

ABOUT

VA Pittsburgh Healthcare System partners with Veterans and their families throughout the tri-state area of Pennsylvania, Ohio and West Virginia to offer integrated, innovative and compassionate care while optimizing health and quality of life.

FACILITIES

University Drive is a 146-bed facility that provides routine medical, neurological, and surgical care in addition to specialized services such as bariatric treatments and liver and kidney transplants. This site is also home to the Women's Health Program—a nationally-designated Center of Excellence in women's health.

Highland Drive is a 168-acre campus with 75 inpatient behavioral health beds and a variety of outpatient programs including the Post-Traumatic Stress Disorder (PTSD) clinic, Traumatic Brain Injury clinic, Substance Use Disorder clinic and a Regional Center for Treatment of Former Prisoners of War.

H.J. Heinz Division is home to a 262-bed community living center—a Geriatric Center of Excellence—and also offers hospice, rehabilitation, dementia and outpatient services. The 51-acre campus also boasts a 96-bed Veterans Recovery Center.

Community-Based Outpatient Clinics aim to make health care accessible to Veterans in their own communities. VAPHS supports clinics in the following outlying counties:

- » Beaver County (Monaca, Pa.)
- » Fayette County (Uniontown, Pa.)
- » Belmont County (St. Clairsville, Ohio)
- » Washington County (Washington, Pa.)
- » Westmoreland County (Greensburg, Pa.)

VITAL STATISTICS - Fiscal Year 2011

Financial Statistics (in millions)

- Operating budget - \$560.7
 - » Medical - \$443.1
 - » Facilities - \$72.1
 - » Administrative - \$45.5
- Information and technology budget: \$10.7
- First- and third-party collections: \$21

Operational Statistics

- Number of beds: 583
- Full-time employees: 3,128.5
- Physicians: 173
- Nurses: 1,097.6
- Volunteers: 954
- Average length of stay (in days): 10.94
 - » University Drive: 3.52
 - » Highland Drive: 13.57
 - » Heinz Division: 56.68

PATIENT SNAPSHOT

Fiscal Year 2011

Unique outpatient visits: 590,658
Unique enrollees: 64,636

Current Users:

- » OEF/OIF/OND era: 4,177
- » Persian Gulf War era: 4,823
- » Vietnam era (including post-Vietnam): 35,502
- » Korean War era (including pre- and post-Korean): 11,897
- » World War II era: 7,626
- » Women patients: 5,395
- » Out-of-state patients: 11,709

KEY PERFORMANCE MEASURES

Percentage of Satisfied Patients

Select results from VA Pittsburgh's patient satisfaction survey (for Fiscal Year 2011).

Criteria	VAPHS	VISN 4	All VHA
Responsiveness of hospital staff	88.4	87.7	85.5
Shared decision making	72.8	71.5	71.6
Getting care quickly	83.5	82.8	78
Noise level in room	82.4	83.7	80
Outpatient: overall quality	61.2	61.5	55
Inpatient: overall quality	65.8	65.6	64
Provider wait time	78.3	82.1	74.6
Privacy in rooms	87	89.9	83.8

Patient Access to Care

For 2011, VAPHS's three main sites and five community-based outpatient clinics averaged more than 99 percent success rate for completing all clinic appointments within 14 days of a Veteran's desired appointment date.

NATIONAL AWARDS AND RECOGNITION

On Oct. 21, 2011 VA Secretary Eric Shinseki recognized Director/CEO Terry Gerigk Wolf for **championing diversity and inclusion** within VAPHS—and for setting a standard of leadership excellence within all of VA.

Nominated by VAPHS nursing staff, Director/CEO Wolf received the **Secretary of Veterans Affairs' Award for the Advancement of Nursing Programs** in June 2010. This prestigious award recognizes Mrs. Wolf's creation of an organizational climate that supports nursing as a clinical practice discipline at VA Pittsburgh.

The Fine Foundation and the Jewish Healthcare Foundation gave the Platinum Award to VAPHS's Congestive Heart Failure Team (CHF) for "Zeroing In on CHF Readmissions" on Nov. 17, 2011.

The Hospital and Healthsystem Association of Pennsylvania (HAP) honored VAPHS with the **2011 HAP Award**. VA Pittsburgh—one of 130 entrants and 17 winners—won the HAP Award for innovations in streamlining lung cancer care.

CONSTRUCTION

Current Construction Projects

The last phase of VA Pittsburgh's major construction project is underway: the 65,000 square foot Research Office building on the University Drive Campus.

Completed Projects

In the last two years, VA Pittsburgh has completed several construction projects. Some of these recent investments include:

- » \$41 million new parking garage (University Drive)
- » \$37 million Veterans Recovery Center and administration building (H.J. Heinz)
- » \$3.7 million emergency department renovation (University Drive)
- » \$2.2 million eye clinic renovation (University Drive)
- » \$1.8 million women's clinic renovation (University Drive)
- » \$75 million Consolidation Building (University Drive)
- » \$40 million Ambulatory Care Center (H.J. Heinz)
- » \$9.9 million Ambulatory Surgery Unit (University Drive)
- » \$2.1 million 4E ICU Upgrade (University Drive)

Total Construction Project Expenditures (in millions)

Fiscal Year	Non-Recurring Maintenance	Minor	Major	Totals
2005	\$9.6	\$0.1	\$57.2	\$66.9
2006	\$13	\$4.5	\$43.4	\$60.9
2007	\$27.7	\$0.03		\$27.73
2008	\$14.5	\$8.9		\$23.4
2009	\$35	\$0.21	\$114	\$149.21
2010	\$15.4	\$1.1		\$16.5
2011	\$21.2	\$10.2		\$31.4
Total	\$136.4	\$25.04	\$214.6	\$376.04

HOME AND COMMUNITY-BASED CARE

VA Pittsburgh invests heavily in Home and Community-Based Care (HCBC) options for Veterans. The health care system's annual budget for these services totals more than \$6.8 million. Some of the 24 programs that fall under the umbrella HCBC include:

- » Adult Day Health Care
- » Homemaker/Home Health Aide
- » Mental Health Intensive Case Management
- » Psychosocial Residential Rehabilitation Treatment
- » Community Transition Center
- » Family Psychosocial Education
- » Veterans Recovery Center
- » OEF/OIF Clinic
- » Home Based Primary Care

A Snapshot of Success

During an observational period from October 2011 to January 2012, VAPHS noted several positive outcomes due to Veteran participation in its Home-Based Primary Care programs. Specifically:

- » distributing 89 housing vouchers to homeless Veterans which enabled many of them to establish permanent housing.
- » opening the second largest Adult Day Care center in the country to help nearly 40 Veterans remain in their homes.

HIGHLIGHTED PROGRAMS

The **Veterans Recovery Center's Residential Living Villas** has 15 Substance Abuse Domiciliary beds and 50 Homeless Domiciliary beds. In FY2011, 495 Veterans were served, including 131 admissions to the Homeless Domiciliary program. The program discharged 106 Veterans with 98 percent moving to a stable living arrangement and 91 percent finding employment or receiving an income upon discharge.

VAPHS recently transformed its **Community Living Center** to offer Veterans care in a cozy, home-like setting. Warm touches include: personal decor in patient bedrooms, family-style meals and a roving snack cart. Veterans can also enjoy a wide range of recreational activities such as Wii tournaments, poker games and live music sessions.

The **Veterans Justice Outreach Program**—launched in December 2009—aids Veterans involved in the justice system. Statistics suggest that more than 9 percent of all incarcerated men and women are Veterans, and roughly half of all homeless Veterans have had encounters with the legal system.

August 1-6, 2011, VAPHS hosted the **National Veterans Wheelchair Games**. This event—the largest annual wheelchair sporting competition in the world—drew 567 Veterans from across the country.

VAPHS implemented a **MRSA Reduction Initiative** in 2002. This initiative reduced the incidence of hospital-acquired Methicillin-Resistant *Staphylococcus aureus* by 80 percent in five years. Today, all VA hospitals in the country have adopted this infection prevention model.

In collaboration with the Fisher House Foundation, VA Pittsburgh is constructing a **Fisher House** on its University Drive campus, slated to open on Nov. 1, 2012. The Fisher House—a first for the state of Pennsylvania—will have nine efficiency apartments where family members can stay when a loved one is hospitalized at VAPHS for care.

RESEARCH AND EDUCATION

In 2011, VAPHS spent more than \$36 million to support research projects—\$22 million from the National Institutes of Health, \$12.5 million from the U.S. Department of Veterans Affairs and \$1.3 million from the Veterans Research Foundation of Pittsburgh. This funding enabled 146 investigators to work on 350 projects.

These projects help VA Pittsburgh provide state-of-the-art medical techniques and treatments to Veterans. Current study topics include PTSD, cardiology, hematology, oncology, neurology, schizophrenia and Alzheimer's disease.

VA Pittsburgh's Research Program is also home to four National Centers of Excellence. These centers are:

- » Geriatric Research, Education and Clinical Center
- » Human Engineering Research Laboratories
- » Mental Illness Research, Education and Clinical Center
- » Center for Health Equity Research and Promotion