



Department of Veterans Affairs VA GREAT LAKES HEALTH CARE NETWORK Veterans Integrated Service Network (VISN) 12



Who we are

The VA Great Lakes Health Care Network, one of twenty-one Veterans Integrated Service Networks (VISN) within the U.S. Department of Veterans Affairs (VA), oversees the provision of health care provided to Veterans residing in Illinois, Wisconsin, Northwest Indiana, the upper peninsula of Michigan, and one county in eastern Minnesota. Also known as VISN 12, the Network delivers VA's comprehensive benefits package through an integrated system of medical centers (7), community based outpatient clinics (32), domiciliaries (2), and nursing home care units (6).

Network updates

Workload Comparisons for fiscal years 2009, 2010 and 2011

VISN 12	FY 2009 Total	FY 2010 Total	1 st Quarter FY 2010	1 st Quarter FY 2011	1 st Qtr Fiscal Year 10-11 Change
Inpatient discharges	32,938	30,770	7,937	7,790	-1.9%
Opt. Visits	2,655,534	2,817,019	683,963	708,707	3.6%
Veterans Treated (unique)	214,852	233,770	154,358	157,670	2.1%
▪ Priority 1-6	147,407	156,593	108,805	110,226	1.3%
▪ Priority 7-8	80,177	77,177	45,553	47,444	4.2%

Resource Comparisons for fiscal years 2007, 2008, 2009, 2010 and 2011

VISN 12	2007	2008	2009	2010	2011
Budget (initial allocation)	\$1.41B	\$1.54B	\$1.63B	\$1.83B	\$2.01B
Medical Care Cost Recovery	\$118M	\$123M	\$138M	\$174M	\$191M
Staff Level (FTE)	9,933	10,037	11,404	12,103	12,419

Budget

- The FY11 budget for VISN 12 included a 7.2% increase to General Purpose dollars. Our MCCF collection goal was originally established at \$191M. However, due to changes in the economy and downturns in collections, it has been reduced to \$164M.
- Our additional resources will continue support to Patient Aligned Care Teams (PACT) and Office of Rural Health (ORH) initiatives that began in FY10.
- VISN 12 is working to set aside funding for 3 large CBOC build-outs in FY11. These build-outs include the new Green Bay WI CBOC and the updated CBOCs in Rockford, IL and Crown Point. IN.

Veterans Access

- VISN 12 continues to provide timely access for new patients wanting an appointment in primary care and specialty care clinics. Currently, the VISN is scheduling 85% of new primary care appointments within 7 days and 88% of specialty care clinics with 7 days.
- As of Jan 1, 2011 VISN 12 is providing:
 - 1) OEF/OIF Veterans in need of mental health care their appointment within 7 days 96% of the time.
 - 2) All Veterans seeking a mental health appointment within 7 days of their initial contact 98% of the time.
- Oct 2009 – Sep 2010 national Veteran patient satisfaction surveys confirm our VISN 12 staff's strong efforts to provide timely access with 85% of Veterans reporting they were usually or always able to get care or an appointment as soon as they thought they needed.

VA Transparency Program - ASPIRE

- VA's transparency program reports VA health care goals, successes and opportunities to improve. The Aspire and Link dashboards provide information on how VA Medical Centers meet these goals. The Aspire dashboards depict how each of VA Medical Center measure up to quality goals and is divided into two sections: LinKS (Linking information knowledge and systems) and ASPIRE. The LinKS dashboard reports outcome and processes for acute care, intensive care unit (ICU), and patients' safety measures.
- The VISN 12 information can be accessed at the following link:
<http://www.hospitalcompare.va.gov/ReportsViSN12.asp>

Combat Veterans

- 66% (28,235) of the OEF/OIF/OND Veterans in our VISN catchment area have utilized VA health care. This exceeds the VHA national average of 50% OEF/OIF/OND Veterans utilizing VA health care.
- 73% (3,406) of women OEF/OIF/OND Veterans in our VISN have utilized VA health care.
- In FY 09: VISN 12 treated 14,182 OEF/OIF Veterans, which increased to 17,782 OEF/OIF/OND Veterans in FY10; a 26% increase.
- Care Management Teams are currently managing over 1000+ OEF/OIF/OND Veterans with complex needs.
- All sites conduct significant outreach with both military units and broader community.
- In this past fiscal year, VISN 12 VA teams attended more than 198 events including Demob events, Post Deployment Health Reassessments (PDHRA) and Yellow Ribbon Reintegration Events. Additionally, each site participates in an annual Welcome Home Event and Focus Groups. Significant outreach also occurs to non-military community entities – universities, non-VA providers, and agencies interfacing with Veterans.
- OEF/OIF/OND Teams continue to work collaboratively with facility Patient Aligned Care Team initiatives so that existing post-deployment coordination of care for OEF/OIF/OND Veterans is integrated into this planning.

Mental Health Enhancements and Eliminating Homelessness

- During the months of January and February, the VISN 12 VAMCs have been sponsoring Veteran Homeless Summits to update community Homeless providers about our Five Year Plan to end Veteran homelessness. This collaborative effort was quite successful not only in building stronger relationships in the community, but also incorporating the community into a comprehensive plan to end Veteran homelessness.
 - On January 24, 2011, Tomah VAMC was the first VISN 12 facility to hold a Veteran Homeless summit. Tomah VAMC received a significant amount of positive local media coverage with regard to the VAs efforts to end Veteran Homelessness.

- Milwaukee VA Medical Center held their summit on January 28, 2011, Iron Mountain VAMC on February 1, 2011 and Madison VAH held a summit on February 3, 2011.
- VISN 12 is continuing its efforts to train our mental health professionals to help improve Mental Health treatment and increase options for Mental Health care to Veterans. VISN 12 facilities continue to send Mental Health providers to be trained in Evidence Based Practice (EBP) such as Prolong Exposure (EP) and Cognitive Processing Therapy (CPT). Both treatments have been found to be highly effective in treating Post Traumatic Stress Disorder (PTSD). The other EBPs that are being offered by our clinicians include, Cognitive Behavior Therapy (CBT), Acceptance and Commitment Therapy, Behavior Family Therapy, Multi Family Group Therapy and Integrated Behavior Couple Therapy.
 - Madison VA has 75% of all general psychotherapists trained and certified in EBPs while 50% have been VA certified in 2 EBP's.
 - At Milwaukee, six 8 clinicians are working towards certification and 13 have been trained and certified. The Tomah VA has 53% of our providers trained in EBP.
- The VISN 12 Medical Centers have received up to four years of funding for the development of the Homeless Veteran Supported Employment Program (HVSEP). This program will provide vocational assistance, job development and placement, and on-going employment supports designed to improve employment outcomes among homeless Veterans. The Medical Centers have started the interview process and a few facilities have candidates selected. All of the HVSEP positions will be filled by March 1, 2011.
- VISN 12 is continuing its efforts to recruit and train mental health professionals to help improve access to and quality of Mental Health care to Veterans. VISN 12 Homeless Programs continue to collaborate with the Department of Housing and Urban Development (HUD) in an effort to provide housing to homeless Veterans. Over the past 2 years, VHA has provided VISN 12 with 630 housing vouchers and 18 case manager positions. There are additional FY 2011 special purpose funds that will be allocated to further expand the VISN 12 homeless program.

Construction Projects/ARRA

- A Community Living Center (CLC) for short stay convalescence and rehabilitation care beds, along with hospice care, is under construction at the Madison VAH. The construction contract was awarded in September 2009, with a projected completion date of April 2011.
- The construction of a new two-story, 38-bed SCI Center at the Milwaukee VAMC, containing 69,878 square feet of space was awarded to C3T Contractors on January 30, 2009 in the amount of \$26.9 million. The estimated completion date is March 2011.
- The design-build contract for Madison VAMC to design and construct a 600-700 stall, three-story parking facility on their campus was awarded in December 2010 in the amount of \$9.5 million. The parking facility is estimated to be operational in late 2011.

CBOC Updates

- CBOCs are implementing the Patient Aligned Care Team Model, which means there is additional staffing and some remodeling at several locations. The LaCrosse CBOC completed remodeling by adding two new exam rooms that will be staffed by an additional primary care provider. Plans are also being developed for expansion of the Kenosha CBOC in FY 2011.
- Telehealth has been implemented in many rural CBOCs – starting with TeleMOVE, TeleAudiology and TeleRetinal imaging. Other specialties are being planned using this

technology at CBOCs. These include TeleRheumatology, TelePulmonary, TeleEndocrine, and TeleCardiology.

- Additional services are being added, that will include optometry at Wisconsin Rapids, anticoagulation at Beaver Dam and Baraboo, a pain school at Appleton, and an additional patient orientation class at Union Grove.
- The Clark County CBOC is being relocated increasing the size of the clinic from 840 sq. ft. to 3,100 sq ft., and allowing for 5 days/week of service instead of the current three days/week.
- Space limitations are being addressed through a capital lease expansion at the Green Bay CBOC (Milwaukee parent facility). This will result in a large multi-specialty clinic in Green Bay that can accommodate 18,000 unique patients and 150,000 outpatient visits each year. This new building will replace the current 12,000 net usable square feet (NUSF) leased facility for the Green Bay Community Based Outpatient Clinic with a new 161,525 (NUSF) leased building. A preferred site was secured in December 2009 and will be on a 28 acre site on University Avenue near I-43 in Green Bay. A solicitation for the development of the site was released May 2010 and a construction award is currently pending.

Rural Health Initiatives

- VISN 12 received \$14.7 million for rural health initiatives in Fiscal Years 09/10 and an additional \$3.9 million to further expand these projects in Fiscal Year 2011.
- The largest funded project is bringing telemedicine services to rural areas in the VISN 12 Central and Northern Market. The current status is the TeleMOVE program is up and running at Madison, Iron Mt and Tomah with their rural CBOCs. TeleAudiology is up between Madison and Beaver Dam/Baraboo. Existing tele-services between Milwaukee and Iron Mountain have been expanded. Over 30 full and part time staff have been hired for this initiative throughout Wisconsin and the Upper Peninsula. Over \$2 million in Telehealth equipment has been purchased. TeleRetinal imaging is close to implementation between Madison and Iron Mountain CBOCs. TeleRheumatology was recently implemented between Madison and Tomah.
- Future expansions to other specialty services are planned for pre and post telesurgery visits, telepulmonary, tele-infectious disease, and tele-endocrine.
- There also continues to be Home Based Primary Care and Care Coordination Home Telehealth expansions in rural areas.

Patient Aligned Care Teams

- Focus has been on better organizing primary care into “teamlets” to best provide access to care for all primary care patients via enhanced utilization of clerks, nurses, primary care providers, dietitians, social workers, integrated mental health staff, and telephone care staff.
- PACT also incorporates secure messaging with patients via My HealthEVet, and identified individuals at each facility focused on health promotion disease prevention.

Vet Court

- Veterans Courts are currently located in: La Crosse County, Waupaca County, Iron County and Rock County.
- A fifth Veterans Court (Chippewa Valley, serving Eau Claire, Chippewa and Dunn counties) is set to open this February 2011.

- Both the Milwaukee VA and the Oscar G. Johnson VA have hired full time staff as Veteran Justice Outreach Specialists to work with justice-involved Veterans in the State of Wisconsin.