

Veteran Updates

Special Edition

Over the past several weeks, the national news has been filled with reports that have not been favorable to some VAs. While we don't know all of the facts related to these news reports, we wanted to highlight some of the work we do at the San Francisco VA Medical Center (SFVAMC) to assure our Veterans and their families that we are focused on our mission of providing high quality health care.

- The San Francisco VA Medical Center is committed to scheduling appointments for our Veterans in a timely manner. Last year, our Medical Center and our six community based outpatient clinics (CBOCs) treated over 64,000 unique Veterans and we conducted over 615,000 outpatient visits.

- Care provided at our CBOCs continues to increase, and we are expanding that care through the use of our telehealth program. We now offer such programs as tele-audiology, tele-dermatology and tele-mental health, among many others.

- We have implemented a number of new initiatives to increase access to care including evening and weekend hours.



- We are focusing on systems improvement – looking at ways to improve our process and teamwork to support the Veteran's experience. These efforts directly improve and impact the care and services our Veterans receive. Some recent successes include:

- Increased the number of eligible Veterans being offered the shingles vaccine in our Community Living Center.

- Optimized our bed resources to increase our surgical capacity.

- Reduced wait times and improved access for our cardiac surgery program.

- Reduced wait times for new dermatology patients.

- Veterans should be familiar with our Patient Aligned Care Team

(PACT) model of care in our Medical Practice Clinic. We now have teams that are dedicated and committed to working together with our Veterans to provide whole-person care, with a focus on prevention and health promotion.

- We have an active and engaged Veteran/Family Council focused not only on the services we provide at the Medical Center, but also at our CBOCs. This committee is made up of dedicated Veterans and family members who help identify issues and challenges, and their input and feedback has been welcomed.

The San Francisco VA Medical Center is committed to providing personalized, proactive, patient centered care to our Veterans.

Unlike other hospitals that treat "patients," the SFVAMC has the honor to treat Veterans. This is a unique and noble mission and one we embrace with honor and pride.

We will continue to improve and enhance the services we provide our Veterans to ensure we provide the best care anywhere.

SFVAMC By the Numbers

Operating Budget
\$555 million

Research Budget
\$79 million

Operating Beds
124

Nursing Home Beds
120

Unique Patients
64,328

Unique Women Veterans
3,101

Outpatient Visits Total
615,011

Outpatient Visits by site:
SFVAMC: 444,016
Clearlake : 13,181
Downtown SF: 38,929
Eureka: 33,104
San Bruno: 13,263
Santa Rosa: 52,640
Ukiah: 19,856

Inpatient Visits
5,271

Employees
2,250

Volunteers
900

Fiscal Year 2013

SFVAMC Accomplishments

- Home of Centers of Excellence for Epilepsy Treatment, Cardiac Surgery, Post Traumatic Stress Disorder, HIV, Renal Dialysis, and Primary Care Education. Home to the Southwest Regional Epilepsy Center of Excellence.

- **Nationally recognized programs** include: Parkinson's Disease Research, Education and Clinical Center; Hepatitis C Research and Education Center; Mental Illness Research & Education Clinical Center; and VA Pacemaker and AICD Surveillance Program.

- **Number one research program** in the VA with over \$79 million in expenditures for FY 2013.

- **Highly successful partnership with City College of San Francisco** to provide mental health and VA outreach to Veterans on campus.

- **Developed a Veterans Justice Outreach Program**, including active outreach with San Francisco's Courts (Collaborative, Reentry, Drug, and Behavioral Health) and outreach with Marin County Jail. Collaborated with the San Francisco Superior Court, Department of Public Health, and community-based services agencies to open a Veterans Justice Court (VJC). Developed Justice Clinics at the

VA Downtown Clinic, Santa Rosa VA Clinic and VA Medical Center to help reduce recidivism back into the criminal justice system and provide an effective alternative to incarceration.

- **Maintain an extensive tele-health program** providing consultative services for: arthritis, cardiology, chest/pulmonary, diabetes education, GI, general surgery, liver, mental health, metabolism, neurosurgery, rehab medicine, renal, vascular surgery, speech pathology, TBI, and nutrition. Have implemented tele-audiology at Eureka, Ukiah, and Clearlake VA Clinics.

- **Established a Neurointerventional Service** which conducts minimally invasive neurointerventional procedures, which are considered the highest standard of care for brain aneurysms, arteriovenous malformations, stroke, atherosclerosis and vascular and neoplastic disorders.

- First VA Medical Center to **perform MRI-guided deep brain stimulation surgery**.

- One of only a few VA Medical Centers **performing state-of-the-art transcatheter aortic valve replacement surgeries**.

Thank you for your service!

