATISTICS

Medical Center Beds Total	241
Acute	168
Community Living Center	43
Spinal Cord Injury	30
Admissions Total	7,080
Acute	6,675
Community Living Center	405
Patient Days Total	64,084
Acute	54,042
Community Living Center	10,042
Average Length of Stay	9 Days
Acute	8 Days
Extended Care	23 Days
Surgeries Total	4,537
Inpatient	2,009
Outpatient	2,528
Outpatient Visits Total	578,124
Chula Vista Clinic	13,592
Escondido Clinic	13,594
Imperial Valley Clinic	2,403
La Jolla Medical Center	450,719
Mission Valley Clinic	108,271
Vista Clinic	30,934
Patients	59,609
Number of Veterans in San Diego and Imperial Valley (estimate)	251,300

BUDGET & VETERANS SERVED



VA San Diego Healthcare System

Services

Alcohol/Drug Treatment Center
Ambulatory Care
Audiology & Speech Pathology
Cardiac Care
Combat Veteran Services
Chaplain 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
Optometry
Ophthalmology
Pain Management
PET Scanning
Pharmacy
Posttraumatic Stress Disorder Clinic
POW Program
Primary Care
Prosthetic Treatment Center
Psychiatry
Psychology
Rehabilitation Medicine
Research
Sexual Trauma Counseling
Spinal Cord Injury Unit
Surgery
TeleHealth
Traumatic Brain Injury Care
Ultrasound
Visual Impairment Services
Women's Clinic

MEDICAL CENTER

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

WEB ADDRESSES

For more information, visit us at:
www.sandiego.va.gov

FREQUENTLY CALLED PHONE NUMBERS

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

Enrollment & Eligibility
Questions
(858) 552-7523

Appointment Scheduling
(Medical Center)
(858) 552-7475

VET CENTERS

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

San Marcos Vet Center
1 Civic Center Drive
Suite 150
San Marcos, CA 92069
(760) 744-6914

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
1600 South Imperial Avenue
El Centro, CA 92243
(760) 352-1506

VA Mission Gorge Clinic
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.



 Department of
Veterans Affairs

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

VA DESERT PACIFIC
HEALTHCARE NETWORK

