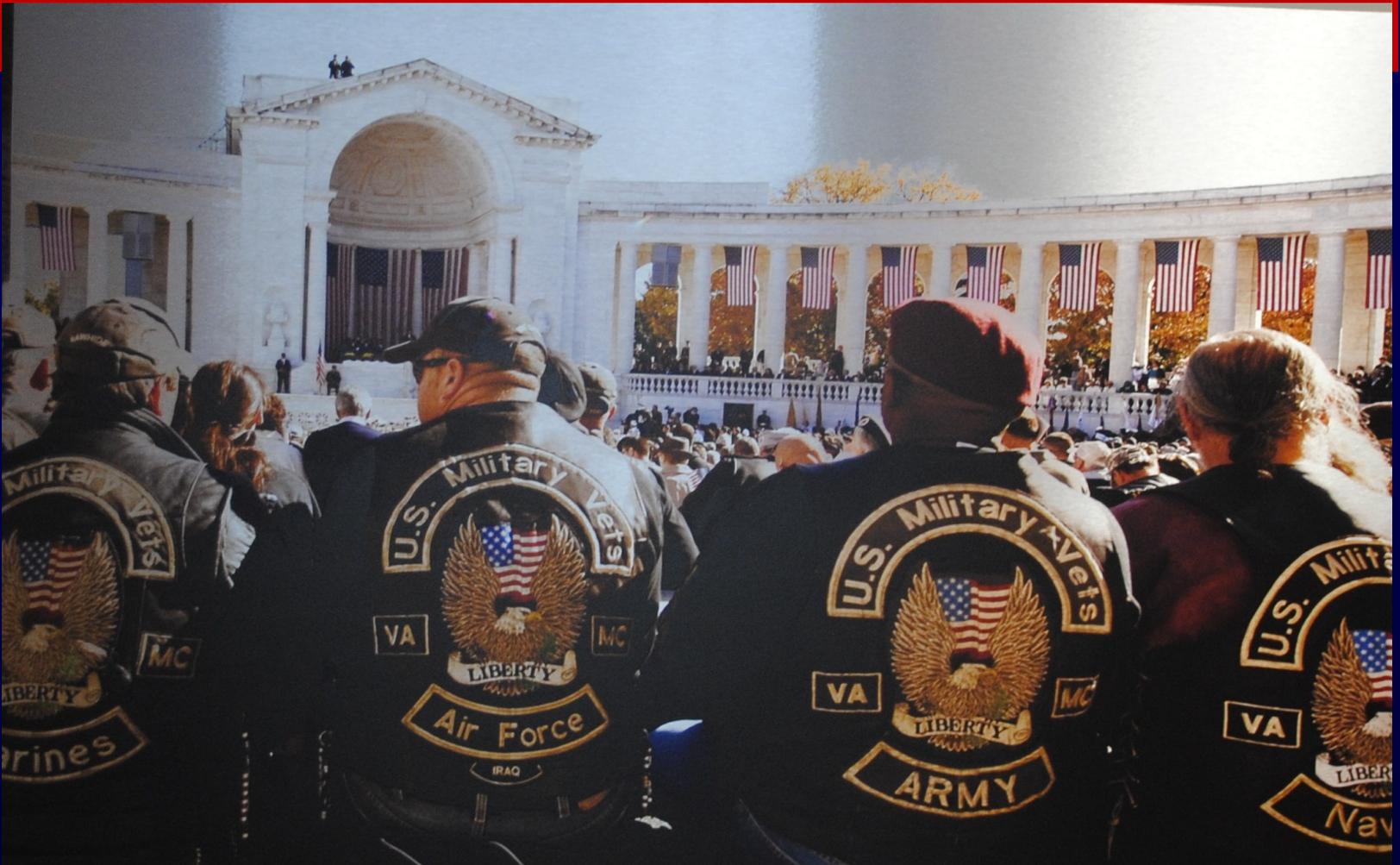




ANNUAL REPORT
FISCAL YEAR 2015



Aleda E. Lutz VA Medical Center

*"To care for him who shall have borne the
battle, and for his widow, and his orphan"*
President Lincoln



ICARE

Integrity, Commitment, Advocacy, Respect, and Excellence

Integrity—A Blind Rehab Specialist stayed with a Veteran during an urgent care visit and also evaluated his room for potential safety hazards.

Commitment—Several staff worked after hours to make sure a Veteran and his wife, who had been abandoned by a broken-down vehicle, received a ride home.

Advocacy—A team of staff helped Veterans with their issues and concerns during a prolonged absence of the VA Patient Advocate.

Respect—The Chief of Voluntary Service coordinated the repair of a Veteran's flag pole at this home through the help of a local business.

Excellence—A team at one of the Community Based Outpatient Clinics worked diligently to provide care to an acutely-ill Veteran to assure he received the appropriate level of care needed.

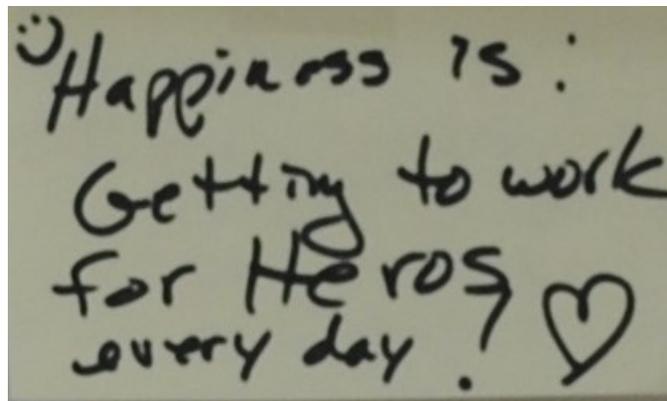
This Is How We Demonstrate ICARE!!!



Another successful year has ended at the Aleda E. Lutz VA in Saginaw, Michigan, and the many Community Based Outpatient Clinics (CBOCs) across Michigan. Again, we have had the absolute privilege of serving Veterans and could not be more proud of the employees who continue to be committed to caring for those who have served.

I hope you will find this Annual Report, which covers Fiscal Year 2015, to be of interest in understanding our operations and many achievements. The primary focus continues to be improving health care and service delivery to Veterans and their families.

*Peggy W. Kearns, MS, FACHE
Medical Center Director*



Success by the Numbers



Systems Redesign

The VA Medical Center engages in numerous Systems Redesign projects each year. Three such projects were:

Scanning of Medical Records: Staff have implemented process improvements to decrease the number of days for documents to be scanned into the Computerized Patient Record System from 30+ days to 2 days. These improvements allow for documents to be available to care providers more efficiently.

Consults to Specialty Care: Improvements were made in the number of days to process a consult for a specialty care appointment from 14 days average to 3 days.

Primary Care Communications:

A communication tool is being developed to improve communications within the medical center to better serve Veterans and each other in our daily work.

Veterans Served

34,725

Outpatient Visits

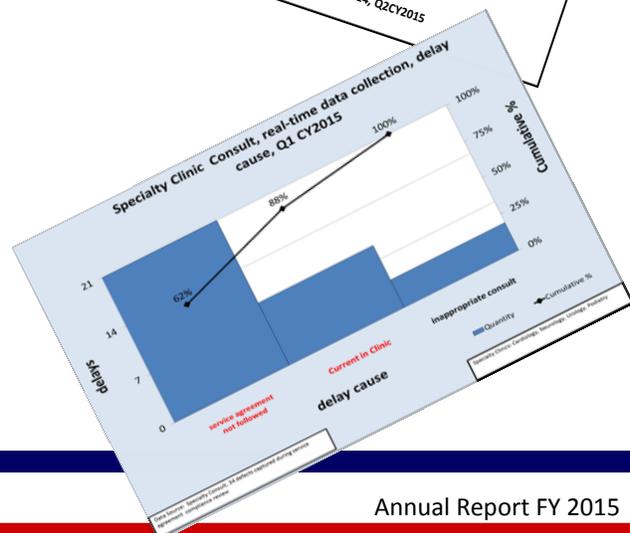
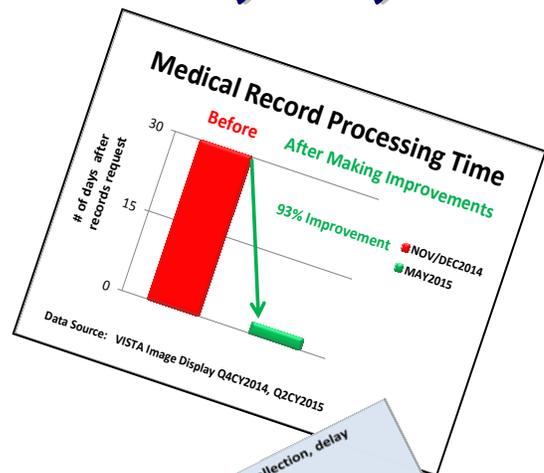
414,249

Admissions

1,032

Facility Budget

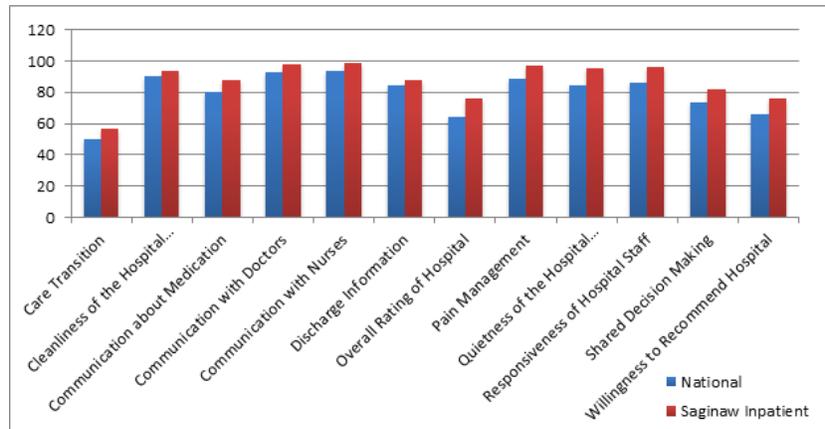
\$184,060,761



Success by the Survey

Patient Satisfaction

Inpatient satisfaction measures exceeded the national average for all indicators for the period October 2014—June 2015.



Outpatient satisfaction measures exceeded national average scores in 10 out of 14 areas during the Fiscal Year 2015.

College of American Pathologists (CAP)

The Pathology and Laboratory Medicine Service received accreditation based upon an October 2014 survey.

Strategic Analytics for Improvement and Learning (SAIL) Report

This report measures quality and efficiency and the VA continues to receive the highest score of five in the numerous indicators. We are ranked 3 out of 31 medical centers of the same complexity.



VA HEALTH CARE | Defining **EXCELLENCE** in the 21st Century

The Joint Commission

The VA was accredited in April 2015 for Behavioral Health, Hospital Care, Long-Term Care, and Home Care.

The Long-Term Care Institute

The Annual Review of the Long-Term Care Institute was completed in September 2015.

Commission on Accreditation of Rehabilitation Facilities (CARF)

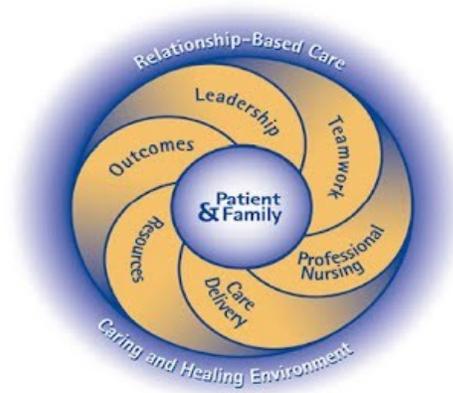
The facility received three-year accreditation in October 2014 for Blind Rehabilitation, Compensated Work Therapy, and Veteran Homeless Programs.

Success by the Program

Relationship Based Care

Relationship Based Care enhances the care delivery by nursing and other clinical staff to improve the relationships between caregiver and Veteran, and their family members, as well as relationships between caregivers and with themselves. It promotes true caring of the Veteran as a human and not a case or diagnosis.

Unit Practice Councils, operated by the front-line caregiving staff, are working toward several improvements within their own work to more efficiently care for Veterans. They are embracing ideas to improve the healing environment and also learning how to take better care of themselves and their co-workers to deliver the best possible care.



Whole Health Coaching

Whole Health Coaching provides a team approach which places the Veteran in the center of their care and encourages self-healing, promotes therapeutic approaches, and enhances collaboration of health care professionals to optimize Veterans' health outcomes.

Integrative Therapies

A number of therapies are now introduced to Veterans to help with pain management, comfort, and healing. They include massage therapy, auricular acupuncture, aromatherapy, healing touch, and drum mantra repetition. Additional therapies are studied, trialed, and implemented when proven successful.



Success in Rural Health

Veterans Help Manage Their Care at Home

Some Veterans help to manage their care in their homes by using health monitoring equipment to take their own weight, blood pressure, pulse oximetry, and blood sugar, and to log those numbers for future discussions about care and treatment. In Fiscal Year 2015, 1,236 Veterans were in receipt of this equipment which is used for diabetes, congestive heart failure, obesity, and more.

Telemedicine Continues to Grow

In Fiscal Year 2015, 3,573 Veterans received care utilizing telemedicine capabilities. Veterans were able to receive consultation, health assessments, and diagnostic evaluations virtually, while the provider was situated miles away. Over 1,500 appointments utilized a store and forward technology which transmits retinal and dermatology photos and assessments to clinical specialists for their evaluation and treatment recommendations. A number of new clinics were introduced through the telemedicine delivery of care program. Some of the clinics implemented this year included:

- ⇒ Pulmonology, for respiratory conditions, was expanded to every CBOC from Saginaw.
- ⇒ Pre and post-operative Thoracic Surgery with Ann Arbor is being offered at all CBOCs.
- ⇒ Tele-Audiology from Saginaw to Gaylord was expanded to now include Grayling and Alpena CBOCs.
- ⇒ Interpersonal Psychotherapy is being offered at all CBOCs.
- ⇒ Genetic Counseling with Salt Lake City Utah is being offered at all CBOCs.
- ⇒ Transplant Evaluation Clinics with Iowa City are now available.



Traveling Shoe Fitter

Due to an increased demand for orthopedic shoes and supplies, we have been able to expand the Traveling Shoe Fitter Program to allow for weekly clinic visits to the Alpena, Cheboygan County, and Traverse City CBOCs. We will add Cadillac CBOC to the schedule in the near future.

Success by the Projects

Parking Lot Redesign and Resurfacing

The parking areas behind buildings on the west drive and the north parking lot received a complete redesign and resurfacing during 2015. Additional construction of the east parking and Community Living Center parking lots will occur in 2016.



Pavilion

The VA will have a new activities pavilion completed by Spring 2016. The all-seasons building will provide a nice venue for Veterans, family members, Veteran Service Organizations, and staff to hold events.



Pathology and Laboratory Medicine Service Remodel

The lab received a major remodel to enhance the department's workflow and equipment. We now have five phlebotomy draw stations available to better serve Veterans.



Expansions to Community Based Outpatient Clinics

We had opportunities to renovate the Clare CBOC for better work flow and also expanded the Cadillac CBOC to add 1,500 square feet for needed clinical and waiting room space. We look forward to additional clinic expansions to include the Oscoda CBOC being moved to a larger space within the existing building, and Traverse City CBOC is moving some services to an Annex.

Success by Our Strategic Planning

MyVA Objectives

- ◆ Put the Veterans' interests first.
- ◆ Empower employees and help them deliver excellent customer service.
- ◆ Improve or eliminate processes that impede good customer service.
- ◆ Rethink the internal structures and processes to become more Veteran-centric and productive.

The leadership team defined the strategic plan utilizing three goals and building initiatives under these goals to improve and enhance services for Veterans. Tactical strategies were developed and implemented to move forward with the strategic direction. The following are a few examples of how we have met the goals and tactical initiatives:

Strategic Goal 1: Provide Veterans Personalized, Proactive, Patient Driven Health Care

- ◆ Three additional Patient Aligned Care Teams were implemented in Saginaw.
- ◆ A community partnership was established with Beaver Island Rural Health Center for Primary Care and telehealth services for Veterans residing on Beaver Island, Michigan.
- ◆ Shared decision making with Veterans and their families has been implemented.
- ◆ The Voice of the Veteran has been captured through VA Community Town Halls, Veterans participating on our boards and committees, and a Veteran Advocacy Council being created.

Strategic Goal 2: Achieve Measurable Improvements in Health Outcomes

- ◆ The Geriatrics Clinic has been expanded.
- ◆ A Pain Care Team has been implemented.
- ◆ Relationship Based Care and Whole Health Training, which incorporates the components of enhancing the health and well-being of Veterans, as well as staff, has been initiated.
- ◆ The computer network capacity has been expanded to enable us to increase the use of telehealth.

Strategic Goal 3: Align Resources to Deliver Sustained Value to Veterans

- ◆ Six employees have achieved LEAN Six Sigma Yellow Belt this year, and one employee achieved LEAN Six Sigma Green Belt.
- ◆ We had each service designate a LEAN Six Sigma Champion for their area to focus on LEAN Six Sigma principles facility-wide.
- ◆ Service-level huddle boards to empower staff and provide them hands on ownership of problem-solving has been implemented.
- ◆ All Service Chiefs were invited to attend the Quality Executive Board for awareness of Quality Benchmarks.

Success in Our Communities



Staff from the Medical Center and Community Based Outpatient Clinics participated in 119 community events to collaborate with Veterans and other stakeholders who support Veterans and VA care.

Significant Events Included:

- ◆ The VA held four Veteran Community Town Halls in Clare, Grayling, Mackinaw City, and Traverse City.
- ◆ Our VA has partnered with Michigan Veterans Affairs Agencies for the Veterans Community Action Teams in two regions in Michigan to build resources for Veterans in the community.
- ◆ VA staff have attended three Veteran Resource Fairs hosted by Congressman Dan Benishek in Cheboygan, Grayling, and Traverse City, Michigan.
- ◆ Voluntary Service held the National Salute to Veterans Dinner and Dance in Saginaw.
- ◆ Two Mental Health Summits were held in Traverse City and Bay City, Michigan.
- ◆ Homeless Veterans Stand Downs were held in Alpena, Bad Axe, Gaylord, and Traverse City.
- ◆ Three community health fairs were held in Gaylord and Saginaw.

External Stakeholder Collaboration

Monthly meetings are held with VA leadership and Veteran Service Organizations.

Quarterly meetings are held with VA leadership and the Congressional Delegate Representatives supporting the Patient Services Area.

The Medical Center Director meets regularly with The Hospital Council of East Central Michigan.

Success Because of Our Employees and Volunteers



**1,022
Employees
Strong**



**Volunteers
459**

**Volunteer Hours
39,038**

**Donations
\$313,991.11**



Make Someone Smile Day



American Legion
Annual Gift Shop



National Salute 2015



Thank You For Allowing Us To Provide You Care and Services At Your VA!!!



***Proudly Serving Veterans in Alpena, Bad Axe,
Cadillac, Cheboygan, Clare, Gaylord, Grayling,
Gaylord, Oscoda, Traverse City, and Saginaw***

1500 Weiss Street, Saginaw, Michigan 48602

1-800-406-5143 or (989) 497-2500

www.saginaw.va.gov