

YEAR in REVIEW

2023



Putting Veterans in the heart of everything we do.

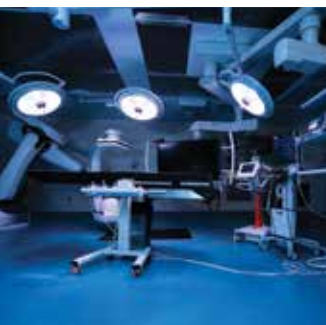


VA



U.S. Department of Veterans Affairs

Veterans Health Administration
VA Sunshine Healthcare Network (VISN 8)



From the Network Director:

It has been our privilege to continue delivering exceptional care to Veterans and their families. Earning and maintaining their trust is an essential part of our work, which has continued to improve. In 2023, 92% of Veteran patients reported they trust VISN 8 for their medical and mental health needs. Quality of care, satisfaction with specialty care, and interactions with staff were among the most complimented areas.

In 2023, the new PACT Act was implemented to expand VA health care eligibility for Veterans with toxic exposures and Veterans of the Vietnam, Gulf War, and post-9/11 eras. More than any other network, VISN 8 screened nearly 500,000 Veterans for toxic exposures. Plus, more than 28,000 Veterans were newly enrolled in VA health care, a 26 percent increase from 2022.

In keeping with VA's priority to prevent Veteran suicide, VISN 8 partnered with more than 80 hospitals to host sessions about the Veterans Comprehensive Prevention, Access to Care, and Treatment Act (COMPACT Act). This law allows any Veteran in acute suicidal crisis to visit any VA or non-VA health care facility for emergency mental health care at no cost to them. Under this Act, nearly 9,000 Veterans in our service area received life-saving, emergency care, with many now receiving ongoing care and support.

The VISN 8 Clinical Contact Center (CCC), also called VA Health Connect, will celebrate its fifth anniversary this year as it continues to provide virtual urgent care around the clock to hundreds of thousands of Veterans. The center continues to experience significant growth in its service capabilities, technological advancements, and staffing levels.

We are pleased to report the opening of seven new or renovated facilities, with four more scheduled to open in 2024. These facilities offer new and expanded health care services, including women-specific services. Important work also continues on building a diverse workforce and an inclusive work environment.

Our nation's heroes receive exceptional care due to the unwavering commitment and dedication of our staff, volunteers, and partners. Thank you all!

With sincere gratitude,

David 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 &
90+ community clinics

1.4 MILLION

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

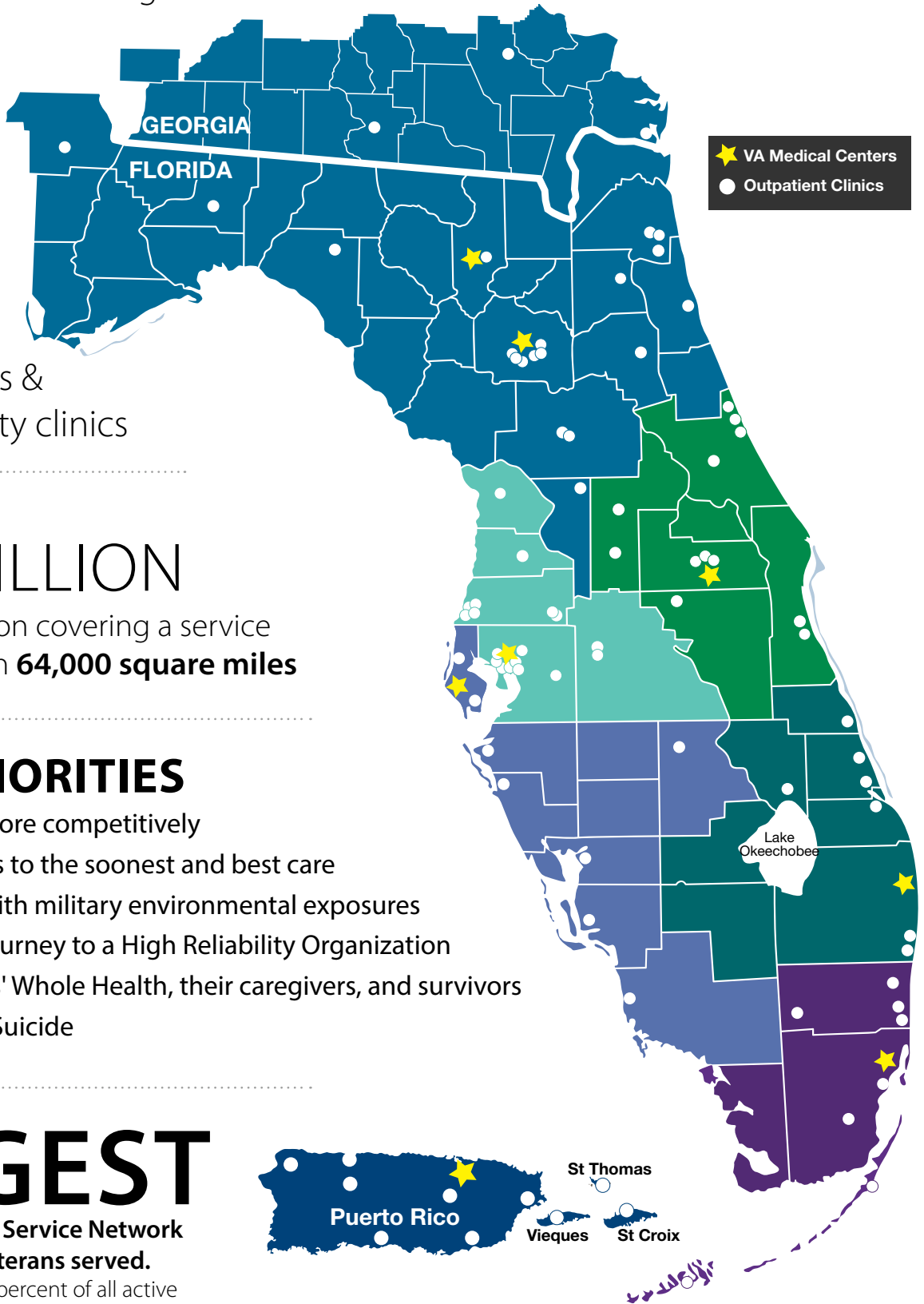
VISN 8 PRIORITIES

- 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
- Prevent Veteran Suicide

LARGEST

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

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



2023 At a Glance:

Delivering exceptional care & building trust

92% of patients surveyed in 2023 reported they trust VISN 8 facilities for their medical and mental health needs – higher than the VHA national average, and one percent higher than our 2022 numbers. Quality of care, cleanliness of facilities, interactions with staff, satisfaction with specialty care, and valet parking services are five areas in which Veterans complimented us the most.



Workload	FY21	FY22	FY23
Total Enrollees	779,828	774,892	777,795
Unique Patients	678,609	672,736	662,382
Outpatient Visits	9,873,346	9,222,504	9,281,282
Total Admissions	73,867	73,818	75,415
Emergency Department Visits	646,934	762,721	841,000
Veterans Utilizing Community Care	181,791	203,124	261,127
Surgeries/Surgical Procedures Performed	49,057	42,766	41,274

Number of Veterans Utilizing Community Care

VA provides care to Veterans through community providers when VA cannot provide the care needed, or when care cannot be provided timely. Community care is based on specific eligibility requirements, availability of VA care, and the needs and circumstances of individual Veterans. Since 2021, VISN 8's use of care in the community has increased by nearly 46 percent, and in 2023 alone over 261,000 Veterans received some type of care from community providers paid for by VA.

Facility Name	FY21	FY22	FY23
Bay Pines, FL	36,097	38,493	49,483
Miami, FL	9,989	9,658	14,060
Gainesville, FL	43,738	50,011	67,623
San Juan, PR	16,652	18,620	19,854
Tampa, FL	28,961	34,282	43,556
Orlando, FL	37,630	42,150	56,110
West Palm Beach, FL	12,808	14,443	20,349

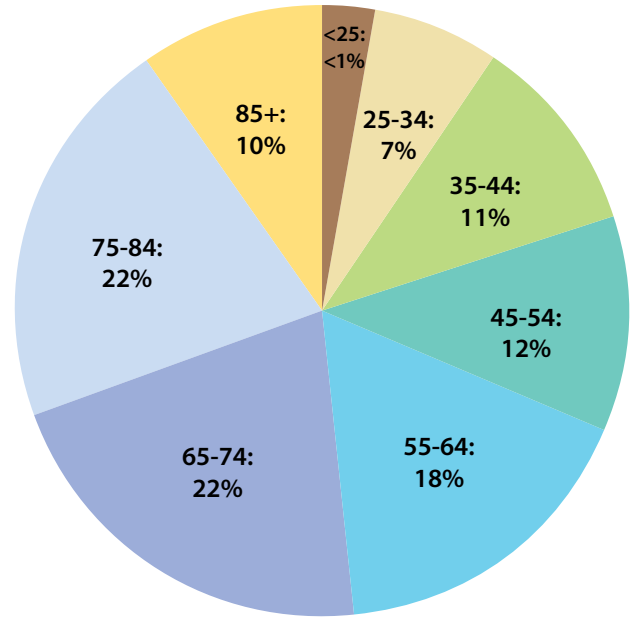
Who We Serve

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. There are more than 2 million women Veterans living in the U.S. today. Nearly 168,000 women Veterans live in the state of Florida alone and more than 175,000 live in the VISN 8 service area.



Veterans Served by Gender	Percentage
Male	87%
Female	13%

Veterans by Age

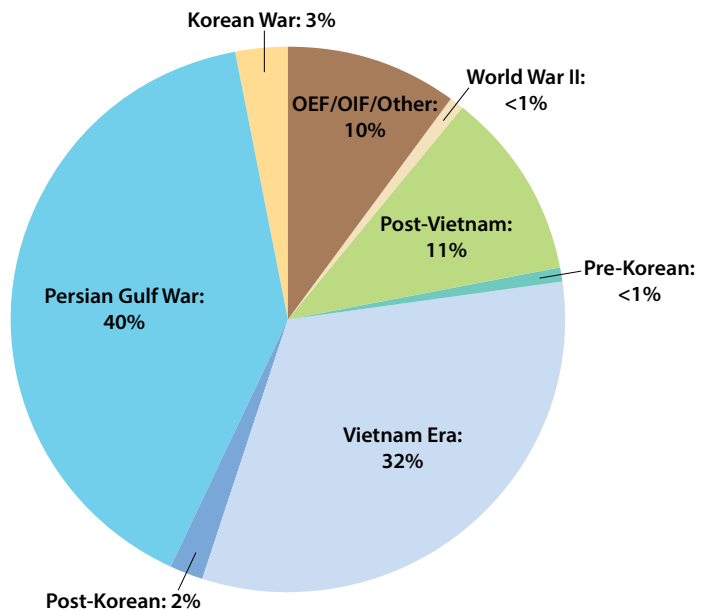


Virtual Care Workload

Over the last five years, VISN 8 facilities collectively have increased virtual care workload by more than **1,125 percent!** Virtual care includes secure video appointments, secure chat, telephone appointments, and other forms of virtual care delivery.

Fiscal Year	FY21	FY22	FY23
Appointments Completed	1,316,615	1,179,912	1,170,523

Veterans by Era of Service



Workforce & Budget

In 2023, Veteran employees (employees who served in the U.S. Armed Forces) accounted for about 14 percent of the VISN 8 workforce. These dedicated professionals 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 focused on high reliability.

A **High Reliability Organization (HRO)** is an organization that experiences fewer than anticipated accidents or events of harm despite operating in highly complex, high-risk environments where even small errors can lead to tragic results. The work to become an HRO not only unleashes the incredible talent and commitment within our system to do great things, but it also supports our efforts to strengthen the trust of Veterans – America’s heroes deserve nothing less.

Workforce	FY21	FY22	FY23
Total Employees	33,260	33,603	35,481
Veteran Employees (Those who served in the U.S. Military)	8,636	8,603	8,145
New Hires	3,926	4,618	4,903

Operating Budget	FY21	FY22	FY23
Total Operating budget	\$5,661,519,501	\$5,937,247,013	\$8,844,217,505
Salaries and Benefits	\$3,692,715,671	\$4,185,400,766	\$4,731,365,439
Consolidated Mailout Pharmacy	\$695,263,033	\$447,947,125	\$510,283,895
Community Care	\$1,644,366,570	\$1,925,502,799	\$2,319,683,352
Medical Care & Collections	\$288,567,795	\$349,113,004	\$363,894,173
Equipment	\$174,835,328	\$200,911,922	\$238,951,880
Land and Structures	\$164,188,488	\$216,629,587	\$222,351,472
Prosthetics	\$353,336,312	\$367,865,280	\$429,366,682

Now Open or Opening Soon to Serve You Better!



Bay Pines Fisher House II

PARENT FACILITY: Bay Pines VA Healthcare System

SERVICES: Lodging and support services for family members of hospitalized Veterans



Bay Pines Inpatient Unit 4A Renovation

PARENT FACILITY: Bay Pines VA Healthcare System

SERVICES: Newly renovated, 14,250 square foot medical-surgical unit featuring 24 patient rooms



Miami VA Medical Center 10A & B, 5C & D Inpatient Unit Renovations

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

SERVICES: Newly renovated residential and inpatient mental health units



James A. Haley Veterans' Hospital Bed Tower

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

SERVICES: The Bed Tower is a four-story building that adds 245,000 square feet of new space and another 5,000 square feet of renovated space to the hospital. It includes 96 medical-surgical single patient rooms and 40 intensive care unit beds. The Bed Tower also includes a new cafeteria, outdoor dining area, retail store, and support offices.



New Port Richey Outpatient Clinic

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

SERVICES: Primary care, mental health, women's health, Whole Health, diagnostic imaging, lab, prosthetics, physical therapy, dental, optometry, audiology, telehealth, and more



West Palm Beach VA Medical Center 7A Ward Renovation

PARENT FACILITY: West Palm Beach VA Healthcare System

SERVICES: Newly renovated, 15,000 square foot medical-surgical unit featuring 20 private patient rooms



Zephyrhills Community Based Outpatient Clinic

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

SERVICES: Primary care, mental health, women's health, lab, Whole Health, physical therapy, audiology, telehealth, and more



Jacksonville North VA Outpatient Clinic & Domiciliary

PARENT FACILITY: North Florida/South Georgia Veterans Health System

SERVICES: Primary care, mental health, women's health, lab, Whole Health, diagnostic imaging, audiology, ophthalmology & optical shop, pulmonary, prosthetics, physical medicine and rehabilitation, optometry, audiology, telehealth, 30-bed domiciliary and residential mental health services, and more



Daytona Beach Multispecialty Clinic

PARENT FACILITY: Orlando VA Healthcare System

SERVICES: Primary care, mental health, women's health, lab, Whole Health, cardiology, audiology, gastroenterology, endocrinology, ambulatory surgery, physical therapy, recreation therapy, social work, chiropractic, dermatology, interventional pain management, neurology, and more



Mental Health Center

PARENT FACILITY: VA Caribbean Healthcare System

SERVICES: Mental Health services to include intensive, supervised, long-term rehabilitation and treatment in a therapeutic residential setting



San Juan VA Medical Center Fisher House

PARENT FACILITY: VA Caribbean Healthcare System

SERVICES: Lodging and support services for family members of hospitalized Veterans

Serving Veterans with Toxic Exposures



The Sergeant First Class Heath Robinson Honoring our Promise to Address Comprehensive Toxics Act of 2022, known as the PACT Act, is perhaps the largest health care and benefit expansions in VA history. Several sections of the law were implemented in 2023 including expanded VA health care eligibility for Veterans with toxic exposures and Veterans of the Vietnam, Gulf War, and post-9/11 eras. Additionally, VA will provide toxic exposure screenings at no cost for all Veterans enrolled and eligible for VA's medical benefits package.

VISN 8 led the nation in toxic exposure screenings and new VA health care enrollments. We held hundreds of community outreach events across Florida, South Georgia, Puerto Rico, and the U.S. Virgin Islands where thousands of Veterans learned more about the new law and many of whom received a toxic exposure screening and enrolled for VA health care.

In 2023, our health care professionals screened nearly 500,000 Veterans for toxic exposures – the most for any network in the country. Forty-one percent of those screened reported exposure concerns and were subsequently referred for diagnostic testing and treatment for their conditions. In addition, 28,103 Veterans were newly enrolled for VA's medical benefits package in 2023 within VISN 8 – a 26 percent increase in enrollments from the previous year. Veterans interested in getting screened can talk to their VA health care provider. To learn more about the PACT Act, please visit www.VA.gov/PACT.

Preventing Veteran Suicide



Suicide has no single cause and no one approach can end it—but prevention is possible, especially when Veterans find support before a crisis happens and get care and treatment without delay.

In 2023, we partnered with the Florida Hospital Association to host an hour-long education session for more than 80 hospitals across the state about the Veterans Comprehensive Prevention, Access to Care, and Treatment Act (COMPACT Act). Signed into law in 2020 and fully implemented by VA in January 2023, the law allows any Veteran in acute suicidal crisis to visit any VA or non-VA health care facility for emergency mental health care at no cost to them.

Veterans do not have to be enrolled in VA health care to receive mental health emergency care. However, they must meet at least one of the following criteria:

- Veterans discharged from active duty under conditions other than dishonorable after a period of at least 24 months of active service
- Veterans who served more than 100 days under a combat exclusion or in support of a contingency operation, who were discharged under conditions other than dishonorable
- Veterans who were the victim of a physical assault of a sexual nature, a battery of sexual nature, or sexual harassment while serving in the armed forces

Under the COMPACT Act, VA will provide, pay for, or reimburse for treatment of eligible Veterans' emergency suicide care, transportation costs, and follow-up care at any VA or community health care center for up to 30 days of inpatient care and 90 days of outpatient care. Additionally, VA will make follow-up care referrals and determine eligibility for other VA services and benefits.

According to VA's 2023 National Veteran Suicide Prevention Annual Report, between 17-18 Veterans die each day from suicide, and the majority of which did not receive mental health care from VA. This data underscores the importance of VA collaborating with the community to advance access to necessary support and services to ensure Veterans get the right care when they need it the most.

In 2023, nearly 9,000 Veterans within our service area who experienced an acute suicidal crisis received lifesaving, emergency care under the COMPACT Act. Many of these heroes are now receiving ongoing care and support with VA along with the more than 193,000 who trusted VISN 8 facilities for their mental health needs last year. We know for every death by suicide approximately 135 people are impacted. For the nearly 9,000 Veterans who were in suicidal crisis and received care, there are 1.2 million individuals who did not have to experience the loss of suicide.



The Right Care. Right Now.

The VISN 8 Clinical Contact Center (CCC), also known as VA Health Connect, had another successful year in 2023 while providing virtual urgent care to hundreds of thousands of Veterans residing in Florida, Georgia, Alabama, South Carolina, Puerto Rico, and the U.S. Virgin Islands.

The center will celebrate its fifth anniversary in July 2024, and is the nation's premiere, around-the-clock, virtual urgent care provider offering a full complement of services to include 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 non-emergency health care needs.

Since the center's inception, it has grown exponentially relative to service capabilities, technological advancements, and staffing levels. Over the last three years alone, telephone calls received by the center have increased by 84 percent, or from about 2 million calls in 2021 to 3.7 million calls in 2023. During the same period, virtual medical appointments completed, and pharmacy cases handled greatly increased by 90 percent and 159 percent respectively. The VISN 8 Clinical Contact Center is also a leader in the use of VA Health Chat. Since implementing the application in March 2020, secure chat volume has increased by an astounding 262 percent.

In 2023, the center's top accomplishments included:

- Implementation of the VA Health Connect Relationship Management for Clinical Triage Platform – a national system used by registered nurses to improve Veteran experience and clinical documentation
- Improved primary care scheduling practices centered on Veteran preference
- Increased use of VA Video Connect for virtual care appointments by 10 percent over the last year. Approximately 32 percent of all virtual care appointments completed by the center in 2023 were done using VA Video Connect – VA's secure videoconferencing app. This app is designed to help Veterans quickly and easily meet with VA health care providers through live video on any device with an internet connection.

To contact the center 24/7/365, Veterans enrolled and eligible for care in VISN 8 and their caregivers may call 1-877-741-3400. Veterans can also download VA Health Chat at no cost from the Apple App or Google Play stores. Clinical Contact Center staff can respond to chats Monday – Friday from 8:00 a.m. – 4:00 p.m. weekly except for on federal holidays.

The VISN 8 Clinical Contact Center should not be used for emergency situations. For life-threatening emergencies, Veterans should dial 911 or visit their closest emergency department. To find the nearest emergency or urgent care center, visit www.va.gov/find-locations.

For non-emergency conditions that do not require a face-to-face visit, the VISN 8 CCC is available to serve America's heroes. To learn more, visit www.visn8.va.gov/ccp.asp.

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

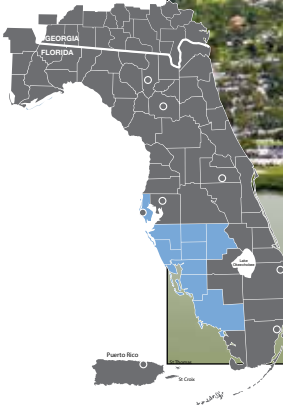
Director: Paul M. Russo, MHA, FACHE



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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. In addition to the main hospital, the healthcare system operates seven outpatient clinics in the cities of Bradenton, Cape Coral, 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 in the north to Collier County in the south.

By the Numbers

2023

Employees	4,302
% of Veteran Employees	24%
Volunteers Hours	80,355
Veterans Served	111,854
Eligible Vet Population in Svc. Area	185,059
Enrollees	118,668
Market Penetration	65%
Outpatient Visits	1.4 Million
Average Daily Outpatient Visits	3,793
Total Operating Beds	400
Admissions	7,837
Budget	\$1.5 Billion

Accreditations/ Certifications

- The Joint Commission
- Commission of Accreditation on Rehabilitation Facilities
- Commission on Cancer
- American Society for Radiation Oncology
- Association for Assessment and Accreditation of Laboratory Animal Care
- Human Rights Campaign (HRC) Foundation
- College of American Pathologists
- American Association of Blood Banks
- Food and Drug Administration
- Nuclear Regulatory Commission
- National Health Physics Program
- Association for Accreditation of Human Research Protection Programs
- Healthcare Equality Leader

	VETERANS SERVED	OUTPATIENT VISITS
Bay Pines	99,791	751,844
Bradenton	15,407	82,437
Cape Coral	38,192	272,465
Clearwater	8,968	55,316
Naples	7,887	42,100
Port Charlotte	9,833	54,000
Sarasota	11,898	72,557
Sebring	4,964	31,876
St. Petersburg	3,088	22,016



“I deliver care from the perspective of wanting the Veterans to be treated as if they were my family. Veterans just have a unique outlook on life that you can’t find in other places; they make caring for them easy, and I feel lucky to be able to serve them.”

– Elizabeth Robinson, Physician Assistant, Bay Pines VA Healthcare System



VA Secretary Visits Sarasota CBOC

“Secretary McDonough’s visit was a welcomed opportunity to highlight the teamwork and commitment of our employees toward our goal of being a High Reliability Organization,” said Bay Pines VA Healthcare System Director/CEO Paul M. Russo. “The Sarasota VA Clinic continues to operate at a level that places them at the tip of the spear for the delivery of world-class healthcare, and we were honored to acknowledge them and share their successes with the Secretary.”

During the visit, Secretary McDonough recognized Dr. Shama James, Section Chief, Primary Care; Dawn Palmateer, RN; Marielyn Victoriano, Supervisor, Health Administration Service; Odrys Toro-Esteban, Advanced Medical Support Assistant; and Clark Lo, Administrative Officer to the Assistant Director, for their Veteran-first leadership in providing care for Veterans and their families.



VA Professionals Ensure Safety and Well-Being of Veterans During Hurricane Idalia Response

In August 2023, and for the second time in 11 months, the Bay Pines VA Healthcare System activated emergency operations to prepare for the potential impact and aftermath of a hurricane headed for the southwest coast of Florida. In the span of 24 hours, 146 Veterans were evacuated to Orlando, West Palm Beach, North Florida/South Georgia, and Tampa VA Medical Centers to ensure their safety and continuing care during Hurricane Idalia. Thanks to the support from Florida Department of Veterans Affairs (FDVA), an additional 16 Veterans were also admitted to the FDVA’s State Veteran Nursing Home in Orlando. “I believe that none of us is as good as all of us, and this past week validates that,” said Bay Pines VA Director/CEO Paul M. Russo. “From the coordination and partnership throughout VISN 8 to our partnership with FDVA, we remain, as we always have been, an interwoven network of professionals who will always rise to the challenge to ensure the care, safety, and well-being of our nation’s heroes.”



Bay Pines Celebrates 90 Years in Service to America’s Veterans

The Bay Pines VA Healthcare System and Bay Pines National Cemetery commemorated 90 years of service at the C.W. Bill Young VA Medical Center, March 16, 2023, in Bay Pines, Fla. U.S. Representative Kathy Castor served as the keynote speaker during the event. Additional speakers included the VISN 8 Deputy Network Director Ms. Verana E. Richardson, Bay Pines National Cemetery Director Mr. Douglas Maddox, and Ms. Beverly Young, wife of late Florida Congressman C.W. “Bill” Young.

JAMES A. HALEY

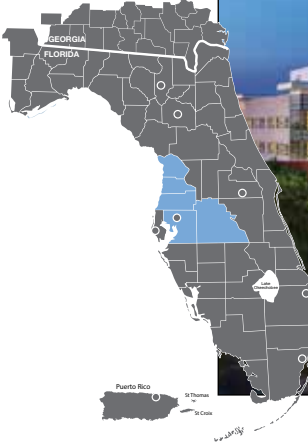
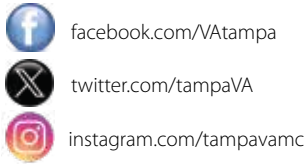
Veterans' Hospital & Clinics

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



The James A. Haley Veterans' Hospital provides level 1a, tertiary care and is headquartered in Tampa, Florida. 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. The 499-operating bed medical center includes hospital medical-surgical, acute psychiatry, nursing home, hospice and palliative care, spinal cord injury, polytrauma center, pain and rehabilitation care along with multiple outpatient primary and specialty care services. JAHVH also operates a primary care annex near the main hospital and seven community clinics all offering primary and mental health care. JAHVH also operates a state-of-the-art multi-specialty outpatient clinic in south Hillsborough County that opened in May 2019.

By the Numbers	2023
Employees	6,198
% of Veteran Employees	25%
Volunteers Hours	29,499
Veterans Served	119,750
Eligible Vet Population in Svc. Area	163,870
Enrollees	120,047
Market Penetration	73%
Outpatient Visits	1.7 Million
Average Daily Outpatient Visits	4,514
Total Operating Beds	499
Admissions	10,203
Budget	\$1.8 Billion

	VETERANS SERVED	OUTPATIENT VISITS
Tampa	111,198	837,441
Brooksville	8,340	44,258
Hidden River	35,642	159,084
Lakeland	13,080	56,010
Lecanto	7,771	36,101
New Port Richey	20,235	133,017
South Hillsborough	16,095	94,018
Zephyrhills	4,604	17,275

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
- National Health Physics Program
- 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 Nurses Credential Center
- American Psychological Association
- Healthcare Equality Leader



“I was blessed with the opportunity to start my work with the VA as a dietetic intern, and have stayed for 11 years and counting because of the culture and the mission of VA. The thing I value most about the Tampa VA is that everything that is done here is centered around providing the best possible experience and care for the men and women who sacrificed their lives for all of us.”

– Katie Black, Clinical Dietitian, Oncology Specialist, James A. Haley Veterans’ Hospital & Clinics



Innovation Initiatives that Spread Nationwide

The Tampa VA invested in innovation strengths such as 3D printing, virtual reality, and artificial intelligence and as a result, was selected to become one of nine new VHA Innovator Network (iNET) sites for fiscal year 2024. Nationally, two highly successful initiatives - THRIVE and the VHA-Uber Health Connect were selected to be implemented nationally throughout the VA via iNET. In addition, the facility’s Caregiver THRIVE program was awarded \$900K in national grant funding to serve rural caregivers in hard-to-reach areas. Lastly, the Tampa VA’s rehabilitation team provided extensive education in both VA and private rehabilitation facilities on its Pain Empowerment Anywhere Program.



Women Veterans in Good Hands at Tampa VA

The Tampa VA continues to provide first class-service to all women Veterans. In 2023, VA celebrated 100 years of delivering health care to women Veterans. The facility celebrated with outreach events to add to the women Veteran roster and spread the word on new programs that are tailored to the needs of the group. The facility’s Women’s Center has expanded to become a level 3 Women Veterans Comprehensive Health Care Center with its own unique building entrance and a family-friendly waiting room. Women Veterans are assigned to teams that follow the Patient Aligned Care Team (PACT) model for health care delivery that includes primary care, gynecology, psychiatry, psychology, social work, pharmacy, nutrition, nursing, and administrative services. Eighty-eight percent of women Veterans seen in primary care are assigned to a Designated Women’s Health PACT Team. The Tampa VA continues to move women’s care forward with an increased focus on creating healthy families.



Tampa VA Makes Positive Impact on World Stage

Globally, the Tampa VA impacted change internationally by hosting a delegation of Ukrainian health care professionals for a weeklong summit and follow-up visits from a contingent that included the Ukrainian Deputy Minister of Veterans Affairs and other officials. The purpose of the series of visits was for the delegation to learn from Tampa VA experts about traumatic brain injury, spinal cord injury, and amputation during wartime.

MIAMI

VA Healthcare System

www.va.gov/miami-health-care

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

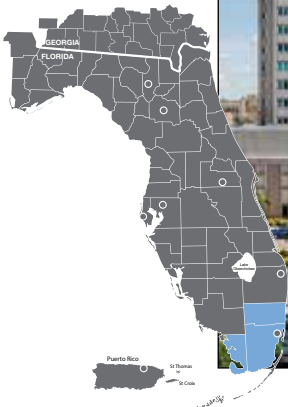
305-575-7000

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 is in downtown Miami and supports two major satellite outpatient clinics located in Sunrise and Key West, and five community-based outpatient clinics located 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 located about one mile from the medical center. The organization is recognized as a Center of Excellence in spinal cord injury research, substance abuse treatment, and chest pain. The healthcare system also operates a robust research program.

By the Numbers

2023

Employees	2,907
% of Veteran Employees	20%
Volunteers Hours	26,595
Veterans Served	59,788
Eligible Vet Population in Svc. Area	106,578
Enrollees	63,561
Market Penetration	60%
Outpatient Visits	804,891
Average Daily Outpatient Visits	2,205
Total Operating Beds	315
Admissions	4,557
Budget	\$899 Million

Accreditations/ Certifications

- The Joint Commission
- Commission on Accreditation of Rehabilitation Facilities
- American College of Radiology
- American Society for Radiation Oncology - Accreditation Program for Excellence (APEX)
- Primary Stroke Center-AHCA/State Certified
- American Heart Association/Get With The Guidelines (GWTG) Program
- Epilepsy Center of Excellence
- Multiple Sclerosis Center of Excellence
- National VA Parkinson's Disease Consortium Center
- Pain Center of Excellence
- Ascellon Certification

	VETERANS SERVED	OUTPATIENT VISITS
Miami	56,289	532,891
Sunrise	22,881	202,579
Key West	1,827	10,737
Homestead	4,152	20,139
Pembroke Pines	2,558	8,371
Key Largo	697	2,401
Hollywood	3,400	15,075
Deerfield Beach	2,258	9,354



“As a Marine Corps Veteran who is legally blind, I’ve been a part of the Miami VA community for 15 years. This facility feels like home to me, and I cherish it deeply. Contributing 40 hours weekly as a Red Coat Ambassador, I assist fellow Veterans who may be reluctant to seek help, like I once was. Because of the help I received, I am now 13 years sober – a milestone I attribute to the hospital’s Substance Abuse Program. The program offers exceptional care, support, and information. It’s like a family here, where everyone is treated as a member of the family.”

– U.S. Marine Corps Veteran Carlton Brown



New State-of-the-Art Hemodialysis Clinic

The Miami VA Healthcare System opened a new, state-of-the-art hemodialysis clinic offering enhanced treatment options aimed at enhancing quality of life, health, and vitality of America’s Veterans. The clinic’s skilled medical professionals, cutting-edge technology, and compassionate approach ensure that every Veteran who walks through the doors receives the care they’ve earned and deserve. The new clinic space is over 13,200 square feet and includes new water treatment facilities and stations for performing dialysis procedures.



Raising Awareness of Suicide Prevention

In September 2023, the Miami VA Healthcare System’s William “Bill” Kling Clinic hosted a Suicide Prevention Awareness Day event attended by over 500 Veterans. VA Under Secretary for Health, Dr. Shereef Elnahal, headlined the event and provided words of encouragement as he addressed how the VA is providing support and resources for Veterans struggling with emotional and mental health issues. He emphasized in detail the interventions being provided throughout VA that have saved Veterans’ lives and spoke at length about what it takes to keep making progress to stop Veteran suicides. Dr. Gloria Lewis, Suicide Prevention Coordinator, shared with Dr. Elnahal best practices being implemented throughout the Miami VA Healthcare System that help connect Veterans to needed mental health services and reduce the number of attempted and completed suicides. A total of 20 resource tables were set up by community and internal programs which provided the Veterans and their loved ones with valuable information and connections to VA and community support.



Raising Awareness of the PACT Act

In 2023, the Miami VA Healthcare System held several community outreach events to educate and inform Veterans and their loved ones of the PACT Act, perhaps the largest expansion of benefits in the history of VA. Some of the larger events were held in Miami, Homestead, and Sunrise giving Veterans the opportunity to learn about the new law, enroll for VA health care, apply for non-medical benefits, and more. The Miami VA plans to continue conducting similar outreach events to reach as many Veterans as possible in 2024 and beyond.

NORTH FLORIDA/ SOUTH GEORGIA Veterans Health System

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

Director: Wende Dottor

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



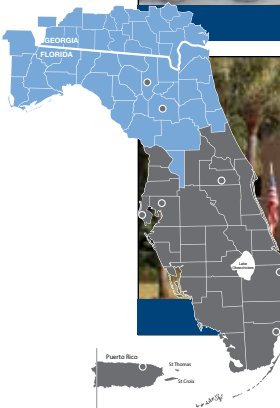
The North Florida/South Georgia Veterans Health System is a level 1a, tertiary care facility headquartered in Gainesville, Fla. The organization spans about 50 counties in Florida and South Georgia and is the largest VA healthcare system in the country relative to patients served. The system operates 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. 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
- Long-Term Care Institute
- American Board for Certification in Orthotics, Prosthetics & Pedorthics
- Association for Assessment and Accreditation of Laboratory Animals
- American Accreditation of Blood Banks AABB
- 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
- Healthcare Equality Leader

By the Numbers

2023

Employees	6,275
% of Veteran Employees	23%
Volunteers Hours	55,430
Veterans Served	155,151
Eligible Vet Population in Svc. Area	259,307
Enrollees	186,259
Market Penetration	71%
Outpatient Visits	1.9 Million
Average Daily Outpatient Visits	5,182
Total Operating Beds	611
Admissions	10,196
Budget	\$2.1 Billion

	VETERANS SERVED	OUTPATIENT VISITS
Gainesville	136,786	653,727
Lake City	29,755	163,155
Jacksonville 1	53,061	266,678
Jacksonville 2	16,941	75,674
Jacksonville Southpoint	12,192	40,552
Valdosta	5,503	26,894
Ocala	14,684	71,353
St. Augustine	9,038	44,900
Tallahassee	17,845	145,978
The Villages	26,225	165,028
St. Marys	4,489	18,656
Marianna	2,804	13,156
Middleburg	7,574	33,191
Palatka	3,068	13,869
Waycross	2,701	13,210
Perry	1,206	3,341



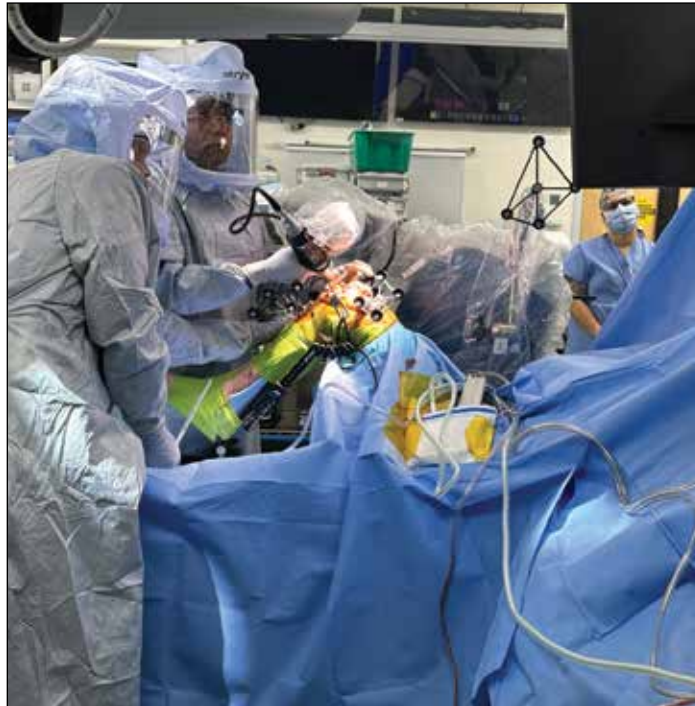
“I don’t think there are words in the dictionary that can describe how great [the Gainesville Fisher House] really is. This is a home, a home away from home, for families of Veterans.”

– Valerie Jackson, spouse of Vietnam Veteran James Jackson



Malcom Randall VA Medical Center Upgrades Intensive Care Units

The Malcom Randall Veterans Affairs Medical Center implemented Continuous Venovenous Hemofiltration (CVVH), or hemodialysis, throughout its Intensive Care Units, the first of which was administered in June 2023. Through a concerted effort of various staff, the medical center is now equipped with the VA National Surgery Office and Cardiothoracic Surgical Advisory Board’s recommended medical infrastructure.



Mako Robot Enhances Outcomes of Orthopedic Surgeries

The North Florida / South Georgia Veterans Health System and Malcom Randall VA Medical Center completed its ninth robot assisted lower extremity joint replacement utilizing a MAKO Smart Robotics Assisted Surgery System in August 2023. While robotic assisted surgery has been around for years, the implementation of its use at the Malcom Randall VA Medical Center has further demonstrated the innovation and advancement provided to our Veterans. The innovative robotic technology allows surgeons to personalize total knee, partial knee, and total hip replacement procedures to each Veteran. The robotic-assisted surgery represents the newest major technological advancement in hip and knee reconstructive surgery. Mako procedures significantly enhance the precision of both the necessary bone cuts and the placement of the prostheses in their ideal anatomic landmarks to a degree not possible with the conventional methods.



Health System Surpasses 200 Robotic-Assisted Bronchoscopy Procedures

The North Florida / South Georgia Veterans Health System’s Malcom Randall VA Medical Center have achieved a landmark milestone surpassing 200 robotic-assisted bronchoscopy procedures for Veterans throughout the system’s service area in 2023. Robot-assisted bronchoscopy is a recent advancement in navigational bronchoscopy, a procedure used to biopsy lung nodules to detect the presence of lung cancer and other lung diseases.

ORLANDO

VA Healthcare System

www.va.gov/orlando-health-care

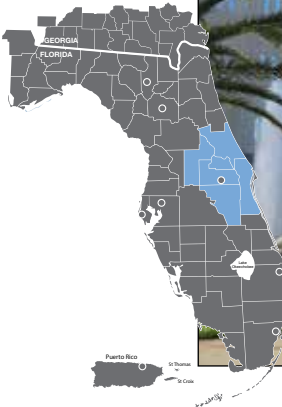
13800 Veterans Way; Orlando, FL 32827

407-631-1000
800-922-7521

Director: Timothy J. Cooke

 facebook.com/OVAHCS

 twitter.com/OVAHCS



Officially established in October 2006 and designated as a level 1a, tertiary care facility in 2021, the Orlando VA Healthcare System (VAHCS) serves more than 140,000 Veterans in Central Florida. The facility 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 inpatient, outpatient, and emergency services. Orlando's 65-acre medical campus encompasses 134 acute inpatient beds, providing complex medical/surgical care, mental health, advanced diagnostic services, and a large multispecialty outpatient clinic.

By the Numbers

2023

Employees	5,418
% of Veteran Employees	23%
Volunteers Hours	55,556
Veterans Served	140,137
Eligible Vet Population in Svc. Area	198,275
Enrollees	141,919
Market Penetration	72%
Outpatient Visits	1.8 Million
Average Daily Outpatient Visits	5,043
Total Operating Beds	370
Admissions	7,617
Budget	\$1.8 Billion

Accreditations/ Certifications

- The Joint Commission
- Commission on Accreditation of Rehabilitation Facilities
- Accreditation Council for Graduate Medical Education
- American Nurses Credential Center
- American Psychological Association
- American Association of Blood Banks
- American College of Radiology
- Commission on Dental Accreditation
- College of American Pathologists
- National Health Physics Program
- Long-Term Care Institute
- American Board for Certification in Orthotics, Prosthetics & Pedorthics
- American Society of Health-System Pharmacists
- Vascular Lab Accreditation
- Healthcare Equality Leader

	VETERANS SERVED	OUTPATIENT VISITS
Lake Nona	128,165	913,576
Clermont	6,208	30,675
Daytona Beach	23,689	194,905
Deltona	6,059	28,678
Kissimmee	7,574	40,057
Lake Baldwin	40,660	310,263
Palm Bay	4,105	16,248
Port Orange	108	2,110
Tavares	7,463	35,384
Viera	33,192	353,324
Westside Pavilion	4,743	32,492



“My health care at the VA is excellent. My doctor listens to me. She goes over everything and clarifies to make sure I understand. I had to stay in the hospital for about a week and doctors and nurses were exceptional.”

– U.S. Army Veteran Willie Monts



New Program Offers Innovative Approach to Mental Health Treatment

In 2023, the Orlando VA rolled out a new somatic treatment program aimed at helping Veterans with mental health disorders that have been traditionally difficult to treat. The program uses non-pharmacological techniques such as Electroconvulsive Therapy and Repetitive Transcranial Magnetic Stimulation along with Esketamine and Ketamine Infusion Therapies.



New Eyecare Program

The Orlando VA Healthcare System hosted a ribbon-cutting ceremony in June 2023 at the Lake Baldwin VA Clinic in Orlando, Fla., for its new Technology-Based Eye Care Services Program (TECS). This groundbreaking technology-based program is designed to increase access to care and improve Veteran convenience and satisfaction through the utilization of a mobilized medical unit that will travel to the Lake Baldwin, Clermont, and Kissimmee VA Clinics and provide screening availability to low-risk Veterans for cataracts, macular degeneration, glaucoma, and diabetic retinopathy. The mobilized medical unit will also provide Veterans with the option to pick out new frames for spectacle prescriptions.



Exoskeleton Makes a Huge Impact in Veterans Lives

In 2023, the Orlando VA implemented an innovative new treatment option for Veterans with spinal cord injuries and related disorders called Indego Therapy. This therapy is a lower-limb-powered exoskeleton that enables therapists to deliver task-specific, over-ground and individualized gait training. The device is worn around the waist and legs giving Veterans the ability to stand and walk, offering a new level of independence.

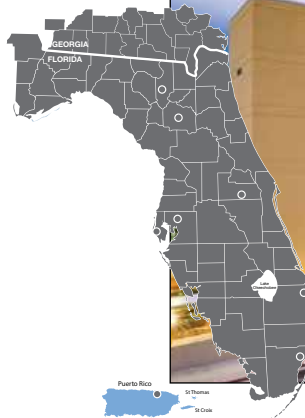
VA CARIBBEAN Healthcare System

www.va.gov/caribbean-health-care

10 Casia Street
San Juan, PR 00921

787-641-7582
800-449-8729

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



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 nursing home beds.

By the Numbers	2023
Employees	4,024
% of Veteran Employees	14%
Volunteers Hours	28,761
Veterans Served	60,258
Eligible Vet Population in Svc. Area	68,723
Enrollees	58,397
Market Penetration	86%
Outpatient Visits	1 Million
Average Daily Outpatient Visits	2,809
Total Operating Beds	402
Admissions	7,542
Budget	\$939 Million

	VETERANS SERVED	OUTPATIENT VISITS
San Juan	58,899	784,445
Arecibo	4,046	25,543
Ceiba	3,241	16,059
Comerio	439	1,601
Mayaguez	9,699	86,731
Ponce	10,622	91,680
St. Croix	797	3,026
St. Thomas	748	3,059
Utuado	249	931
Vieques	138	739

Accreditations/ Certifications

- The Joint Commission
- Commission on Accreditation of Rehabilitation Facilities
- College of American Pathologists
- Society of Cardiovascular Patient Care Center – Chest Pain Center
- Commission of Academic Dietetic Education
- Commission on Cancer
- American College of Radiation Oncology Practice Accreditation Program
- National Health Physics 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
- Ascension Certification
- American Psychological Association
- American Nurses Credentialing Center
- American Association of Blood Banks
- Healthcare Equality Leader

VETERAN PERSPECTIVES



“As a result of trauma I experienced, my whole life was turned upside down. VA’s Cognitive Processing Therapy took me step-by-step to manage all those values and principles that were altered so that they would not continue to cause me suffering... I feel more useful now, I can share more of my time with others, and I regained my self-confidence. I encourage other Veterans who are going through a similar situation to come to the trauma clinic, they will help you.”

– Angel Colón, U.S. Army Veteran



VA Caribbean Spread the Words about the PACT Act

The VA Caribbean held more than 20 community outreach events aimed to engage, educate, and inform Veterans and their loved ones about the PACT Act – a new law that greatly expanded VA benefits for Veterans who were exposed to environmental hazards. One such event was hosted and held in the municipality of Peñuelas in collaboration with the Veterans Benefits Administration, National Cemetery Administration, and community partners. Veterans in the southern part of the island enjoyed refreshments and live music while enrolling in VA health care, filing claims, and learning about other VA and community programs.



Governor of Puerto Rico Joins Governor’s Challenge

Last year, the Honorable Pedro R. Pierluisi, Governor of Puerto Rico, joined the Governor's Challenge to Prevent Suicide Among Service Members, Veterans, and their Families. The challenge is a collaborative effort between the Substance Abuse and Mental Health Services Administration (SAMHSA) and VA to bring the initiative to states, territories, and communities across the nation. The goal of the Governor’s Challenge is to implement plans to prevent suicide and advance VA’s National Strategy for Preventing Veteran Suicide. Puerto Rico became one of 54 states and territories taking part in the challenge when the Governor of Puerto Rico signed on in 2023.



New Local Partnership Aims to Prevent Veteran Suicides

In 2023, the VA Caribbean Healthcare System signed a collaborative agreement with Sistema de Salud Menonita (SSM) to develop and implement suicide prevention strategies and mental health services for Veterans, service members, and their families in the Caribbean region. The partnership was implemented within SSM’s Hospital Menonita CIMA division and is expected to expand over time. Growing and cultivating long-lasting community partnerships is one way the VA Caribbean Healthcare System is working to tackle VA’s top clinical priority – preventing Veteran suicide.

WEST PALM BEACH VA Healthcare System

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

7305 North Military Trail
West Palm Beach, FL 33410

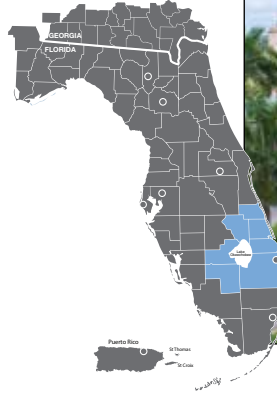
561-422-8262 | 800-972-8262

Director: Cory P. Price, FACHE

 facebook.com/WPBVAHCS

 twitter.com/WPBVAHCS

 instagram.com/WPBVAHCS



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 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 program, 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

2023

Employees	2,731
% of Veteran Employees	26%
Volunteers Hours	100,494
Veterans Served	55,260
Eligible Vet Population in Svc. Area	95,161
Enrollees	60,594
Market Penetration	64%
Outpatient Visits	686,633
Average Daily Outpatient Visits	1,881
Total Operating Beds	333
Admissions	4,927
Budget	\$882 Million

Accreditations/ Certifications

The Joint Commission
Commission on Accreditation of Rehabilitation Facilities
American Association of Blood Banks
American College of Radiology
American Dental Association
American Psychological Association
American Society of Health-System Pharmacists
College of American Pathologists
Florida Medical Association
Food and Drug Administration
Long-Term Care Institute
Society of Chest Pain Centers
Healthcare Equality Leader

	VETERANS SERVED	OUTPATIENT VISITS
West Palm	53,088	563,361
Fort Pierce	5,881	19,964
Delray Beach	6,662	25,757
Stuart	5,595	16,339
Boca Raton	2,728	13,344
Vero Beach	3,543	11,712
Okeechobee	1,675	6,998
Port St. Lucie	6,754	26,126



“It is a pleasure and a privilege to continue to serve my brothers and sisters in arms.”

– Jose Morel Arias, Pharmacy Technician and U.S. Marine Corps Veteran, West Palm Beach VA Healthcare System



PAWS Program Helps Heal Veterans With PTSD

In 2023, the West Palm Beach VA was selected as one of five sites nationwide chosen to participate in the Puppies Assisting Wounded Servicemembers (PAWS) Program Pilot. The program provides Veterans diagnosed with Post Traumatic Stress Disorder (PTSD) the opportunity to train service dogs for Veterans. In partnership with Dogs for Life of Vero Beach, Florida, Veterans participate in weekly training for a period of eight weeks, at which time the Veteran graduates from the program and the certified service dog is paired with a fellow Veteran. The West Palm Beach VA is proud to be among the first to roll out this program and demonstrate the therapeutic benefit for everyone involved.



Training Future Health Care Professionals

The Post Baccalaureate Nurse Residency (PBNR) program is part of a nationwide network of federally funded nurse residency programs accredited by the Commission on Collegiate Nursing Education. This program sets the bar to be the leader in education and access to the best care for Veterans. The West Palm Beach VA's Office of Professional Development developed a comprehensive learning experience, inclusive of the curriculum and training required to deliver safe, high-quality care to all Veterans. Not only are these vibrant faces the 2023 graduates, but they also represent the newest addition to the healthcare system's nursing team. Upon completion of the one-year residency program, all nine VA-trained Registered Nurses chose to remain with the West Palm Beach VA contributing to the delivery of exceptional care to Veterans. From lectures to rotations in various clinical services, the hands-on approach has built skill and confidence in the newest team members to carry out the mission now and in the future.



West Palm Beach VA Opens New Imaging Center for Women

In 2023, the West Palm Beach VA Healthcare System (WPBVAHCS) opened a new imaging center specifically for women Veterans. The Center is equipped with state-of-the-art technology and allows for advanced care in one convenient location. Devoted to delivering the highest quality care, same day access to mammography eliminates barriers to vital screening programs. This guarantees more proactive care for the fastest growing Veteran population – Women Veterans.



VA Sunshine Healthcare Network (VISN 8)

Attn: 10N8
 13000 Bruce B. Downs Blvd.
 Tampa, Florida 33612

Questions/Comments? E-mail us at
VISN8CommunicationOffice@va.gov

David Isaacks, FACHE – Network Director

Mary Kay Rutan – Communication Manager

Jason W. Dangel – Deputy Communication Manager
 & Publication Editor

VA Sunshine Healthcare Network – VISN 8

Bruce W. Carter Dept. of VA Medical Center
 1201 NW 16th Street
 Miami, FL 33125
 305-575-7000 • 888-276-1785
www.va.gov/miami-health-care

C.W. Bill Young VA Medical Center
 10000 Bay Pines Blvd.
 Bay Pines, FL 33744
 727-398-6661 • 888-820-0230
www.va.gov/bay-pines-health-care

James A. Haley Veterans' Hospital
 13000 Bruce B. Downs Blvd.
 Tampa, FL 33612
 813-972-2000 • 888-716-7787
www.va.gov/tampa-health-care

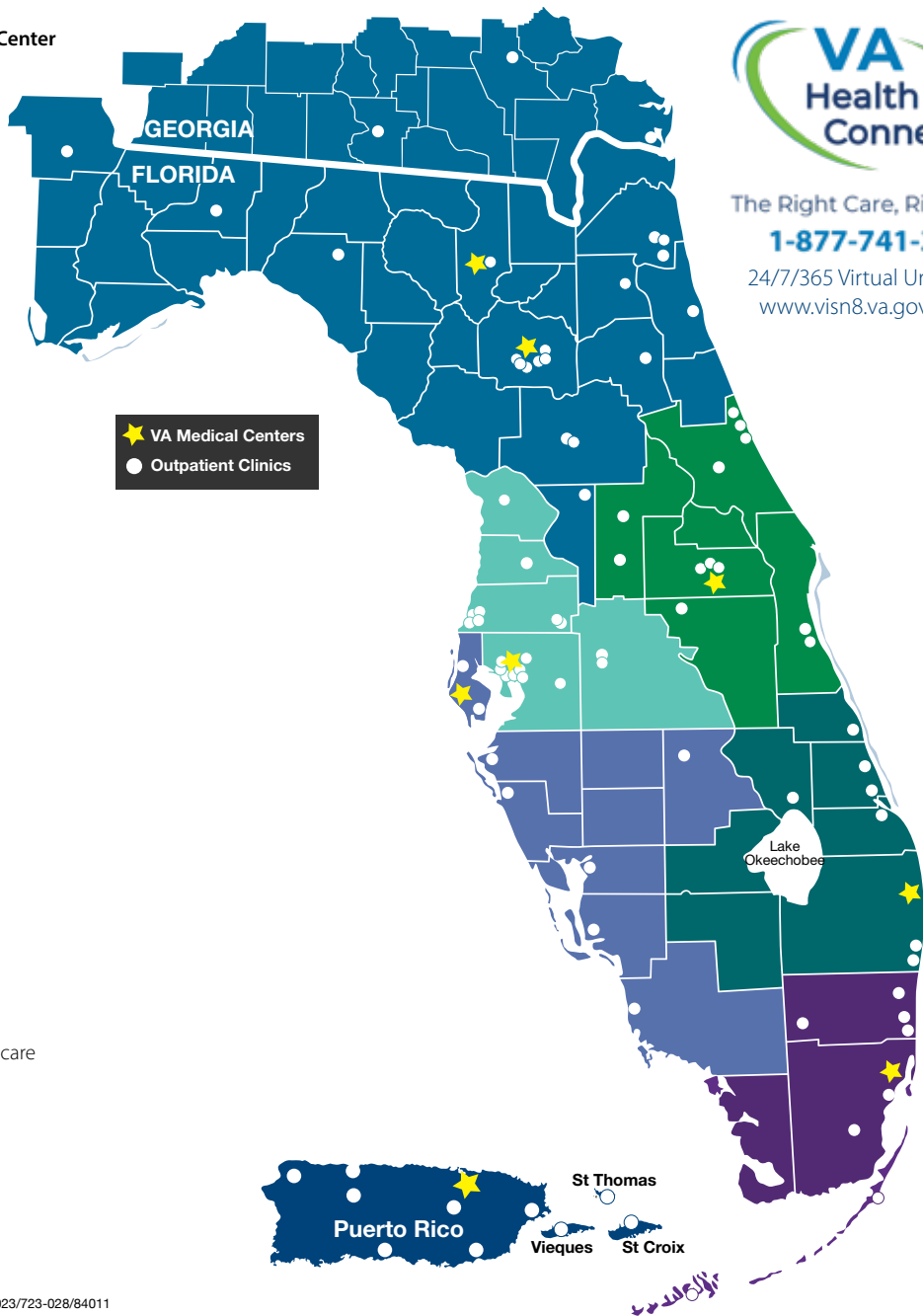
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 619 South Marion Avenue
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 13800 Veterans Way
 Orlando, FL 32827
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www.va.gov/orlando-health-care

West Palm Beach VA Medical Center
 7305 North Military Trail
 West Palm Beach, FL 33410
 561-422-8262 • 800-972-8262
www.va.gov/west-palm-beach-health-care

VA Caribbean Healthcare System
 10 Casia Street
 San Juan, Puerto Rico 00921
 787-641-7582 • 800-449-8729
www.va.gov/caribbean-health-care



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