



VA New York/New Jersey Health Care Network

2010 ANNUAL REPORT

VISN3 Transformation Update



- Patient-centered

- Data-driven

- Continuously improving

- Team-based





VA New York/New Jersey Health Care Network

Director's Message



Dear Veterans, fellow employees, volunteers and friends of VISN 3:

I am pleased to provide you with the Veterans Integrated Service Network 3 (VISN 3) 2010 Annual Report and Transformation Update. VISN 3 has made great strides in all of our initiatives important to improving the delivery of care to the nearly 900,000

Veterans in the metropolitan New York/New Jersey area.

In 2010 we continued our journey to transform VA health care into the 21st Century. Our efforts are redefining excellence in health care by transforming to a more patient-centered team-based approach to deliver efficient, comprehensive and continuous care. We are using information technology to ensure that evidence based care is used to improve outcomes - improving the health care of our Veterans.

Our successes are only possible because of the commitment of our employees and health care partners. Each day hundreds of health care teams' partner with Veterans and families to coordinate their health care.

VISN 3 will continue to pursue health care excellence with the goal of continuing to fulfill our nation's promise to provide the "best care anywhere" to America's Veterans.

Thank you for your continued support and we look forward to another success year in 2011.

Michael A. Sabo
VISN 3 Director

VISN 3 BY THE NUMBERS

VA Medical Centers **8**

Community-Based Outpatient Clinics **31**

Prostheses Costs **\$57,431,132**

Total Inpatient Surgeries **6,466**

Total Ambulatory Surgeries **32,347**

Unique Veterans Treated **183,382**

Outpatient Veteran Visits **2,412,344**

Non-Veteran Fee Visits **349,981**

DoD Visits (Sharing Agreement) **136,769**

Total Employees **12,036**

Total Nonpaid (WOC) Employees **1,361**

Total Volunteers **3,296**

Total Volunteer Hours **632,520**

Total Medical Residents **1,871**

Total VA-Funded Research **\$13.1M**

Total Non-VA-Funded Research **\$5.7M**

Total Active Research Projects **713**

VISN3 Gets A's On It's Hospital Quality Report Card!

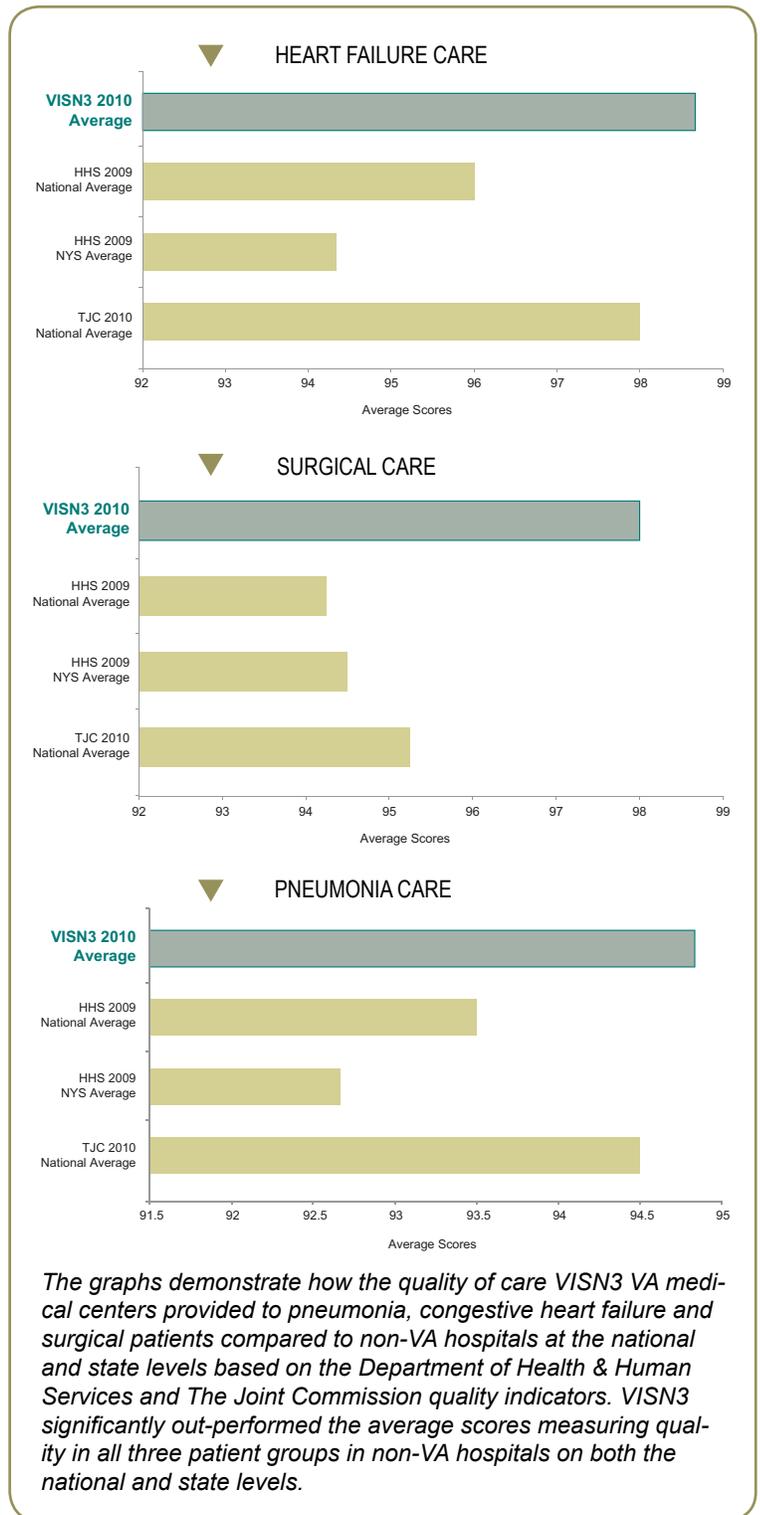
In 2010, VA launched a major initiative to raise the bar in healthcare transparency. The goal was to “give all Veterans the facts” about the quality of care provided in VA Medical Centers across the nation.

Since 2004, “Hospital Report Cards” have received a great deal of attention as they provide patients with comparative information about the quality of hospital care they can expect to receive almost anywhere in the United States. The HOSPITAL COMPARE website (<http://www.hospitalcompare.hhs.gov>) maintained by the Department of Health and Human Services (HHS) and The Joint Commission (TJC) QUALITY CHECK (<http://www.jointcommission.org>) website are two of the most well known sources for benchmarking healthcare quality. The Department of Health and Human Services which administers the federal Medicare and Medicaid programs requires all hospitals to publically report on the quality of care while The Joint Commission requires public reporting for accreditation. These report cards commonly share information related to the “effectiveness” of hospital care.

Effectiveness, as defined by the Institute of Medicine, is one of six critical elements of quality care and refers to the provision of healthcare services based on scientific knowledge and avoiding services which may not benefit the patient.

Although the VA has led the nation in the measurement of healthcare quality and compared quality outcomes across the VA since the late 1990's, the new VA focus on transparency and public reporting provides Veteran's the opportunity to not only compare care from one VA to another but also to compare their VA Medical Center's quality of care with Non-VA hospitals in their local community and across the country.

VISN3's report card can now be viewed on the HOSPITAL COMPARE and the QUALITY CHECK websites as well as the newly created VA COMPARE on the VA internet website (<http://hospitalcompare.va.gov>). These report cards demonstrate how often hospitals and VA Medical Centers gave the recommended treatment known to get the best results for patients with certain medical conditions such as pneumonia and heart failure and patients undergoing a variety of surgeries. Information about these treatments are taken anonymously from the medical records and converted to a percentage score.



Transformation to Patient Aligned Care Teams Has Begun

VISN3 has started the transformation of Primary Care to a more comprehensive, coordinated and team-based approach, designed specifically to meet the needs and expectations of each individual Veteran. Optimal health care requires a holistic approach to each Veteran's needs, taking into account physical health, mental health and emotional concerns. Such health care is best provided by an interdisciplinary team with the experience and expertise necessary to identify and address unique needs and Veterans' preferences for care. VHA's new model of care is called "PACT" – Patient Aligned Care Teams.

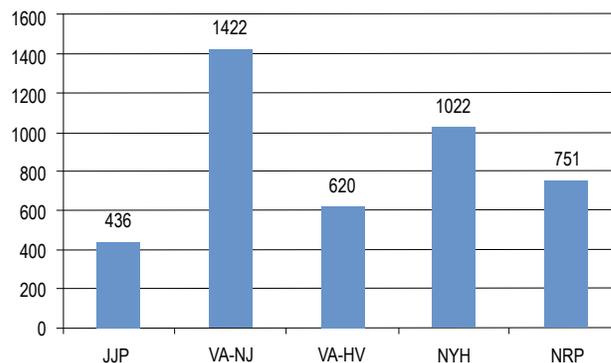
The PACT model of health care is a patient-driven, strengthened team-based approach that delivers more effective, comprehensive and continuous care through better communication and coordination of health care services. Essential features of PACT are:

- more emphasis on patient-centered care (incorporating patients' values and enhancing access to care)
- the care is delivered by a team, with all members of the team having distinct roles, working collaboratively and to the top of their training
- the care is coordinated through all phases of Veterans care needs - specialty care, hospitalizations, dual care, and telehealth
- the outcome is improved health care and satisfaction for ALL of our Veterans (including prevention, chronic disease management, population health, and safety)

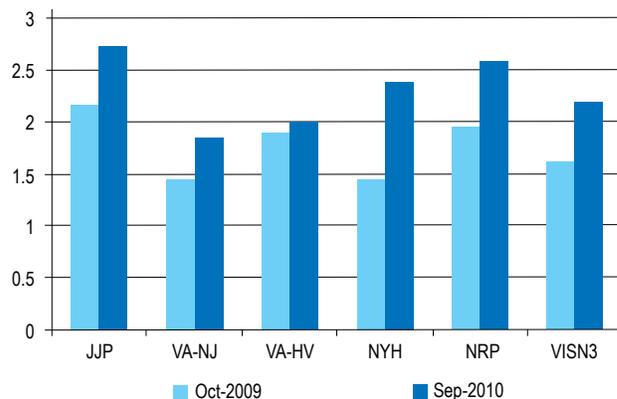
Actions taken to start PACT in VISN3 during 2010:

- Additional staff have been hired in Primary Care throughout VISN3 to implement PACT
- 44 PACT teams have started in VISN3, with at least 5 at each facility
- Prevention staff have been hired by all VISN3 facilities. Their roles are to oversee prevention activities and to train primary care staff to support Veterans' self-management
- Each VISN3 site has hired a MyHealtheVet Coordinator to help increase enrollment in MyHealtheVet and to initiate Secure Messaging, which improves Veterans' access to care by allowing them to email their health care teams

▼ # VETERANS READY FOR SECURE MESSAGING



▼ ADDITIONAL STAFF IN PRIMARY CARE TEAMS TO IMPLEMENT PACT



- Secure Messaging started at VA-New Jersey with plan to spread to all sites in 2011
- All staff involved in PACT have been provided with team-building training

The VA New York New Jersey Healthcare Network is committed to enhancing the way health care is provided to Veterans and their families. The PACT Model of care is Veteran-Centered and represents one more way VA is changing to deliver health care in the 21st century.

Palliative Care Program Wins American Hospital Association Award

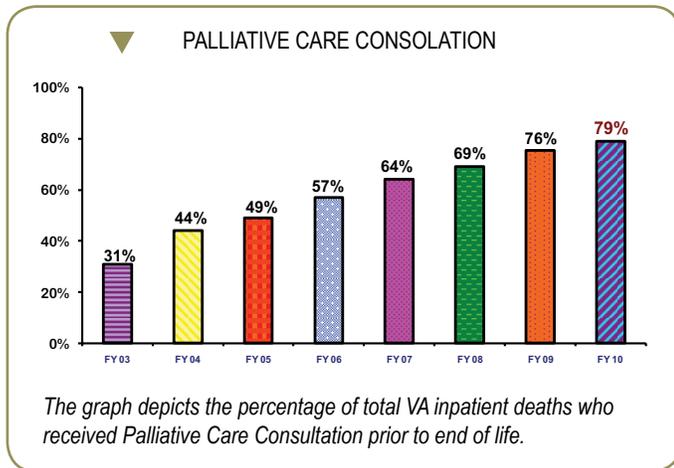
On July 23, 2010, the VISN3 Palliative Care Program received the prestigious American Hospital Association 2010 Circle of Life Award. This award recognizes three programs from across the nation who demonstrates innovative programs in the delivery of palliative and end of life. VISN3 is the first organization in VA recognized with this award.

VISN3 has been building a palliative and end-of-life program since 2003 characterized by a network-wide, standardized, and interdisciplinary approach to care. Each facility has established a Palliative Care Team which includes a VISN Palliative Care (PC) Medical Director, VISN Palliative Care Nurse Program Manager and consultation team members. The core team members of the PC teams include an Advanced Practice Nurse Coordinator, Physician, Social Worker, Chaplain and Psychologist.

Each Primary Care Team's primary mandate is to ensure that Veterans with life-limiting illness and their families receive care in which their comfort is a priority, their values and choices for end of life care are respected, psychological, social and spiritual needs are addressed, and practical and bereavement support are provided.

While each facility has an inpatient Hospice and Palliative Care Unit, palliative care is available in all points of care in VISN3, including intensive and acute care, community living centers and at home through collaboration with local hospice agencies.

Over the past seven years, palliative care consults in VISN3 facilities nearly quadrupled and 79 percent of Veterans in VA facilities receive palliative care services at their end



of life. The Palliative Care Program has emerged as a leader not just in VA but for health care organizations across the country. The program has succeeded by promoting a collaborative culture around palliative care throughout the network and beyond; by organizing and analyzing documented care, and by extending

training in palliative care to its own caregivers and to those in related settings.

Additional innovations of the VISN3 Palliative Care Program include:

- Standardization of care processes and communication across all settings and sites
- Use of process and outcome data for quality improvement and strategic planning
- Support for all patients with critical illness in ICUs through the implementation of the Comfort and Communication Quality Measures
- Continuity and partnership with the community

The ultimate goal of the Palliative Care and Hospice Program is "To honor Veterans' preferences for care at the end of life." Building and sustaining the program to provide high quality, compassionate care at the end of life is one of the greatest ways VISN3 can honor Veterans and thank them for serving our country.



VA HUDSON VALLEY HEALTH CARE SYSTEM

Accomplishments

- Accredited by:
 - ▶ The Joint Commission
 - ▶ Commission of Accreditation of Rehabilitation Facilities
 - ▶ College of American Pathologists
- Received American Hospital Association's Circle of Life Award for Palliative and End of Life Care
- Resurveyed and accredited by The Joint Commission and Commission of the Accreditation of Rehabilitation Facilities for Mental Health Residential Programs
- Exceeded Outpatient Satisfaction Scores of Overall Quality of Care, Getting Care Quickly, and 20 Minute Wait Time
- Exceeded the 30 day wait time measure and missed opportunity targets for top 50 clinics
- Exceeded Compensation and Pension exams appointment measure
- Opened a new Magnetic Resonance Imager at the Castle Point campus to improve diagnostic abilities.
- Opened a Healing Garden for mental health patients to promote cultural transformation and patient centered care
- Updated Internet page adding an our Doctors feature and launched Facebook and Twitter sites
- Hosted the first ever VISN-wide PTSD conference
- Housed 282 formally homeless Veterans, (including 15 families, 33 combat Veterans and 10 women Veterans) using Housing and Urban Development/VA Supportive Housing vouchers
- Developed five (5) new positions for homeless Veteran counselors
- Increased Veteran enrollment in the Compensated Work Therapy Program
- Focused on skill building and integration in to the community through the Psychosocial Rehabilitation Program
- Bringing a classroom based computer training program to the Montrose campus, Veterans earned certificates of completion from Dutchess County Board of Cooperative Educational Services
- Provides referral and case management services to Veterans through Shelter Plus Care Supportive Housing
- Provide a 96 bed Transitional Residence on the grounds of the Montrose campus
- Rated #1 in the nation from the Northeast Program Evaluation Center is the PTSD unit at Montrose
- Hosted Korean 60th Anniversary Day - attended by 104 Korean War veterans with family and friends

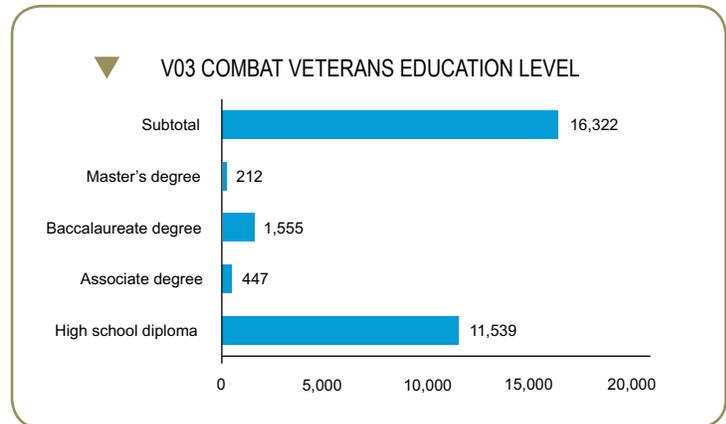
Veterans Pursuing Education and Vocational Training

Returning from war has presented many area combat Veterans the opportunity to continue their education through the Post 911 GI-Bill. Since August 1, 2009, the Post 9/11 Bill offers Veterans tuition and housing allowances to attend education programs, including graduate and undergraduate degrees programs and vocational/technical training.

Seventy percent (70%) of returning VISN3 Veterans indicate their highest level of education is a high school diploma, which makes them excellent candidates for continuing education.

To assure that returning Veterans are aware of their educational benefits, OEF/OIF Veteran Programs are actively engaged in a number of outreach activities, including hosting college open houses and fairs, presenting at over 35 college veteran information sessions colleges, and linking VISN3 websites on college websites to make VA health care enrollment and Post 911 GI-Bill information more easily accessible to school-minded Veterans and their families. Programs in New Jersey have also presented at several student orientation programs throughout the state to further education of VA health care benefits and support.

Three hundred twenty two Veterans have been engaged by VA staff at universities, colleges, community colleges and technical/vocational schools in 2010. A “Drop in Group” was initiated at two Long Island campuses for peer support and information sharing. A Veteran’s psycho-education group “Veterans 101”



has been designed to support combat veteran’s family members and help them to better understand the process of reintegration. VA Hudson Valley HCS collaborated with a local college to initiate a veterans group through an athletic organization for disabled veterans.

VISN3 Programs provide support to institutions of higher education to ensure combat Veterans succeed in their academic endeavors. VA staff participate in college administration training, City University of New York Veterans Liaison meetings and college town hall meetings.

Supporting Veterans to achieve their life goals is a fundamental ambition of VISN3 Returning Veterans Programs and will continue to be the focus in 2011.

PTSD Training and Education

VISN3 increased Post Traumatic Stress Disorder services in all Network facilities through education and training. In the past year, a conference, entitled ‘The Burden of War: Challenges and Opportunities in Treating OEF/OIF Veterans with PTSD’ was held and attended by over 100 clinicians from our medical centers. The conference used innovative teaching techniques, including a theatrical production and provided case presentations that highlighted the use of PTSD-specific evidence based practices, such as prolonged exposure, cognitive processing therapy and virtual reality.

In the past three years over 65 psychiatrists, psychologists, advance practice nurses and social workers have received prolonged exposure and/or cognitive processing therapy training and supervision, thus allowing for a major increase in the total number of veterans offered these therapeutic approaches, both on the residential treatment units and in the outpatient programs. Additionally, virtual reality therapy is available at two VA medical facilities and will be expanding to a third this year.



▲ VA Hudson Valley HCS & VISN 3 Mental Health Care Line Director Gerald Culliton, provides introductory remarks to the 100-plus attendees at the VISN PTSD Conference on May 7, 2010 at VA Hudson Valley HCS Montrose Campus

Reaching out and providing PTSD education to clinicians in the community was another goal this year. In collaboration with NY State Mental Health & Substance Abuse offices, VA clinicians provided training to community mental health clinicians on issues pertaining to the mental health care for veterans. Training occurred for clinicians on Long Island, the Hudson Valley and in New York City. Over 150 community providers received these in-services on PTSD care.

Telehealth - Another Tool to Manage Health Care



During FY 10, VISN3 created a Virtual Health Team to enhance the ability of Veterans and their caregivers to use remote resources to manage their health care. Included in the Virtual Health Program are My HealtheVet, all forms of Telehealth and social media applications.

My HealtheVet is a website which offers Veterans, active duty service members, their dependents and caregivers internet access to VA health care information and services. By providing a free, online personal health record, My HealtheVet empowers Veterans to become active partners in their care. Veterans can access secure health and benefits information as well as track important health measures such as blood pressure, blood glucose and weight. Those enrolled for care can refill their VA prescriptions as well.

Telehealth uses technology to connect veterans and their caregivers at home or in community based outpatient clinics to providers in the Medical Centers. There are three branches of Telehealth, known as Home Telehealth, Clinic Video Telehealth and Store and Forward Telehealth.

Home Telehealth enables veterans and caregivers in the home to connect with providers in the medical center through the use of messaging devices or video. A variety of Disease Management Protocols are available to address conditions such as Congestive Heart Failure, Diabetes Mellitus, Hypertension, Chronic Obstructive Pulmonary Disease and Mental Health disorders.



JAMES J. PETERS VA MEDICAL CENTER

Accomplishments

- Accredited by:
 - ▶ The Joint Commission
 - ▶ Commission of Accreditation of Rehabilitation Facilities
 - ▶ American College of Radiology
 - ▶ Federal Drug Administration
 - ▶ American College of Surgeons Commission on Cancer
 - ▶ College of American Pathologists
 - ▶ Utilization Review Accreditation Commission
 - ▶ Association for the Accreditation of Human Research Protection
 - ▶ Association for the Assessment and Accreditation for Laboratory Animals
- Launched initiative to transform the Community Living Center from a hospital-style setting to a more residential compatible orientation
- Expanded mental health services to align medical center resources to meet anticipated needs of the homeless and unemployed Veteran population
- Supported \$25 million in research programs, including Mental Illness Research and Education Clinical Center, Geriatric Research Education Clinical Center and Rehabilitation Research and Development Grants
- Piloted a Nursing Assistant Training Program targeting unemployed OIF/OEF homeless Veterans and hired 13 graduates
- Transitioned 97 unemployed, homeless Veterans from Compensated Work Therapy into permanent "living wage" government and private industry jobs
- Implemented 24/7 coverage by an Attending Physician in the Intensive Care Unit
- Achieved or exceeded target on all Patient Satisfaction measures
- Updated Internet page adding an our Doctors feature and launched Facebook and Twitter sites
- Hosted annual OEF/OIF Welcome Home and Career day
- Hosted Miss USA, Miss Universe and Miss Teen USA during the National Salute to Hospitalized Veterans
- Established as one of VA's seven Regional Amputee Centers
- Achieved a full 15% energy intensity reduction
- Entered design phase for construction of the new Spinal Cord Injury Building and the adjoining multi-level parking garage
- Won first place in the national Human Resources Hiring Reform Poster competition
- Hired a new MyHealtheVet Coordinator and increased the number of new In Person Authentications by 22 percent in the last quarter
- Won 4th place in the National Systems Redesign Award for the Traumatic Brain Injury Clinic



VA NEW JERSEY HEALTH CARE SYSTEM Accomplishments

- Accredited by:
 - The Joint Commission
 - Commission of Accreditation of Rehabilitation Facilities
 - American College of Radiology
 - Federal Drug Administration
 - American College of Surgeons Commission on Cancer
 - College of American Pathologists
 - Association for the Accreditation of Human Research Protection
 - Association for the Assessment and Accreditation for Laboratory Animals
- Met or exceeded over 82% of Veterans' Clinical Performance Measures
- Achieved 100% of all Veterans' Clinical Performance Measures in the composites for Diabetes, Prevention, Tobacco, and Access
- Relocated Trenton Community Based Outpatient Clinic (CBOC) to Hamilton, NJ
- Relocated New Brunswick CBOC to Piscataway, NJ
- Visual Impairment Services Outpatient Rehabilitation Program opened a Hoptel Unit
- Obtaining the Patient-Centered Hospital and Continuing Care Designation Programs
- Three proposals accepted for VA Innovation Funding for Advancement of Centered Care
- Integrated Patient-Centered Medical Home, Women's Health Initiative, Telehealth, and VA Mental Health Initiative into CBOC long-term facility plan for Veterans
- Received Silver Achievement Award in VA's Office of Nursing Service Let's Get Certified Campaign
- Cited as a National Best Practice for the Operation Enduring Freedom/Operation Iraqi Freedom/Operation New Dawn Care Management Program
- Received National Spirit of Planetree Physician Champion, Caregiver, and Animal Therapy Awards
- Palliative Care Program, along with fellow VISN3 facilities, received the American Hospital Association Circle of Life Award
- Received Practice Greenhealth Partner Recognition Award for Environmental Excellence
- Upgraded radiology equipment at Howard Brick CBOC
- Formed new Cultural Competency Team
- Vesting Clinic serviced over 1,317 new and lost user patients
- Exceeded VHA Survey of Healthcare Experiences of Patients performance measure for privacy, noise, outpatient overall, getting care quickly, and responsiveness

Ending Veteran Homelessness through Community Partnerships

In November, 2009 VA Secretary Eric Shinseki announced a Five Year Plan to End Homelessness among Veterans. The Secretary's plan is based on six strategic pillars: outreach; prevention; treatment; housing and supportive services; income, employment and education; and community partnerships.

Of these strategic pillars, community partnerships is the tie that binds the entire plan together. Secretary Shinseki emphasized that the plan must rest on a firm foundation of a patient centered "No Wrong Door" policy across VA programs and services.

During fiscal year 2010, the VISN3 Homeless Care Line focused on a results driven approach to expanding existing homeless programs and implementing new initiatives. Each medical center as well as the VISN developed its own Five Year Plan to operationalize the Secretary's vision of Zero Homeless Veterans by 2014. These plans were shared amongst leadership from VA medical centers, the VISN, VA Central Office staff, VBA Regional Offices and Vet Centers at a VISN3 Homeless Summit which occurred on April 6, 2010 in Teaneck, New Jersey.

The Homeless Care Line has taken a team based approach to developing additional emergency housing capacity through Health Care for Homeless Veterans contracts with community providers. VA funded Grant and Per Diem transitional housing has been enhanced through three additional awards to community providers, and to date over 1,400 homeless Veterans have been placed in permanent housing through the U.S. Department of Housing and Urban Development – Veterans Affairs Supported Housing (HUD-VASH) program. A particular focus has been placed on serving chronically street homeless Veterans through innovative approaches such as the development of a Safe Haven program in the Bronx and using a "housing first" approach in HUD-VASH.

Facility	Partnerships
VA NY Harbor Healthcare System	<ul style="list-style-type: none"> • The Doe Fund • Black Veterans for Social Justice • Institute for Community Living
James J. Peters VA Medical Center	<ul style="list-style-type: none"> • Volunteers of America • New Era Veterans • Jericho Project
VA Hudson Valley Healthcare System	<ul style="list-style-type: none"> • Common Ground Community • Westhab, Inc. • St. Christopher's Inn
VA New Jersey Healthcare System	<ul style="list-style-type: none"> • Community Hope, Inc. • The Salvation Army • Bergen Co. Dept. of Humans Service & Care Plus
Northport VA Medical Center	<ul style="list-style-type: none"> • United Veterans Beacon Houses • The Salvation Army • Veterans Court of Suffolk County
VISN 3	<ul style="list-style-type: none"> • NYC Dept. of Homeless Services • NYS Dept. of Correctional Services • New Jersey Department of Corrections • Corporation for Supported Housing

▲ A sampling of current VISN 3 partnerships in support of the Five Year Plan to End Homelessness Among Veterans

Training Today for Tomorrow's VA

Network 3 leadership is strongly committed to developing employee skills to improve performance and potential to fill future positions. The need for employees to be prepared to advance is necessary as 57 percent of current supervisors and managers will soon be eligible to retire.

VISN3 is assisting employees for advancement by providing several educational and leadership development programs. A School At Work (SAW) program is offered at each facility and is designed to upgrade writing and math skills and the use of medical terminology for GS 1-5 and equivalent employees.

Each facility also provides a Leadership, Effectiveness, Accountability, Development program, known locally as the LEAD, for employees in grades 6-11 and equivalent. This program promotes a greater understanding of human resources practices, customer service and develops project management skills.

Bridges to the Future, a Network program for grade 11-13 and equivalent staff, promotes self awareness, interpersonal effectiveness, systems thinking and organizational stewardship. Networking opportunities exist as participants from across the Network work



VISN3 Director Michael Sabo addresses Bridges students on VA's Transformation Initiatives at the JJP VAMC on March 24.

and learn together in the classroom, on exercises and projects. The participants tour different VA medical centers and glean leadership advice from senior leaders.

The Network Executive Healthcare Leadership Institute (NEHCLI) offers Grade 13-15 and equivalent an even greater understanding of individual strengths and provides greater personal development through the use of mentors and regional coaching groups. This year-long

program provides higher level leadership development with opportunities to enhance business acumen, and develop collaborative and negotiation skills.

The LEAD, Bridges to the Future and NEHCLI programs use stretch assignments to enhance participant learning. Stretch assignments take individuals out of their typical work settings and roles and challenge them to use new management tools and problem solving skills to analyze a challenge, test solutions and offer recommendations for improvement.

Stretch assignments accomplished by Bridges participants in FY10:

- Decrease Congestive Heart Failure re-admission rates through team care.
- Prevention of missing patient belongings.
- Increase Veteran enrollment in the My HealtheVet program.
- Establish an inter-facility transfer process for VISN3 patients.
- Reduction of costs for non-emergency patient transportation.
- Identification of root causes for missing hospital linens.

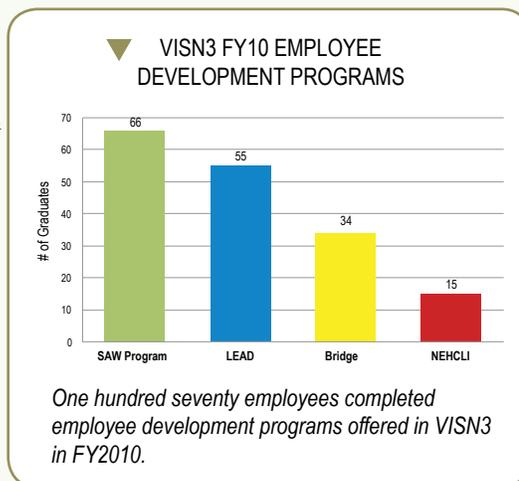
Another aspect of workforce development focuses on developing cultural competency of employees. Cultural competence is the ability of health care providers to respond effectively to the cultural and language needs that patients bring to the health care encounter. Initiatives are underway to ensure employees respond effectively to the cultural diversity of Veterans and the communities VA serves.



VA NEW YORK HARBOR HEALTHCARE SYSTEM

Accomplishments

- Accredited by:
 - The Joint Commission
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 - Federal Drug Administration
 - American College of Surgeons Commission on Cancer
 - College of American Pathologists
 - Association for the Accreditation of Human Research Protection
 - Association for the Assessment and Accreditation for Laboratory Animals
- Continued VA Nursing Academy, a partnership with Pace University and VA nursing school.
- Met or exceeded all FY10 Clinical Performance Measure Composite Scores, such as diabetes, ischemic heart, prevention, behavioral health screening, tobacco, heart failure, acute myocardial infarction, surgical care improvement project
- Initiated The Veterans Justice Outreach program
- Updated Internet page adding an our Doctors feature and launched Facebook and Twitter sites
- Graduated 85 employees from the School at Work Program and established a Coach Mentoring program
- Expanded Veteran services in Care Coordination Home Telehealth Program from 446 patients in FY09 to 516 patients in FY10
- Placed 573 Veterans in housing via The U.S. Department of Housing and Urban Development/VA Supported Housing program has been growing steadily since 2008
- Grew the Home Based Primary Care from 196 patients to 217 patients in FY10, with 51 patients at the St. Albans campus, 76 patients at the Brooklyn campus and 90 patients from the New York campus reducing re-hospitalization rates for their patients by over 70 percent.
- Continued outreach to enroll Operation Enduring Freedom/Operation Iraqi Freedom/Operation New Dawn Veterans to provide seamless transition services and enrolled 2,026 for VA healthcare in FY10, while serving 4,410 in FY10, up from 4,044 in FY09
- Received Chief Engineers received certificates of recognized by the VA Secretary for Implementation of American Recovery and Reinvestment Act project awards





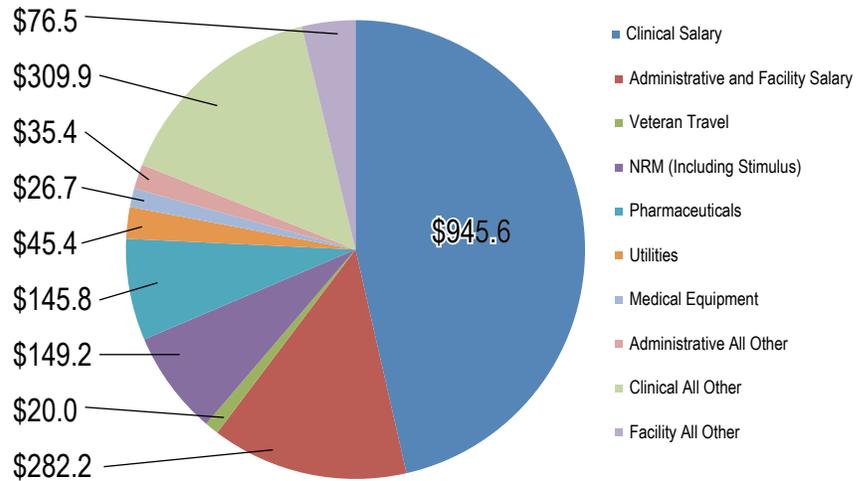
Vital Statistics

NORTHPORT VA MEDICAL CENTER

Accomplishments

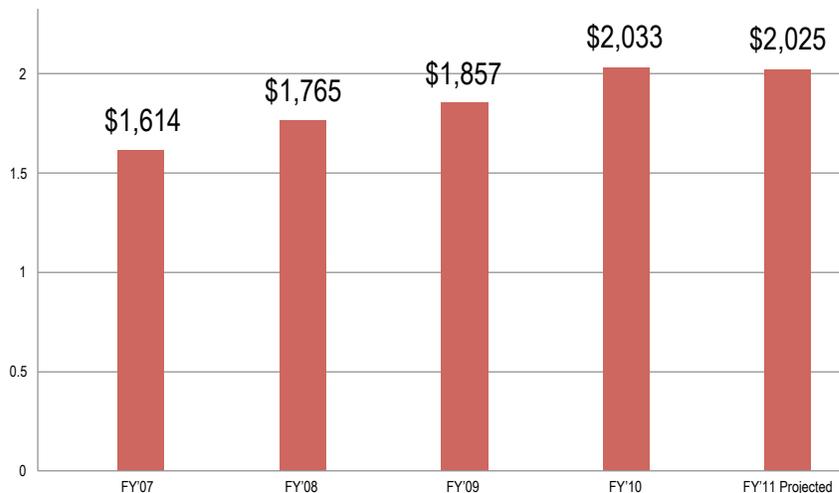
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 - American College of Radiology
 - Federal Drug Administration
 - American College of Surgeons Commission on Cancer
 - College of American Pathologists
 - Association for the Accreditation of Human Research Protection
 - Association for the Assessment and Accreditation for Laboratory Animals
- Honored to have accepted the Vietnam Veterans of America Memorial Garden from the Vietnam Veterans of America, Chapters 11 and 82, and Dignity Memorial Funeral Homes, Gary Duff Designs, Empire National Savings Bank, DAV, and other generous donors.
- Honored as Health Facility of the Year by The Times of Northport newspaper
- Received the VA Secretary's 2010 Award for Nursing Excellence
- Received the VA Secretary's 2010 Award for Excellence in Chaplaincy
- Received the VA Secretary's Labor Management Relations Award (Honorable Mention)
- Received the VA Secretary's 2010 Award for Social Work Excellence
- Received American Hospital Association's Circle of Life Award for Palliative and End of Life Care
- Won four NYC Federal Executive Board Employee of the Year Awards
- Won VA's Office of Information and Technology Employee Innovation Competition for Computerized Patient Record System patient safety submission
- Established Veteran Quality of Life Program with Disabled American Veteran Transportation Program leaders
- Created a Facebook page and, by year's end, was VA's third most successful facility page nationally
- Hosted VISN3's Women's Health Providers Conference
- Hosted VISN3's first Adaptive Sports Clinic for disabled veterans, sponsored by the United States Olympic Committee/Paralympics Division and the Disabled Veterans of America Volunteer Transportation Network
- Established an East End Rural Health Program

▼ VISN3 FY10 SPENDING (IN MILLIONS)



This pie chart shows the breakout of VISN3 expenditures for FY10 by major clinical, administrative and facility categories.

▼ VISN3 BUDGET (IN MILLIONS)



The VISN3 budget is determined by clinical complexity of Veterans treated, special enhancements, medical resident education and nonrecurring maintenance and repair.

Research Contributions to Veterans Care

VA researchers have played key roles in developing the cardiac pacemaker, the CT scan, magnetic source imaging (MRI) and high-tech prosthesis. The first liver transplant in the United States was performed at a VA medical center and the first successful drug treatments for high blood pressure and schizophrenia were pioneered by VA researchers.

In VISN 3, researchers have made major contributions to important health concerns of Veterans and the nation. Investigators are conducting research on mental health needs of our Veterans with Traumatic Brain Injury and those at risk of suicide. This research has identified the need to rapidly implement safety planning and to sustain support for the family during conflicts that returning Veterans often experience. Furthermore, at the James J. Peters VAMC, innovative mental health treatments are being developed, funded by the Department of Defense. These include a study of cortisol augmentation of trauma-focused psychotherapy, and the use of the glucocorticoid receptor blocker, mifepristone, in the treatment of PTSD. A strong effort in the biology of PTSD continues with VA and DOD funded grants that are examining PTSD biomarkers including brain imaging, neurochemical, molecular, epigenetic and genetic markers in OEF/OIF/OND veterans.

A Mental Health Research and Education Clinical Center project developed the Suicide Risk Assessment (SRA) tool which was implemented in 2007. The tool evaluates the risk factor for a suicidal individual and assigns them a global level of risk. It is administered upon admission to a VA medical center or in an outpatient clinic with more frequent reassessment for higher risk patients. The SRA is being studied to determine if it can improve treatment planning and follow-up, and ultimately reduce suicidal behaviors among veterans. The JJP VA is also a sight for SAFE VET, a multi-VA study for determining outcome of clinical care of suicidal patients presenting to the ER.



VA New York Harbor researchers are using a proven safety planning intervention that starts as soon a patient arrives in the Emergency Department. At the James J. Peters (JJP) VAMC, family support is being fostered by a study that uses a psycho-educational program with multi-family group interventions that allows patients and families to learn how to cope with the physical and psychological changes experienced by Veterans.

Many scientists have been studying the biology of suicide in an attempt to find better ways to treat the short and long term consequences of the disease. JJP researchers have identified a molecular mechanism--called RNA editing--that distinguishes suicide victims from non-suicide psychiatric subjects. Another study funded by the American Foundation for Suicide Prevention is examining genome-wide gene expression in suicide attempters. These discovery holds the potential to identify novel targets for prevention and treatment strategies against suicidal behavior.

Investigators at the East Orange VAMC have been studying the erythropoietin molecule, which controls red blood cell production. Another portion of the molecule reduces inflammation in the nervous system in experimental animals. This may be a method for reducing neurological injury in humans with spinal cord injury and brain injury. Investigators in the JJ Peters VAMC have been using an animal model to understand the effects of blast injuries which are a serious threat to the health of combat Veterans. These studies are being performed in collaboration with investigators from the Department of Defense to determine the direct effects of blast exposure on the brain.

At the Northport VAMC, investigators in the sleep research group have shown that many of the symptoms of gulf war illness occur because of sleep disorders and can be modulated by the use of continuous positive airway pressure.

VA contributions to medical knowledge have won VA physician scientists many prestigious awards, including three Nobel Prizes, one awarded to Dr. Rosalyn Yelow, a JJ Peters VAMC Scientist. VA researchers answer yesterday's medical questions today and plant the seeds for tomorrow's medical achievements. The tradition of VA's contributions to the study of diseases that affect servicemen and women -- prosthetics, rehabilitation, PTSD and Gulf War maladies-- will continue to benefit the lives of our nations heroes.

WHERE YOU CAN FIND US

VA HUDSON VALLEY HEALTH CARE SYSTEM

MEDICAL CENTERS:

Montrose Campus

Route 9A/P.O. Box 100
Montrose, NY 10548-0100
(914) 737-4400

Castle Point Campus

Castle Point, NY 12511
(845) 831-2000

COMMUNITY CLINICS:

Carmel

1875 Route 6
2nd Floor
Carmel, NY 10512
(845) 228-5291

Monticello

55 Sturgis Road
Monticello, NY 12701
(845) 791-4936

Port Jervis

150 Pike Street
Port Jervis, NY 12771
(845) 856-5396

New City

345 North Main Street
New City, NY 10956
(845) 634-8942

Pine Plains

Eastern Dutchess
Community Clinic
2881 Church Street,
Rt. 199
Pine Plains, NY 12567

Goshen

30 Hatfield Lane,
Suite 204
Goshen, NY 10924
(845) 294-6927



VA JAMES J. PETERS MEDICAL CENTER

130 West Kingsbridge Road
Bronx, NY 10468
(718) 584-9000

COMMUNITY CLINICS:

White Plains

23 South Broadway
White Plains, NY 10601
(914) 421-1951

Yonkers

124 New Main Street
Yonkers, NY 10701
(914) 375-8055

Queens (current)

41-03 Queens Blvd.
Sunnyside, NY 11104
(718) 741-4800

Queens (soon to open)

47-01 Queens Blvd.
Sunnyside, NY 11104
(718) 741-4800



VA NORTHPORT (LONG ISLAND) MEDICAL CENTER:

79 Middleville Road
Northport, NY 11768
(631) 261-4400

COMMUNITY CLINICS:

Patchogue

4 Phyllis Drive
Patchogue, NY 11772
(631) 754-7978

Riverhead

300 Center Drive,
Griffing Building
Riverhead, NY 11901
(631) 722-4950

East Meadow

2201 Hempstead
Turnpike, Building "Q"
East Meadow, NY 11554
(516) 282-0670



VA NEW JERSEY HEALTH CARE SYSTEM MEDICAL CENTERS:

MEDICAL CENTERS:

East Orange Campus

385 Tremont Avenue
East Orange, NJ 07018-1095
(973) 676-1000

Lyons Campus

151 Knollcroft Road
Lyons, NJ 07939
(908) 647-0180

COMMUNITY CLINICS:

Brick

970 Route 70
Brick, NJ 08724
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654 East Jersey Street, 2A
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Hamilton University Off. Plaza 1

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Hamilton, NJ 08619
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Hackensack

385 Prospect Ave
Hackensack, NJ 07601
(201) 487-1390

Jersey City

115 Christopher Columbus Dr
Jersey City, NJ 07302
(201) 435-3055

Piscataway

14 Wills Way
Piscataway, NJ 08854
(732)-981-8193

Morristown

340 West Hanover Avenue
Morristown, NJ 07960
(973) 539-9791; (973) 539-9794

Newark

20 Washington Place
Newark, NJ 07102
(973)-645-1441

Paterson

11 Getty Avenue
Building 275
Paterson, NJ 07503
(973)-247-1666

Patterson Army Health Clinic

Stephenson Avenue
Building 1075
Fort Monmouth, NJ 07703
(732)-532-4500



VA NEW YORK HARBOR HEALTH CARE SYSTEM

MEDICAL CENTERS:

Brooklyn Campus

800 Poly Place
Brooklyn, NY 11209
(718) 836-6600

New York Campus

423 East 23rd Street
New York, NY 10010
(212) 686-7500

VA Primary and

Extended Care Center

179th Street & Linden Boulevard
St. Albans, NY 11425
(718) 526-1000

COMMUNITY CLINICS:

Brooklyn

40 Flatbush Ave.
Extension 8th Floor
Brooklyn, NY 11201
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Staten Island

1150 South Avenue
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Staten Island, NY 10314
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