

**OUR TOP  
PRIORITY  
IS YOU**



**VA HEALTHCARE—VISN 4  
ANNUAL REPORT**

**2024**

**VA**



**U.S. Department of Veterans Affairs**

Veterans Health Administration  
VA Healthcare—VISN 4

# MESSAGE FROM THE NETWORK DIRECTOR

Dear Veterans, fellow employees, volunteers and friends of VISN 4:

I am pleased to present the 2024 VISN 4 Annual Report.

VISN 4 staff continued to find new ways to reach out and serve Veterans with military environmental exposures. As of December 31, 2024, a total of 268,296 Veterans in VISN 4 have received a toxic exposure screening since the inception of the PACT Act in August of 2022.

In fiscal year 2024, our outreach teams participated in more than 500 events across the Network, reaching out to more Veterans, raising awareness of VA services, and contributing to increased enrollment in VA health care.

We continue to make significant progress toward achieving one of our key strategic priorities of connecting Veterans to the soonest and best care. In fiscal year 2024, more than 137,500 patients – or 46% of all patients served in VISN 4 – had at least one telehealth visit, an increase of more than 16,000 patients. Similarly, more than 84,000 or 28% of Veterans completed video-to-home appointments as well, saving themselves time and travel.

Our VISN 4 workforce grew by 1.6% in fiscal year 2024, with a net change of 283 FTEE. We are proud to have a total staff of 18,388 including 3,589 Veterans employed across VISN 4 participating in care and services for Veterans. Due to the new pay flexibilities offered by the PACT Act, we were able to recruit and retain top talent at all levels within our medical centers. In fact, our total loss rate was 6.4%, the lowest in more than 8 years.

Our Veterans continue to trust us to provide them with exceptional and well-coordinated care, and we have consistently received the highest trust score in the nation at 95.1%. Our network also has the highest number of compliments at 79.9% and the lowest number of concerns at 10.4%.

It is our honor and privilege to serve Veterans.

Sincerely,

Timothy W. Liezert  
Network Director, VISN 4



**Timothy W. Liezert**  
Network Director

**Charles R. Thilges**  
Deputy Network Director

**Timothy Burke, M.D.**  
Chief Medical Officer

**Denise Boehm, MSN, RN, NEA-BC**  
Chief Nursing Officer

**Kelly O'Connell**  
Quality Management Officer

**Teresa Waksmonski-Frye**  
Chief Financial Officer

**Amber Mesoras**  
Chief Human Resources Officer

**David E. Cowgill**  
Communications Manager

**Kristy Kralik**  
Executive Assistant

# WHO WE SERVE

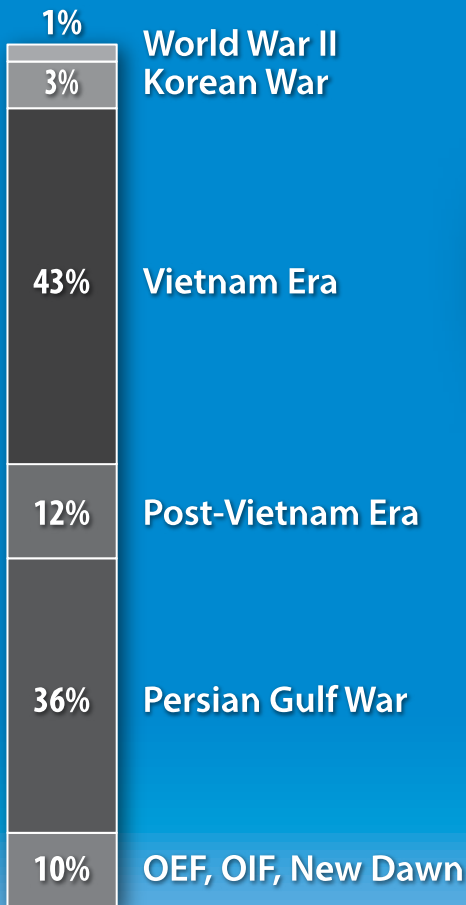
## 329,841 Veterans



**89%**  
292,173 Men



**11%**  
37,667 Women



	<25	25-34	35-44	45-54	55-64	65-74	75-84	85+
<b>By Age</b>	1,895	18,327	34,282	32,696	51,987	67,597	92,189	30,820
	0.6%	6.0%	9.8%	9.8%	15.7%	25.6%	22.6%	9.9%

*Unique Veterans includes all Veterans, non-Veterans and pharmacy-only patients.*



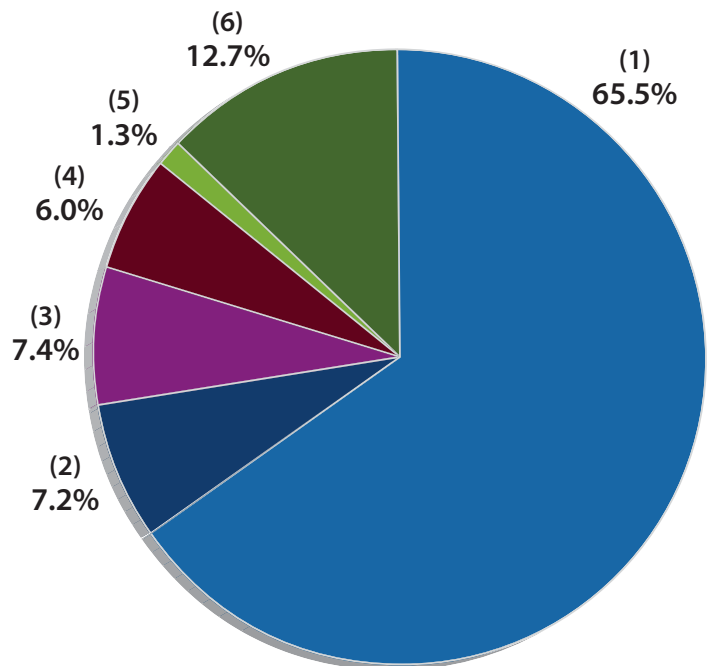


# OPERATING STATISTICS

## Operating Budget

1) Salary and Benefits.....	\$2,581,848,211
2) Services .....	\$282,263,544
3) Consolidated Mail-out Pharmacy .....	\$292,505,262
4) Drugs and Medicines.....	\$237,652,461
5) Equipment.....	\$49,912,119
6) All Other Costs .....	\$498,990,145
<b>TOTAL.....</b>	<b>\$3,943,171,742</b>

Medical Care Collection Fund.....	\$121,941,914
Lands and Structures.....	\$218,612,441



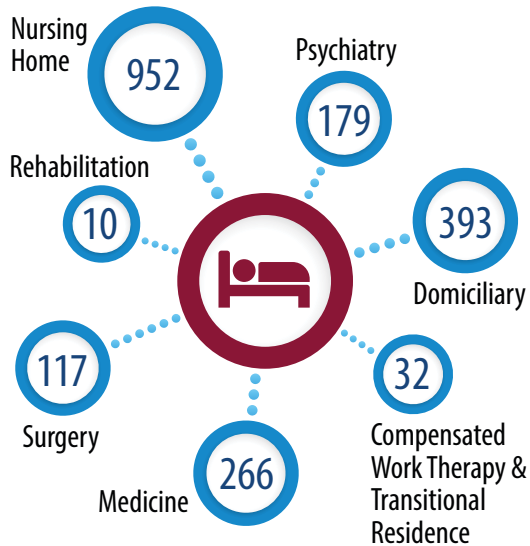
*Note: VISN operating budget does not include community care.*

## Research

Total Funding for Research .....	\$41,461,817
Investigators .....	378
Projects .....	641

## Operating Beds

Total Number of Beds .....	1,949
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## Workforce

Total Number of Employees .....	18,388
Physicians .....	1,355
Veterans .....	3,589
Nurses .....	4,432

## Workload

Inpatient Admissions .....	21,496
Outpatient Visits .....	4,076,119
Prescriptions Filled .....	14,229,300
Surgical Procedures .....	18,790

## Volunteers

Total Volunteer Hours .....	213,491
Volunteers .....	1,793
Avg. Hours .....	119

## Gifts and Donations

Monetary .....	\$1,188,784.19
Activity .....	\$226,414.94
Items .....	\$2,379,331.72
Total Value .....	\$3,794,530.85

### Donation Spotlight

Disabled American Veterans (DAV) donated twelve vans to VISN 4 including two vans to Erie VA Medical Center and five vans to VA Pittsburgh Healthcare System.

DAV provides free van rides to and from VA health care appointments to Veterans who don't have other transportation options.

To schedule a DAV van ride, visit the DAV website at <https://www.dav.org/get-help-now/medical-transportation/> to contact the hospital service coordinator who serves your county.

Are you looking for a way to give back to Veterans in your community? Volunteer as a DAV driver! Contact your local VA medical center or visit <https://www.dav.org/get-involved/volunteer/drive-a-vehicle/>.







VHA Priority

# CONNECT VETERANS TO THE SOONEST AND BEST CARE

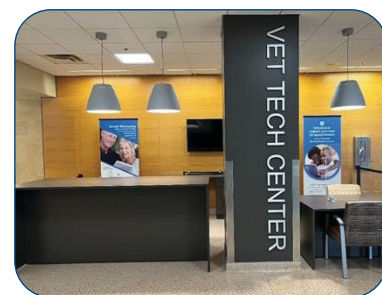
VISN 4 Connected Care strives to provide Veterans the “Soonest and Best Care.” We offer various tools such as video-to-home, self-care mobile apps, texting, and secure messaging to ensure Veterans can access their care even without traveling to a medical center or clinic. Most of our clinical services now offer convenient, virtual options for patients, and the expanded use of VA Video Connect allows Veterans to complete medical appointments from home.

In fiscal year 2024, more than 137,500 patients – or 46% of all patients served in VISN 4 – had at least one (1) telehealth visit. This was an increase of 16,000 patients in fiscal year 2024 compared to fiscal year 2023. Saving time and travel, 84,000 or 28% of Veterans in VISN 4 completed video-to-home appointments as well.

## Virtual Health Resource Centers

We want every Veteran to have a positive experience when they use our connected care services. We understand Veterans and their caregivers may need hands-on support to successfully conduct virtual visits. To address these needs, we established Virtual Health Resource Centers (VHRCs) in the local medical centers to provide technical assistance to Veterans and their families.

So far these technical support desks have served more than 5,000 Veterans. The VHRC are typically located in prominent areas of the medical centers, and business hours vary by site.



## My HealtheVet

My HealtheVet is VA's private and secure online personal health record serving more than six million Veterans, active-duty service members and their dependents and caregivers. More than 177,900 or 53% of patients in VISN 4 use My HealtheVet to take an active role in managing their health care. Users can review, refill, and track VA prescriptions; send secure messages; view, print and download portions of their VA medical record; view VA lab results including COVID-19 test results; and manage VA appointments.

For fiscal year 2024, more than 92,500 Veterans or 28% of patients in VISN 4 are active users of secure messaging through My HealtheVet. Veterans have sent 770,120 secure messages to their providers and care teams, often negating the need to make an appointment.



Veterans need a Premium My HealtheVet Account, and beginning in 2025, you will need a secure Sign-In Credential (Login.gov or ID.me) to communicate through Secure Messaging. If you need help upgrading to Premium, contact your local My HealtheVet Coordinator listed at <https://department.va.gov/integrated-service-networks/visn-04/#resources-for-veterans>.

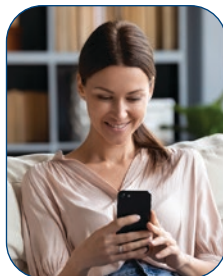
Veterans, beneficiaries, and caregivers who access VA's online services through VA.gov, the VA Health and Benefits mobile app or other VA online services will need to sign-in with either a Login.gov or ID.me account. Users will no longer be able to enter their usernames and passwords for their My HealtheVet accounts after March 4, 2025, or DS Logon after September 30, 2025.

## Annie

Annie is VA's text messaging service that empowers Veterans to take an active role in their health care and to stay focused on their self-care. With Annie, you can sign up for automated text messages that may include reminders to take your medication, tips for reducing stress, instructions to prepare for health care appointments, and more. Annie can also send general broadcast messages on topics of interest from your VA medical center.

For fiscal year 2024, VISN 4 had 6,776 Veterans enrolled to receive Annie text messages, an increase of 61% from 2023.

Learn more and log in at <https://mobile.va.gov/app/annie-veterans>.



## Remote-Patient Monitoring – Home Telehealth

Our Remote Patient Monitoring-Home Telehealth (RPM-HT) Program applies case management principles, health informatics, disease management, and technologies such as in-home and mobile monitoring, messaging, and/or video technologies to deliver care to almost anywhere a Veteran chooses.

For fiscal year 2024, our RPM-HT team served 6,196 unique Veterans and conducted more than 4,100 video visits. The program delivered impressive results by reducing bed days of care for participants by 50%. The Veteran experience scores with RPM-HT prove the program's value, as 94% of Veterans enrolled in the program trust the RPM-HT program as an essential part of their overall health care.



### VA Health Chat:

Receive VA care without stepping into a VA facility.

Learn more:

[mobile.va.gov/app/va-health-chat](https://mobile.va.gov/app/va-health-chat)



VA Mobile

VA



U.S. Department of Veterans Affairs



## Clinical Contact Center

In fiscal year 2024, our VISN Clinical Contact Center (CCC) served 2.4 million Veteran callers among our core services of pharmacy, scheduling & administration, nursing clinical triage, and tele-emergency care. The CCC services provide access to care for:

- medication refills and/or questions related to medications through our pharmacy team,
- scheduling or making appointment changes as well as general VA care questions through our administration team,
- medical and/or mental health symptom concerns through our nursing team, and
- on-demand access to a provider for medical advice, assessment, and/or treatment through our tele-emergency care team.

We've been piloting an additional virtual provider service for same day, scheduled appointments to support medical concerns of an urgent nature. This service and tele-emergency care are offering Veterans the right care at the right time.

VA Health Chat is available in nursing clinical triage, scheduling & administration, and pharmacy. In fiscal year 2024, about 1,800 chat encounters were captured as another way to reach us for care and support.

## Clinical Resource Hubs

Our VISN 4 Clinical Resource Hub (CRH) provides a variety of clinical services to support all facilities in our region for coverage in primary care and mental health. We host specialty and surgical care services to compliment facilities and provide more options for Veterans to keep their care in VA including:

- heart failure hub
- transplant pharmacist
- cancer screening programs
- pain management
- geriatric care
- neuropsychology testing
- caregiver support
- whole health programs
- vision rehabilitation
- and more!

We use a variety of virtual methods including video, phone, and other technology to reach Veterans for the soonest and best care in the comfort of their home or in partnership with their nearest VA location.

In fiscal year 2024, the CRH completed nearly 99,000 appointments, a 22% increase from the prior year, for 45,000 unique Veterans, a 16% increase from fiscal year 2023.

We've achieved the distinction as a Nationally Designated Telehealth Hub (NDTH) which allows us to serve Veterans beyond VISN 4 if our internal needs are met. This allows us to share resources and help even more Veterans across VA.



**VA Health Connect**

**From the comfort of home, you can:**

**Schedule appointments, talk with a nurse, consult with a medical provider or speak with a pharmacist.**

**Call 855-679-0952.**

Scan QR code with your smart phone to add this phone number to your contacts!

**VA** |  **U.S. Department of Veterans Affairs**





VHA Priority

## HIRE FASTER AND MORE COMPETITIVELY

One of our top priorities in VA is to improve our hiring processes. To hire the best, we must speed up the hiring process.

PACT Act pay authorities have allowed us to recruit and retain top talent at all levels within VISN 4's medical centers. Our workforce grew by 1.6% in fiscal year 2024, with a net change of 283 FTEE.

VISN 4's total loss rate was 6.4%, which is the lowest in more than 8 years. This workforce stabilization is due in large part to the new pay flexibilities offered by the PACT Act which allowed us to recruit and retain top talent at all levels within VISN 4's medical centers.

VISN 4 has 18,388 total employees on staff, and we are proud to have 3,589 Veterans employed across VISN 4 positions participating in care and services for Veterans.

While VISN 4 continues to strategically hire in several key areas such as mental health care and in targeted locations with ongoing increases in health care enrollees, we believe that we have the overall staffing we need to deliver for our nation's Veterans. We are also making adjustments to align our onboard staff with our updated budget picture.

Although we are not hiring at the same rate we did in previous fiscal years, facilities still have the authority and autonomy to implement appropriate practices that allow them to meet their goals and budget. We will also continue to continue supporting our current workforce who have so ably supported the Veterans through the last few challenging years.



VHA Priority

# SERVE VETERANS WITH MILITARY ENVIRONMENTAL EXPOSURES

## ***PACT Act Expands VA Care and Benefits for Toxic-Exposed Veterans***

On August 10, 2022, President Biden signed into law the Sergeant First Class Heath Robinson Honoring Our Promise to Address Comprehensive Toxics (PACT) Act of 2022. The new law fulfills the president's top priority of addressing military environmental exposures and keeping our nation's promise to care for Veterans and their survivors who suffer from those conditions.

The PACT Act is one of the largest health and benefit expansions in American history. It recognizes toxic exposure as a "cost of war" by addressing the full range of issues impacting toxic-exposed Veterans, ensuring generations of Veterans who suffer from toxic exposure-related conditions get the benefits and care they've earned. This new law also expands and extends eligibility for VA health care for Veterans with toxic exposures and Veterans of the Vietnam era, Gulf War era, and Post-9/11 era.

## **Honoring Our Promise to Veterans**

Throughout fiscal year 2024, our outreach teams in VISN 4 focused on promoting of PACT Act, toxic exposure screenings, and enrollment deadlines. All nine VA medical centers across VISN 4 participated in hundreds of events, reaching out to more Veterans, raising awareness of VA services, and contributing to increased enrollment in VA health care.

This fiscal year the Veterans Experience Office rolled out a new VA Centralized Outreach Module (VACOM) which pinpoints specific Veteran populations for specialized messaging. Combined with targeted GovDelivery email messages, social media, newsletters, local and regional community events, as well as traditional media advertising, this tool has opened up opportunities to engage with unaffiliated Veterans in rural areas.



## VISN 4 Accomplishments

Our facility and VISN 4 staff continue to find new ways to reach out and serve Veterans with military environmental exposures. As of December 31, 2024, a total of 268,296 Veterans in VISN 4 have received a toxic exposure screening since the inception of the PACT Act on August 22, 2022. Of those TES results there are: 33% burn pits, 29% agent orange, 15% Other, 12% Camp Lejeune, 6% Radiation, and 6% Gulf War. In addition, Veterans who needed follow-up screenings have been cared for in a timely manner.

There were more than 500 outreach events across VISN 4, which included annual Vet Fest events hosted by each site in their catchment area. These Vet Fest events aimed to assist, educate, and enrich Veterans and their families. Veterans were able to meet VA representatives as well as talk to VA health care and benefits professionals who answered questions about how the PACT Act impacted their eligibility and helped them navigate the application process. These one-on-one interactions personalized the Veterans experience and provided exceptional customer service from VA staff.

VISN 4 partnered with Pennsylvania DMVA on the inaugural VetCon event the first week of September. Bringing together Veteran resources on the federal, state and local levels meeting Veterans in the communities was a key element. This unique opportunity introduced Veterans to stakeholders and Veteran organizations in attendance from Commonwealth and strengthen on-going relationships. VISN 4 is looking forward to more events of this magnitude and remain aware of how our missions align and benefit all who have served.



▲ VetFest event in Wilmington, Delaware.

The PACT Act legislation has made an impact in the lives of Veterans families, widows, and widowers. Those who have lost a loved one to a presumptive illness now have the ability through PACT Act to file a claim for Dependency Indemnity Compensation (DIC). The eligibility expansion has recognized new locations of service not previously recognized as a potential toxic exposure area and has led to diagnosis of presumptive illness or injury.

New presumptive illnesses have been added over the course of fiscal year 2024. Our VISN 4 outreach teams will continue to share up-to-date information and find opportunities to assist those who have served, and those who continue to serve.

For more information about the PACT Act, please go to [www.va.gov/PACT](http://www.va.gov/PACT) or call 1-800-MyVA411.



▲ VetFest event in Lebaon, Pa.

**Under the new  
2022 PACT Act**

all enrolled Veterans will be able to receive a toxic exposure screening at VA

**TOXIC EXPOSURE DURING MILITARY SERVICE?**

Learn more at [VA.gov](http://VA.gov)  
1-800-MyVA411 (800-698-2411)

VA U.S. Department of Veterans Affairs





By striving to become a high reliability organization (HRO), where harm prevention and process improvement are second nature to all employees, we can dramatically improve the way we deliver care to our Veterans. By empowering all staff to focus on safety and reliability, we can reduce errors that cause patient harm. To get there, we must change the way we do business across VHA.

## VHA Priority

# ACCELERATE VA'S JOURNEY TO A HIGH RELIABILITY ORGANIZATION

Every day at VA, we work to deliver safe, high-quality health care to our Veterans. Since the 1990s, leading health care systems including VA have started to adopt high reliability practices.

The Veterans Health Administration (VHA) is on a journey to become a High Reliability Organization (HRO). HROs employ procedures and protocols to maximize safety and minimize harm. VHA's journey is transforming its culture by cultivating and spreading HRO principles and values across the enterprise as it pursues Zero Harm.

HRO foundational practices of safety huddles, leader rounding, safety forums and visual management systems which have been implemented within all VISN 4 medical centers have further strengthened our organization's culture of safety.

In VISN 4, we have made great strides in improving safety and quality of care this past year. All our medical centers and the VISN Office have completed the HRO Maturity Assessment.

This assessment process was designed to support planning and implementation of the Journey to High Reliability. It was a systematic, self-assessment of the maturity of high reliability process and practices, with planned next steps being:

- Development and implementation of customized action plans for identified improvement opportunities and sustainment of the high reliability culture and foundational practices at each medical center.
- Conduct re-assessment in fiscal year 2025 to continue to identify gaps and opportunities to advance high reliability journey.

Continued assessment allows for advancement and deepening of High Reliability practices through the development of well-informed plans in the pursuit of Zero Harm.

# VOICES OF OUR VETERANS

## ALTOONA

I am 67 years old and have had many doctors during the course of my life, and none compared to the care I get at the VA. The VA is the best, period!

## BUTLER

The VA provider for this appointment was wonderful, a credit to the VA and their staff. I have received the finest professional care at the Butler facility and consider myself fortunate to be under their care.

## COATESVILLE

Super outstanding service. Best medical service I have experienced in my eighty-seven years. Everyone I made contact with was competent, helpful and friendly.

## ERIE

I have been coming to the VA for over 10 years. The service is great, the place is great, and I feel respected while I am there.

## LEBANON:

Since switching to the Lebanon VA, it has been a life changing experience for me. To be honest I can't wait for my next appointment I love Lebanon staff family of workers. Top notch. This Veteran is extremely grateful!

## PHILADELPHIA

Every time I go to the Veterans Affairs Medical Center, the receptionists, my primary physician, the lab personnel, everyone is so attentive and respectful. I always have a great experience whenever I'm there.

## PITTSBURGH

The doctor is a very good doctor, he took the time to explain things to me. He is very knowledgeable. I'm glad to have him for my physician.

## WILKES-BARRE

Your nursing staff was wonderful, treated me with great care. The VA has been so good to me and my family. Thank You to all.

## WILMINGTON

The staff was great from beginning to end. My nurse was amazing, and I feel as though she went above and beyond for me. The VA has always been there for me and I appreciate it.

Improving access to VA's resources starts with listening to the voice of the Veteran community. We use this feedback to design VA customer experiences that are easy, effective, and delivered with empathy. More than 15 million digital surveys have been returned by Veterans since 2016, enabling enhancements to the way we provide care, benefits, and services. View the survey results at [www.VA.gov/Trust](http://www.VA.gov/Trust).





## VHA Priority

# SUPPORT VETERANS' WHOLE HEALTH, THEIR CAREGIVERS AND SURVIVORS

Whole health is a holistic approach that marries traditional medical care with self-care, skill building, and prevention, and in VISN 4 we are seeing promising results for Veterans and staff. All facilities in VISN 4 have whole health aligned care and complementary and integrative health offerings available. We've expanded access and 107,279 Veterans (40%) in our service area participate in whole health care.

We're also adding to our menu of offerings for in person, virtual, and hybrid whole health and complementary and integrative health programs. Our Tele Whole Health hub has expanded to include whole health coaching, tai chi, meditation, guided imagery, stress management, and sexual health, and we're planning to add clinical hypnosis soon.

## Millennium Health and Fitness

VISN 4 contracted with Millennium Health and Fitness, an online health and wellness platform, to expand self-care opportunities for Veterans and staff. Millennium provides a robust catalog of live, virtual classes as well as an on-demand library in strength, cardio, yoga, tai chi, and more.

By the end of fiscal year 2024, more than 2,100 staff and 1,700 Veterans have active accounts. Not registered? Sign up for your free account today at [www.millenniumhealthandfitness.com/visn-4-registration](http://www.millenniumhealthandfitness.com/visn-4-registration).

## Whole Health Across VISN 4

### BUTLER

The VA2K "Walk and Roll" event in Butler, Pa., raised \$10,276 in monetary and in-kind donations for local homeless Veterans. It was a record-breaking year for the 2-day event. Congratulations to the Michael A. Marzano VA Clinic in Mercer County for raising \$6,043 in donations and earning a National Recognition Award for employee participation.





## PITTSBURGH

In August, VA Pittsburgh Healthcare System held a formal ribbon cutting ceremony for the Center for Whole Health and Wellness. The event was attended by local, VISN, and national VA leadership as well as more than 100 Veterans. The \$1.6M renovation of the 8,250 square foot space is one of the first such facilities in the nation and will help to support VA Pittsburgh's mission in supporting Veterans in their journeys to health and wellness.



## WILKES-BARRE

The Wilkes-Barre VA Medical Center now provides therapeutic drum circles for Veterans. Three Whole Health volunteers were recently trained as facilitators to conduct Warrior Beat Drum Circles. Warrior Beat is a specialized drumming method used to help reduce the symptoms of PTSD, depression, and anxiety.

The volunteers conduct circles with Veterans in our psychiatric and substance abuse units as well as in open outpatient circles twice monthly. The goal of the program is to provide as many Veterans as possible the opportunity to experience this beneficial offering. Feedback has been overwhelmingly positive from Veterans who have participated, and expansion of the program to other areas is currently being planned.



## Caregiver Support Program

Caregivers in both the Program of General Caregiver Support Services (PGCSS) and the Program of Comprehensive Assistance for Family Caregiver (PCAFC) have access to a variety of resources and services within VISN 4 to support your overall health and wellbeing and guide your journey as a caregiver. These include educational series and workshops, wellness groups, coffee chats, art groups (painting, therapeutic drawing, sewing), support groups relating to caring for a Veteran with a specific diagnosis (Mental health, Dementia, Parkinson's Disease), honor events as well as activities to promote relaxation and fun.



▲ In October, caregivers and Veterans toured the Philadelphia Eagles stadium and viewed the field, locker room, team tunnel, post-game interview room, press box, broadcast booth.

We offer Caregiver Health and Wellbeing coaching at all sites across VISN 4. This program assists caregivers in developing a personalized health plan, partners with the caregiver to take action toward behavior change, and supports the caregiver in achieving optimal health.

We also fully implemented the Virtual Psychotherapy Program for Caregivers (VPPC) available to family caregivers participating in the PCAFC. This program offers individual, group and couples therapy to family caregivers. Another resource available to Veterans and primary family caregivers is legal and financial planning services including estate planning, wills, and budgeting.

The VA Pittsburgh Caregiver Support Program (CSP) was chosen by the national office as one of four innovative practice sites across the nation. VA Pittsburgh is developing a guide to assist other CSP staff in facilitating a group for caregivers who provide care for a Veteran with mental health issues. The final product will be presented this year to the national CSP staff and offered at all sites as a 'grab and go' curriculum.

In December 2024 the VA published proposed regulations that would expand access to the PCAFC. Key highlights of the proposed changes include: expanded eligibility, telehealth flexibility, extended delay in discharges based on reassessments, fewer reassessments, and eligibility clarification.



VHA Priority

## PREVENT VETERAN SUICIDE

Suicide prevention is VA's highest priority, and VA has made great strides in Veteran suicide prevention, especially in crisis intervention. We will not relent in our efforts to connect Veterans who are experiencing an emotional or mental health crisis with lifesaving support. We encourage Veterans to seek and use the services and benefits you have earned from VA, and working together, we can prevent these tragic deaths by suicide.

In fiscal year 2024, VISN 4 exceeded the Comprehensive Suicide Risk Evaluation (CSRE1) national adherence rate (VISN 4: 97%, National 93%). This represents the percentage of Veterans having the timely completion of the comprehensive suicide risk evaluation following a positive suicide screen. Seven (7) sites in VISN 4 sites were at 100% CSRE1 adherence rate, and eight (8) sites were above the national adherence rate.

VISN 4 also exceeded the Columbia Suicide Severity Rating Scale (CSSRS1) national adherence rate (VISN 4: 72%, National 67%). This represents the percentage of Veterans who had the timely completion of the suicide screening when it was due. Eight (8) sites in VISN 4 were above the national CSSRS1 adherence rate.

### Veterans Crisis Line

In fiscal year 2024, we had a 99.11% success rate for successful closure—within 3 days of the initial call—to the Veteran Crisis Line. In VISN 4, there have been 6,405 total requests from the VCL for Veteran follow-up, and 1,385 calls resulted in dispatch of emergency service to the Veteran.

No matter what you're going through,  
**help is just a call away.**

Veterans Crisis Line  
DIAL 988 then PRESS 1





## Take the time to recognize the signs of crisis.

- Thinking about hurting or killing yourself immediately
- Looking for ways to kill yourself right now
- Talking about death, dying, or suicide in an immediate sense
- Self-destructive behavior, such as drug abuse, risky use of weapons, etc.

## Community Engagement and Partnership Coordinators

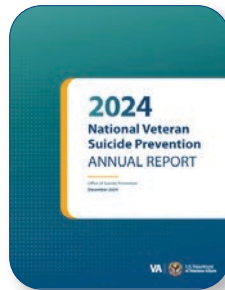
Community Engagement and Partnership Coordinators (CEPCs) serve as subject matter experts in public health approaches, coalition development and facilitation, and other community-based models for Veteran suicide prevention. They work to develop, facilitate, and strengthen community-based interventions for suicide prevention at community, state, and regional levels focused on one or more priority areas:

- Identifying service members, Veterans, and families (SMVF) and screening for suicide risk
- Promoting connectedness and improving care transitions
- Increasing lethal means safety and safety planning

In fiscal year 2024, VISN 4 CEPCs established 48 new suicide prevention community coalitions, bringing the total of active CEPC supported coalitions to 131 in VISN 4.

## National Veteran Suicide Prevention Annual Report

Released on December 19, 2024, the National Veteran Suicide Prevention Annual Report is the largest national analysis of Veteran suicides using data from 2001 through 2022. The report shows that 6,407 Veterans died by suicide in 2022, lower than 12 of 14 previous years but three more than in 2021. The number of non-Veteran suicides also increased to 41,484 deaths in 2022, which is 1,476 more than 2021.



VA Central Office monitors a metric goal of increasing the SMVF population reached by coalitions in each of the three priority areas. The VISN 4 metric target during FY24 is to increase the presence of CEPC supported coalitions by 6% in each category. As of September 30, 2024, CEPC supported coalitions were implementing action plans that reach 73 out of 82 counties in VISN 4, and our CEPCs have achieved the metric targets in all three priority areas.

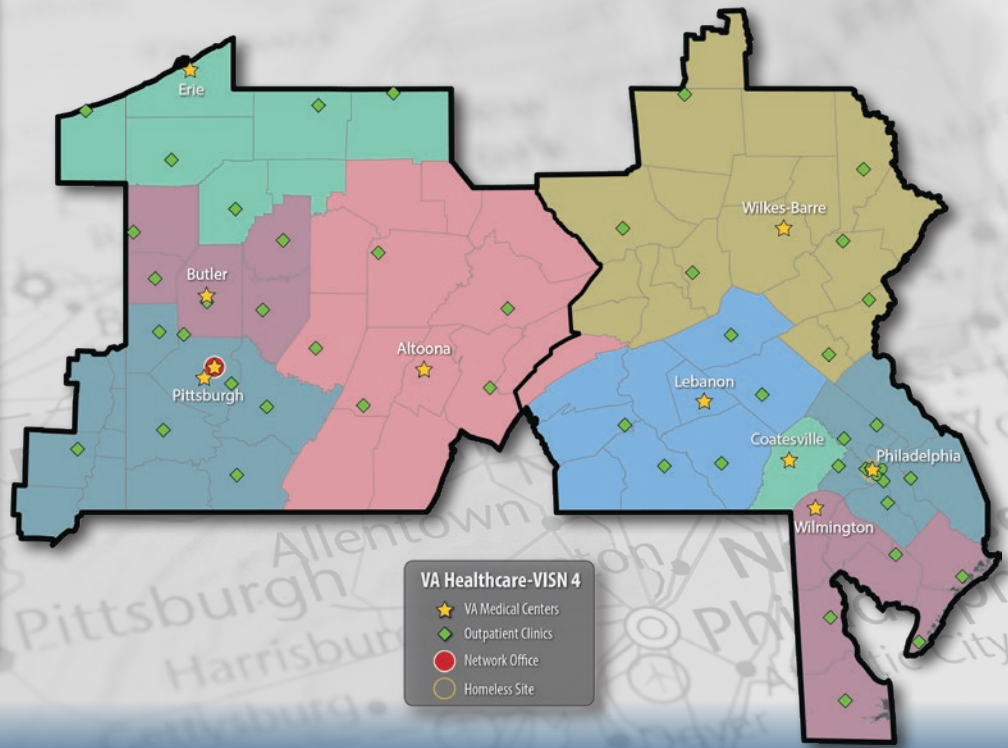


For more detailed information, view the full report online at [www.mentalhealth.va.gov/suicide\\_prevention/data.asp](http://www.mentalhealth.va.gov/suicide_prevention/data.asp).



VA Healthcare–VISN 4 is a fully integrated network of 9 VA campuses, 46 outpatient clinics, and 16 Vet Centers.

In fiscal year 2024, VISN 4 served 329,841 Veterans from across the nation, primarily from Pennsylvania, Delaware, New Jersey, Ohio, West Virginia and New York.



## AROUND VISN 4



**Altoona, PA**

James E. Van Zandt VA Medical Center  
2907 Pleasant Valley Blvd.  
Altoona, PA 16602

877-626-2500

[www.va.gov/altoona-health-care](http://www.va.gov/altoona-health-care)

[www.facebook.com/VAAaltoona](https://www.facebook.com/VAAaltoona)

[x.com/VAAaltoona](https://x.com/VAAaltoona)

Total Veterans Served	27,726
Female Veterans Served	2,218
Operating Budget	\$401,233,054
Admissions	803
Outpatient Visits	485,698
Employees	1,374



**Butler, PA**

Butler VA Health Care System  
353 North Duffy Road  
Butler, PA 16001

800-362-8262

[www.va.gov/butler-health-care](http://www.va.gov/butler-health-care)

[www.facebook.com/VAButlerPA](https://www.facebook.com/VAButlerPA)

[x.com/VAButlerPA](https://x.com/VAButlerPA)

Total Veterans Served	27,684
Female Veterans Served	2,239
Operating Budget	\$231,337,000
Admissions	300
Outpatient Visits	228,279
Employees	787



**Coatesville, PA**

Coatesville VA Medical Center  
1400 Blackhorse Hill Road  
Coatesville, PA 19320

800-290-6172

[www.va.gov/coatesville-health-care](http://www.va.gov/coatesville-health-care)

[www.facebook.com/CoatesvilleVAMC](https://www.facebook.com/CoatesvilleVAMC)

[x.com/coatesvillevamc](https://x.com/coatesvillevamc)

Total Veterans Served	17,676
Female Veterans Served	1,249
Operating Budget	\$289,508,852
Admissions	1,078
Outpatient Visits	205,764
Employees	1,149



## Erie, PA

Erie VA Medical Center  
135 East 38th Street Blvd.  
Erie, PA 16504

800-274-8387

[www.va.gov/erie-health-care](http://www.va.gov/erie-health-care)

[www.facebook.com/VAMCErie](https://www.facebook.com/VAMCErie)

[x.com/ErieVAMC](https://x.com/ErieVAMC)

Total Veterans Served	22,063
Female Veterans Served	2,274
Operating Budget	\$293,959,783
Admissions	258
Outpatient Visits	277,087
Employees	915



## Lebanon, PA

Lebanon VA Medical Center  
1700 South Lincoln Avenue  
Lebanon, PA 17042

800-409-8771

[www.va.gov/lebanon-health-care](http://www.va.gov/lebanon-health-care)

[www.facebook.com/VALebanon](https://www.facebook.com/VALebanon)

[x.com/VALebanon](https://x.com/VALebanon)

Total Veterans Served	50,035
Female Veterans Served	4,363
Operating Budget	\$742,449,000
Admissions	2,627
Outpatient Visits	589,489
Employees	2,305



## Philadelphia, PA

Corporal Michael J. Crescenz VAMC  
3900 Woodland Avenue  
Philadelphia, PA 19104

800-949-1001

[www.va.gov/philadelphia-health-care](http://www.va.gov/philadelphia-health-care)

[www.facebook.com/PhiladelphiaVAMC](https://www.facebook.com/PhiladelphiaVAMC)

[x.com/VAPhiladelphia](https://x.com/VAPhiladelphia)

Total Veterans Served	68,971
Female Veterans Served	6,902
Operating Budget	\$1,219,483,829
Admissions	8,312
Outpatient Visits	687,060
Employees	3,104



## Pittsburgh, PA

VA Pittsburgh Healthcare System  
University Drive  
Pittsburgh, PA 15240

866-482-7488

[www.va.gov/pittsburgh-health-care](http://www.va.gov/pittsburgh-health-care)

[www.facebook.com/VAPHS](https://www.facebook.com/VAPHS)

[x.com/VAPittsburgh](https://x.com/VAPittsburgh)

Total Veterans Served	94,558
Female Veterans Served	11,892
Operating Budget	\$1,082,244,000
Admissions	10,620
Outpatient Visits	817,904
Employees	4,697



## Wilkes-Barre, PA

Wilkes-Barre VA Medical Center  
1111 East End Blvd.  
Wilkes-Barre, PA 18711

877-928-2621

[www.va.gov/wilkes-barre-health-care](http://www.va.gov/wilkes-barre-health-care)

[www.facebook.com/VAWilkesBarre](https://www.facebook.com/VAWilkesBarre)

Total Veterans Served	39,899
Female Veterans Served	4,223
Operating Budget	\$586,515,566
Admissions	3,012
Outpatient Visits	433,173
Employees	1,630



## Wilmington, DE

Wilmington VA Medical Center  
1601 Kirkwood Highway  
Wilmington, DE 19805

800-461-8262

[www.va.gov/wilmington-health-care](http://www.va.gov/wilmington-health-care)

[www.facebook.com/WilmingtonVAMC](https://www.facebook.com/WilmingtonVAMC)

[x.com/WilmingtonVAMC](https://x.com/WilmingtonVAMC)

Total Veterans Served	46,334
Female Veterans Served	4,542
Operating Budget	\$513,479,000
Admissions	2,225
Outpatient Visits	440,000
Employees	1,527





### **We'd Like to Hear from You**

This annual report is published for the employees, volunteers, patients and friends of VA Healthcare-VISN 4. Unless noted, fact and figures represented in this report are fiscal year 2024 data. The appearance of U.S. Department of Defense (DoD) visual information does not imply or constitute DoD endorsement. For more information about this publication, contact David Cowgill at [david.cowgill@va.gov](mailto:david.cowgill@va.gov).

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**412-822-3316**

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**U.S. Department of Veterans Affairs**

Veterans Health Administration  
VA Healthcare-VISN 4