

VISN 10

VA HEALTHCARE SYSTEM SERVING OHIO, INDIANA AND MICHIGAN

VA



U.S. Department of Veterans Affairs

2023 Annual Report



*Honoring
America's Veterans
by providing
exceptional health
care that improves
their health and
well-being.*

Annual Report 2023 • www.visn10.va.gov



Laura Ruzick
Network Director

Message from the Network Director

We have many successes to celebrate as we strive to improve Veteran care and fulfill our Mission to serve those who served us. In 2023, VISN 10 staff entered 46 Shark Tank submissions resulting in 12 semifinalists and 3 finalists, the highest of any VISN. Congratulations to all the participants!

We've successfully added 2,400 recruits to the 7 hardest to fill positions in VISN 10 and improved hiring time from 104 days to 93 days using all the available flexibilities from the PACT Act.

Our staff at all facilities embody the VISN 10 values every day: integrity, commitment, advocacy, respect, and excellence. We are always ready and willing to provide the best care and support possible, reach as many Veterans as possible, and partner with our communities near and far. By achieving 80% bookable hours across scheduling grids, we increased the total number of bookable hours by 21% in Primary Care, 24% in Surgical Services, and 33% in Specialty Medicine.

As we move into 2024, we will focus on many priorities to honor and serve Veterans in the VISN 10 area in the communities in which they live. Some of those priorities include, but are not limited to: Serve Veterans with Military Environmental Exposures, connect Veterans to the Soonest and Best Care, Prevent Veteran Suicide, and Support Veterans' Whole Health, their caregivers and survivors.

While all of these are important, I am placing special focus on two, Connecting Veterans to the Soonest and Best Care and Preventing Suicide. We are standing up a special committee for soonest and best care and amplifying our efforts on preventing suicide through mental health hiring efforts, outreach and community partnerships. No Veteran should be left behind.

Our outstanding network of medical centers and community clinics are honored to serve Veterans in Michigan, Indiana, Ohio, and Northern Kentucky. Our medical centers are among the best in the country. We are thankful to them for all they do, and to you for all your support and commitment to our mission.

Laura Ruzick
Network Director, VISN 10





VISN 10 VA Healthcare System consists of Health Systems in Ann Arbor, Battle Creek, Detroit and Saginaw in Michigan; Indianapolis and Northern Indiana in Indiana; Chillicothe, Cincinnati, Northeast Ohio, Dayton and Columbus in Ohio. It also includes 84 Outpatient Clinics throughout the tristate area serving nearly 640,176 enrolled Veterans with a budget exceeding \$7.9 billion.

\$7.9
billion
+ annual budget

105,832
square
miles
over **221**
counties

1 VA Health
Care Center

84
Outpatient
Clinics

12.7
million
+ gross square
footage in
physical assets

8 Mobile
Clinics

11 VA Medical
Centers
(1 dual-campus)

3 Residential
Treatment
Facilities
(DOMs)

*VISN 10
stakeholders:*

640,176
+ enrolled Veterans

30,107
+ employees

29 Veteran Service
Organizations

*Other
Regional
Partners:*

14 National
Cemeteries (5 open)

4 State Veteran
Cemeteries

4 State Veteran Homes

3 VBA Regional offices

VISN 10's Mission



To offer the enrolled Veteran population a continuum of care that is accessible, value-added, cost-effective, and of the highest quality, within an environment of outstanding education and research. To promote a culture that supports and develops a caring, compassionate, competent and service-oriented workforce.

VISN 10 Values

All the efforts within the VISN 10 VA Healthcare System are based on VA's Core Values of:



INTEGRITY:

Act with high moral principle. Adhere to the highest professional standards. Maintain the trust and confidence of all with whom I engage.

COMMITMENT:

Work diligently to serve Veterans and other beneficiaries. Be driven by an earnest belief in VA's mission. Fulfill my individual responsibilities and organizational responsibilities.

ADVOCACY:

Be truly Veteran-centric by identifying, fully considering, and appropriately advancing the interests of Veterans and other beneficiaries.

RESPECT:

Treat all those I serve and with whom I work with dignity and respect. Show respect to earn it.

EXCELLENCE:

Strive for the highest quality and continuous improvement. Be thoughtful and decisive in leadership, accountable for my actions, willing to admit mistakes, and rigorous in correcting them.





Accreditations, Partnerships & Recognition

ACCREDITATIONS

- The Joint Commission
- Commission on Accreditation of Rehabilitation Facilities, for Compensated Work Therapy, Homeless Program, Psychosocial Rehabilitation and Recovery Center (PRRC), and Vocational Rehabilitation Program
- The American College of Surgeons Commission on Cancer
- Nuclear Regulatory Commission
- Cancer Program accredited by the American College of Surgeons
- The College of American Pathologists (CAP)
- American College of Radiation Oncology
- The Commission on Dental Accreditation (CODA) for General Practice Residency Program
- Association for Assessment and Accreditation of Laboratory Animal Care, International (AAALAC)
- The Commission of Accreditation for Pastoral Services (COMISS)
- Blood Bank – FDA and CAP accredited

PARTNERSHIPS

- College of American Pathologists (CAP)
- American College of Radiation Oncology
- University of Cincinnati
- University of Michigan
- Kettering College of Medical Arts
- Sinclair Community College
- Indiana University
- Indiana Wesleyan
- Miami Valley Career Technology Center
- Wright Patterson AFB
- Wright State University
- University of Cincinnati
- Ohio State University College of Optometry
- Miami University

RECOGNITION

- Recognized as a “Leader in LGBT Healthcare Equality” by the Human Rights Campaign (HRC) Foundation
- American Association of Critical-Care Nurses’ Beacon Award for Excellence
- National Center for Patient Safety Gold Cornerstone Award
- Get with The Guidelines® - Heart Failure Gold Plus Quality Achievement Award and Target Heart Failure Honor Roll
- American Diabetes Association’s Diabetes Self Management Education standards met



VISN 10's Vision

Our vision is to be recognized as the healthcare provider of choice for Veterans and as a leader in education and research.



VA Ann Arbor Healthcare System

2215 Fuller Rd.
Ann Arbor, MI 48105

Proudly serving Veterans since 1953

734-769-7100
800-361-8387

www.annarbor.va.gov



facebook.com/VAAnnArbor



twitter.com/VAAnnArbor



instagram.com/VAAnnArbor



Community Clinics



Ginny Creasman
Pharm. D., FACHE
Medical Center Director

Adrian Outpatient Clinic

770 Riverside Ave.
Adrian, MI 49221
734-222-7160

Findlay Outpatient Clinic

1720 E. Melrose Ave.
Findlay, OH 45840
(COMING SUMMER 2024)

Flint Outpatient Clinic

2360 S. Linden Rd.
Flint, MI 48532
810-720-2913

Green Road Outpatient Clinic

2500 Green Rd., Ste 200
Ann Arbor, MI 48105
734-769-7100

Howell Outpatient Clinic

3399 E. Grand River Ave.,
Ste 100
Howell, MI 48843
517-552-3700

Jackson Outpatient Clinic

4328 Page Ave. Michigan
Center, MI 49254
517-764-3609

Major General Oliver W. Dillard Outpatient Clinic

5900 N. Lotz Rd.
Canton, MI 48187
734-394-4500

Packard Road Outpatient Clinic

3800 Packard Rd., Ste 120
Ann Arbor, MI 48108
734-222-7600

Toledo Outpatient Clinic

1200 S. Detroit Ave.
Toledo, OH 43614
419-259-2000



Facility Accomplishments

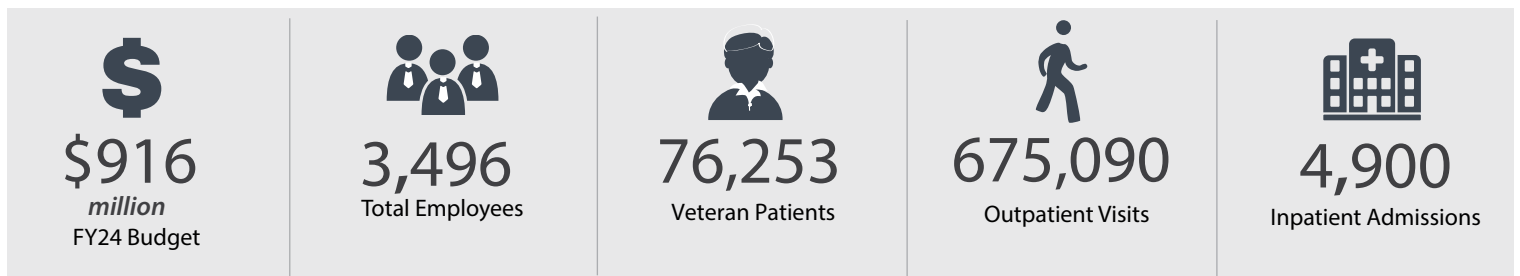
- The Center for Development & Civic Engagement (CDCE) and the Office of Veteran Experience & Employee Engagement were recipients of the CDCE Strategic Partnership Excellence Award recognizing an organization internal to VA that has collaborated with CDCE to build or facilitate impactful volunteer assignments, assisting in the implementation of community partnerships, significantly utilizing a monetary donation, or contribution to a major program or activity.
- The Centers for Medicare & Medicaid Services (CMS) star rating system provides Medicare recipients with unbiased ratings on healthcare providers within the Medicare network. The overall star rating for hospitals summarizes quality information on important topics, such as readmissions and deaths after heart attacks or pneumonia. The rating system assigns each healthcare provider and/or facility a level of quality from one to five stars to convey a variety of measures across 5 areas of quality into a single star rating for each hospital. Ann Arbor was awarded the Nurse Residency Coordinating Center by the Office of Academic Affiliations (it is the only one in the VA).
- **Celebrating 70 years of service to Veterans**
Since October 12, 1953, VA Ann Arbor Healthcare System has been driven to provide the highest quality, full service, integrated, and dependable health care with Veterans at the center. VA Ann Arbor Healthcare System provides state-of-the-art healthcare throughout eastern Michigan and northwest Ohio with clinics in Adrian, Canton, Flint, Howell, Jackson, and Toledo, Ohio. A new clinic is expected to open in Findlay, Ohio in 2024. VA Ann Arbor Healthcare System completes over 5,000 hospital admissions and more than 675,000 outpatient appointments each year.



Fitness Focus

Gerofit exercise classes and individualized workouts focus on cardiovascular, strength, balance, and flexibility training, all customized to Veterans' unique needs and fitness levels. This summer, the VA Ann Arbor Gerofit program, in collaboration with the City of Ann Arbor, began offering the very first Gerofit aquatic fitness class!

By the Numbers





Battle Creek VAMC

5500 Armstrong Rd.
Battle Creek, MI 49037

269-966-5600
888-214-1247

www.battlecreek.va.gov



facebook.com/VABattleCreek



[twitter.com/
BattleCreekVAMC](https://twitter.com/BattleCreekVAMC)



instagram.com/VABattleCreek

Opened in 1924 as the 100th VA hospital in the United States



Community Clinics

Benton Harbor Outpatient Clinic

1275 Mall Dr.
Benton Harbor, MI 49022
269-934-9123

Muskegon Outpatient Clinic

5000 Hakes Dr.
Muskegon, MI 49441
231-798-4445

Wyoming Outpatient Clinic

5838 Metro Way SW
Wyoming, MI 49519
616-249-5300

Lansing Outpatient Clinic

5656 S. Cedar St.
Lansing, MI 48911
517-267-3925



Michelle Martin
Medical Center Director



Alive and Running VA5K

The event was organized to remind the community and fellow Veterans that they can Reach Out to help prevent suicide and to show Veterans, their families and the military community that they are not alone. "It shows we are there for them," said Kelly Masley, suicide prevention coordinator. "Veterans need to know that sometimes it's okay to not be okay."



Facility Accomplishments



- Held over 70 PACT Act outreach events in the community with an increased enrollment of more than 400 Veterans over FY22.
- Designated a Top Performer in LGBTQ+ Healthcare Equality.
- Community Living Center 5 Star Overall Rating on most recent Scorecard.
- Declared end of Veteran Homelessness in Kent and Ingham/Eaton Counties with the assistance of community partners.



- Implemented Summer Concert and Resource Fair.
- The Battle Creek VAMC has 87 affiliation agreements with 50 colleges and universities throughout the state of Michigan in a variety of health and other professions.
- Earned the Practice Greenhealth Environmental Excellence Award.
- Age Friendly Health System Award for Home Based Primary Care.








Low Vision Golf Scramble

Battle Creek VA's recreation therapy hosted a low-vision golf scramble followed by lunch at Custer Greens on the VA campus. Five visually impaired Veterans competed alongside their guests and VA staff members.



By the Numbers

 \$631 <i>million</i> Budget	 1,940 Total Employees	 44,907 Veteran Patients	 513,050 Outpatient Visits	 464 Inpatient Admissions
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Chillicothe VAMC

17273 State Route 104
Chillicothe, OH 45601

740-773-1141
800-358-8262

www.chillicothe.va.gov



facebook.com/ChillicotheVAMC

Proudly serving Veterans in southern Ohio and parts of West Virginia and Kentucky



Kenneth Mortimer FACHE
Medical Center Director

Community Clinics

Athens Outpatient Clinic

88 N. Plains Rd.
The Plains, OH 45780
740-592-7220

Cambridge

Outpatient Clinic
2146 Southgate Pkwy.
Cambridge, OH 43725
740-432-1963

Lancaster

Outpatient Clinic
1703 N. Memorial Dr.
Lancaster, OH 43130
740-653-6145

Marietta Outpatient Clinic

27843 State Rte. 7
Marietta, OH 45750
740-568-0412

Portsmouth

Outpatient Clinic
4038 Rhodes Ave.
New Boston, OH 45662
740-353-3236

Wilmington

Outpatient Clinic
448 W. Main St.
Wilmington, OH 45177
937-382-3949





Facility Accomplishments

- The Chillicothe VAMC aggregated trust score as reported on VSignals FY23 is 92.5%, 1.8% above the national average of 90.7%.
- The Chillicothe VAMC Employee Engagement Committee is the backbone of our engagement activities such as the weekly All Employee Virtual Town Meeting. This group of staff, representing all levels and areas of the medical center staff, collaborate with leadership to foster and create a culture of engagement. The 2023 All Employee Survey reflects their work.
- In our VISN of 11 facilities, we ranked #1 in All Employee Survey Data Sharing & Data Use, Employee Engagement, Best Place to Work, Psychological Safety, Moral Courage and many other categories.
- We are beginning work on the new inpatient Acute Rehabilitation Unit at the Chillicothe VA. This resource will be vital for this market as the only other two sites within VISN 10 with this service are extreme distances for our Veterans to travel for utilization. This unit will be a referral source for Columbus and other facilities across Ohio.

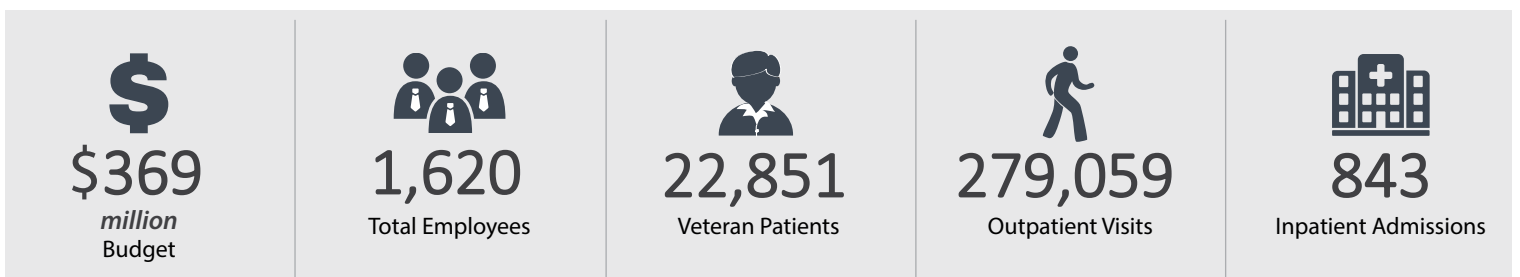


A Tour of Speech Pathology Services

We are publishing a series of six articles related to Speech Pathology with the goal of educating patients and staff on all the services available here in Chillicothe. Several articles will follow that will take you on a tour of the Speech Pathology Clinic by describing how speech pathologists evaluate communication, cognition and swallowing, perform specialized assessment procedures and manage impairments involving these functions.

Interpersonal communication is the exchange of thoughts, feelings, ideas and information between people. Communication involves a process or a chain-of-events. Any disruption in this process may result in a communication problem and many medical and psychological conditions may cause these disruptions.

By the Numbers





3200 Vine St.
Cincinnati, OH 45220

513-861-3100

www.cincinnati.va.gov



facebook.com/CincinnatiVAMC



[instagram.com/
Cincinnati_VAMC](https://instagram.com/Cincinnati_VAMC)

Cincinnati VAMC

Proudly serving Veterans in 15 counties of Ohio, Kentucky, and Indiana



Jane Johnson
Medical Center Director

Community Clinics

Bellevue Outpatient Clinic

103 Landmark Dr.
Suite 300
Bellevue, KY 41073
859-392-3840

Cincinnati VA Medical Center - Fort Thomas

1000 S. Fort Thomas Ave.
Fort Thomas, KY 41075
859-572-6202

Clermont County Outpatient Clinic

4600 Beechwood Rd.
Cincinnati, OH 45244
513-943-3680

Dearborn Outpatient Clinic

131 Campus Dr.
Lawrenceburg, IN 47025
513-861-3100 ext. 322313

Florence Outpatient Clinic

7310 Turfway Rd., Suite 510
Florence, KY 41042
859-282-4480

Georgetown Outpatient Clinic

474 Home St.
Georgetown, OH 45121
937-378-3413

Hamilton Outpatient Clinic

1750 S. Erie Hwy.
Hamilton, OH 45011
513-870-9444

Highland Avenue Outpatient Clinic

2929 Highland Ave.
Cincinnati, OH 45219
513-559-3599

Norwood Outpatient Clinic

4600 Smith Road, Central
Station, Suite A6
Norwood, OH 45212
513-475-6547

Vine Street VA Clinic

909 Vine Street
Cincinnati, OH 45202
513-977-6800



Facility Accomplishments

- Cincinnati remains a national leader in Innovation. One fully executed license for Terri Ohlinger’s Drop Ease, two provisional patents; one for Suzanne Zwerin’s Air Pillow On A Roll (APOAR) and one for Kevin Johnson’s Patient Positioning Device are just a few of the many local accomplishments. The Remote Temperature Monitoring Team lead by Dr. Suhail Masadeh, Dr. Kyle Nordrum and Mr. Josh Manis are participating in eight national site visits, learning how to help engage Podiatrists in three of the available RTM solutions and navigate barriers.








VISN 10 finished strong with the Innovation Team being nominated for Innovation Specialist(s) of the year, a Shark Tank Bid Win for “From Resistance to Resilience: A Veteran’s Renewal with Ketamine”. Finishing strong, Cincinnati kept its streak alive with a 2023 Investee of the Year Winner, Suzanne Zwerin (Terri Ohlinger, 2020, Kevin Johnson 2022).



In fiscal year 2023, the Cincinnati VA PACT ACT Team developed a robust communication plan to develop messaging to Veterans and family members of Veterans about VA’s PACT ACT Law. These efforts resulted in the Cincinnati VA conducting 26,094 toxic exposure screenings and directing Veterans to Service Offers for filing claims for PACT ACT benefits. Part of the communication plan involved a tactic for a Resource Phone Line effort conducted through a local television news program that resulted in over 200 phone calls received during the one-half hour news program.

By the Numbers

 <p>\$832 million Budget</p>	 <p>2,736 Total Employees</p>	 <p>41,162 Veteran Patients</p>	 <p>596,384 Outpatient Visits</p>	 <p>5,914 Inpatient Admissions</p>
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Louis Stokes Cleveland VAMC
10701 East Blvd.
Cleveland, OH 44106

216-791-3800
877-838-8262

www.cleveland.va.gov



facebook.com/
ClevelandVAMC



twitter.com/ClevelandVAMC

VA Northeast Ohio Healthcare System

Proudly serving Veterans in 24 counties across Northeast Ohio



Community Clinics



Jill Dietrich Mellon
JD, MBA, FACHE
Medical Center Director

Akron Outpatient Clinic
55 W. Waterloo Rd.
Akron, OH 44319
330-724-7715

Canton Outpatient Clinic
733 Market Ave. S.
Canton, OH 44702
330-489-4600

**Carl Nunziato Youngstown
Outpatient Clinic**
1815 Belmont Ave.
Youngstown, OH 44504
330-740-9200

**Cleveland Outpatient
Clinic-Euclid**
7000 Euclid Ave.
Suites 102 & 202
Cleveland, OH 44103
216-391-0264

**Cleveland Outpatient
Clinic-Superior**
8901 Superior Ave.
Cleveland, OH 44106
216-421-3133

**David F. Winder Mansfield
Outpatient Clinic**
1025 S. Trimble Rd.
Mansfield, OH 44906
419-529-4602

**East Liverpool Outpatient
Clinic**
15655 St. Rte. 170, Suite A
Calcutta, OH 43920
330-386-4303

Lake County Outpatient Clinic
35000 Kaiser Ct.
Willoughby, OH 44094
440-269-4600

Lorain Outpatient Clinic
5275 N. Abbe Rd.
Sheffield Village, OH 44035
440-934-9158

**New Philadelphia Outpatient
Clinic**
1260 Monroe St. NW, Ste 1A
New Philadelphia, OH 44663
330-602-5339

Parma Outpatient Clinic
8787 Brookpark Rd.
Parma, OH 44129
216-739-7000

Ravenna Outpatient Clinic
6751 N. Chestnut St.
Ravenna, OH 44266
330-296-3641

**Sandusky
Outpatient Clinic**
1912 Hayes Ave.
Sandusky, OH 44870
419-609-1460

**Summit County Outpatient
Clinic Community Resource
& Referral Center (CRRC)**
111 East Voris St.
Akron, OH 44311
330-761-7054

Warren Outpatient Clinic
1460 Tod Ave. NW
Warren, OH 44485
330-392-0311



Facility Accomplishments

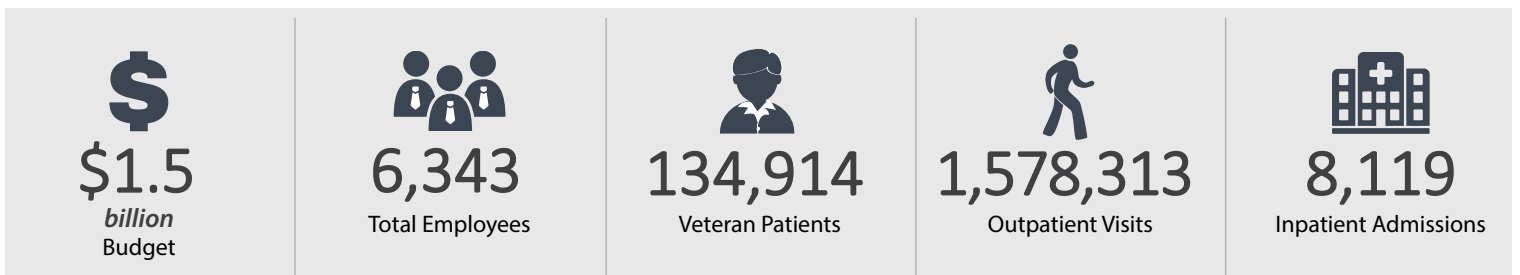
- The VA Northeast Ohio Healthcare System is an active partner in the Better Health Partnership Initiative, comparing outcomes for crucial measures of care for patients living with diabetes, high blood pressure and heart failure.
- Emergency Department maintains their Level 1 Geriatric ED Accreditation from the American College of Emergency Physicians – first in VA and Northeast Ohio. Additionally, as a member of the Geriatric Emergency Department Collaborative, Cleveland VA will help drive the future of aging-friendly emergency care.
- The VA Northeast Ohio Healthcare System continues to receive recognition as a top place to work. Through North Coast 99, the health care system is consistently recognized as a great workplace for top talent in Northeast Ohio. We also take pride in offering equitable, inclusive care for our Veteran patients, consistently achieving status as a leader in LGBT Healthcare Equality by the Human Rights Campaign.
- Louis Stokes Cleveland VA Medical Center received a 5-star rating from the Centers for Medicare & Medicaid Services.
- The Cleveland VA is on the forefront of research to combat antibiotic resistant bacteria. In addition to the research being done already through our Infectious Disease division, we've also established the Case VA CARES initiative to combine our efforts with Case Western Reserve University to battle against antibiotic resistant bacteria, conducting new research, modifying existing antibiotics, discovering new ones, and using decoys to trick uncooperative bacteria.



What If Amputees Could Feel?

For the past 15 years, biomedical engineer Dr. Dustin Tyler, jointly employed by Case Western and Cleveland VA Medical Center, has been engaged in research to improve health and daily living experiences for individuals who have amputated limbs or compromised neural sensations. Dr. Tyler aims to provide these individuals with advanced prosthetics that can provide feedback to the brain to simulate a sensation of touch.

By the Numbers





VA Central Ohio Healthcare System

Chalmers P. Wylie VA
Outpatient Clinic
420 N. James Rd.
Columbus, OH 43219

Improving the health of those who so proudly served our nation

614-257-5200
888-615-9448

www.columbus.va.gov



facebook.com/VAColumbus



Marc Cooperman M.D.
Medical Center Director

Community Clinics

Columbus VA Clinic
2720 Airport Dr., Suite 100
Columbus, OH 43219
614-388-7650

**Grove City Outpatient
Clinic**
5775 N. Meadows Dr.
Grove City, OH 43123
614-257-5800

**Zanesville Outpatient
Clinic**
2800 Maple Ave.
Zanesville, OH 43701
740-453-7725

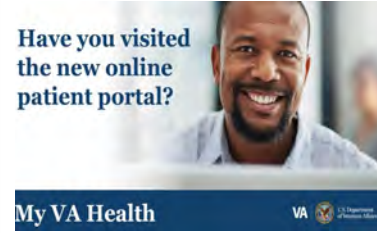
**Daniel L. Kinnard
Outpatient Clinic**
1855 W. Main St.
Newark, OH 43055
740-788-8329

Marion Outpatient Clinic
1203 Delaware Ave., Suite 2
Marion, OH 43302
740-223-8809



Facility Accomplishments

- Implementation of new procedures including Mohs, Lung Cancer Screening, multiple urologic and gynecologic procedures.
- Improved All Employee Survey participation and Best Places to Work.
- Increased bookability, productivity, access, and patient satisfaction.
- Implementation of a Community Care Help Line for Veterans with questions about their Community Care referrals.
- Facility and Employee Recognition:
 - Prosthetics Department of the Year
 - Supply Chain Management – Highest performing annual QCR within VISN 10
 - 2023 David M. Worthen Awards for Excellence in Health Professions Education Career Achievement Award – Dr. Bope
 - 2023 Shark Tank Winner –Traci Washington
- Successful deployment of Cerner Electronic Health Record.
- Improved Time to Hire, Recruitment and Retention initiatives.
- PACT Act - 100% of follow-up Toxic Exposure Screenings conducted within 30 days.
- Installation of a Weapons Detection System to ensure the physical and psychological safety of our Veterans, visitors and staff.








New Electronic Health Record

The VA Central Ohio Healthcare System transitioned to VA’s new electronic health record (EHR), April 2023. Columbus is the third VA to make this transition, following VA medical centers in Spokane and Walla Walla, Washington. Veterans who use the My HealthVet patient portal now will use the new VA patient portal, My VA Health, to access records and prescriptions for their care at Columbus VA.



Welcome Home 2023 offered free admission to the Columbus Zoo and Aquarium on July 1 for Veterans, active duty, reserve and National Guard personnel and their families.

By the Numbers

 \$603 <i>million</i> Budget	 1,833 Total Employees	 44,920 Veteran Patients	 438,198 Outpatient Visits	 N/A Inpatient Admissions
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Dayton VAMC

4100 W. Third St.
Dayton, OH 45428

937-268-6511
800-368-8262

www.dayton.va.gov



facebook.com/DaytonVAMC



twitter.com/DaytonVA

Proudly serving Veterans since 1867



Community Clinics

Lima Outpatient Clinic
750 W. High St., Ste 350
Lima, OH 45801
419-229-3300

**Middletown
Outpatient Clinic**
4337 N. Union Rd.
Middletown, OH 45005
513-423-8387

Richmond Outpatient Clinic
1010 N. J St.
Richmond, IN 47374
765-973-6915

Springfield Outpatient Clinic
1620 N. Limestone St.
Springfield, OH 45503
937-342-5480

**Wright-Patterson
Outpatient Clinic**
4881 Sugar Maple Dr.
Wright Patterson AFB,
OH 45433
937-268-6511 Ext. 5816



Jennifer DeFrancesco
Interim Director



Facility Accomplishments

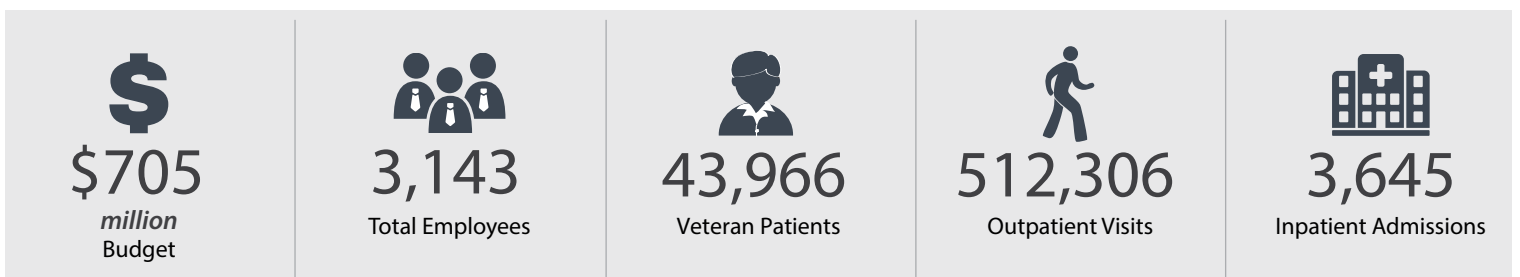
- Awarded a Joint Incentive Funding providing 2.5+ million to establish a musculoskeletal program on a virtual combined active duty and Veterans virtual platform.
- Hosted the first annual Veterans Integrated Service Network 10 Innovations Summit focused on providing innovative care and procedures to Veterans in April of 2023.
- We achieved a V-Signals Trust Score of 93.3 and the Dayton VA consistently stayed one or more points above national average for the past 12 months.
- Successfully launched the Innovations Team, initiated the first community partnership in Dayton related to enhancing innovations for Veterans to improve care.
- Positive long-term care reviews resulting in an overall Community Living Center (CLC) 5 star rating (increased from 4 star in FY 22).
- Specialty Care Overall Satisfaction SHEP scores increased four points from 85.0 in FY22 to 89.5 by the end of FY23.
- Our All Employee Survey response rate increased 8 points from 75% in FY22 to 83% in FY23 which is higher than both the VISN and national response rates. We also improved our scores in Best Places to Work from 66 in FY22 to 77 in FY23—an 11 point increase which exceeds the VISN and national scores.
- We rank 4 out of 5 stars in industry patient experience and quality rankings as of July 2023, besting all private sector hospitals in the Dayton area.
- Received a four-star rating from Centers for Medicare and Medicaid Services. First time CMS has included VA facilities in its annual Overall Hospital Quality Star Ratings.
- Dayton VA Medical Center was awarded the 2023 Dayton Nonprofit of the Year Award, in the Veteran Benefits category, by Dayton Magazine. The Dayton VA was also awarded Outstanding Diverse Organization and Dr. Alok Agrawal was honored as Outstanding Company Voice at the Dayton Business Journal’s 2023 Leaders in Diversity Awards.



MINT Clinic Opens

The clinic will provide world-class care to Veterans who are at risk for lung cancer. If a suspicious spot or nodule in the lung is seen at screening, the spot and patient’s lung will be evaluated to see if therapy might be required. The MINT Clinic aims to minimize time to identify the spot, get a definitive diagnosis and then therapy. The MINT Clinic can be a “one-stop-shop” for a biopsy, PET scan and pulmonary function testing. The clinic was set in motion by a team led by Interventional Radiologist and Physician-Scientist Dr. Robert Short.

By the Numbers





John D. Dingell Detroit VAMC

4646 John R St.
Detroit, MI 48201

Proudly serving Veterans since 1939

313-576-1000
800-511-8056

www.detroit.va.gov



facebook.com/VADetroit



twitter.com/VADetroit



instagram.com/VADetroit



Community Clinics



Chris W. Cauley FACHE
Medical Center Director

**Pontiac VA
Outpatient Clinic**
44200 Woodward Ave.
Suite 208
Pontiac, MI 48341
248-332-4540

Yale VA Outpatient Clinic
7470 Brockway Rd.
Yale, MI 48097
810-387-3211



Detroit VA New Fisher House

After an 8-year search for a location close to its main campus, Detroit VA acquired property in late-December for the location of a future Fisher House. The Fisher House is a program that provides free, temporary housing to families of Veterans receiving medical treatment at VA facilities. "Fisher House Foundation is proud to partner with Fisher House Michigan to bring this vital resource to the community. They have been instrumental in this endeavor," said Ken Fisher, chairman and CEO of Fisher House Foundation.



Facility Accomplishments



- The John D. Dingell VA Medical Center has received a 4-star rating from the Centers for Medicare & Medicaid Services (CMS). This is the first time CMS has included VA facilities in their annual Overall Hospital Quality Star Ratings. The Detroit VA is honored to support our Veterans by providing first class care and offering a personalized experience for every Hero we serve. Here in Detroit, we will continue to reach for the stars!



- Medical staff with the General Surgery service have successfully completed their first robotic surgery case for the Detroit VA, a Lap Chole for gallstones. Veterans who have gallstones are eligible and a referral is not required but interested Veterans should schedule an appointment with their Primary Care Manager to determine if surgery is the most appropriate option for their medical needs.

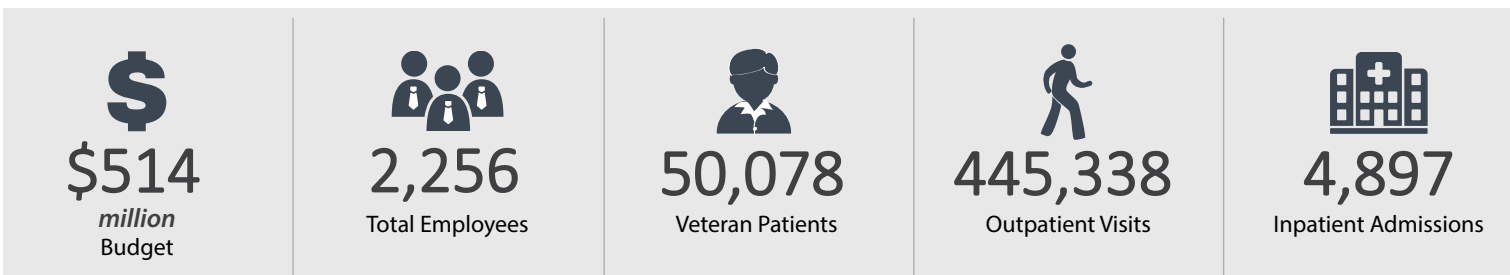
“This surgery is very common in the private sector and Veterans are very happy we’re able to offer this technology,” said Steve Corl, RN with General Surgery. “We’re excited to continue offering this service for eligible Veteran patients.”



New Detroit VALOR Center!

Detroit VA recently opened the VALOR Center, which stands for Veterans Aspiring to Live, Overcome and Reintegrate. The off-campus facility houses several clinical and supportive programs including PRRC, Transitions and Voc-Rehab in addition to a 50-bed Domiciliary. The VALOR Center is located approximately 5 miles from the main campus of the Detroit VA Healthcare System.

By the Numbers





Richard L. Roudebush Indianapolis VAMC

1481 W. Tenth St.
Indianapolis, IN 46202
317-554-0000

www.va.gov/indiana-health-care



[facebook.com/
VAIndianapolis](https://facebook.com/VAIndianapolis)



twitter.com/VAIndianapolis

Proudly serving Indiana Veterans since 1932



Michael E. Hershman
MHA, FACHE
Medical Center Director

Community Clinics

Bloomington Outpatient Clinic
2100 S. Liberty Dr.
Bloomington, IN 47403
812-336-5723

Indianapolis YMCA Outpatient Clinic
5315 Lafayette Rd.
Indianapolis, IN 46254
317-554-0000

Terre Haute Outpatient Clinic
5080 E. Bill Farr Dr.
Terre Haute, IN 47803
812-478-1825

Brownsburg Outpatient Clinic
557 Pit Rd.
Brownsburg, IN 46112
317-988-1772

Lafayette Outpatient Clinic
940 Park E. Blvd.
Lafayette, IN 47905
765-464-2280

Wakeman Outpatient Clinic
3791 10th St., Bldg. 1010
Edinburgh, IN 46124
812-348-0300

Cold Spring Road Outpatient Clinic
2669 Cold Spring Rd.
Indianapolis, IN 46222
317-554-0000

Martinsville Outpatient Clinic
2200 John R. Wooden Dr.
Martinsville, IN 46151
765-349-2071

Indianapolis-Meridian Outpatient Clinic
777 N. Meridian St., Ste 200
Indianapolis, IN 46204
317-554-0000

Monroe County Outpatient Clinic
1332 Arch Haven Ave.
Bloomington, IN 47403
812-349-4406

Indianapolis Domiciliary Outpatient Clinic
9045 E. 59th St., Bldg. 402
Indianapolis, IN 46216
317-554-0000

Shelbyville Outpatient Clinic
2158 Intelliplex Dr., Ste 200
Shelbyville, IN 46176
317-554-0000



Facility Accomplishments








The Indianapolis VAMC Partners with the IU School of Medicine & Marian University

Our relationship with this group is invaluable and a large percent of our clinical staff are also affiliated with IUSM. Indianapolis ranks 5th nationally on the list of the number of health profession trainees hosted per year. Each year, of the 2,300 trainees we host, about 1,500 are from the Indiana University School of Medicine with about 750 of those being medical students and about 750 residents/fellows. The IU School of Medicine is the largest medical school in the USA.

- We opened a new Shelbyville Clinic, replacing the existing clinic, in September 2023. In 2024 – 2025, we plan to open a new clinic in Northeast Indianapolis with a projected 60,000 Veterans to serve (funded through the PACT Act) as well as a new clinic location in Bloomington, Indiana.
- Selected for replacement Medical Center during Planning in FY24 Strategic Capital Investment Planning Cycle.
- Activated 3 new VA Clinics in the past 2 years in Lafayette, Brownsburg, and Terre Haute, Indiana.
- Utilized hiring flexibilities and creative marketing through TV, Radio, and Billboard Ads as well as social media. We opened continuous announcements for all hard to fill positions such as Nursing, housekeeping, and Police. Utilized Direct hire Authority for all applicable positions to attract more external applicants and reduce hiring process bottlenecks.

By the Numbers

 <p>\$786 million Budget</p>	 <p>3,109 Total Employees</p>	 <p>58,809 Veteran Patients</p>	 <p>762,771 Outpatient Visits</p>	 <p>6,894 Inpatient Admissions</p>
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Fort Wayne Campus
 2121 Lake Ave.
 Fort Wayne, IN 46805
 260-426-5431



Marion Campus
 1700 E. 38th Street
 Marion, IN 46953
 765-674-3321

www.northernindiana.va.gov



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Anthony Colón FACHE
 Interim Director

VA Northern Indiana Healthcare System

Two medical centers – one state-of-the-art healthcare system



Community Clinics

Defiance Outpatient Clinic
 800 N. Clinton St., Suite B
 Defiance, OH 43512
 419-783-2200

Jackie Walorski Outpatient Clinic
 1540 Trinity Pl.
 Mishawaka, IN 46545
 574-272-9000

Huntington Outpatient Clinic
 2859 Northpark Ave.
 Berkshire Bldg., Suite 110
 Huntington, IN 46750
 800-360-8387

Hoosier Outpatient Clinic
 1496 W. Hoosier Blvd.
 Peru, IN 46970
 765-472-8907

Muncie Outpatient Clinic
 3401 N. Morrison Rd.
 Muncie, IN 47304
 765-254-5602

VANIHCS Presented 2023 Governor's Awards



VA Northern Indiana Health Care System is proud to announce that VANIHCS Nutrition and Food Service has won the 2023 Greening the Government category. The Governor's Awards for Environmental Excellence are Indiana's most significant environmental recognition awards. These awards are reserved for the most innovative, sustainable, and exemplary programs that positively impact Indiana's environment.



Facility Accomplishments



- In February, VANIHCS opened a new building on the Fort Wayne Campus to house our Women’s Health Clinic and our Pain Management clinic. The building consists of 7,500 SF of clinical space, which includes 11 exam rooms, 2 consult rooms, 6 restrooms, a team room with 24 cubical workstations, and other supplementary rooms to support our clinical teams.

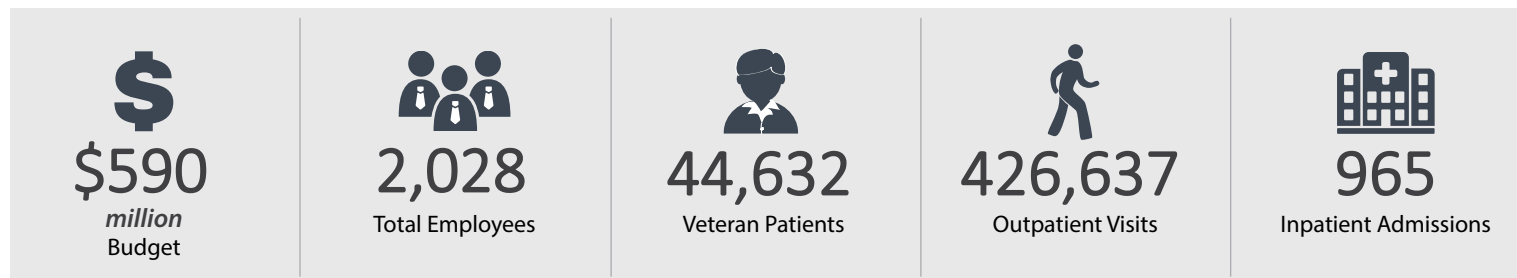


- VA Northern Indiana Health Care System won the 2022 “Nutrition and Food Service Greening the VA Initiative”! Through the combined efforts of VANIHCS N&FS, GEMS, leadership, the Center for Development and Civic Engagement, and the Community, VANIHCS has achieved reduction of food waste and community hunger, garden to table produce production, and have implemented new practices such as bio-digestion, composting, and the offset of harmful greenhouse gases.



- In April, VANIHCS opened a PACT addition that created over 16,000 SF of clinical and office space. This includes 20 exam rooms, 6 consult rooms, 7 restrooms, 2 team rooms with 70 cubical workstations, and other supplementary rooms to support our clinical teams.

By the Numbers





Aleda E. Lutz Saginaw VAMC

1500 Weiss St.
Saginaw, MI 48602

989-497-2500

www.saginaw.va.gov



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[instagram.com/
SaginawVAMC](https://instagram.com/SaginawVAMC)

Proudly serving Veterans from Mid-Michigan to the Mackinac Bridge



Carol Dopp
Interim Director

Community Clinics

Alpena Outpatient Clinic

180 N. State St.
Alpena, MI 49707
989-356-8720

Bad Axe Outpatient Clinic

1142 S. Van Dyke Rd.
Suite 100
Bad Axe, MI 48413
989-269-7445

Cadillac VA Clinic

1909 North Mitchell St.
Cadillac, MI 49601-1139
231-775-4401

Clare Outpatient Clinic

11775 N. Isabella Rd.
Clare, MI 48617
989-386-8113

Grayling Outpatient Clinic

1680 Hartwick Pines Rd.
Grayling, MI 49738
989-344-2002

Gaylord Outpatient Clinic

2782 S. Otsego Ave.
Gaylord, MI 49735
989-732-7525

Indian River Outpatient Clinic

5739 Highway M-68
Indian River, MI 49749
231-436-5176

Oscoda Outpatient Clinic

5671 Skeel Ave., Suite 4
Oscoda, MI 48750
989-747-0026

Saginaw North Outpatient Clinic

2830 McCarty Rd.
Saginaw, MI 48603
989-497-2500, ext. 11400

Saginaw Healthcare Annex

4241 Barnard Rd.
Saginaw, MI 48603
800-406-5143, ext. 11959

Saginaw Vet Center

5360 Hampton Avenue
Saginaw, MI 48604
989-321-4650

Traverse City Outpatient Clinic

701 US Highway 31 S.
Traverse City, MI 49685
231-932-9720



Facility Accomplishments

- Since 2018, the CLC at the Saginaw VA Medical Center has maintained an overall 5-star rating in CLC/Strategic Analytics for Improvement in Learning. CLC/SAIL is a system for summarizing hospital performance within the Veterans Health Administration (VHA) and private sector nursing homes. In addition, Saginaw VA is one of nine CLCs in VISN 10 that holds five stars in quality metrics, unannounced surveys, and staffing.



- New Pfc. Justin T. Paton Department of Veteran Affairs Clinic, Indian River, MI opened for patient care on September 12, 2023 and replaced Cheboygan CBOC.

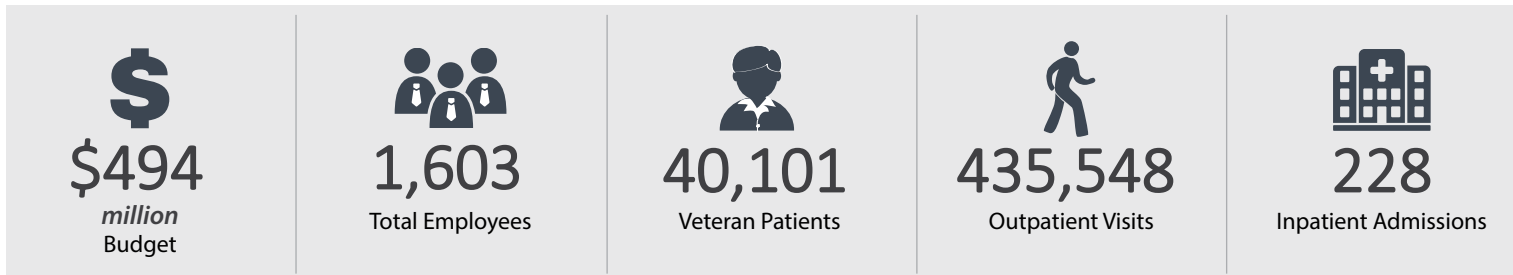


- Saginaw CLC was mentioned at this year's National Falls Prevention Webinar as one of the 'high-performing CLCs with promising fall practices.' The National CLCs Ongoing National Center to Enhance Resources and Training (CONCERT) team interviewed Saginaw CLC to learn about the interventions implemented to decrease falls in CLC. Information learned from the interview was used to help build the National Falls Toolkit.



- The ribbon-cutting and dedication ceremony for the new Indian River CBOC was held on November 2, 2023.

By the Numbers



VA



U.S. Department of Veterans Affairs

VA Healthcare System Network Office
Cincinnati, OH 45249
513-247-4610



Signed into law in 2020, the National Suicide Hotline Designation Act authorized 988 as the new three-digit number for the National Suicide Prevention Lifeline. As part of the law, all telephone service providers in the U.S. had to activate the number no later than July 16, 2022.

Veterans can use this new option by dialing 988 and pressing 1 to contact the Veterans Crisis Line. Veterans may still reach the Veterans Crisis Line with the previous phone number—1-800-273-8255 and Press 1—by text (838255), and through chat (VeteransCrisisLine.net/Chat).

The Veterans Crisis Line is free and confidential. When you call, chat, or text, a qualified responder will listen and help. You decide how much information to share. Support doesn't end with your conversation. Our responders can connect you with the resources you need.

24/7, confidential crisis support for Veterans and their loved ones



If you're a Veteran in crisis or concerned about one, reach caring, trained responders 24 hours a day, 7 days a week.

When you call the Veterans Crisis Line, here is what you can expect:

- A qualified responder will answer your call, ready to listen and help.
- The responder will ask a few questions, such as whether you or the Veteran you're concerned about may be in immediate danger or at risk for suicide.
- The conversation is free and confidential, and you decide how much information to share.
- Support doesn't end with your conversation. Our responders can connect you with the resources you need.

You don't have to be enrolled in VA benefits or health care to connect.

You're not alone—the Veterans Crisis Line is here for you.



Dial 988 then Press 1



Chat online at VeteransCrisisLine.net/Chat



Text 838255



U.S. Department of Veterans Affairs

Scan the QR code to download Veterans Crisis Line resources.



07/2022

