



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	Oct FY 2010	Oct FY 2011	Oct Fiscal Year 10-11 Change
Inpatient discharges	32,938	30,770	2,887	2,741	-5.1%
Opt. Visits	2,655,534	2,817,019	246,097	242,494	-1.5%
Veterans Treated (unique)	214,852	233,770	103,424	102,168	-1.2%
▪ Priority 1-6	147,407	156,593	76,024	75,178	-1.1%
▪ Priority 7-8	80,177	77,177	27,400	26,990	-1.5%

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. The MCCF collections goal was established at \$191M. This will be a challenge, since collections have declined during the past 4 to 5 months.
- 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 86% of new primary care appointments within 14 days and 93% of specialty care clinics with 14 days.
- As of Oct 1, 2010 VISN 12 is providing:
 - 1) OEF/OIF veterans in need of mental health care their appointment within 7 days 92% of the time.
 - 2) All veterans seeking a mental health appointment within 7 days of their initial contact 94% of the time.
- Oct 2009 – August 2010 national veteran patient satisfaction surveys confirm our VISN 12 staff's strong efforts to provide timely access with 84% 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

- 65% (27,657) of the OEF/OIF veterans in our VISN catchment area have utilized VA health care. This exceeds the VHA national average of 48% OEF/OIF veterans utilizing VA health care.
- 72% (3,327) of women OEF/OIF veterans in our VISN have utilized VA health care.
- In FY 09: VISN 12 treated 14,152 OEF/OIF veterans.
- FY 10: VISN 12 treated 17,782 OEF/OIF veterans. This is a 23% increase over FY 09 and 39% increase over FY 08.
- OEF/OIF Care Management Teams are currently managing over 1000+ OEF/OIF veterans with complex needs.
- All sites in the VISN conduct significant outreach with both military units and broader community.
- In this past fiscal year, VISN 12 VA teams have 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 Teams continue to work collaboratively with facility Patient Aligned Care Team initiatives so that existing post-deployment coordination of care for OEF/OIF veterans is integrated into this planning.

Mental Health Enhancements

- 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. Currently 94% of all Mental Health Enhancement positions are filled. 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.

- Beginning in FY 2011, VISN 12 Medical Centers will receive 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.
- At the Madison VA Hospital, the Addictive Disorder Treatment Program (ADTP) is in the process of implementing an Intensive Outpatient Program (IOP) at the Rockford CBOC. Detoxification Services at the Medical Center have become operational.

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 \$26.92 million. The estimated completion date is March 2011.
- FY 2010 funding in the amount of \$9.9 million has been approved for Madison VAMC to design and construct a 600-700 stall, three-story parking facility on their campus. The planned obligation date is December 2010, with an estimated construction completion date of December 2011.
- In Madison, Bldg. 7 will be expanded for mental health programs with a \$1.7M project. We are also awarding design for two projects: a transitional care unit and renovation of surgical suites. The construction contract was awarded in September 2009. The planned construction completion date is December 2010.
- In FY 2009, Milwaukee VAMC was approved to design 4, 10-bed Community Living Center facilities based on the Greenhouse model of delivering long-term care services in a more residential care environment. Since all the available space at the Milwaukee VAMC is within the historic district on the campus, the projects are on hold pending the completion of the Section 106 and NEPA process. The process is expected to take up to a year to complete.

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 remodeling added 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.
- A new leased clinic location will be awarded in December 2010 to replace the Loyal CBOC in Clark County. The new site will increase the size from 900 sq. ft. to 4,000 sq. ft. and allow 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 planned for January 2011. It is estimated that the new clinic will begin construction in May 2011 and become fully operational in late 2012 or early 2013.

Rural Health Initiatives

- VISN 12 received \$14,746,109 for rural health initiatives in Fiscal Years 09/10.
- Status of Telemedicine in Central and Northern Market - TeleMOVE program is up and running at Madison, Iron Mt and Tomah with their rural CBOCs. TeleAudiology up between Madison and Beaver Dam/Baraboo. Existing tele services between Milwaukee and Iron Mountain expanded. Over 30 full and part time staff hired for this initiative throughout the central and northern tier. Over \$2 million in Telehealth equipment has been ordered with several hundred thousand already purchased. TeleRetinal imaging close to implementation between Madison and Iron Mountain CBOCs. Telerheumatology has recently been 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, dieticians, social workers, integrated mental health staff, and telephone care staff.
- PACT also incorporates secure messaging with patients via MyHealthEVet, and identified individuals at each facility focused on health promotion disease prevention as well as healthy behavior coordination.

Vet Court

- Veterans Courts are currently located in: La Crosse County, Waupaca County and Rock County. Discussions continue between the Milwaukee VA staff and the Milwaukee County Criminal Court staff about establishing a Veterans Court for Milwaukee County.
- The Veteran Justice Outreach Specialist for the Madison VA Medical Center presented information about mentoring justice-involved veterans to a chapter of the Vietnam Veterans of America service organization.
- The Madison VA Medical Center's Veteran Justice Outreach Specialist attended both the State of Wisconsin Public Defenders conference that was held in Milwaukee, Wisconsin, and the State of Wisconsin Jail Administrators Conference that was held at Stevens Point, Wisconsin.
- The Veteran Justice Outreach Specialist for the Milwaukee VA Medical Center participated in the Stand Down that was held in Union Grove, Wisconsin, and provided information about the Veteran Justice Outreach Program to veterans.
- The Health Care for Re-entry Veterans (HCRV) Program is designed to address the community re-entry needs of veterans who are being released from federal and state prisons. The two Health Care for Re-entry Veterans Specialists for VISN 12 conduct outreach to correctional facilities throughout the State of Wisconsin.