Welcome to the Ralph H. Johnson VA Medical Center
<table>
<thead>
<tr>
<th>Topic</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overview of Veteran Affairs</td>
<td>8:30 - 9</td>
</tr>
<tr>
<td>Charleston VAMC Overview</td>
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<tr>
<td>Columbia VAMC Overview</td>
<td>9:00 – 9:30</td>
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<tr>
<td>VA Eligibility</td>
<td>9:30 – 10:15</td>
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<tr>
<td>Break / Networking</td>
<td>10:15 – 10:45</td>
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<tr>
<td>VA Choice / Non-VA Care</td>
<td>10:45 – 11:30</td>
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<tr>
<td>Inpatient Transfer Process</td>
<td>11:30 – 12:00</td>
</tr>
<tr>
<td>LUNCH</td>
<td>12 – 1</td>
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<tr>
<td>Mental Health</td>
<td>1:00 – 1:20</td>
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<tr>
<td>Primary Care</td>
<td>1:20 – 1:40</td>
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<tr>
<td>Break / Networking</td>
<td>1:40 – 2:10</td>
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<tr>
<td>Geriatric Care</td>
<td>2:10 – 2:30</td>
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The mission of the Veterans Health Administration (VHA) is to honor America’s Veterans by providing exceptional health care that improves their health and well-being.
VA Facts & Figures

- 8.6M Veterans enrolled in VA Health Care System
- U.S. Veteran population 16.5M; 10% female Veterans
- 2017 VA appropriation request $182.3B
  - 6.3% increase over 2016 budget
  - $68.51B allocated for medical care; approximately 36% of total budget request
  - 58% of VA budget goes to mandatory benefits programs
- More than 313,000 FTEE; VHA employs more than 288,000 staff at over 1,700 sites including hospitals, clinics, community living centers, domiciliary and Vet Centers
- VHA is nation’s largest provider of graduate medical education and major contributor to medical research.
- VA Hospitals Better on Most Outcome Measures – *JAMA Internal Medicine*
  - Compared with 4,010 non-VA hospitals, the 129 VA institutions had lower 30-day mortality and readmission rates in all categories
  - VA hospitals scored better than non-VA hospitals in six of nine patient safety indicators.
Administration Structure

Veterans Health Administration

Veterans Integrated Service Networks (23)

Medical Facilities (152)

Domiciliaries (48)

Community Based Outpatient Clinics (821)

Vet Centers (278)

Community Living Centers (135)
To achieve this vision, MyVA has five primary focus areas

1. Improving the Veterans’ experience
2. Achieving support services excellence
3. Establishing a culture of continuous performance improvement
4. Enhancing strategic partnerships
5. Improving the employee experience and focusing on “people and culture”
Ralph H. Johnson

- PFC Ralph H. Johnson, USMC was born January 11, 1949, in Charleston, South Carolina.
- Enlisted in the U.S. Marine Corps Reserve in March 1967, and was discharged to enlist in the Regular Marine Corps in July 1967.
- In January 1968, he arrived in the Republic of Vietnam. During combat in the early morning hours of March 5, 1968, a hand grenade landed in the three-man fighting hole occupied by Private Johnson and two fellow Marines. PFC Johnson willingly hurled himself upon the explosive device and was killed instantly.
- PFC Johnson was awarded the Congressional Medal of Honor posthumously.
- On September 5, 1991 the Charleston VA Medical Center was renamed the Ralph H. Johnson Department of Veterans Affairs Medical Center.
Executive Leadership Team

Scott Isaacks, FACHE
Medical Center Director / Chief Executive Officer

Pamela Crowell
Associate Director

Felissa Koernig
Assistant Director

Florence Hutchison, MD
Chief of Staff

Garett Schreier, MSN, RN
Associate Director of Nursing and Patient Care Services
Charleston VAMC Overview

• 144-bed Level 1 tertiary care medical center
• Major teaching hospital
• Approximately 70,000 Unique Patients (7.24% Unique Patient Growth in FY17; 2nd highest VAMC % growth rate)
• 6,426 Women Veterans
• Greater than 1 million encounters per year
  – Approximately 730,000 outpatient visits
  – Approximately 5,993 admissions
• More than 2,500 FTEE

• Total Budget = ~$517M
  – Care in the Community – $101M
  – Collections (projected) – $34.5M
  – Med Facilities – $27M
  – Med Services – $321.6M
  – Med Support & Compliance – $31.2M
  – Research – $11.4M
Community Based Outpatient Clinics (CBOCs) Catchment Areas

<table>
<thead>
<tr>
<th>Location</th>
<th>FY16</th>
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<tbody>
<tr>
<td>Charleston, SC</td>
<td>70,799</td>
</tr>
<tr>
<td>CBOCs (71.9%)</td>
<td>50,903</td>
</tr>
<tr>
<td>Charleston VA Medical Center (28.1%)</td>
<td>19,896</td>
</tr>
<tr>
<td>Savannah</td>
<td>14,349</td>
</tr>
<tr>
<td>Myrtle Beach</td>
<td>13,796</td>
</tr>
<tr>
<td>Goose Creek</td>
<td>11,215</td>
</tr>
<tr>
<td>Hinesville</td>
<td>5,862</td>
</tr>
<tr>
<td>Beaufort</td>
<td>5,681</td>
</tr>
<tr>
<td>Trident</td>
<td>1,309</td>
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Map showing catchment areas with stars indicating locations: Myrtle Beach, Goose Creek, Trident, Savannah, Beaufort, Hinesville, CHS VAMC.
Charleston VAMC CBOCs

Beaufort Primary Care Clinic
4,647 uniques

Goose Creek Primary Care Clinic
11,946 uniques

Myrtle Beach Primary Care Clinic
12,130 uniques

Trident Primary Care Clinic
(included in CHS uniques)

Savannah Primary Care Clinic
12,709 uniques

Hinesville Outpatient Clinic
7,200 uniques
Wrap Around Services

- Primary Care
- Specialty Care
- Mental Health
- Homeless Program
- MHICM
- Preventative Medicine
- Residential Care
- Geriatrics
- Nursing Home Care Unit
- Dental
- Rehab Medicine
- Primary Care
- Home Based Services
- Pharmacy / CMOP
- Prosthetics
- Caregiver Support
- Social Work
Clinical Services

- General Surgery
- Cardio-thoracic Surgery
- Vascular Surgery
- Neurosurgery
- Urology
- Dermatology
- Neurology
- Gastroenterology
- Hematology/Oncology
- Bariatric Surgery
- Ophthalmology
- Podiatry
- Orthopedics
- Audiology

- Speech Pathology
- Nephrology
- Hemodialysis
- Rehab Medicine
- Cardiology
- DaVinci Robot – VISN7 Referral Center
Leading the Way

• **Strategic Analytics for Improvement and Learning Value (SAIL)**
  – 5 Star Rating in FY16
  – Top 5% of all comparable 1B VA medical centers
  – 3rd most efficient medical center in the country

• **Healthcare Effectiveness Data and Information Set (HEDIS)**
  – Independent review of standardized measures across 90% of U.S. health plans and facilities in public and private sector
  – Charleston’s score: 92.5% with 90th percentile ranking

• **Growth**
  – 4.74% unique patient growth in FY16
  – 14th fastest growing VAMC in U.S. for % increase of unique patients
  – Turnover rate decreased from 12% in 2014 to 6.79% in 2015
  – Hired over 200 clinical staff in FY15

• **SCHA Working Well Member**

• **Outstanding Reviews**
  – Joint Commission, OIG/CAP, Research AAA LAC Accreditation Survey, Police OS&LE Survey, VA National Enforcement Office for Pathology and Laboratory Medicine, OIG IT Review
Leading the Way

- Nationally recognized PTSD program
- $22 million research program with 100+ Research Investigators performing innovative basic and clinical research
- Robotic & Bariatric Surgery Center of Excellence; Regional referral center for Cochlear Implants, Robotic & Bariatric Surgery
- VA/DoD Sharing
  - 1 of 12 VA-DoD Joint Venture sites
  - Joint Incentive Fund (JIF) projects:
    - Optometry Clinic
    - Ophthalmology
    - 2 Mobile MRIs
    - Physical Therapy
    - Dermatology
- Tele-Mental Health collaboration with Winn Army Community Hospital, Ft. Stewart, GA
Training Tomorrow’s Health Care Professionals

- Affiliated with MUSC and more than 40 institutions of higher education
- 95 FTEE resident positions in academic year 2016-2017
- Approved by VA Office of Academic Affiliations for Quality Residency program for 2014
- Support 25 separate clinical postgraduate residency programs
- VA Nursing Academy Partnership with MUSC College of Nursing started 2008
- Post-Baccalaureate Nurse Residency program since 2012
- Mental Health Nurse Practitioner Residency program
- Dental Residency
- PharmD Residency