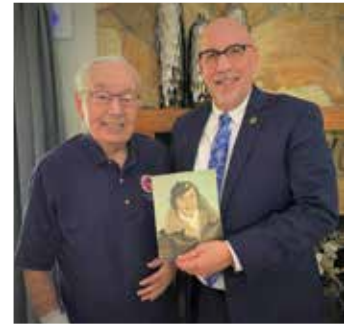




Year in Review 2022



Putting Veterans in the heart of everything we do.



VA



U.S. Department of Veterans Affairs
Veterans Health Administration
VA Sunshine Healthcare Network (VISN 8)





From the Network Director:

As the nation's largest Veterans Integrated Service Network (VISN) relative to Veterans served, we continue to proudly deliver high-quality, compassionate health care to our nation's heroes.

The Veteran is at the heart of everything we do. Whenever we make a decision at VA, we ask ourselves one question above all else: what does it mean for the Veterans we serve, and for their families, caregivers, and survivors? As you read through the pages of this report, you will see that we are putting Veterans first and delivering on our promises as a high reliability organization.

Virtual care services continued to play a vital role in 2022, helping Veterans access quality care quickly and easily. For example, VISN 8's Clinical Contact Center (CCC) provided a full range of services to hundreds of thousands of Veterans and their caregivers, helping to surpass five million calls since opening less than four years ago. Further, CCC employees scored highly in Veteran surveys for helpfulness and ease of use. Overall, virtual care has increased by more than 1,100 percent across VISN 8 facilities since 2019.

We are committed to building and maintaining trust with our Veteran patients, their families, and caregivers. Last year, 91 percent of patients surveyed reported their trust in VISN 8 facilities for their medical and mental health needs. This is higher than the VHA national average. Also, 96 percent said they felt respected and comfortable during their most recent appointment. While these are satisfying statistics, we will strive for improvement.

We successfully completed and opened six new facilities that offer a wide range of medical and mental health services. Six more facilities are scheduled to open soon. These new facilities will help expand services, including more services for women Veterans who make up the fastest growing Veteran group.

Along with prioritizing Veteran employment, we are committed to building and cultivating a workplace that promotes diversity and inclusion. This important work helps ensure that employees are drawn from the broadest segments of society, so we are fully prepared to meet Veterans' present and future needs.

Thank you to all staff, volunteers, and partners for another year of your dedication and hard work in providing the highest standards of whole health care for our Veterans and their families.

With sincere gratitude,

David B. Isaacks, FACHE
Director, VA Sunshine Healthcare Network (VISN 8)

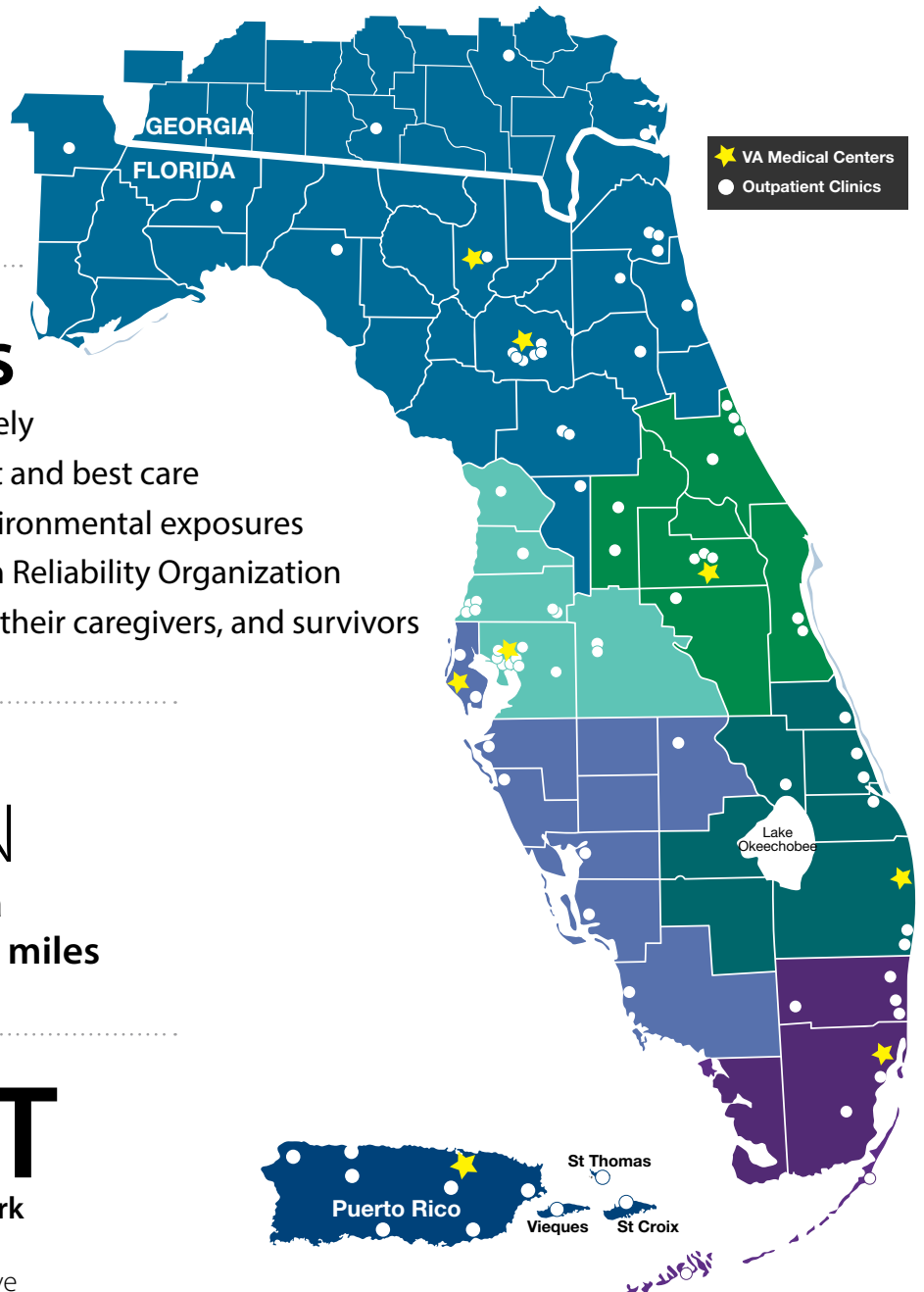
Providing **HIGH-QUALITY HEALTH CARE**

to Veterans in Florida, South Georgia, Puerto Rico & the U.S. Virgin Islands



8

major hospitals & 60+ community clinics



VISN 8 PRIORITIES

- Hire faster and more competitively
- Connect Veterans to the soonest and best care
- Serve Veterans with military environmental exposures
- Accelerate VA's journey to a High Reliability Organization
- Support Veterans' whole health, their caregivers, and survivors

1.5 MILLION

Veteran population covering a service area of **64,000 square miles**

LARGEST

Veterans Integrated Service Network (VISN) relative to Veterans served.

VISN 8 serves about 10 percent of all active users of VA health care.

2022 At a Glance:

Delivering exceptional care and building trust

91% of patients surveyed in 2022 reported that they trust VISN 8 facilities for their medical and mental health needs – higher than the VHA national average. Quality of care, interactions with staff, and cleanliness of facilities were the three areas in which Veterans complimented us the most. Additionally, 96 percent of patients surveyed said they felt respected and comfortable during their most recent appointment.



Workload	FY20	FY21	FY22
Total Enrollees	764,369	779,828	774,892 ▼
Unique Patients	627,222	678,609	672,736 ▼
Outpatient Visits	8,498,707	9,873,346	9,222,504 ▼
Total Admissions	70,013	73,867	73,818 ▼
Emergency Department Visits	285,138	251,961	308,191 ▲
Veterans Utilizing Community Care	160,075	181,791	203,124 ▲
Surgeries performed	14,735	14,993	14,728 ▼

Number of Veterans Utilizing Community Care

VA provides care to Veterans through community providers when VA cannot provide the care needed. Community care is based on specific eligibility requirements, availability of VA care, and the needs and circumstances of individual Veterans. Since 2019, VISN 8's use of care in the community has increased by 35 percent, and in 2022 alone we authorized nearly 208,000 community care appointments for Veterans.

Facility Name	FY20	FY21	FY22
Bay Pines, FL	31,046	36,097	38,493 ▲
Miami, FL	8,471	9,989	9,658 ▼
Gainesville, FL	34,963	43,738	50,011 ▲
San Juan, PR	15,956	16,652	18,620 ▲
Tampa, FL	25,883	28,961	34,282 ▲
Orlando, FL	33,974	37,630	42,150 ▲
West Palm Beach, FL	12,579	12,808	14,443 ▲

Virtual Care Workload (All Telehealth Types)

Since 2019, VISN 8 facilities collectively have increased virtual care workload by more than **1,140 percent!** Virtual care includes things like secure video appointments, secure chat, telephone appointments, and other forms of virtual appointments.

Fiscal Year	FY20	FY21	FY22
Appointments Completed	609,549	1,316,615	1,179,912 ▼

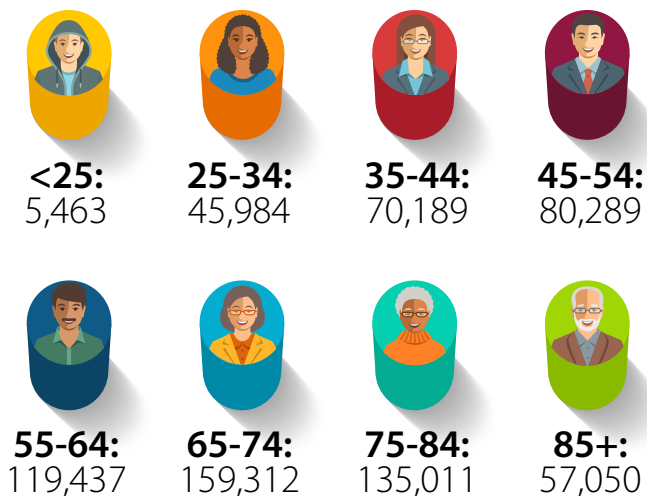
Who We Serve

Veterans by Gender	Veterans	Percentage
Male	569,770	85%
Female	102,965	15%

VA provides comprehensive women's health services to include general health and wellness checks, women-specific care for reproductive health, management of long-term conditions, pain management, mental health, treatment for conditions related to military sexual trauma, and more. As the fastest growing group in the Veteran population, VISN 8 continues to prioritize services for women Veterans. There are more than 2 million women Veterans living in the U.S. today. Florida has the second highest number of women Veterans in the nation, about 165,00, only behind Texas with a little more than 200,000. In 2000, women were only 4 percent of the Veteran population. By 2040, women will be 18 percent of the Veteran population. VISN 8 hit the 15 percent mark just in the last year.



Veterans by Age



Veterans by Era of Service



Workforce & Budget

In 2022, Veteran employees (employees who served in the U.S. Armed Forces) accounted for about 26 percent of the VISN 8 workforce. Veteran employees are found at every level of the organization and truly take to heart the “Veterans serving Veterans” mentality. In addition to prioritizing Veteran employment, VA proudly leads the effort to build a diverse workforce and cultivate an inclusive work environment. We do this by developing and implementing policies and programs that promote diversity and inclusion in our workplace. We strive to ensure that VA’s professionals are drawn from the broadest segments of society so that the department is poised to meet the present and future needs of the Nation’s Veterans, their families, and beneficiaries.

Workforce	FY20	FY21	FY22
Total Employees	32,842	33,260	33,603 ▲
Veteran Employees (Those who served in the U.S. Military)	9,084	8,636	8,603 ▼
New Hires	4,691	3,926	4,618 ▲

Operating Budget	FY20	FY21	FY22
Total Operating budget	\$5,454,174,812	\$5,661,519,501	\$5,937,247,013 ▲
Salaries and Benefits	\$3,481,945,317	\$3,692,715,671	\$4,185,400,766 ▲
Consolidated Mailout Pharmacy	\$369,934,502	\$695,263,033	\$447,947,125 ▼
Community Care	\$1,182,176,650	\$1,644,366,570	\$1,925,502,799 ▲
Medical Care & Collections	\$271,834,664	\$288,567,795	\$349,113,004 ▲
Equipment	\$83,929,401	\$174,835,328	\$200,911,922 ▲
Land and Structures	\$103,274,186	\$164,188,488	\$216,629,587 ▲
Prosthetics	\$300,739,971	\$353,336,312	\$367,865,280 ▲

Now Open



North Pinellas Community Based Outpatient Clinic

PARENT FACILITY: Bay Pines VA Healthcare System

SERVICES: Primary care, mental health, women's health, lab, telehealth, audiology, social work, pharmacy consultation, nutrition counseling, peer support, Whole Health



Ocala Community Based Outpatient Clinic

PARENT FACILITY: North Florida/South Georgia Veterans Health System

SERVICES: Primary care, mental health, women's health, Whole Health, lab, audiology, podiatry, optometry, home based primary care, telehealth



Gainesville Primary Care Clinic

PARENT FACILITY: North Florida/South Georgia Veterans Health System

SERVICES: Primary care, mental health, women's health, Whole Health, radiology, lab, physical medicine and rehabilitation, prosthetics, telehealth



Delray Beach Community Based Outpatient Clinic

PARENT FACILITY: West Palm Beach VA Healthcare System

SERVICES: Primary care, mental health, women's health, Whole Health, audiology, diagnostic imaging, social work, clinical pharmacy, and laboratory services



Gainesville Mental Health Clinic

PARENT FACILITY: North Florida/South Georgia Veterans Health System

SERVICES: General mental health, substance abuse clinic, mental health intensive care management, psychosocial rehabilitation and recovery, work therapy, posttraumatic stress disorder, suicide prevention



Eurípides Rubio Outpatient Clinic

PARENT FACILITY: VA Caribbean Healthcare System

SERVICES: Primary care, mental health, cardiology, physical medicine and rehabilitation, outpatient surgery, urology, ophthalmology, optometry, podiatry, telehealth, ENT, social work, nutrition and food services, blind rehabilitation, pharmacy, lab, diagnostic imaging, prosthetics

Opening Soon



COMING 2023

New Port Richey Community Based Outpatient Clinic

PARENT FACILITY: James A. Haley Veterans' Hospital and Clinics

SERVICES: Primary care, mental health, audiology, optometry, dermatology, podiatry, radiology, imaging, pharmacy, telehealth, lab, dental, pulmonary, prosthetics



COMING 2023

New Bed Tower (Tampa)

PARENT FACILITY: James A. Haley Veterans' Hospital and Clinics

SERVICES: The new bed tower provides 96 private surgical rooms, 40 ICU beds, expanded eligibility and enrollment, a new Canteen, a healing garden and various support spaces.



COMING LATE 2023

Domiciliary & Psychosocial Outpatient Center

PARENT FACILITY: VA Caribbean Healthcare System

SERVICES: Residential mental health and psychosocial rehabilitation and recovery programs



COMING 2024

William V. Chappell Jr. VA Outpatient Clinic (Daytona Beach)

PARENT FACILITY: Orlando VA Healthcare System

SERVICES: Primary care, select specialty care services, mental health, women's health, lab, Whole Health, telehealth



COMING EARLY 2024

Jacksonville Outpatient Clinic/Domiciliary

PARENT FACILITY: North Florida/South Georgia Veterans Health System

SERVICES: Primary care, mental health, radiology, audiology, lab, optometry & optical shop, medical library, physical medicine and rehabilitation, prosthetics, urgent care, Whole Health, telehealth, 30-bed domiciliary



COMING LATE 2024

Lakeland Community Based Outpatient Clinic

PARENT FACILITY: James A. Haley Veterans' Hospital and Clinics

SERVICES: Primary care, mental health, women's health, audiology, eye clinic, podiatry, home oxygen clinic, prosthetics, physical medicine and rehabilitation, lab, telehealth



We are here for Veterans, 24/7/365!

Virtual Urgent Care You Can Count On

The VA Sunshine Healthcare Network (VISN 8) Clinical Contact Center (CCC) had another successful year in 2022 while providing virtual urgent care to hundreds of thousands of Veterans residing in Florida, South Georgia, and the Caribbean.

Launched in July 2019, the CCC is VISN 8's premiere, around-the-clock, virtual urgent care provider offering a full complement of services, including nurse triage, pharmacy, scheduling and administration, and virtual visits with a doctor or nurse practitioner. The CCC team utilizes phone, VA Video Connect, and VA Health Chat to engage with Veterans. Both VA Video Connect and VA Health Chat are secure apps Veterans can use at no cost to connect with providers for their health care needs.

Call/Chat Volume	FY20	FY21	FY22
Calls Handled	570,935	1,747,980	1,887,747 ▲
Virtual Care Visits	11,326	16,514	25,003 ▲
VA Health Chat	3,843	9,450	10,057 ▲

In 2022, the center provided more care to Veterans than ever before surpassing 5 million calls answered by Veterans and their caregivers in less than four years. Additionally, 23,350 secure chats via VA Health Chat were serviced since the center made the app available for use in March 2020 – the highest chat volume for any Veterans Integrated Healthcare Network (VISN) in the nation.

Veterans resoundingly voiced satisfaction and trust in the CCC. In a survey of Veterans who utilized VA Health Chat in August 2022, 98 percent of respondents stated that it improved their access to care.

In September 2022, Veterans who responded to the VSignals survey (a survey and measurement system used by VA) scored the CCC staff as 4.5 in employee helpfulness and 4.5 for ease/simplicity, with 5 being the highest score possible. Likewise, the center's workforce, now about 675 strong, reported favorable employee engagement and satisfaction as an agency subcomponent. The workforce scored 90 out of 100 points in the Partnership for Public Service Best Places to Work in the Federal Government rankings. The official publication of the scores is expected in Summer 2023.

Veterans enrolled for care in VISN 8 and their caregivers may call 1-877-741-3400. Veterans who prefer secure chat in lieu of the telephone can download VA Health Chat to any mobile device. Clinical Contact Center staff is available to respond to chats Monday – Friday from 8:00 a.m. – 4:00 p.m. weekly except for federal holidays.

The VISN 8 Clinical Contact Center should not be used for emergency situations. Veterans can review the facility locator at www.va.gov/find-locations for information about urgent care and emergency departments near to them.

In the event of a life-threatening emergency, Veterans should call 911 or visit the closest emergency department. If the medical condition is not emergent and does not require a face-to-face visit, the VISN 8 Clinical Contact Center is available around the clock to serve America's heroes.

BAY PINES

VA Healthcare System

www.va.gov/bay-pines-health-care

10000 Bay Pines Blvd.; Bay Pines, FL 33744

727-398-6661

888-820-0230

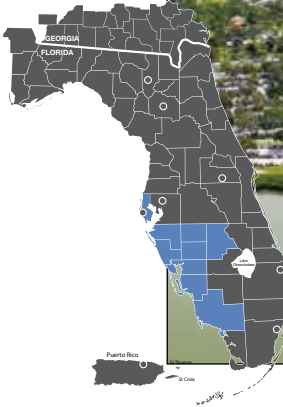
Director: Paul M. Russo, MHA, FACHE, RD



facebook.com/VABayPines



twitter.com/VABayPines



The Bay Pines VA Healthcare System provides level 1a, tertiary care and is headquartered in Bay Pines, Florida. Opened in 1933, the C. W. Bill Young VA Medical Center is situated on 337 acres on the Gulf of Mexico approximately eight miles northwest of downtown Saint Petersburg. Co-located on the medical center campus is the Veterans Benefits Administration's St. Petersburg Regional Office and the Bay Pines National Cemetery. An ambulatory surgery center which provides same-day surgery, endoscopy, and other ancillary services is located in Cape Coral. In addition to the main hospital and ambulatory surgical center, the healthcare system operates seven outpatient clinics in Bradenton, Clearwater, Naples, Port Charlotte, Sarasota, St. Petersburg, and Sebring. The healthcare system provides a full range of high quality medical, surgical, psychiatric, and extended-care services in outpatient, inpatient, residential, nursing home/ community living center, and home care settings for Veterans residing in 10 counties in central, southwest Florida ranging from Pinellas County to Collier County.

By the Numbers

2022

Total Employees	4,319
% of Veteran Employees	27%
Total Volunteers Hours	50,229
Total Veterans Served	117,271
Eligible Vet Population in Svc. Area	191,464
Total Enrollees	120,202
Market Penetration*	63%
Total Outpatient Visits	1.4 Million
Average Daily Outpatient Visits	3,924
Total Operating Beds	393
Total Admissions	8,397
Total Budget	\$1.33 Billion

* Percentage of Veterans enrolled for care out of total Veterans eligible within service area.

	VETERANS SERVED	OUTPATIENT VISITS
Bay Pines	102,593	777,124
Bradenton	15,596	81,742
Cape Coral	39,256	295,099
Clearwater	9,135	52,424
Naples	8,538	44,094
Port Charlotte	10,715	54,326
Sarasota	12,860	75,440
Sebring	8,538	30,550
St. Petersburg	3,050	21,545

Accreditations/ Certifications

- The Joint Commission
- Commission on Accreditation of Rehabilitation Facilities
- Accreditation Council for Graduate Medical Education
- American Psychological Association
- American Association of Blood Banks
- American College of Radiology
- Association for Assessment and Accreditation of Laboratory Animal Care
- Association for Accreditation of Human Research Protection Programs
- Commission on Dental Accreditation
- Commission on Cancer
- Food and Drug Administration



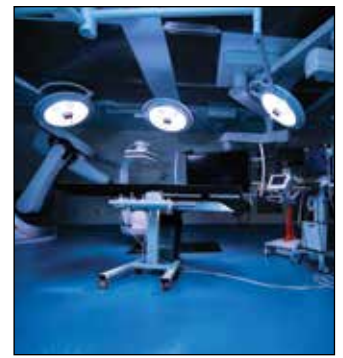
New, Larger Clinic for Veterans in North Pinellas County

The Bay Pines VA Healthcare System cut the ribbon on the new North Pinellas Community Based Outpatient Clinic in June 2022. The new and expanded clinic was long awaited by Veterans who reside in the area and serves as a replacement for the Palm Harbor VA Clinic. The newly 24,400 square foot facility doubled the size of the former location and increases Veterans' access to care in Pinellas County. Services provided include audiology and speech pathology, laboratory and pathology, pharmacy, primary care, mental health, social work, women Veterans care, and telehealth. The new location provides for expansion of primary care and mental health providers. Physical therapy and rehabilitation services are also expected to be added at the clinic in 2023.



Tele-Critical Care Helps Veterans Heal and Get Back on Their Feet

Tele-Critical Care (TeleCC) is an advanced telehealth program through which remote intensivists support ICU patients using state-of-the-art virtual technologies and clinical information systems. TeleCC creates an additional layer of monitoring to standard care and increases access to intensive care expertise directly at the bedside. The Bay Pines VA is the first healthcare system in VISN 8 to receive this system, and the first in the Veterans Health Administration to integrate TeleCC education with the Get-Well Network, an interactive patient information system equipped at the bedside available to patients. After a year of training and project planning, TeleCC went live at the C.W. Bill Young VA Medical Center in November 2022.



Hybrid Operating Rooms Coming to Bay Pines

A hybrid operating room is an advanced procedural space that features surgical equipment and imaging in one location. This combination augments the ability to address highly complex, advanced surgical procedures. Not only are the rooms combined, but the teams are combined to form a multi-disciplinary group of clinicians prepared to meet the complex needs of Veterans. At the Bay Pines VA, this multi-disciplinary group consists of staff from surgery, radiology, nursing, and anesthesia. This innovation improves access to care for Veterans because it offers the highest quality of care using advanced technology. Bay Pines anticipates being able to implement hybrid ORs in 2023.



Partnership in Action

In 2022, The Bay Pines VA's Lee County Healthcare Center, in partnership with the Community Cooperative, Inc., held twice monthly mobile food pantries for Veterans residing in and around Cape Coral, Fla. The collaborative initiative served approximately 150 Veterans and their families at each event.

JAMES A. HALEY

Veterans' Hospital

www.va.gov/tampa-health-care

13000 Bruce B. Downs Blvd.
Tampa, FL 33612

813-972-2000 / 888-716-7787

Director: David K. Dunning, MPA



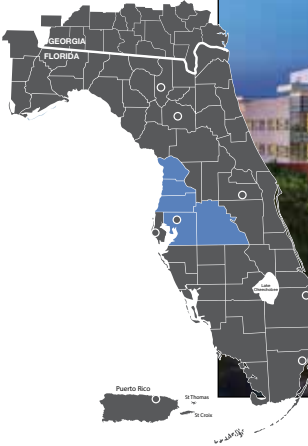
facebook.com/VAatampa



twitter.com/tampaVA



instagram.com/tampavamc



The James A. Haley Veterans' Hospital (JAHVH) is a tertiary care facility classified as a Clinical Referral Level 1 Facility. JAHVH is a teaching hospital, providing a full range of patient care services, with state-of-the-art technology as well as education and research. As one of the largest VA teaching facilities, JAHVH is affiliated with the University of South Florida and currently includes 131 additional active affiliations and 200+ resident slots. The 499-operating bed medical center includes hospital med-surgical, acute psychiatry, nursing home/community living center, hospice and palliative care, spinal cord injury, polytrauma center, pain/rehab along with multiple outpatient primary and specialty care services. JAHVH also operates a primary care annex near the main hospital and seven main community clinics, each offering primary and mental health care. JAHVH also operates a state-of-the-art multi-specialty outpatient clinic in South Hillsborough County that has been open since May 2019.

By the Numbers

2022

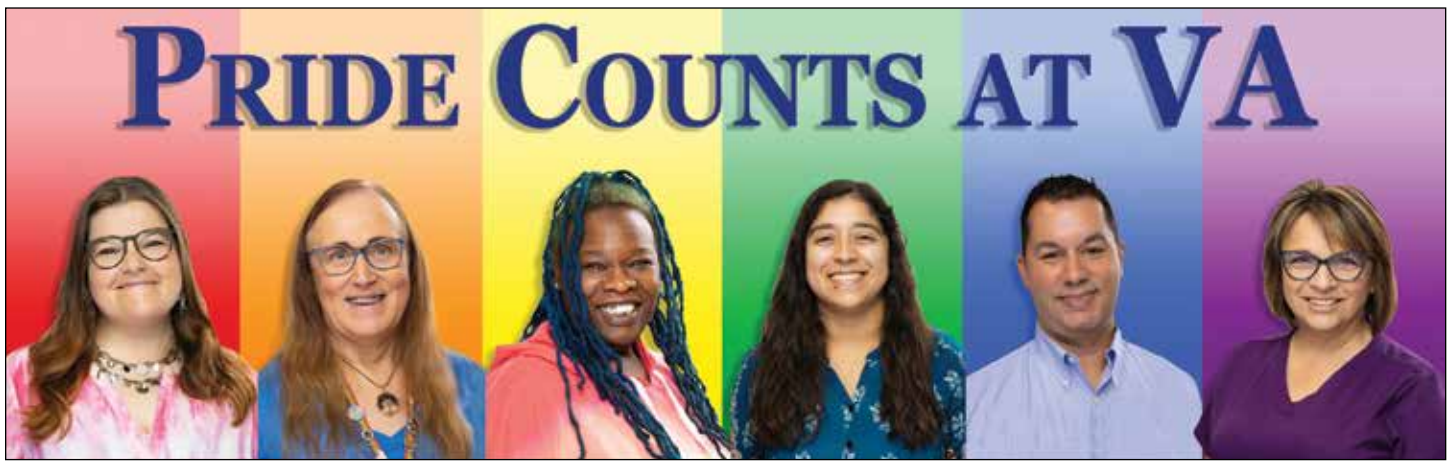
Total Employees	6,052
% of Veteran Employees	23%
Total Volunteers Hours	23,198
Total Veterans Served	121,665
Eligible Vet Population in Svc. Area	158,313
Total Enrollees	116,845
Market Penetration*	74%
Total Outpatient Visits	1.6 Million
Average Daily Outpatient Visits	4,436
Total Operating Beds	499
Total Admissions	9,996
Total Budget	\$1.6 Billion

* Percentage of Veterans enrolled for care out of total Veterans eligible within service area.

	VETERANS SERVED	OUTPATIENT VISITS
Tampa	111,970	827,315
Brooksville	8,039	44,207
Hidden River	36,080	167,948
Lakeland	13,258	59,103
Lecanto	8,027	38,486
New Port Richey	18,526	112,459
South Hillsborough	14,875	86,425
Zephyrhills	4,032	13,497

Accreditations/ Certifications

- The Joint Commission
- Commission on Accreditation of Rehabilitation Facilities
- College of American Pathologists Laboratory Survey
- Food and Drug Administration Blood Bank Inspection
- American College of Radiology Mammography Inspection
- American Association of Blood Banks
- Nuclear Regulatory Commission
- Association for the Accreditation of Human Research Protection Program
- Association for Assessment and Accreditation of Laboratory Animal Care
- Accreditation Council for Graduate Medical Education
- American Psychological Association
- American College of Radiology
- Commission on Dental Accreditation
- Commission on Cancer
- And more...



Tampa VA Promotes Inclusive, Safe, Environment for All

Tampa VA employees reflecting the LGBTQ diversity of Veterans and employees completed a video and photo promotion in support of the Pride Counts at VA campaign in June 2022.

The goal of the campaign was to visually and verbally reflect the department's goal to ensure all VA facilities are safe, welcoming, and inclusive places where professionals can work, and where all Veterans can receive world-class health care.



Proud VA Nurse Shares Story of Filipino Heritage

Tampa VA nurse Don Bronto (far right) along with this family, carry with them a proud Filipino heritage. The James A. Haley Veterans' Hospital told his story of success and service as part of recognition activities for Nurses Week and Asian Pacific American Heritage Month in May 2022. Bronto's professional relationships helped to amplify the story and it reached world-wide audiences, including his proud friends and family back in the Philippines.



Veterans Finds Strength Through Tampa VA PREP Program

Navy Chief Petty Officer Phillip Fong credited part of his success at the 2022 Invictus Games to the Tampa VA Post-Deployment Rehabilitation and Evaluation Program (PREP). Fong, stationed with U.S. Special Operations Command, MacDill Air Force Base, shared his mental health journey and the benefits of the PREP program at Tampa VA. Representing the United States, Fong traveled to Europe and captured Gold and Bronze in last year's Invictus Games held in the Spring. The Post-Deployment Rehabilitation and Evaluation Program (PREP) is a mild Traumatic Brain Injury (mTBI) inpatient program based on individualized evaluation and treatment needs. PREP includes comprehensive individualized evaluations and initiation of treatments for combat-related physical, cognitive, and mental health symptoms. Emphasis is placed on persistent post-concussive symptoms, post-deployment readjustment issues, and emotional functioning. Our treatment is collaborative and facilitated by an interdisciplinary team that can address both rehabilitation and mental health needs simultaneously.



Partnership in Action

In November 2022, the James A. Haley Veterans' Hospital partnered for an event with the American Cancer Society to raise awareness about the dangers of smoking during Lung Cancer Prevention Month. More than 50 Veterans and employees signed the pledge to quit cold turkey.

MIAMI

VA Healthcare System

www.va.gov/miami-health-care

1201 N.W. 16th St.; Miami, FL 33125

305-575-7000

888-276-1785

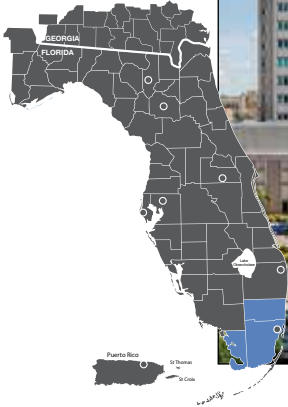
Director: Kalautie S. JangDhari



facebook.com/MiamiVAMC



twitter.com/MiamiVAMC



The Miami VA Healthcare System is a Joint Commission accredited, complexity level 1A facility serving approximately 60,000 Veterans in three South Florida counties: Miami-Dade, Broward, and Monroe. The Bruce W. Carter VA Medical Center in downtown Miami supports two major satellite outpatient clinics in Sunrise and Key West, and five community-based outpatient clinics in Homestead, Key Largo, Pembroke Pines, Hollywood, and Deerfield Beach. The facility provides general medical, surgical, and psychiatric services, as well as serving as an AIDS/HIV center, prosthetic treatment center, spinal cord injury rehabilitative center, and geriatric research, education, and clinical center. A health care for homeless Veterans clinic is also located close by. The organization is recognized as a Center of Excellence in spinal cord injury research, substance abuse treatment, and a chest pain center. Also, the healthcare system's Research Program conducts nearly \$8 million in research in oncology, PTSD, endocrinology, diabetes, mental health, hypertension, and other medical fields.

By the Numbers	2022
Total Employees	2,858
% of Veteran Employees	25%
Total Volunteers Hours	11,538
Total Veterans Served	59,485
Eligible Vet Population in Svc. Area	109,677
Total Enrollees	65,515
Market Penetration*	59%
Total Outpatient Visits	814,557
Average Daily Outpatient Visits	2,232
Total Operating Beds	315
Total Admissions	4,382
Total Budget	\$776 Million

* Percentage of Veterans enrolled for care out of total Veterans eligible within service area.

	VETERANS SERVED	OUTPATIENT VISITS
Miami	59,485	534,886
Sunrise	24,169	182,489
Key West	1,804	10,136
Homestead	4,992	22,751
Pembroke Pines	2,622	10,890
Key Largo	804	2,752
Hollywood	3,688	19,843
Deerfield Beach	2,199	10,089

Accreditations/ Certifications

- The Joint Commission
- Commission on Accreditation of Rehabilitation Facilities
- American College of Radiology
- College of American Pathologists
- Primary Stroke Center-AHCA/State Certified
- Silver & Gold Plus Award for Excellence in Stroke Care by America
- Heart Association/GWTG Program
- Epilepsy Center of Excellence
- Multiple Sclerosis Center of Excellence



Miami VA Implements TeleStroke Program

The Miami VA Healthcare System implemented a state-of-the-art TeleStroke program in November 2022. TeleStroke, also called stroke telemedicine, is when a doctor with advanced expertise in stroke care virtually examines a suspected stroke patient over video. The goal of a TeleStroke evaluation is to quickly evaluate and treat patients to improve the reaction time to emergency stroke care interventions with an overall goal to improve clinical outcomes.



New Discharge Center Opens at Miami VA

A new discharge center opened at the Bruce W. Carter Department of Veterans Affairs Medical Center in March 2022. When patients leave a hospital after treatment, they go through a process called hospital discharge. Discharge occurs when patients no longer require inpatient care and can go home. In some cases, patients may be discharged to other types of medical facilities following hospital stays. The center was opened to improve and streamline processes associated with discharge, Veteran experience, and clinical outcomes.



Partnership in Action

In October 2022, the Miami VA Healthcare System partnered with the Miami Dolphins to host a drive-thru baby shower for expecting women Veterans at Hard Rock Stadium in Miami. Seventy new moms attended the event and received newborn supplies such as diapers, wipes, formula, and other items.

“As health care workers, we came in and selflessly helped all those that needed us. We are making it through all the challenges that COVID has thrown at us and helping bring the world back to a normal place.”

– Cathleen R. Kealey, Local Recovery Coordinator, Miami VA Healthcare System



NORTH FLORIDA/ SOUTH GEORGIA

Veterans Health System

www.va.gov/north-florida-health-care

Director: Wende Dotter, (Interim)

Malcom Randall VA Medical Center
1601 SW Archer Road; Gainesville, FL 32608
352-376-1611 | 800-324-8387

Lake City VA Medical Center
619 South Marion Avenue; Lake City, FL 32025
386-755-3016 | 800-308-8387



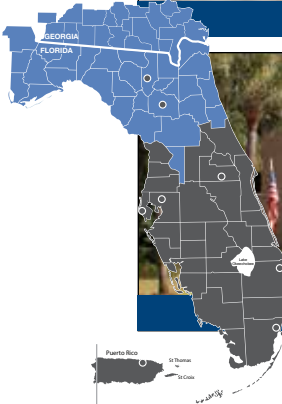
The North Florida/South Georgia Veterans Health System is level 1a, tertiary care facility headquartered in Gainesville, Fla. The organization spans about 50 counties in Florida and South Georgia and is the largest VA healthcare system in the country relative to patients served. The system operates over 20 sites of care including two medical centers located in Gainesville and Lake City; three multi-specialty outpatient clinics located in Jacksonville, The Villages, and Tallahassee; and community based outpatient clinics located throughout north Florida and south Georgia (main locations listed). The organization also operates two Community Living Centers at the medical centers located in Gainesville and Lake City.



Malcom Randall VA Medical Center



Lake City VA Medical Center



Accreditations/Certifications

The Joint Commission

Commission on Accreditation of Rehabilitation Facilities- CARF

American Board for Certification in Orthotics, Prosthetics & Pedorthics

Association for Assessment and Accreditation of Laboratory Animals

American Accreditation of Blood Banks

Council of Dental Accreditation

The Commission of Collegiate Nursing Education

American Society of Health System Pharmacists

American Board of Physical Therapy Residency and Fellowship Education

American Psychological Association

Accreditation Council on Optometric Education

By the Numbers

2022

Total Employees	5,889
% of Veteran Employees	26%
Total Volunteers Hours	43,701
Total Veterans Served	150,823
Eligible Vet Population in Svc. Area	259,932
Total Enrollees	180,182
Market Penetration*	69%
Total Outpatient Visits	1.7 Million
Average Daily Outpatient Visits	4,784
Total Operating Beds	611
Total Admissions	9,697
Total Budget	\$1.8 Billion

* Percentage of Veterans enrolled for care out of total Veterans eligible within service area.

VETERANS SERVED OUTPATIENT VISITS

	VETERANS SERVED	OUTPATIENT VISITS
Gainesville	128,945	657,651
Lake City	29,585	162,260
Lake City PC	410	18,255
Jacksonville 1	49,924	253,674
Jacksonville 2	15,980	66,224
Jacksonville Southpoint	11,978	39,077
Valdosta	5,566	28,007
Ocala	12,243	55,651
St. Augustine	7,879	35,912
Tallahassee	17,676	140,577
The Villages	25,349	154,743
St. Mary's	3,875	15,575
Marianna	2,792	11,765
Middleburg	6,114	24,162
Palatka	3,305	13,445
Waycross	2,564	11,578
Perry	914	3,178



Gainesville VA Adds Lifesaving Heart Procedure

June 2022 marked a significant milestone for the North Florida/South Georgia Veterans Health System as it received approval to perform Left Atrial Appendage Occlusion (LAAO) procedures at the Malcom Randall VA Medical Center in Gainesville, Fla. LAAO is a minimally invasive surgical procedure during which a cardiologist inserts a device into a patient's heart to prevent a stroke from atrial fibrillation. Atrial fibrillation is an irregular and often very rapid heart rhythm that can lead to blood clots in the heart. The LAAO program in Gainesville is the only program of its kind in VISN 8 and only one of very few within the VA health care system nationally.



America's Heroes Honored During Inaugural Final Mile Ceremony

In July 2022, members of the executive leadership gathered with Veterans and other staff members at the Lake City VA Medical Center to honor, remember, and pay final respects to a deceased, unclaimed Veteran during the health system's inaugural Final Mile Ceremony. The Final Mile Ceremony is a collaboration between many individuals and organizations to honor unclaimed Veterans by escorting their remains from the medical center to a national cemetery where they are laid to rest with full military honors. The Combat Veterans Motorcycle Association led the funeral procession and escorted the fallen Veteran to the Jacksonville National Cemetery for interment. The Final Mile ceremony affords Veterans and VA staff the privilege to stand in as family for unclaimed, deceased Veterans.



Healthcare System Recognized Nationally for Inpatient Experience

The North Florida/South Georgia Veterans Health System received the VA Excellence in Patient Experience Award for most improved inpatient experience during the Veterans Health Administration's Customer Experience Symposium in September 2022. The award was given based on the experience for inpatient overall hospital rating score derived from inpatient surveys administered post-discharge. Nationally, the Lake City VA Medical Center ranked first and the Malcom Randall VA Medical Center ranked 10th out of 141 VA medical centers.

Unique Exhibit Promotes Awareness of Colorectal Cancer

The "Rollin' Colon" tour and exhibit to promote National Colorectal Cancer Awareness Month rolled onto the Malcom Randal VA Medical Center campus in Gainesville in March 2022. It also made stops at the Jacksonville Outpatient Clinic, Sergeant Ernest I. "Boots" VA Clinic in Tallahassee, Lake City VA Medical Center, and The Villages Outpatient Clinic.

The giant colon is a multimedia exhibition for all ages that features all the pathologies that may be found inside the human colon, including colorectal cancer. The exhibit weighs over 200lbs, is 10 feet tall and 20 feet long, and allows visitors a unique experience inside the human colon. The exhibit was made possible by the Colon Cancer Foundation.



ORLANDO

VA Healthcare System

www.va.gov/orlando-health-care

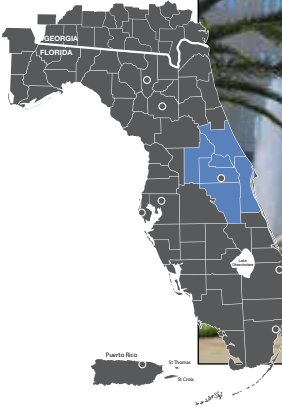
13800 Veterans Way; Orlando, FL 32827

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800-922-7521

Director: Timothy J. Cooke

 facebook.com/VAOrlando

 twitter.com/OrlandoVAMC



Officially established in October 2006, the Orlando VA Healthcare System (VAHCS) was designated as a 1a facility in 2021, serving more than 138,000 Veterans in Central Florida. This includes a 120-bed Community Living Center, two Mental Health Residential Rehabilitation Treatment Programs/Domiciliaries (60-beds located at the Lake Nona Campus and 58-beds at the Lake Baldwin Campus), one Health Care Center in Viera, a medical center in Orlando (Lake Baldwin campus), a Multispecialty Community Based Outpatient Clinic in Daytona Beach, and five Community-Based Outpatient Clinics located in Clermont, Kissimmee, Deltona, Palm Bay, and Tavares. The Orlando VA Medical Center at Lake Nona provides outpatient, inpatient, and emergency services. Orlando's 65-acre medical campus encompasses 134 acute inpatient beds, providing complex medical/surgical/mental Health specialty care, advanced diagnostic services, and a large multispecialty outpatient clinic.

By the Numbers

2022

Total Employees	5,183
% of Veteran Employees	26%
Total Volunteers Hours	37,571
Total Veterans Served	140,516
Eligible Vet Population in Svc. Area	196,695
Total Enrollees	139,216
Market Penetration*	71%
Total Outpatient Visits	1.9 Million
Average Daily Outpatient Visits	5,066
Total Operating Beds	370
Total Admissions	7,707
Total Budget	\$1.5 Billion

* Percentage of Veterans enrolled for care out of total Veterans eligible within service area.

	VETERANS SERVED	OUTPATIENT VISITS
Lake Nona	127,062	931,738
Clermont	5,450	23,423
Daytona Beach	24,229	171,741
Deltona	5,995	29,268
Kissimmee	6,709	33,140
Lake Baldwin	40,098	266,438
Palm Bay	3,562	14,959
Port Orange	85	3,025
Tavares	6,527	30,821
Viera	34,457	292,827
Westside Pavilion	4,957	35,289

Accreditations/ Certifications

- The Joint Commission
- Commission on Accreditation of Rehabilitation Facilities
- Accreditation Council for Graduate Medical Education
- American Psychological Association
- American Association of Blood Banks
- American College of Radiology- Radiation Oncology
- American College of Radiology- Mammography
- Commission on Dental Accreditation
- The Joint Commission Lab and Pathology
- Long-Term Care Institute
- American Board for Certification in Orthotics, Prosthetics & Pedorthics
- American Society of Health-System Pharmacists
- Vascular Lab Accreditation

“There is nothing more fulfilling than watching staff develop new skills for cutting edge procedures that help save fellow Veteran’s lives. I love my job, and I am proud of the work that we do to continue to improve health care for our patients.”

– Wendell Esteves, U.S. Army Veteran and Simulation Technologist, Orlando VA Healthcare System



Orlando VA Delivers Top Notch Patient Experience

The Orlando VA Healthcare System was recognized nationally by Becker’s Hospital Review as a 5-star hospital relative to patient experience. Becker’s Hospital Review uses scores compiled by the Centers for Medicare and Medicaid Services (CMS) survey results, which is a collaborative effort to publicly report quality performance information on all public and private sector hospitals across the nation.



Community Living Center Achieves 5-Star Rating

In 2022, the Community Living Center (CLC) located at the Orlando VA Medical Center was recognized with an overall five-star rating by the U.S. Department of Veterans Affairs CLC Compare standards. Community Living Centers (CLC) or Nursing homes with five-star ratings are considered to have above average quality. The star rating is broken down into five areas: overall star rating, unannounced health inspection/survey, staffing, quality, and if individual CLCs have improved over the last year. The unannounced survey is designed to follow the process and procedures of those used by Centers for Medicare and Medicaid Services (CMS) for community nursing homes. The VA has added additional measures of patient-centered care and process reviews, making VA surveys more intense than those done by CMS to inform quality improvement efforts.



Healthcare System Earns “Top Performer” Designation for LGBTQ+ Healthcare Equality

The Orlando VA Healthcare System received the designation of “LGBTQ+ Healthcare Equality Top Performer” in the Human Rights Campaign Foundation’s 15th anniversary edition of the Healthcare Equality Index (HEI). The HEI is the nation’s foremost benchmarking survey of healthcare facilities on policies and practices dedicated to the equitable treatment and inclusion of their LGBTQ+ patients, visitors, and employees. A record 906 healthcare facilities actively participated in the 2022 HEI survey and 251 of those earned an “LGBTQ+ Healthcare Equality Top Performer” designation.

VA CARIBBEAN Healthcare System

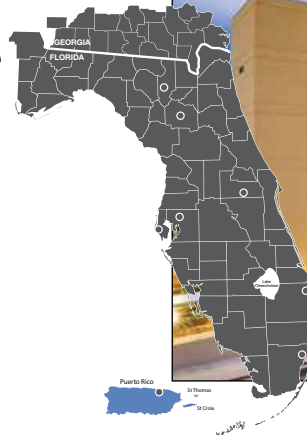
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787-641-7582
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Director: Carlos R. Escobar, BED-Arch, MSHP, FACHE

 facebook.com/VACaribbean



The VA Caribbean Healthcare System is a Joint Commission accredited, complexity level 1A facility serving Veterans in Puerto Rico and the U.S. Virgin Islands. The healthcare system consists of a tertiary care VA Medical Center located in San Juan, Puerto Rico and ten outpatient clinics located in Arecibo, Ceiba, Comerio, Guayama, Mayaguez, Ponce, Utuado, Vieques, St. Croix, and St. Thomas. The San Juan VA Medical Center includes multidisciplinary ambulatory facilities and 280 operational acute care beds including 12 blind rehabilitation beds and 122 operational nursing home beds.

By the Numbers

2022

Total Employees	4,024
% of Veteran Employees	11%
Total Volunteers Hours	6,236
Total Veterans Served	62,709
Eligible Vet Population in Svc. Area	67,954
Total Enrollees	56,781
Market Penetration*	84%
Total Outpatient Visits	1 Million
Average Daily Outpatient Visits	2,866
Total Operating Beds	402
Total Admissions	7,153
Total Budget	\$780 Million

* Percentage of Veterans enrolled for care out of total Veterans eligible within service area.

	VETERANS SERVED	OUTPATIENT VISITS
San Juan	59,930	784,560
Arecibo	4,094	26,616
Ceiba	3,496	19,911
Comerio	450	1,459
Mayaguez	10,961	91,222
Ponce	11,473	105,710
St. Croix	731	2,183
St. Thomas	788	2,470
Utuado	263	955
Vieques	148	767

Accreditations/ Certifications

- The Joint Commission
- College of American Pathology
- Commission on Accreditation of Rehabilitation Facilities
- Society of Cardiovascular Patient Care Center - Chest Pain Center
- Commission of Academic Dietetic Education
- American College of Radiation Oncology Practice Accreditation Program
- Accreditation Council for Graduate Medical Education
- Council of Dental Accreditation
- American Association of Cardiovascular and Pulmonary Rehabilitation
- American Society of Health-System Pharmacists
- American College of Radiology
- Food and Drug Administration
- American Psychological Association
- American Nurses Credentialing Center

Medical Residents Win During National Competition

Three VA Caribbean Healthcare System internal medicine residents won big during the 2022 American College of Physicians (ACP) Doctor's Dilemma Competition by coming in fourth place out of 50 competing teams. The annual ACP Doctor's Dilemma Competition is a hallmark program for the college. It brings together medical residents from around the world in a friendly but highly competitive environment. The competition tests the medical knowledge of up to 60 teams, each representing an ACP chapter. After three days of competition, the winning team is awarded the coveted "Osler Cup." Resident physicians Giovanni Rivera-Colon, Jamillisse Segarra-Villafañe, and Porfirio E Diaz-Rodriguez are part of the healthcare system's academic legacy that has spanned more than 70 years – one of VA's largest medical education programs.



Preparation is Key for San Juan VA's Emergency Management Program

VA Caribbean Healthcare System has been a Federal Coordination Center (FCC) since 1994 as part of the National Disaster Medical System (NDMS). The mission of an FCC is to receive, triage, stage, track, and transport patients affected by a disaster or national emergency to a participating NDMS medical facility capable of providing the required definitive care.

To ensure FCCs stay current and to test capabilities, it is a requirement that a full-scale exercise be completed at least one time every three years. The exercise is intended to test patient movement operations, patient reception, and other necessary competences of the FCC and its partnering agencies.

Prior to the start of hurricane season in 2022, which was very active with several named storms impacting the Caribbean as well as Florida including Hurricanes Fiona and Ian, the healthcare system successfully completed two full-scale exercises along with other activities to test capabilities and preparedness.

The regular testing of emergency management systems is a high priority for the healthcare system as the Caribbean region is considered an area of higher risk for natural disasters including tropical weather, earthquakes, and other natural disasters.

New Chief Medical Officer Welcomed

Dr. Veronica Linares was welcomed as the new Chief Medical Officer at the St. Croix Community Based Outpatient Clinic in October 2022. Linares earned her medical degree at the University of Maryland School of Medicine in Baltimore, Md. She completed her residency and was appointed chief resident at The University of Maryland Medical Center. She is Board Certified to practice in both internal medicine and pediatrics.



Since completing her residency in 2010, she has worked as a primary care physician advocating for patient wellness in several practice locations throughout Maryland and Virginia. She joined the VA in 2019 when she relocated to the Virginia Beach area. She comes to the VA Caribbean Healthcare System from the VA in Hampton, Va., where she practiced as a primary care physician.

Chief Project Engineer Named 2022 VA Engineer of the Year

Jose Punchin-Marrero, Chief Project Engineer, VA Caribbean Healthcare System, was recognized nationally as the VA Engineer of the Year for 2022 and will compete with other engineers across the government for the prestigious 2023 Federal Engineer of the Year. Engineers are a critical, but a sometimes overlooked component of VA's workforce. From medical centers to boiler plants, they build, renovate, and maintain hundreds of facilities and keep everything inside and out safe and functioning properly for Veterans, family members, employees and others who visit and work inside VA facilities.



"I was hospitalized for 30 days at the VA Hospital. The VA was a major player in my recovery. After helping and guiding me through difficult times, the VA provided me excellent opportunities to become a better human and help other Veterans experiencing similar situations. I am laser-focused on living my best life and helping Veterans along the way."

– U.S. Army Veteran Frankie Perez



WEST PALM BEACH

VA Healthcare System

www.va.gov/west-palm-beach-health-care

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West Palm Beach, FL 33410

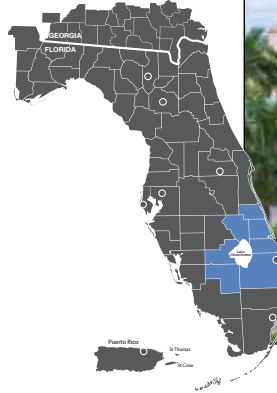
561-422-8262 | 800-972-8262

Director: Cory P. Price, FACHE

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The West Palm Beach VA Medical Center opened in 1995 and is a general medical and surgical facility, providing a full range of patient care services, as well as comprehensive medical education and residency programs. All-inclusive health care is provided through primary care, emergency care and long-term care in the areas of medicine, surgery, mental health, physical medicine and rehabilitation, radiology, telemedicine, dentistry, hemodialysis, comprehensive cancer care, and geriatrics. The medical center provides health care services to Veterans throughout South Florida and the Treasure Coast at its main facility in West Palm Beach and six contractor-operated community-based outpatient clinics in Boca Raton, Delray Beach, Fort Pierce, Okeechobee, Stuart, and Vero Beach. The facility also operates a 13-bed Blind Rehabilitation Service, which is the referral center for blind and visually impaired Veterans throughout the state of Florida. The facility also operates a Post-Combat Trauma Clinic with expanded services in Port St. Lucie.

By the Numbers

2022

Total Employees	2,660
% of Veteran Employees	26%
Total Volunteers Hours	17,395
Total Veterans Served	55,991
Eligible Vet Population in Svc. Area	99,554
Total Enrollees	62,076
Market Penetration*	62%
Total Outpatient Visits	714,502
Average Daily Outpatient Visits	1,958
Total Operating Beds	333
Total Admissions	4,841
Total Budget	\$717 Million

* Percentage of Veterans enrolled for care out of total Veterans eligible within service area.

	VETERANS SERVED	OUTPATIENT VISITS
West Palm	58,549	601,264
Fort Pierce	6,438	19,555
Delray Beach	6,089	18,602
Stuart	6,261	18,651
Boca Raton	3,485	14,115
Vero Beach	3,561	11,160
Okeechobee	1,801	7,757
Port St. Lucie	4,139	15,696

Accreditations/ Certifications

The Joint Commission

Commission on the Accreditation of
Rehabilitation Facilities

ACR Committee on Radiation Oncology

American Association of Blood Banks

American Council on Graduate Medical
Education

American Dental Association

American Psychological Association

American Society of Health System
Pharmacists

College of American Pathologists

Florida Medical Association

Food & Drug Administration

Society of Chest Pain Centers

Healthcare Equality Leader



West Palm Beach VA ICU Recognized by Palm Beach County

The Intensive Care Unit at the West Palm Beach VA Medical Center was recognized by the Palm Beach County Medical Society Services Board of Directors as the 2022 Heroes in Medicine Award Recipient in the Health Care Provider Hero (non-physician) category. This heroic team sets the standard to prioritize the care of our Veterans no matter the challenge.



New Surgical Robots Improve Care and Health Outcomes

Breaking down barriers and bringing visions to fruition no matter how complex, is what the West Palm Beach VA Healthcare System’s surgical and urological teams do best. The surgical team now offers Da Vinci robotic assisted surgeries for the very first time. The improvement in diagnostic and therapeutic capabilities allows for comprehensive care in one location with a less invasive approach. The gastroenterology team is pleased to announce the latest and greatest Endoscopic Ultrasonography (EUS). Now, as a one-stop-shop, the state-of-the-art EUS provides endoscopic diagnostic testing and therapeutic intervention that allows the team to be proactive with the health of Veterans by detecting lesions (internal tumors), cysts, and enlarged lymph nodes around the gastrointestinal tract.



PET-CT Program Accredited by American College of Radiology

In 2022, the West Palm Beach VA Healthcare System’s Positron Emission Tomography–Computed Tomography (PET-CT) program was accredited by the American College of Radiology. ACR accreditation is the gold standard when it comes to ensuring Veterans receive quality radiological care and diagnostic treatment.



Partnership in Action – The Freedom Waters Foundation

The Freedom Waters Foundation treats West Palm Beach VA’s Domiciliary Veterans to therapeutic voyages out on the water to release their thoughts and enjoy the Florida sunshine. Some Veterans faced their fears joining the outing and others discovered the power of mindfulness.



“The last year and a half at the West Palm Beach VA has been wonderful. Everyone is wonderful, and I absolutely love the care I receive.”

– Philip, U.S. Army Veteran



VA Sunshine Healthcare Network (VISN 8)

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www.va.gov/tampa-health-care

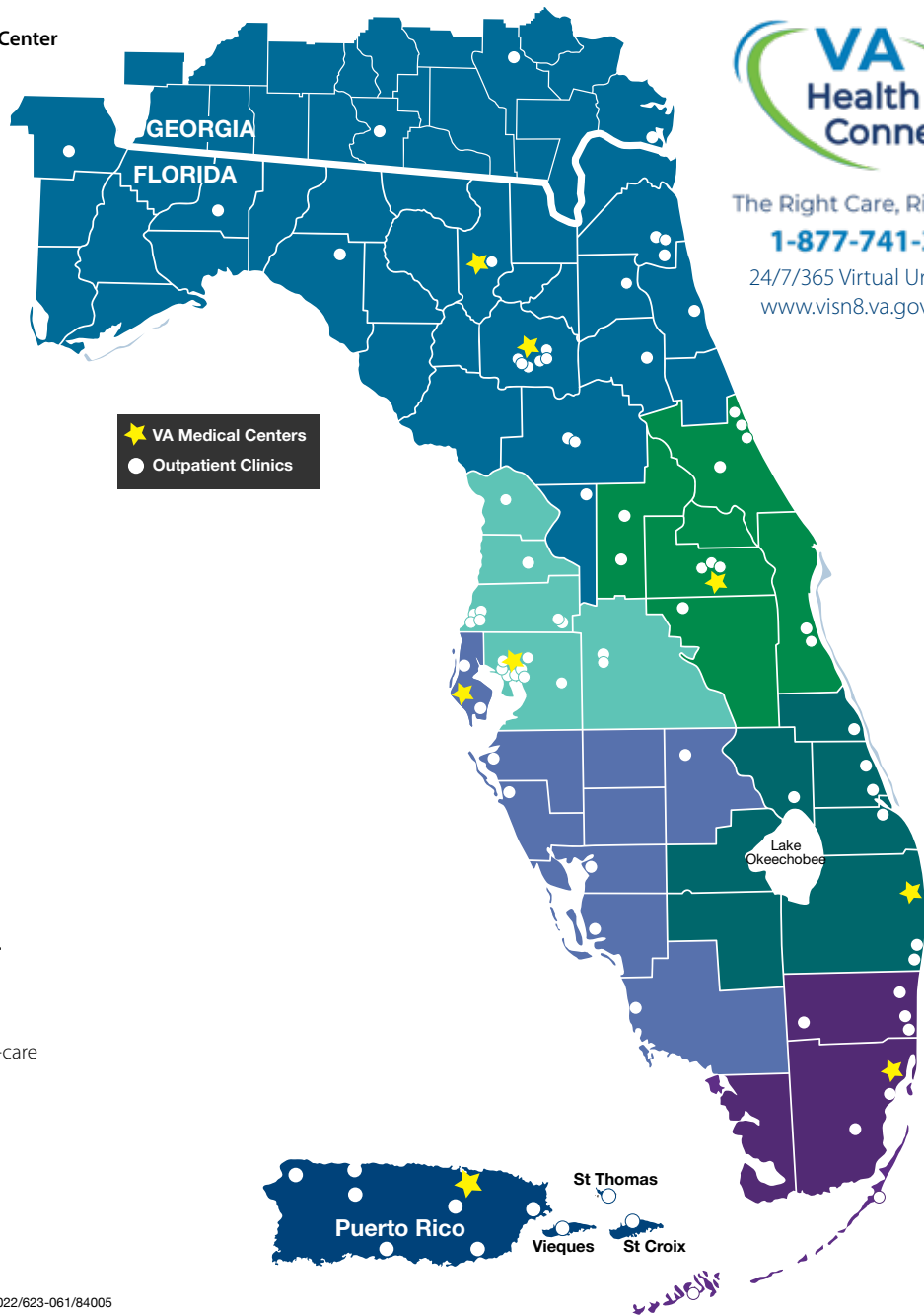
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