



***Annual Report
Fiscal Year
2013***

***Aleda E. Lutz
Veterans Affairs
Medical Center***



As the Medical Center Director , I have found much success, commitment, and pride taken in the work done to provide care and services to the Veterans we are so privileged to serve.

This year has brought about much change, great outcomes, and most importantly, increased growth in taking care of more Veterans. As we continue to expand services within our established medical facilities throughout the 35 counties of mid to northern Michigan, I assure you we will continue to partner with Veterans and their families to help improve and manage Veterans' health care needs.

We will strive to provide timely access to care, work to decrease and eventually end homelessness, and work hard to complete the physical exams necessary for Compensation and Pension evaluations. As we continuously look for opportunities to improve processes, we hope to eliminate waste and build efficiencies that Veterans, their families, and our staff will appreciate.

Much work is ahead of us as we continue to develop future goals through the design of strategic goals that meet the needs of the Veterans we serve, all while staying within established guidelines and budget. As we work to serve Veterans, we will continue to invest in employee development, education, and recognition so they may continue to provide the best possible care and services.

There are many more goals , initiatives, and changes we will continue to experience and we will continue to make progress.

Thank you for allowing our VA Medical Center and Community Based Outpatient Clinic staff the opportunity to continue to serve Veterans in our surrounding communities.

-Ms. Peggy W. Kearns, Medical Center Director

“The true focus of our work remains to take care of Veterans and their health care needs. To provide quality, timely care, and help the Veteran achieve optimal health care outcomes possible.”

Our Mission is Simple:

Honor America's Veterans by providing exceptional health care that improves their health and well-being.



Robert W. Dorr
Chief of Staff

Peggy Kearns
Medical Center
Director

Stephanie Young
Associate
Director

Penny Holland
Associate Director for
Patient Care Services

Areas of Responsibility

Medical Center Director - Serves as Chief Executive Officer for the VA Medical Center, VA Healthcare Annex, and Nine Community Based Outpatient Clinics

Chief of Staff - Provides Clinical Management for Medicine, Ambulatory Surgery, Clinical and Diagnostic Practice, and Ancillary Services

Associate Director—Provides Administrative Management for Business Operations, Prosthetics, and Public Affairs Programs

Associate Director for Patient Care Services—Provides Nursing Management for all aspects of clinical and administrative nursing roles

We Are Aleda E. Lutz VA Medical Center

Our namesake, Aleda Ester Lutz, was born on November 9, 1915, in Freeland, Michigan and served as a Lieutenant Army Nurse Corps during World War II where she accomplished 196 missions. She died November 1, 1944, when her mission plane crashed into the side of a mountain in France. Our medical center was originally dedicated in her honor in 1950 when it opened, and was formally named after her in October 1990.



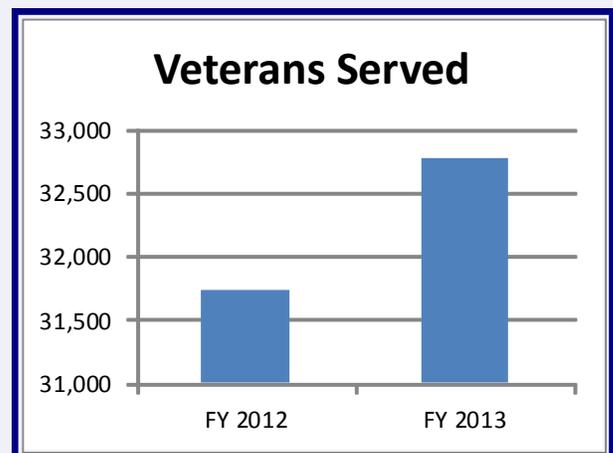
The Aleda E. Lutz VA Medical Center in Saginaw, Michigan provides care to Veterans in 35 counties from mid-Michigan to the Mackinaw Bridge. The Medical Center provides for a 19-bed Acute Care and Telemetry unit, 81 bed Community Living Center, a vast array of outpatient care services including Patient Aligned Care Teams, ancillary services to include diagnostics, dental, optometry, audiology, and ambulatory surgery. Also in Saginaw resides the VA Health Care Annex which is situated within two miles from the main medical center and provides outpatient mental health and social work programs.

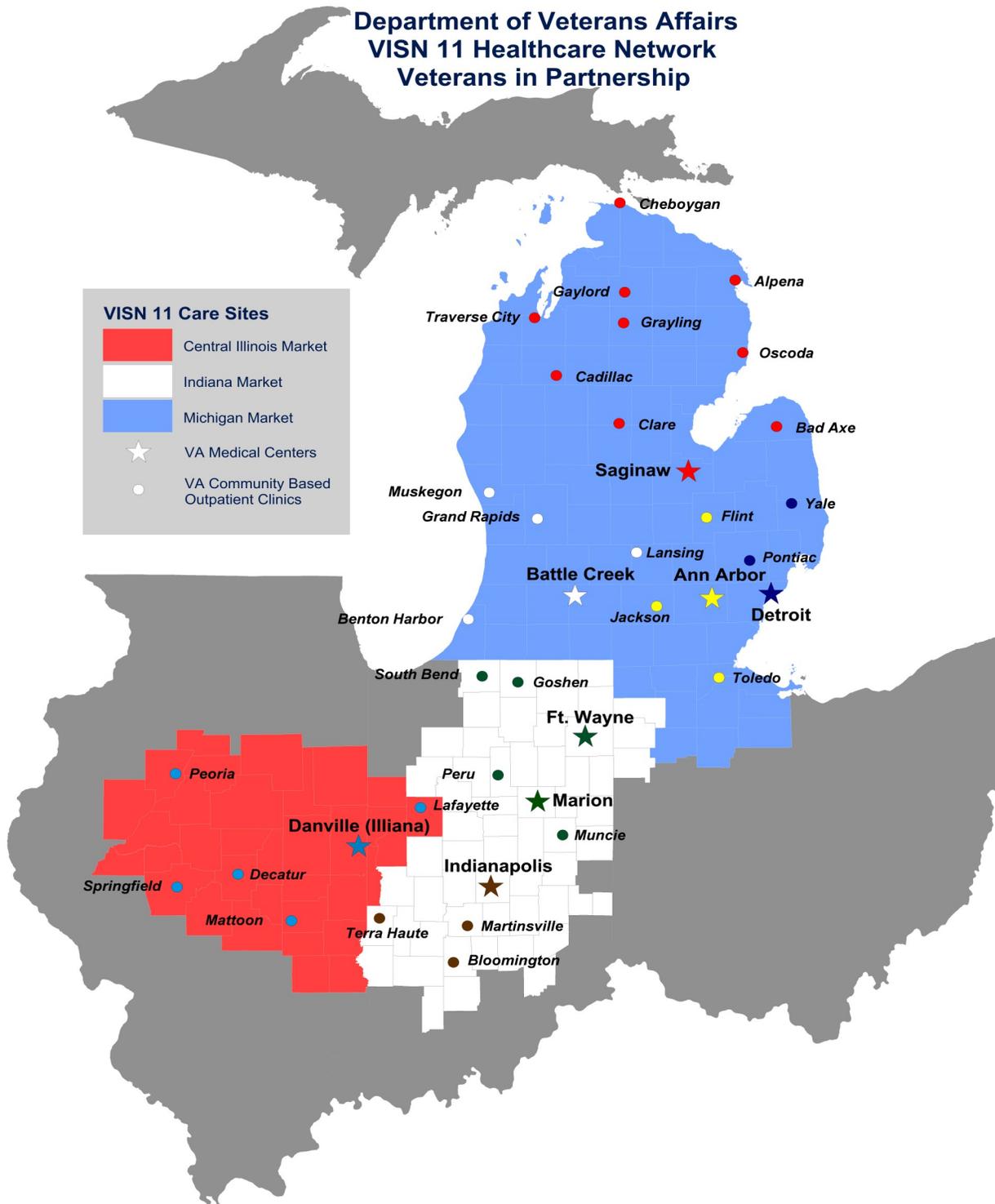


VA care is also provided at nine Community Based Outpatient Clinics located in Alpena, Bad Axe, Cadillac, Cheboygan County, Clare, Gaylord, Grayling, Oscoda, and Traverse City.

During Fiscal Year 2013, the VA Medical Center served **32,776 Veterans** totaling **343,149 outpatient visits**, **598 acute/telemetry admissions**, and **599 Community Living Center admissions**. The medical center experienced **new Veteran enrollment growth of 1,045**.

The operating budget for FY 2013 was \$159 million with insurance and co-payment reimbursements totaling \$7.4 million.





VISN 11 covers 90,100 square miles and serves 414,494 Veteran enrollees with 274,115 unique users. The VISN covers 4 states with 8 senators and 30 congressional districts. There are a total of 7 healthcare systems with 1 dual campus, 30 Community Based Outpatient Clinics and 13 Vet Centers.



The medical center was named honorary “Partner of the Year” by Goodwill Industries in Gaylord, Michigan for VA’s case management and assistance in ending Veterans homelessness through the transitional living program, The Patriot House.



The medical center was named “Best of the Best Favorite Hospital” by Readers’ Choice award program through local newspapers.

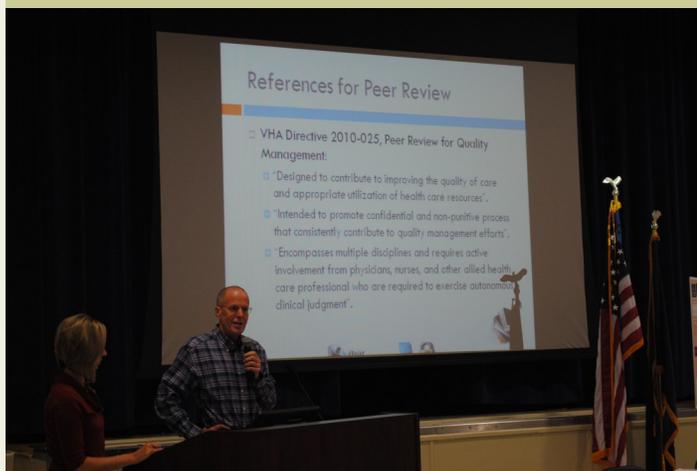
We are extremely proud of our achievements during Fiscal Year 2013. They included being named Top Performer on Key Quality Measures for Pneumonia Care for the second consecutive year. We also received the National Center for Patient Safety Root Cause Analysis Cornerstone Recognition Gold Award for the third consecutive year. However, we didn’t stop there. For the second consecutive year, we were named Most Wired Hospital in Health Networks Magazine.

With the many improvements made to enhance our energy consumption at the VA Medical Center in Saginaw, we were elated to receive the Consumers Energy Award for Energy Efficiency Initiatives, which resulted in a \$150,000 rebate to our facility’s budget.

Also this year, we completed the requirements and were recognized as The Healthcare Equality Index 2013 Leader for LGBT (lesbian, gay, bi-sexual, and transgender) health care equality.



“The achievements of an organization are the results of the combined effort of each individual.”



Throughout the year, the VA Medical Center can receive multiple surveys and reviews. In FY 2013, our medical center completed reviews for Workplace and Environmental Evaluation; Office of Mental Health Organizations; PlaneTree Assessment; Joint Commission Consultative Review; VA Regional Commission Lag; FDA Blood Bank; VA Office of Security and Law Enforcement; Annual Workplace Evaluation; Annual

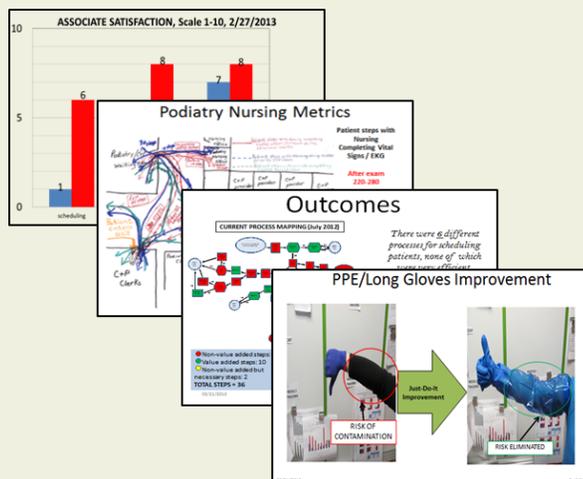
The VA is accredited by multiple oversight agencies which includes the Joint Commission, Commission on Accreditation of Rehabilitation Facilities (CARF), College of American Pathologists (CAP), and the Long-Term Care Institute.

Information Technology; Office of Information Privacy and Security; National Health Physics Program; Office of Emergency Management; Waste Stream Management; Quality Management Review; and Spinal Cord Injury Review.

These reviews are welcomed and necessary to ascertain we continue to provide safe, quality care in the most effective manner, and do so by abiding by VA and other contributing guidelines and regulations.

Systems Redesign

The medical center embarked on many improvement projects utilizing the LEAN/Six Sigma methods to eliminate waste and build efficiencies. Some of the projects have included improving the mental health consult process, engaging in standard work, developing communication walls for all to see the progress being made throughout the VA, standardizing sterile processing, improving procedures to secure housing for homeless Veterans, continuing education for staff in LEAN principles, evaluating programs to increase inpatient comfort, and improved patient flow for compensation and pension examinations.



The Aleda E. Lutz VA Medical Center continues to evaluate the VA and VHA Strategic Initiatives. They are the “big” picture which provides for us our focus on enhancing the care experience for Veterans and their families.

VA Strategic Initiative—Ending Veteran Homelessness

Ending Veteran homelessness continues to be at the forefront for our Homeless Veteran Program Team. They continue to work on transitional housing options, housing vouchers, and permanent placement programs. Together, with the Veterans Justice Outreach Program, the Aleda E. Lutz VA Medical Center is changing Veterans’ lives.

VA Strategic Initiative—Working Down VA Claims Backlog

The Aleda E. Lutz VA Medical Center completed 6,646 Compensation and Pension Examinations with an average processing time of 23.5 days, which exceeds the established 30-day goal.

VA Strategic Initiative—Improving Veteran Access

The VA continues to look for opportunities to bring care closer to Veterans and improve access through a number of modalities. There is an increased utilization of telehealth and telemedicine throughout many of our Community Based Outpatient Clinics to provide care and eliminate unnecessary travel for Veterans. Clinic care is constantly being evaluated for opportunities to expand in areas to again make receiving that care more convenient for Veterans. Additionally, realignment of work and reorganizations are delivering care more effectively and efficiently.



VA
HEALTH
CARE

Defining
EXCELLENCE
in the 21st Century

VHA Strategic Initiative—Proactive Care

Health Promotion and Disease Prevention programs at the VA Medical Center exist to evaluate opportunities for engaging Veterans in improving and managing their care to make a positive impact on their health and well-being. Opportunities for care coordination and also new technologies to deliver care also help support a proactive environment of care.

VHA Strategic Initiative—Personalized Care

Personalized care is delivered through Patient Aligned Care Teams (PACT), alternative therapies, and enhanced access closer to where Veterans live. Veterans and their families are invited to ask questions, help to plan next steps in their care, and ultimately take charge of their own health care outcomes within the established PACT concept.

VHA Strategic Initiative—Patient-Driven Care

Veterans are encouraged to be care partners. They are integral in participating in care decisions and their family is welcomed to engage in improving health and outcomes whenever possible.

As we see the face of our Veterans change, we also look to implement new technologies such as MyHealthVet to provide a level of convenience and also eliminate unnecessary trips to the VA if secure messaging a question to the care team provides information and care over an on-line communication source.



www.myhealth.va.gov



“At VA, we know that when we identify and treat, people get better. PTS, PTS-D, TBI, depression—all are treatable, if we can engage Veterans who are dealing with these issues. They are not damaged goods. They are fully capable of living productive lives. What Veterans of all generations need are quality health care, education, and jobs—not being ostracized, shunned, or ignored.”

-Secretary of VA Eric Shinseki

The Aleda E. Lutz VA Medical Center strives for excellence and is forward-thinking based upon a number of VA and VHA initiatives, mandates, opportunities for improvement, and enhancements to promote program change. We provide just a few examples of the Strategic Initiatives which have been, and will be, pursued to promote excellent health care outcomes for the Veterans we serve.

- ◆ Continuing to enhance and implement PlaneTree principles
- ◆ Implementing cost efficiencies through evaluation of inpatient and outpatient programs
- ◆ Promoting employee growth and satisfaction through mentorship and employee survey result action plans, and
- ◆ Investing in ongoing education for our employees.

- ◆ Evaluating the potential to expand the surgical program
- ◆ Increase the number of Veterans utilizing MyHealtheVet
- ◆ Increasing implementation of Patient Aligned Care Teams across specialty clinics
- ◆ Enhancing use of tele-health and tele-medicine in our rural communities
- ◆ Expanding inpatient programs
- ◆ Engaging employees in LEAN and Six Sigma training to improve health outcomes
- ◆ Increasing the use of information technology
- ◆ Supporting the culture of continual survey readiness
- ◆ Improving outreach and communication with Veterans and community stakeholders

*The Aleda E. Lutz VA Medical Center strives
to enhance care and services at every opportunity.*

Move! Intensive Program—12-day lodger program with controlled calorie intake, increased physical fitness, VA counseling, and support. Veterans are losing an extraordinary amount of weight and experiencing improved health and habits which follow them into the future.



Mental health treatment and support initiatives have been ongoing with the onset of increased staffing, Mental Health Service reorganization to better align services for Veterans, and more.

There is ongoing expansion of **telehealth** (technology-based care provided through devices to manage Veterans' care at home and supported by clinical VA staff,) and **telemedicine** (technology-based care delivered in a clinic in a virtual setting with clinical care teams assisting with the delivery of care) to increase access points for Veterans to receive specialty care and counseling; bringing care closer to their place of residence. Recently added is teledermatology and teleretinal screening.

Nursing staff adopted a **comfort theory** and developed a professional relationship with consultant, Dr. Kolcaba, a Nurse Theorist. The Nurse Theorist spent time with nursing staff to evaluate care, provide invaluable information to increase comfort in the Veterans we serve, and will continue to partner with nurses at our VAMC to continue the journey of achieving comfort and healing.



Veteran Guest Internet wireless access was implemented at the VAMC to allow Veterans opportunities to engage in web activity during their stay or visit.

The medical center is proud to partner with a number of colleges and universities to support clinical education in a variety of programs. The VA is affiliated especially with Saginaw Valley State University (SVSU) for the VA Nursing Academy. This program is a collaborative partnership with the VA Medical Center and SVSU to provide clinical experience to nursing students at the VA campus in Saginaw. A full curriculum allows the students to experience hands-on care and simulation labs. Having a robust Nursing Academy at the VA Medical Center not only helps to build invaluable skills and experience for the students, but also allows the VA Medical Center to help grow the future workforce in health care.



Madonna University

Shenandoah University

Ohio Northern University

Wayne State University

Loyola University

Illinois College of Optometry

Macomb Community College

Delta College



**MICHIGAN STATE
UNIVERSITY**



Enhancing the Care Environment



The Aleda E. Lutz VA Medical Center has experienced years of infrastructure improvements to upgrade Heating, Ventilation, and Air Conditioning, enhancements to electrical distribution, steam to hot water conversion, new roofing, and is currently embarking on several more projects to take VA care into the 21st century.

The first of these projects includes building a new front entrance for the medical center, which is nearly completed and will provide for an enclosed structure situated curbside and climate-controlled. The facility has also began an Ambulatory Surgery renovation. This renovation required the construction of state-of-the-art, mobile surgical units which will house our outpatient surgical department for nearly 12 months.

There will also be ongoing interior upgrades and improvements to domestic water distribution, which will include bathroom renovations for the main medical center.

The work being done is tremendous. We know it has caused some inconvenience for Veterans, visitors, volunteers, and staff; however, the completion of these projects will only showcase our commitment to providing care in a safe and “healing environment” for those so deserving.



Voluntary Service Program

Voluntary Service had a team of 496 Volunteers contributing 39,615 hours during Fiscal Year 2013.

Volunteers serve as transportation drivers, they assist Veterans with wheelchair transport, visit Veterans, assist with magazine and book distribution, sponsor Veterans' activities, and so much more. They are truly a part of our VA health care team.



Volunteers Recognized Each April at Luncheon Ceremony



*Volunteer Receives
10,000 Hour Award*



FY 2013 Donations

Monetary	\$66,575.67
Activity	\$39,160.20
Items	\$138,420.06

GRAND TOTAL
\$244,155.93



Martin Luther King Holiday 2013



Happy Holidays at CBOC



Carolers Visit VAMC 2012



Nurses Week 2013



VA Employees Adopt Families

Grayling Community Based Outpatient Clinic Ribbon



Although the clinic opened for business on November 13, 2012, the Grand Opening was held on a bitter-cold day, November 30, 2012.



Active Employee Association

Employees Give Back—
Combined Federal Campaign
(2013—\$16,241) - combined
for 5 years \$82,807



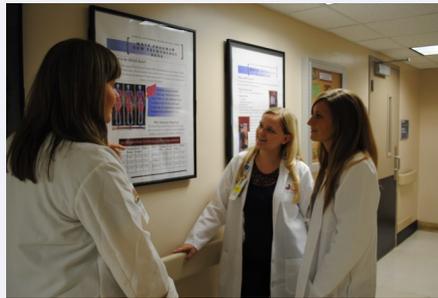
Feds Feed Families Food
Drive—Contributions totaled
1,035.5 pounds of non-
perishable items

Wellness is Now “WIN”

Awards/Recognition

Yellow Belt Lean Courses

Shaping My Future



Integrity—Act with high moral principle. Adhere to the highest professional standards. Maintain the trust and confidence of all with whom I engage.

Commitment— Work diligently to serve Veterans and other beneficiaries. Be driven by an earnest belief in VA’s mission. Fulfill my individual responsibilities and organizational responsibilities.

Advocacy—Be truly Veteran-centric by identifying, fully considering, and appropriately advancing the interests of Veterans and other beneficiaries.

Respect—Treat all those I serve and with whom I work with dignity and respect. Show respect to earn it.

Excellence—Strive for the highest quality and continuous improvement. Be thoughtful and decisive in leadership, accountable for my actions, willing to admit mistakes, and rigorous in correcting them.





Attending Community Veteran Events

Healthy Teaching Kitchen Demonstrations



**Leaders
Reaffirming the Commitment**



**Celebrating
Employee of the Month**

Community Based Outpatient Clinics



Clement C. VanWagoner
Department of Veterans Affairs
Community Based Outpatient Clinic
180 North State Avenue
Alpena, MI 49707



Bad Axe Veterans Affairs
Community Based Outpatient Clinic
1142 S. Van Dyke Road
Bad Axe, MI 48413



Cadillac Veterans Affairs
Community Based Outpatient Clinic
1909 N. Mitchell Street
Cadillac, MI 49601



Cheboygan County
Community Based Outpatient Clinic
14540 Mackinaw Highway
Mackinaw City, MI 49701



Clare Veterans Affairs
Community Based Outpatient Clinic
11775 N. Isabella
Clare, MI 48617

**Gaylord Veterans Affairs
Community Based Outpatient Clinic
806 S. Otsego
Gaylord, MI 49735**



**Grayling Veterans Affairs
Community Based Outpatient Clinic
1680 Hartwick Pines Road
Grayling, MI 49738**



**Oscoda Veterans Affairs
Community Based Outpatient Clinic
5671 Skeel Avenue, Suite 4
Oscoda, MI 48750**



**Traverse City Veterans Affairs
Community Based Outpatient Clinic
3271 Racquet Club Drive
Traverse City, MI 49684**



VA Healthcare Annex



**VA Healthcare Annex
4241 Barnard Road
Saginaw, MI 48603**



“To care for him who shall have borne the battle and for his widow and his orphan...”

-Abraham Lincoln

Second Inaugural Address

Visit Us on the Web and Facebook at:

<http://www.saginaw.va.gov/>

<http://www.facebook.com/VASaginaw>

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