



Transforming
Veterans' Healthcare
in the 21st Century

2010 ANNUAL REPORT

VA DESERT PACIFIC
HEALTHCARE NETWORK



WWW.DESERTPACIFIC.VA.GOV

90% of our Veterans live within 30 minutes or 30 miles from VA care



Serving Veterans throughout Southern California and Southern Nevada

Our mission is to honor America's Veterans by providing exceptional health care that improves their health and well being

We are one of 21 Veterans Integrated Service Networks (VISNs) operated nationwide by the United States Department of Veterans Affairs (VA). We include five hospitals and 31 community clinics serving 1.5 million Veterans in Southern California and Southern Nevada.

Our services include preventive and primary care, acute hospital, mental health, specialty and long-term care.



Year in Review

2010

Veterans

4% growth in unique Veteran users

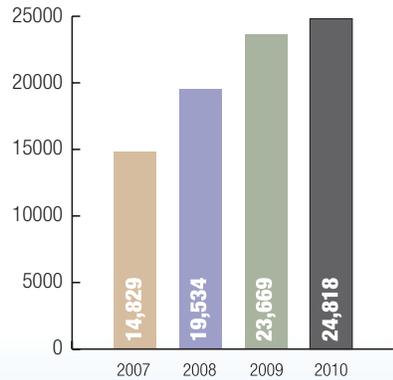
85,642 Operation Enduring Freedom/Operation Iraqi Freedom (OEF/OIF) Veterans located within Network 22

45,801 OEF/OIF Veterans enrolled in VA Healthcare

8.2% increase in enrolled Women Veterans

16,664 Women Veterans utilize Network 22 Healthcare

OEF/OIF Unique Veterans Served
New Combat Veterans increased by 17% to one of the highest in the nation



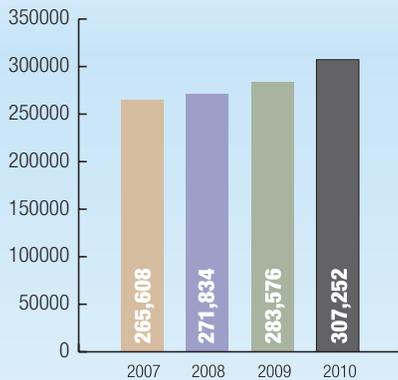
Research and Education

Largest medical research and health professions education in the VA system

Over 2,800 medical residents and thousands of nursing and allied health students currently receiving training

577 researchers conducted over 1,690 projects with more than \$133M in total funding

Unique Patients Served
Patient growth increased 4%



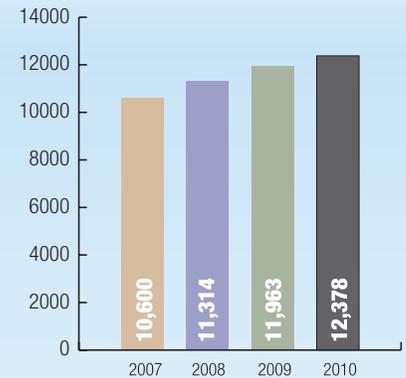
Quality and Access

90% of new patients, and 95% of established patients were seen within 14 days of initial contact

92% of Veterans in the Homeless Program were enrolled in Primary Care

Improved breast and lung cancer diagnosis and access to care, through Systems Redesign projects

Total Full-Time Equivalent Employees
Employment levels increased by 4%



Resources

Budget allocation increased 6.7%

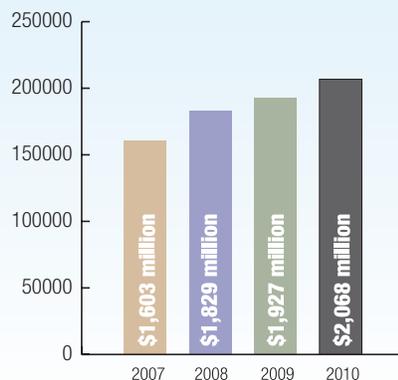
4% rise in full time equivalent employees

\$31M invested in expanding mental health programs

Collected \$87M in first and third party payments

Maintained bed capacity at 2,052 including 1,050 acute, 681 nursing home, 321 domiciliary, and 30 psychiatric residential beds

Network Budget Allocation
Our budget increased 6.7%



Research and Education (continued)

Affiliated with some of the finest medical schools in the United States including:

- University of California Los Angeles (UCLA)
- University of Southern California (USC)
- University of California San Diego (UCSD)
- University of California Irvine (UCI)
- University of Nevada (UN)

Serving Veterans in Los Angeles, Ventura,
Santa Barbara and Kern Counties



Facility Statistics

Unique Veterans Served	82,717
FTEE	4,741
Allocated Budget	\$635,358,564
Inpatients Treated	9,058
Inpatient Satisfaction	78%
Outpatient Visits	1,228,350
Outpatient Satisfaction	63%
Primary Care patients seen within 30 days	98%
Research Budget	\$42,000,000
Number of Active Research Projects	715
Number of Medical Residents	1089

Specialty Services

Geriatric Research Education and Clinical Center

Parkinson's Disease Research Education and Clinical Center

Automatic Implantable Cardioverter Defibrillator Center

Mental Illness Research Education and Clinical Center

Post Traumatic Stress Disorder Program

Dual Diagnosis Program for cocaine-abusing schizophrenics

Polytrauma Level II Center

Cardiothoracic and Neurologic Surgery

Homeless Program Center of Excellence

Positron Emission Tomography (PET) Scanner

www.losangeles.va.gov | (310) 478-3711

11301 Wilshire Boulevard, Los Angeles, CA 90073

Medical Center:
West Los Angeles

Community Clinics:

Antelope Valley	Pasadena
Bakersfield	San Luis Obispo
East Los Angeles	Santa Barbara
Gardena	Santa Maria
Los Angeles	Sepulveda
Oxnard	

Academic Affiliates

University of California Los Angeles (UCLA)
School of Medicine

University of Southern California (USC)
School of Medicine

Planned Infrastructure Improvement Projects

Seismic Retrofit of Bldg. 500 and Clinical Addition

National Cemetery Expansion

New Bakersfield Community Clinic

Renovation of Spinal Cord Injury Mental Health Clinics

Photovoltaic/Solar Panels Installation

Eleven Building Seismic Project, including Veterans Homeless housing

California State Home (completed 2010)

Polytrauma Unit (completed 2010)

Federal Stimulus Project Funding

\$12.9M for 17 infrastructure maintenance and repair projects

VA San Diego Healthcare System



Serving Veterans in San Diego and Imperial Counties



www.sandiego.va.gov | (858) 552-8585

3350 La Jolla Village Drive, San Diego, CA 92161

Medical Center:
San Diego

Community Clinics:
Chula Vista
Escondido
Imperial Valley
Mission Valley
Oceanside

Specialty Services

Center of Excellence for Stress and Mental Health

Spinal Cord Injury Unit

Cardiothoracic and Neurologic Surgery

Positron Emission Tomography (PET) Scanner

Robotic Surgery

Pilot Electronic health record exchange with Kaiser Permanente and Navy Medical Center, San Diego

National Summer Sports Clinic

VA/DoD Sharing with Navy Medical Center Balboa and Marine Corps Camp Pendleton

Academic Affiliate

University of California San Diego (UCSD)
School of Medicine

Facility Statistics

Unique Veterans Served	68,071
FTEE	2,534
Allocated Budget	\$407,387,703
Inpatients Treated	7,640
Inpatient Satisfaction	81%
Outpatient Visits	708,788
Outpatient Satisfaction	74%
Primary Care patients seen within 30 days	94%
Research Budget	\$52,000,000
Number of Active Research Projects	547
Number of Medical Residents	773

Planned Infrastructure Improvement Projects

New SCI Unit and Community Living Center

Canteen and Retail Store

New Oceanside Community Clinic (completed 2010)

Federal Stimulus Project Funding

\$8.8M for 8 infrastructure maintenance and repair projects

VA Loma Linda Healthcare System

Serving Veterans in San Bernardino
and Riverside Counties



Facility Statistics

Unique Veterans Served	63,765
FTEE	2,282
Allocated Budget	\$379,543,393
Inpatients Treated	8,731
Inpatient Satisfaction	80%
Outpatient Visits	626,429
Outpatient Satisfaction	72%
Primary Care patients seen within 30 days	95%
Research Budget	\$3,200,000
Number of Active Research Projects	157
Number of Medical Residents	600

Specialty Services

Bariatric Surgery
Smoking Cessation
Sleep Disorder Clinic
Women's Trauma Recovery Program
Non-Invasive Cardiac Imaging
Center for Women's Health
Geriatrics Clinic

www.lomalinda.va.gov | (909) 825-7084

11201 Benton Street, Loma Linda, CA 92357

Medical Center:
Loma Linda

Community Clinics:
Loma Linda
Corona
Palm Desert
Sun City
Rancho Cucamonga
Victorville
Murrieta

Academic Affiliate

Loma Linda University (LLU) School of Medicine

Planned Infrastructure Improvement Projects

New Ambulatory Care Center
PET Center
Veteran Transition Center
Parking Structure (completed 2010)
Audiology Building (completed 2010)

Federal Stimulus Project Funding

\$9.5M for 8 infrastructure maintenance and repair projects

VA Long Beach Healthcare System

Serving Veterans in Orange and Los Angeles Counties



www.longbeach.va.gov | (562) 826-8000

5901 East 7th Street, Long Beach, CA 90822

Medical Center:	Community Clinics:	
Long Beach	Anaheim	Laguna Hills
	Cabrillo	Whittier/Santa Fe Springs
	Santa Ana	

Specialty Services

- Spinal Cord Injury Center
- Blind Rehabilitation Center opening 2011
- Robotic Surgery
- VA/California State University Prosthetics Center
- Hyperbaric Oxygen Chamber
- Preservation Amputation Care Treatment Program
- Radiation Therapy Program
- VA/California State University Long Beach Joint Studies Program
- VA/DoD Sharing Joint Forces Training Base, Los Alamitos
- Cardiac Cath Lab

Academic Affiliate

- University of California Irvine (UCI) School of Medicine
- University of Southern California (USC)
- University of California Los Angeles (UCLA)

Facility Statistics

Unique Veterans Served	48,604
FTEE	2,196
Allocated Budget	\$333,965,367
Inpatients Treated	6,813
Inpatient Satisfaction	77.4%
Outpatient Visits	567,516
Outpatient Satisfaction	72%
Primary Care patients seen within 30 days	99%
Research Budget	\$4,000,000
Number of Active Research Projects	256
Number of Medical Residents	400

Planned Infrastructure Improvement Projects

- Blind Rehabilitation Center
- Outpatient Clinic Expansion
- Administrative Building
- Community Living Center
- Parking Structure
- Inpatient and Outpatient Mental Health Buildings

Federal Stimulus Project Funding

\$20.2M for 10 infrastructure maintenance and repair projects

Serving Veterans in Clark, Lincoln and Nye Counties



Facility Statistics

Unique Veterans Served	44,095
FTEE	1,273
Allocated Budget	\$235,778,241
Inpatients Treated	4,088
Inpatient Satisfaction	80%
Outpatient Visits	489,024
Outpatient Satisfaction	72%
Primary Care patients seen within 30 days	99%
Research Budget	\$130,000
Number of Active Research Projects	17
Number of Medical Residents	71

Specialty Services

Hyperbaric Oxygen Chamber

Gambling Addiction Treatment Program

Hospitalist Service

VA/DOD Joint Venture with Nellis Air Force Base serving as a national model

www.lasvegas.va.gov | (702) 636-3000

P.O. Box 360001, North Las Vegas, NV 89036

Medical Center:

Shared with U.S. Air Force
at Mike O'Callaghan
Federal Hospital in
Las Vegas

Community Clinics:

Henderson
Las Vegas Homeless
Pahrump
Outpatient clinics
throughout Las Vegas
Satellite clinic opening in
Laughlin, NV (2011)

Academic Affiliate

University of Nevada (UN) School of Medicine

College of Southern Nevada

Planned Infrastructure Improvement Projects

New Medical Center

Community Living Center

Four Outpatient Clinics

Laughlin Satellite Clinic

Operational Initiatives

Quality and Access

Accomplishments

Improved the care received by Severely Ill/Injured Veterans through development and consistent use of screening tools and processes

Established Genomic Medicine Program

Implemented Patient Aligned Care Teams to provide patient-centered, data-driven and team-based health care

Placed 1,165 homeless veterans in housing

Improved breast and lung cancer diagnosis and access to care

2011 Goals

Increase the number of rural patients receiving care through Home Telehealth and Clinical Video Telehealth services by 20%

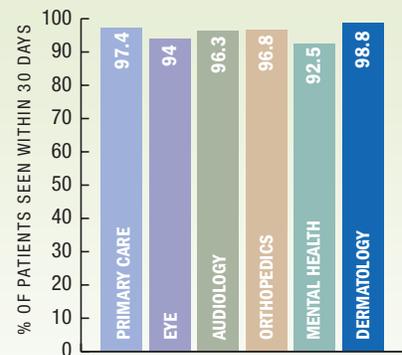
Improve systems and structures for delivering care to Women Veterans at all facilities

Improve Veteran access to health care by providing Primary Care and Specialty Care from 30 days to 14 days

Reduce gender disparities in clinical care for ischemic heart disease and diabetes

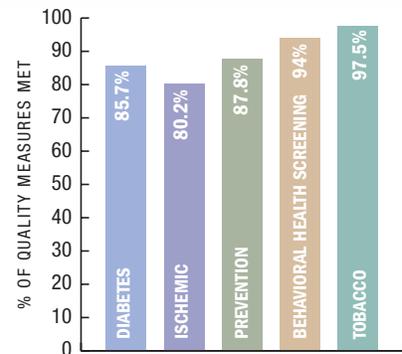
New Patients Seen within 30 Days

Improved access to care for new Veterans



Overall Quality

Improving Clinical Quality Measures (mean scores)



Workforce Development

Accomplishments

Exceeded nation in many areas of All Employee Survey

Offered employees reduced gym membership rates and wellness activities

Offered employee mediation in 100% of the cases with resolution occurring in 73% of the cases

2011 Goals

Ensure all employees are recognized for their contributions and on-the-job performance

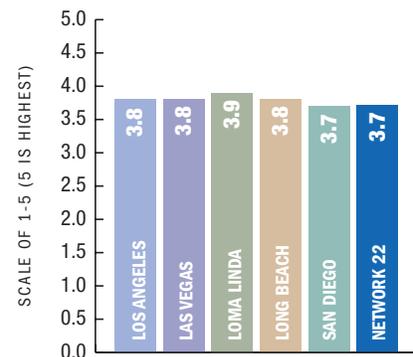
Continue to employ talented workforce by successfully meeting 30-day hiring model

Develop and utilize strategies to maintain a diverse workforce and leadership team

Ensure employees are treated fairly through compliance with Equal Employment Opportunity laws

Employee Satisfaction

Satisfaction is among the highest in VA



Transformation Initiatives

Patient-Centered Care: a fully engaged partnership of Veteran, family and health care team, established through continuous healing relationships and provided in optimal healing environments

Accomplishments

VA Greater Los Angeles Healthcare System selected to be a national center for excellence in Patient-Centered Care to provide team training

Received 10 national awards in recognition of extraordinary work promoting Patient-Centered Care

Provided physician specialized Patient-Centered Care training

2011 Goals

Ensure that 98% of employees complete initial staff Patient-Centered Care training

Train 70 members of staff to become Patient-Centered Care experts

Implement Physician Engagement training

Implement Patient-Centered Care Department Certification program

Achieve designation status with the Planetree organization at all facilities

Improve quality of health care by reducing noise on nursing units

Include Patient-Centered Care behavior standards into all job descriptions and performance standards



Systems Redesign: redesigning our systems to improve the quality, satisfaction and efficiency of health care delivery

Accomplishments

Improved the smooth transition of patients between different levels of care

Awarded the National Systems Redesign Improvement Capability Grant to develop a curriculum which incorporates Patient-Centered Care with process redesign

Recognized nationally as a leader in improving timeliness and patient satisfaction in lung cancer care

Participated in educational opportunities to provide the best possible care to our Veterans

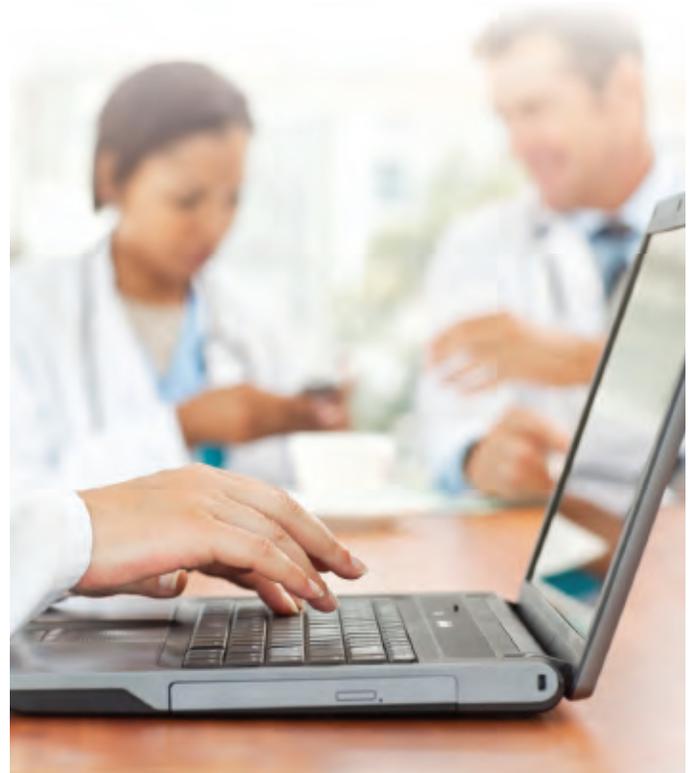
2011 Goals

Reduce time to establish Lung Cancer diagnosis by 20%

Improve Surgical on-time starts by 5% across all facilities

Optimize use of a bed management system to improve patient flow throughout all facilities

Develop a standardized method of sharing evidence-based outcomes with facilities



Veterans Transition: enhance new Veteran access to resources promoting successful reintegration to civilian life

Accomplishments

Contacted 8,765 Veterans and 1,295 family members through 275 Outreach/Transition events

Provided intensive case management to 1,214 severely ill and injured Veterans

97% of OEF/OIF Veterans screened for Post Traumatic Stress Disorder Traumatic Brain Injury, Substance Abuse, Depression and Suicide

Gallup led focus groups confirmed Veterans' Satisfaction with care

2011 Goals

Increase Veterans Transition Center (VTC) services in Community Clinics

Integrate non-VA psychosocial support agencies/services with the VTCs

Streamline programs across the system to reduce fragmentation of care

Enhance patient self management through individualized transition plans



VA
in the news

VA Health System Shines in Quality-of-Care Study

A report now appearing online in the national publication *Medical Care* finds that the VA health system generally outperforms the private sector in following recommended processes for patient care with its integrated health care network, use of performance measures, accountability framework, disease management and electronic medical record/medical technology.

http://journals.lww.com/lww-medicalcare/Abstract/2011/01000/Systematic_Review_Comparison_of_the_Quality_of.11.aspx

'Medical Team' Approach Reduces OR Mortality Rates

A VA study published Oct. 20 in the *Journal of the American Medical Association* concludes that a concept called Medical Team Training (MTT) implemented by VA in 2006 improves communication, teamwork and efficiency in VA operating rooms, resulting in significantly lower mortality rates. VA began implementing a nationwide MTT program in 2006.

<http://jama.ama-assn.org/content/304/15/1693.full>

VA Health IT Improves Quality of Care While Reducing Costs

VA has shown that health information technology provides improved quality of health care and substantial cost savings, according to a study in the public health journal *Health Affairs*.

<http://content.healthaffairs.org/cgi/content/full/29/4/629>

VA DESERT PACIFIC
HEALTHCARE NETWORK



WWW.DESERTPACIFIC.VA.GOV

Medical Centers

VA Southern Nevada Healthcare System
 P.O. Box 360001
 Las Vegas, NV 89036
 702-636-3000

VA Loma Linda Healthcare System
 11201 Benton Street
 Loma Linda, CA 92357
 909-825-7084

VA San Diego Healthcare System
 3350 La Jolla Village Drive
 San Diego, CA 92161
 858-552-8585

Mike O'Callaghan Federal Hospital
 4700 Las Vegas Boulevard North
 Las Vegas, NV 89191
 702-653-2260

VA Long Beach Healthcare System
 5901 E. 7th Street
 Long Beach, CA 90822
 562-826-8000

VA Greater Los Angeles Healthcare System
 11301 Wilshire Boulevard
 Los Angeles, CA 90073
 310-478-3711

Community Clinics

Anaheim 1801 W. Romneya Drive 3rd Floor, Suite 304 Anaheim, CA 92801	714-780-5400	Henderson 2920 Green Valley Parkway, Suite 215 Henderson, NV 89014	702-636-6363	Oceanside 1300 Rancho del Oro Drive Oceanside, CA 92056	760-634-2000	Santa Barbara 4440 Calle Real Santa Barbara, CA 93110	805-683-1491
Antelope Valley 547 W. Lancaster Boulevard Lancaster, CA 93534	661-729-8655	Imperial Valley 1600 South Imperial Drive El Centro, CA 92243	760-352-1506	Oxnard 2000 Outlet Center Drive, Suite 225 Oxnard, CA 93036	805-604-6960	Santa Maria 1550 East Main Street Santa Maria, CA 93454	805-354-6000
Bakersfield 1801 Westwind Drive Bakersfield, CA 93301	661-632-1800	Laguna Hills 25292 McIntyre Street Laguna Hills, CA 92653	949-269-0700	Palm Desert 41-990 Cook Street, Building F Suite 1004 Palm Desert, CA 92211	760-341-5570	Sepulveda 16111 Plummer Street Sepulveda, CA 91343	818-891-7711
Cabrillo 2001 River Avenue, Bldg. 28 Long Beach, CA 90810	562-826-8414	Las Vegas - Homeless Veterans 916 West Owens Avenue Las Vegas, NV 89106	702-636-4077	Pahrump 2100 E. Calvada Boulevard Pahrump, NV 89048	775-727-7535	Sun City 28125 Bradley Road Suite 130 Sun City, CA 92586	951-672-1931
Chula Vista 835 3rd Avenue, Suite B Chula Vista, CA 91910	619-409-1600	Laughlin Outreach Clinic (coming soon) The Laughlin Professional Plaza 3650 South Point Circle Laughlin, NV 89029		Pasadena 420 S. Las Tunas Drive San Gabriel, CA 91776	626-289-5973	Upland 1238 E. Arrow Highway Suite 100 Upland, CA 91786	909-946-5348
Corona 800 Magnolia Avenue, Suite 101 Corona, CA 92879	951-817-8820	Los Angeles 351 E. Temple Street Los Angeles, CA 90012	213-253-2677	Rancho Cucamonga 8599 Haven Avenue, Suite 102 Rancho Cucamonga, CA 91730	909-946-5348	Victorville 12138 Industrial Boulevard Suite 120 Victorville, CA 92392	760-951-2599
East Los Angeles 5400 E. Olympic Boulevard, Suite 150 City of Commerce, CA 90022	323-725-7557	Mission Valley 8810 Rio San Diego Drive San Diego, CA 92108	619-400-5000	San Luis Obispo 1288 Morro Street, Suite 200 San Luis Obispo, CA 93401	805-543-1233	Whittier/Santa Fe Springs 10210 Orr and Day Road Santa Fe Springs, CA 90670	562-466-6080
Escondido 815 East Pennsylvania Avenue Escondido, CA 92025	760-466-7020	Murrieta 28078 Baxter Road, Suite 540 Murrieta, CA 92563	951-290-6500	Santa Ana 2740 S. Bristol Street, First Floor, Suite 110 Santa Ana, CA 92704	714-825-3500		
Gardena 1251 Redondo Beach Boulevard, 3rd Floor Gardena, CA 90247	310-851-4705						

Vet Centers

Antelope Valley 38925 Trade Center Drive Palmdale, CA 93551	661-267-1026	Gardena 1045 W. Redondo Beach Blvd., Suite 150 Gardena, CA 90247	310-767-1221	San Bernardino 1325 E. Cooley Drive, Suite 101 Colton, CA 92324	909-801-5762	Temecula 40935 Country Center Drive, Suites A Temecula, CA 92591	951-302-4849
Bakersfield 2717 O Street Bakersfield, CA 93301	661-323-8388	Henderson 400 North Stephanie Street, Suite 180 Henderson, NV 89014	702-791-9100	San Diego 2790 Truxtun Road, Suite 130 San Diego, CA 92106	619-294-2040	Ventura 790 E. Santa Clara Street Suite 100 Ventura, CA 93001	805-585-1860
Chula Vista 180 Otay Lakes Road, Suite 108 Bonita, CA 91902	858-618-6534	High Desert 15095 Amargosa Rd, Suite 107 Victorville, CA 92394	760-261-5925	San Marcos One Civic Center Drive, Suite 150 San Marcos, CA 92069	760-744-6914	West Los Angeles 5730 Uplander Way, Suite 100 Culver City, CA 90230	310-641-0326
Corona 800 Magnolia Avenue, Suite 110 Corona, CA 92879	951-734-0525	Las Vegas 1919 S. Jones Blvd. Suite A Las Vegas, NV 89146	702-251-7873	Sepulveda 9737 Haskel Ave. Sepulveda, CA. 91343	818-892-9227		
East Los Angeles 5400 E. Olympic Blvd., Suite 140 Commerce, CA 90022	323-728-9966	North Orange County 12453 Lewis Street, Suite 101 Garden Grove, CA 92840	714-776-0161 800-225-8387	South Orange County 26341 Crown Valley Parkway Mission Viejo, CA 92691	949-348-6907		

300 OCEANGATE, SUITE 700 | LONG BEACH, CA 90802 | (562)826-5963
 WWW.DESERTPACIFIC.VA.GOV

**VA DESERT PACIFIC
 HEALTHCARE NETWORK**

