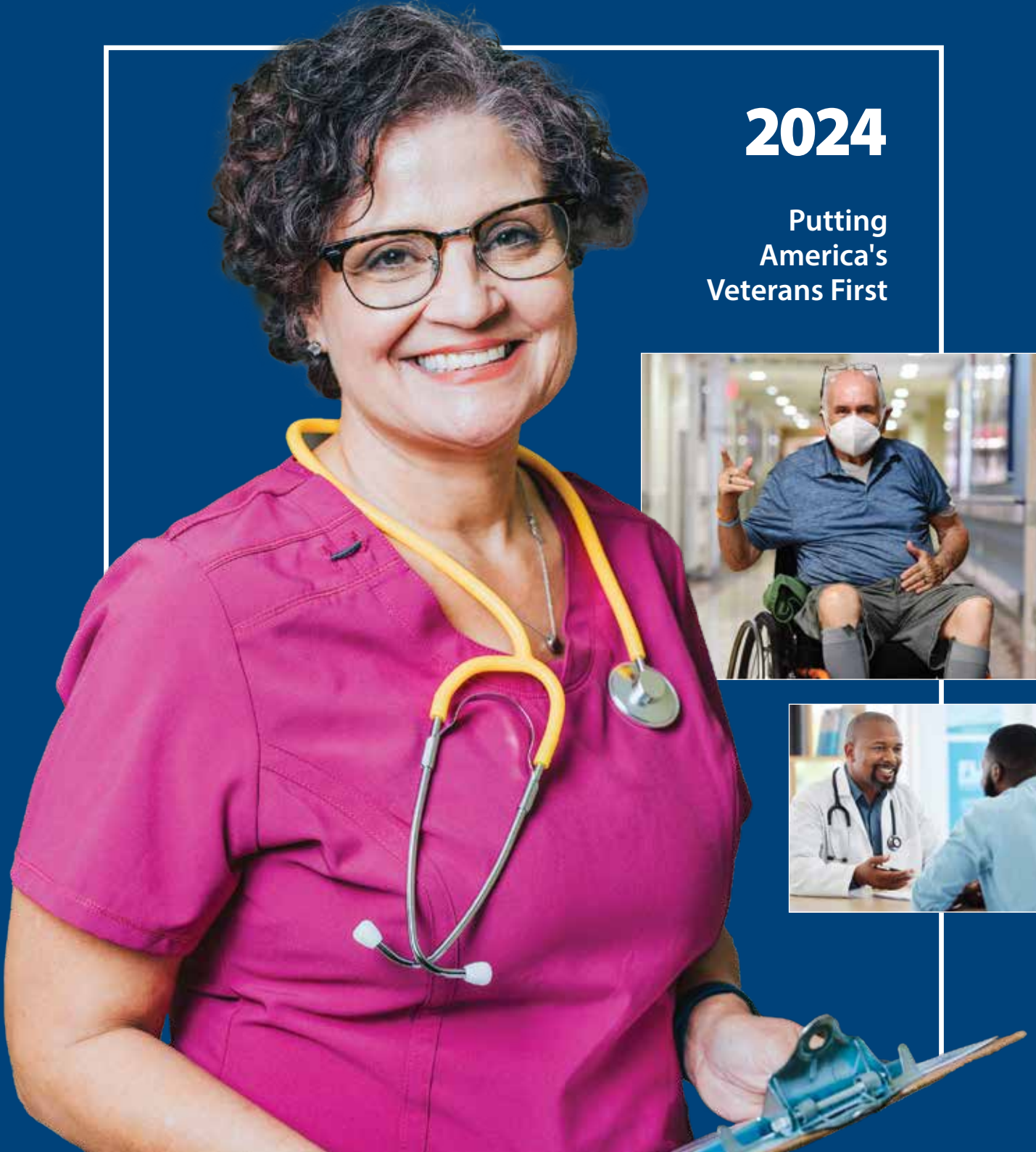


Year in Review

2024

Putting
America's
Veterans First



VA



U.S. Department of Veterans Affairs

Veterans Health Administration
VA Sunshine Healthcare Network (VISN 8)



From the Network Director:

As a fellow Veteran, I understand the significance of your service and truly value your sacrifice. Health care is deeply personal, and you deserve timely, high-quality, and compassionate care. Your voice helps guide our mission, and I'm grateful for the honest conversations I've shared with so many of you.

When I meet with Veterans across our network, we often exchange powerful stories rooted in shared service. These moments ground me and shape my approach as Network Director.

One story I don't often share is why I choose to receive my own care from the Veterans Health Administration. Long before leading the VA Sunshine Healthcare Network, I was a United States Marine. I served eight years and eight days as an enlisted Marine, following the path of my father, who also wore the uniform. That shared legacy has always made my service—and this work—deeply meaningful.

After leaving active duty, I learned I was eligible for VA care. At the time, I didn't fully understand the value of that benefit. I put it off—until VA reached out to schedule my first primary care appointment, emphasizing preventive care.

That visit changed everything. I saw that VA wasn't just about treating illness—it was about relationships, prevention, and early intervention tailored to Veterans. That experience inspired me to join the VA professionally and contribute to a system built around Veterans' unique needs.

Since 2005, I've relied exclusively on VA for my health care, despite access to other federal options. That choice reflects the trust I have in the care we provide and my commitment to ensuring it remains exceptional.

I want Veterans to know I'm personally invested in making VA care better every day. Whether for primary care, mental health, or specialized services, I trust VA—and I'm dedicated to strengthening our system to serve all of us well into the future.

VA health care is more than a benefit—it's a lifelong partnership. As both a Veteran and Network Director, I'm proud to be part of that mission.

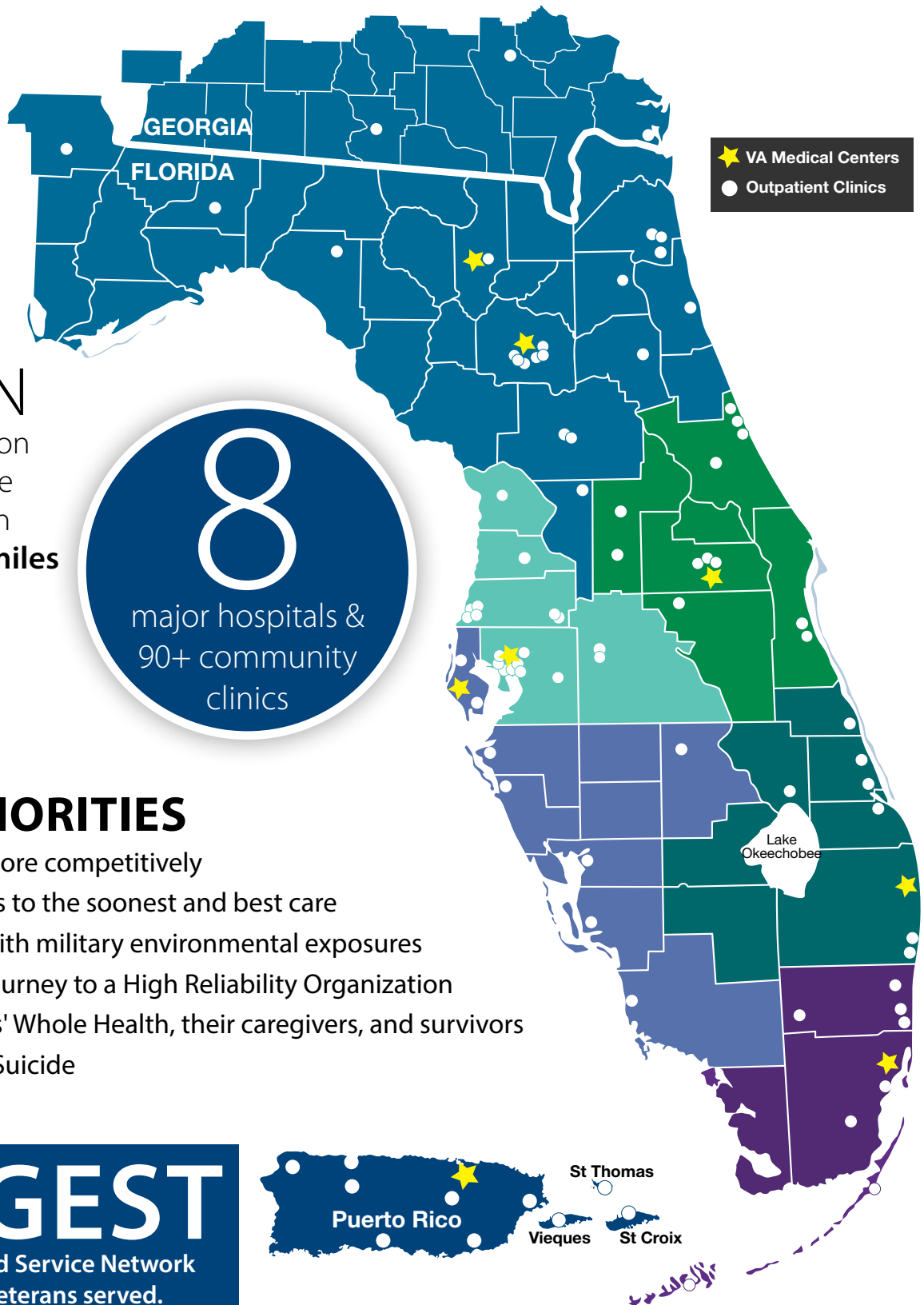
With sincere gratitude,

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. Islands



1.4
MILLION
Veteran population
covering a service
area of more than
64,000 square miles

8
major hospitals &
90+ community
clinics

VISN 8 PRIORITIES

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

2024 At a Glance:

Delivering exceptional care & building trust

Nearly **93%** of patients surveyed in 2024 reported trusting VISN 8 facilities for their medical and mental health needs—higher than the VHA national average. Quality of care, cleanliness of facilities, interactions with staff, satisfaction with specialty care, and courtesy of health care providers are five areas in which Veterans complimented us the most.



Workload	FY22	FY23	FY24
Total Enrollees	774,892	748,944	753,930
Unique Patients	665,290	654,369	665,873
Outpatient Visits	9,222,504	9,307,500	9,743,091
Total Admissions	73,818	75,589	75,979
Emergency Department Visits	223,465	185,344	189,466
Veterans Utilizing Community Care	191,988	224,486	243,113
Surgeries/Surgical Procedures Performed	42,766	41,237	42,450

Note: The data sets published in the annual report were accurate on the date they were pulled from official VA data sources. It is common for numbers to increase or decrease after the certified closure of the federal fiscal year.

Number of Veterans Utilizing Community Care

Community care in the VA allows Veterans to receive healthcare from non-VA providers. Veterans can use it when VA facilities are unavailable, travel is burdensome, wait times are long, or specialized services are needed. Eligibility depends on specific criteria, ensuring timely and convenient access to necessary medical services.

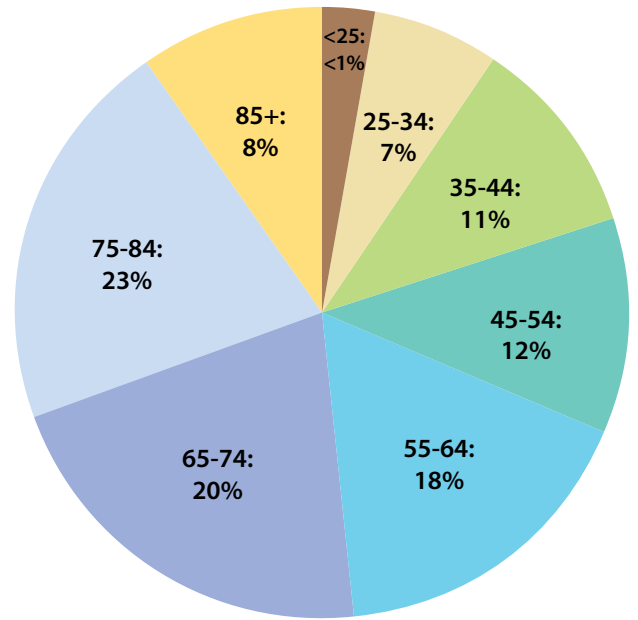
Facility Name	FY22	FY23	FY24
Bay Pines, FL	35,975	40,970	43,642
Miami, FL	9,201	9,852	10,612
Gainesville, FL	45,058	57,309	62,549
San Juan, PR	19,631	20,834	22,190
Tampa, FL	26,130	31,807	34,331
Orlando, FL	33,855	38,534	45,087
West Palm Beach, FL	13,699	18,328	18,119

Who We Serve

VA offers comprehensive women's health services designed to meet the unique needs of female Veterans. These services include primary care, gynecology, and maternity care, ensuring women receive holistic healthcare. The VA provides screening and treatment for breast and cervical cancer, menopause management, and mental health support, including for conditions such as PTSD and depression. Women Veterans can access reproductive healthcare, including contraception and family planning services. The VA also offers specialized care for chronic conditions like heart disease and diabetes, tailored to women's health needs. Additionally, the VA supports women with military-related health issues, such as musculoskeletal injuries and exposure-related conditions. As the fastest-growing group in the Veteran population, VISN 8 continues prioritizing services for women Veterans.

Veterans Served by Gender	Percentage
Male	87%
Female	13%

Veterans by Age

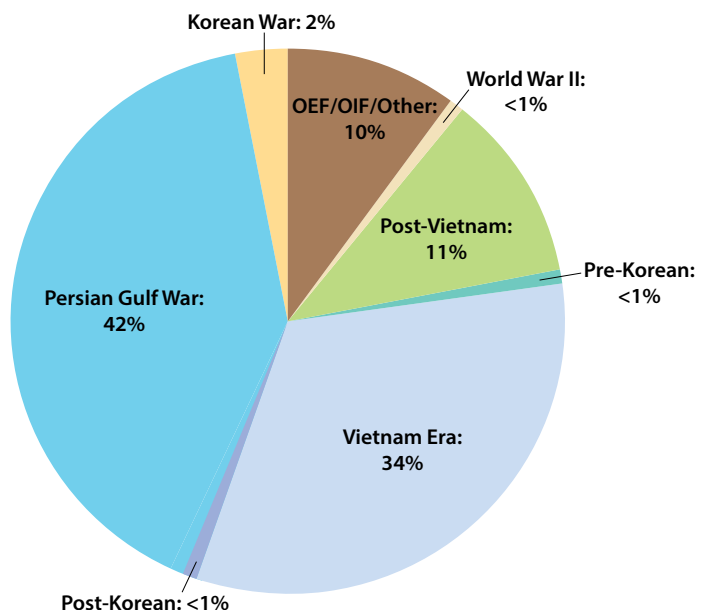


Virtual Care Workload

The VA's virtual care system provides Veterans with accessible healthcare services through telehealth. This approach reduces travel, ensures continuity of care, and accommodates Veterans' unique needs, regardless of location.

Fiscal Year	FY22	FY23	FY24
Appointments Completed	1,179,912	1,170,523	1,247,414

Veterans by Era of Service



Workforce & Budget

In 2024, Veteran employees (employees who served in the U.S. Armed Forces) accounted for about 23 percent of the VISN 8 workforce. These dedicated professionals are found at every level of the organization and truly take the “Veterans serving Veterans” mentality to heart.

In addition to prioritizing Veteran employment, the VA is building a professional and efficient workforce that is grounded in high reliability.

A high reliability organization (HRO) in health care is a system that consistently minimizes adverse events despite inherently risky environments. These organizations prioritize safety, quality, and reliability through robust processes and a culture of continuous improvement. HROs are significant because they help reduce medical errors, enhance patient outcomes, and increase trust in healthcare systems. HRO principles are crucial for delivering safe, effective, patient-centered health care services.

Workforce	FY22	FY23	FY24
Total Employees	33,603	35,481	36,273
Veteran Employees (Those who served in the U.S. Military)	8,603	8,145	8,475
New Hires	4,618	4,903	3,720

Operating Budget	FY22	FY23	FY24
Total Operating Budget	\$8,874,026,524	\$10,091,474,326	\$11,026,042,859
Salaries and Benefits	\$4,185,400,766	\$4,731,365,439	\$5,003,232,312
Consolidated Mailout Pharmacy	\$447,947,125	\$510,283,895	\$582,621,679
Community Care	\$1,925,502,799	\$2,319,683,352	\$2,621,850,569
Medical Care & Collections	\$349,113,004	\$363,894,173	\$381,074,150
Equipment	\$200,911,922	\$238,951,880	\$110,770,378
Land and Structures	\$216,629,587	\$222,351,472	\$213,410,560
Prosthetics	\$367,865,280	\$429,366,682	\$443,359,511

Now Open or Opening Soon to Serve You Better!



Daytona Beach VA Multi-Specialty Clinic

PARENT FACILITY: Orlando VA Healthcare System

SERVICES: Primary care, mental health, cardiology, optometry, audiology, gastroenterology, neurology, endocrinology, wound care, sleep, recreation therapy, pain management, acupuncture, ambulatory surgery, chiropractic, physical therapy, dermatology, telehealth, chaplain, social work, homeless services, and more.



Temple Terrace VA Clinic

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

SERVICES: Mental health services and unique specialties are consolidated into one location near Tampa VA's Main Hospital. This location also has a Domiciliary, residential treatment program, PTSD treatment, Suicide Prevention, Mental Health Intensive Case Management, Care for unhoused Veterans, and the Psycho-Social Rehabilitation and Recovery Center.



Domiciliary & Psychosocial Rehabilitation Recovery Outpatient Center

PARENT FACILITY: VA Caribbean Healthcare System

SERVICES: Long-term residential rehabilitation, promoting the development of new skills and attitudes needed to live independently in the community. Psychosocial Recovery Program (PRRC) - community-based, recovery-oriented and skill-building interventions for Veterans.



Jacksonville North VA Outpatient Clinic & Domiciliary

PARENT FACILITY: North Florida/South Georgia Veterans Health System

SERVICES: Primary care, mental health, prosthetics, physical therapy, occupational therapy, traumatic brain injury services, rehabilitative care, imaging, and optometry.



Whole Health Wellness Room

PARENT FACILITY: VA Caribbean Healthcare System

SERVICES: Newly renovated space supporting VA Whole Health Services, including chiropractic care, acupuncture, personal development, yoga, and group therapy.



Newly Renovated Ward (10th Floor, AB)

PARENT FACILITY: Miami VA Healthcare System

SERVICES: Newly renovated acute care ward with 28 semi-private rooms, scenic city views, natural lighting, state-of-the-art medical equipment, and more.



Lakeland VA Clinic

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

SERVICES: Primary Care, Mental Health, Telehealth, Pulmonary, Pathology and Laboratory, Radiology, Audiology, PMR, Prosthetics, Podiatry, Eye Clinic, and Optical Shop.



Emergency Department Renovation & Expansion

PARENT FACILITY: VA Caribbean Healthcare System

SERVICES: 18,000 square feet of renovated emergency room space supporting the delivery of emergency care.



Sabal Park VA Clinic

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

SERVICES: Primary care, mental health, lab, dietetics, limited pharmacy, and community social work services.



COMING 2025

Vero Beach Multi-Specialty Clinic

PARENT FACILITY: West Palm Beach VA Healthcare System

SERVICES: Primary care, mental health, women's health, audiology, cardiology, dental, dermatology, neurology, optometry, and more.

A Year of Success in Veteran Outreach & VA Health Care Enrollment

In a remarkable year marked by significant achievements, VISN 8 has excelled in its mission to serve Veterans across the Southeastern United States. Central to this success has been the impactful implementation of the PACT Act, which has played a pivotal role in enhancing outreach efforts and increasing the number of VA healthcare enrollees.



In 2024, our healthcare professionals screened nearly 162,455 Veterans for toxic exposures – the most for any network in the country. Forty percent of those screened reported exposure concerns and were subsequently referred for diagnostic testing and treatment for their conditions. In addition, 30,309 Veterans were newly enrolled for VA's medical benefits package in 2024 within VISN 8 – a 9.5 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.

VISN 8's successful year in Veteran outreach and enrollment highlights the positive impact of the PACT Act and the VA's unwavering commitment to serving those who have served. Through continued dedication and innovative approaches, VISN 8 is poised to build on this momentum and ensure that Veterans receive the highest standard of care.

The PACT Act: A Catalyst for Change

The PACT Act, designed to strengthen the healthcare framework for Veterans, has proven to be a transformative force for VISN 8. It has facilitated a greater connection between Veterans and the vital resources they need by emphasizing comprehensive outreach strategies and expanding eligibility for VA health care services. This legislation has broadened access and underscored the VA's commitment to addressing Veterans' unique health needs and challenges.

Expanding Veteran Outreach

VISN 8's dedication to reaching out to Veterans has been a cornerstone of its success this year. The network has effectively disseminated crucial information regarding available healthcare services by leveraging traditional and innovative communication channels. Community events, social media campaigns, and partnerships with local organizations have played an instrumental role in enhancing visibility and accessibility. These efforts have ensured that more Veterans know the benefits they are entitled to, prompting increased enrollment.

Increasing Enrollment Numbers

The results speak for themselves: a notable rise in Veterans enrolling in VA health care within the VISN 8 region. This growth is a testament to the effectiveness of the outreach initiatives and the appeal of the expanded services provided under the PACT Act.

By prioritizing the health and well-being of Veterans, VISN 8 has fostered a welcoming environment that encourages Veterans to seek the care they need and deserve.

VISN 8 Clinical Contact Center: Enhancing Veteran Healthcare



The Right Care, Right Now
1-877-741-3400

The VISN 8 Clinical Contact Center, or VA Health Connect, is a transformative service designed to enhance the healthcare experience for Veterans enrolled for VA care in Florida, South Georgia, Puerto Rico, and the U.S. Virgin Islands.

This innovative center provides a broad spectrum of 24/7/365 virtual services to ensure Veterans receive timely and efficient care, regardless of their location across the U.S., including when at home or traveling.



The center celebrated 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, including nurse triage, pharmacy, scheduling and administration, and virtual appointments with a doctor or nurse practitioner.

The CCC team utilizes telephone, VA Video Connect (VVC), and VA Health Chat to engage with Veterans. Veterans can reach the center around the clock by calling **1-877-741-3400**. They can also connect using the VA Health Chat app, available at no cost on the Google Play or Apple App stores, anytime between 8:00 a.m. and 4:00 p.m., Monday through Friday, except on Federal holidays.

Over the last three years alone, telephone calls answered by the center have increased by approximately 41 percent, from more than 2.2 million calls in 2022 to more than 3.1 million in 2024.

In March 2024, the CCC initiated a new service – Tele-Emergency Care. Veterans calling the center's toll-free number are triaged by a Registered Nurse, and if identified to have a high or intermediate acuity need, may be referred to a board-certified emergency medicine physician for care via a VVC Now video or phone visit. VISN 8 is the only Network nationwide to consistently offer this new service on a 24/7 basis. This provides Veterans enrolled for care in VISN 8 with a standard offering of services available regardless of the time of day.

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

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

BAY PINES

VA Healthcare System

va.gov/bay-pines-health-care

10000 Bay Pines Blvd.; Bay Pines, FL 33744

727-398-6661

888-820-0230

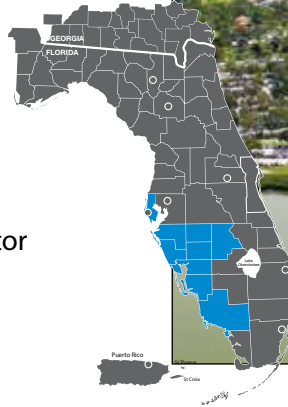
Director: Elamin M. Elamin, M.D., Interim Director



facebook.com/VABayPines



x.com/VABayPines



The Bay Pines VA Healthcare System provides level 1 tertiary care and is headquartered in Bay Pines, Florida. Opened in 1933, the C. W. Bill Young VA Medical Center is on 337 acres along the Gulf of Mexico, approximately eight miles northwest of downtown Saint Petersburg. The Veterans Benefits Administration's St. Petersburg Regional Office and the Bay Pines National Cemetery are co-located on the medical center campus. 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 ten counties in central southwest Florida ranging from Pinellas County in the north, down to Collier County in the south.

By the Numbers

2024

Employees	4,466
% of Veteran Employees	23%
Volunteers/Volunteer Hours	380/49,452
Veterans Served	112,425
Eligible Vet Population in Svc. Area	177,445
Enrollees	115,784
Market Penetration	65%
Outpatient Visits	1.4 Million
Average Daily Outpatient Visits	3,898
Total Operating Beds	387
Admissions	7,203
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	96,279	752,963
Bradenton	15,289	89,990
Cape Coral	38,166	289,558
Clearwater	8,859	57,125
Naples	7,846	45,214
Port Charlotte	9,978	56,609
Sarasota	12,059	72,956
Sebring	4,962	33,219
St. Petersburg	3,282	25,492



“It’s been very healing to see that a whole team of people are working to prevent lapses in care. Working to help keep Veterans’ mental health as stable as possible and keep their families together feels very rewarding.”

– Jacob Prevost, Pharmacy Resident, Bay Pines VA Healthcare System



Nurse Exec. Earns SECVA's Award for Excellence in Nursing

Each year, Bay Pines VA Healthcare System joins the nation in celebrating the incredible daily contributions nurses make to the lives of Veterans. As the facility resumes its annual recognition, there is even more to celebrate because Bay Pines VA's Associate Director for Patient Care Services, Carrie Hawkins, earned the 2024 Secretary of Veterans Affairs Award for Excellence in Nursing in the category of nurse executive. This marks the third consecutive year a Bay Pines VA leader has been selected as a recipient of the Secretary's Award for Excellence in Nursing. In the five years since Hawkins joined team Bay Pines VA, her continued advocacy for evidence-based practice and mentorship programs has earned her a reputation as a true Veteran advocate.



Bay Pines VA Expands Service to Unhoused Veterans

In January 2024, the Bay Pines VA's Homeless Patient Aligned Care Team (HPACT) brought the organization's Mobile Medical Unit to the community for the first time. The HPACT is a multi-disciplinary team dedicated to addressing the unique needs and distinct challenges unhoused Veterans face accessing and engaging in health care.

The team includes a doctor, a nurse practitioner, and a registered nurse or licensed practical nurse to provide medical care. There is also a medical support assistant to help establish eligibility and enrollment and a social worker to provide counseling services. The MMU routinely travels to various locations throughout Pinellas County and stages at locations known to have many people experiencing homelessness. Veterans who are experiencing homelessness or at risk of becoming homeless can connect to care by calling the National Call Center for Homeless Veterans. It can be reached at this number: 877-424-3838.



Mental Health Investments Made Through Enrichment Program

Several staff from the mental health service are leaning on the Bay Pines Enrichment Program. The innovative enrichment program launched nearly one year ago, is the first of its kind at Bay Pines VA, and it aims to promote the licensure, retention, and successful transition for staff who recently earned a doctorate in psychology. In its first year, the program provided eight participants access to weekly seminars led by senior staff. The workshops offered additional resources related to professional success, work-life balance, and various professional development topics. The goal is to expand the program to include all disciplines within the mental health service.

JAMES A. HALEY

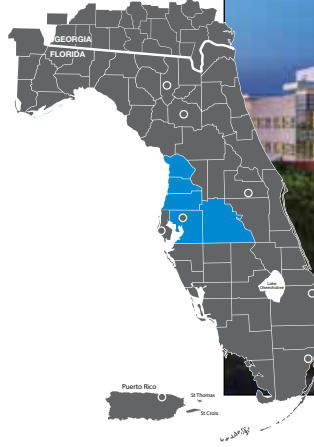
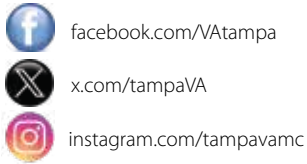
Veterans' Hospital & Clinics

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 1 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 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, rehabilitation care, and multiple outpatient primary and specialty care services. JAHVH also operates a primary care annex near the main hospital and seven community clinics offering primary and mental health care. JAHVH also operates a state-of-the-art multi-specialty outpatient clinic in south Hillsborough County.

By the Numbers	2024
Employees	6,562
% of Veteran Employees	19%
Volunteers/Volunteer Hours	485/32,924
Veterans Served	119,439
Eligible Vet Population in Svc. Area	165,318
Enrollees	122,126
Market Penetration	74%
Outpatient Visits	1.8 Million
Average Daily Outpatient Visits	4,875
Total Operating Beds	517
Admissions	10,983
Budget	\$1.8 Billion

	VETERANS SERVED	OUTPATIENT VISITS
Tampa	111,453	894,297
Brooksville	8,761	44,556
Hidden River	36,286	166,035
Lakeland	14,187	73,304
Lecanto	7,682	39,114
New Port Richey	21,429	167,046
Sabal Park	430	1,318
South Hillsborough	17,311	103,253
Temple Terrace	13,118	80,300
Zephyrhills	5,519	25,588

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



Tampa VA Hosts Event to Cultivate Innovation

In May 2024, the Tampa VA planned and hosted a large-scale health care Hackathon event, a unique collaboration with the Massachusetts Institute of Technology (MIT), VHA Innovation Ecosystem, and Microsoft. Held at the University of South Florida Morsani College of Medicine, the event hosted over 300 in-person participants from VA, private medical facilities, and academics. Over three days, the group developed problem-solving solutions to tackle the top challenges in Veteran healthcare. Tampa Mayor Jane Castor and Tampa General Hospital CEO John Couris attended the highly lauded event.



Facility Earns Top Marks for Patient Safety

The Tampa VA was designated by the VA National Center for Patient Safety as a "National Patient Safety Program of Excellence" for its ability to advance patient safety initiatives locally and across the enterprise. The designation placed the facility in the top 5 percent of all VAs for this honor. The designation of a VA healthcare facility as a National Patient Safety Program of Excellence is a prestigious recognition.

It highlights a facility's commitment to ensuring patient safety and care standards. Achieving this designation requires ongoing commitment and a proactive approach to patient safety. By fostering a culture of safety, VA healthcare facilities can ensure the well-being of their patients and set a benchmark for excellence in healthcare safety.



4-Star CMS Quality Star Rating

In July 2024, the Centers for Medicare & Medicaid Services (CMS) released its annual Star Ratings for 2024. The Tampa VA improved its Overall Star Rating from 3 to 4 stars, one of only two VISN 8 facilities to score 4 stars or above, due to marked improvement in mortality and readmission measures. The Overall Hospital Quality Star Rating (Overall Star Rating) summarizes a variety of measures across 5 areas of quality into a single star rating for each hospital. A CMS overall star rating is important because it provides a simple, easily understandable way for patients to compare the quality of healthcare providers across various essential quality measures, allowing them to make informed decisions based on a single, aggregated rating, with higher stars signifying better overall quality of care; essentially acting as a benchmark for quality within the healthcare system.

MIAMI

VA Healthcare System

va.gov/miami-health-care

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

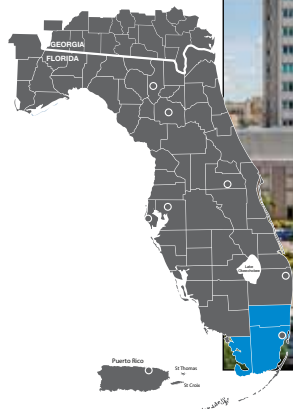
305-575-7000

888-276-1785

Director: Kalautie S. JangDhari

 facebook.com/MiamiVAMC

 x.com/MiamiVAMC



The Miami VA Healthcare System is a Joint Commission accredited, complexity level 1A facility serving nearly 60,000 Veterans in three South Florida counties: Miami-Dade, Broward, and Monroe. The Bruce W. Carter VA Medical Center is in downtown Miami. It supports two primary satellite outpatient clinics in Sunrise and Key West and five outpatient clinics in Homestead, Key Largo, Pembroke Pines, Hollywood, and Deerfield Beach.

The facility provides general medical, surgical, and psychiatric services. It serves as an AIDS/HIV center, prosthetic treatment center, spinal cord injury rehabilitative center, geriatric research, education, and clinical center. A healthcare clinic for homeless Veterans is 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	2024
Employees	3,109
% of Veteran Employees	20%
Volunteers/Volunteer Hours	402/32,262
Veterans Served	58,143
Eligible Vet Population in Svc. Area	104,441
Enrollees	62,771
Market Penetration	60%
Outpatient Visits	845,125
Average Daily Outpatient Visits	2,315
Total Operating Beds	315
Admissions	4,329
Budget	\$812 Million

	VETERANS SERVED	OUTPATIENT VISITS
Miami	54,880	557,593
Sunrise	23,263	192,981
Key West	1,911	11,161
Homestead	5,194	25,712
Pembroke Pines	2,727	9,112
Key Largo	765	2,895
Hollywood	3,130	13,952
Deerfield Beach	2,369	9,972

Accreditations/ Certifications

- The Joint Commission
- Commission on Accreditation of Rehabilitation Facilities
- American College of Radiology
- College of American Pathologists
- Primary Stroke Center-AHCA/State Certified
- American Heart Association/Get with the Guidelines (GWTG) Program
- Epilepsy Center of Excellence
- Multiple Sclerosis Center of Excellence
- Long-Term Care Institute
- Healthcare Equality Leader



"I am deeply grateful for the exceptional care I receive at the Miami VA. As a 9/11 Veteran and cancer survivor, having a dedicated team that understands my unique needs and truly listens makes all the difference. The compassion and expertise at the Miami VA have been instrumental in my recovery and ongoing health."

– U.S. Army Veteran Alex Magana



Drive-Thru Baby Shower Honors Female Veterans

In October 2024, the Miami VA Healthcare System partnered with the Miami Dolphins and United Way's Mission United to host the 6th Annual Warrior Moms Drive-Thru Baby Shower at Hard Rock Stadium, celebrating over 70 local Veteran moms. In collaboration with community partners, this event provided essential baby items, including diapers, strollers, and care packages to Veteran moms transitioning into motherhood.

Miami VA Executive Director Kalautie JangDhari emphasized the importance of recognizing these women: "It's remarkable to honor our female Veterans with an event that acknowledges their unique challenges." Attendees and their families expressed gratitude and appreciation for the support. Flauriane Dorismond, a first-time mom, shared, "This event helps us provide for our newborn in a meaningful way."



Hosts Operation Safe Haven Emergency Preparedness Exercise

In March 2024, the Miami VA Healthcare System hosted Exercise Operation Safe Haven at the U.S. Coast Guard Air Station in Opa-locka, Fla., showcasing its dedication to emergency preparedness. Led by Miami VA Executive Director Kalautie JangDhari as Federal Coordination Center (FCC) Director, the exercise simulated hospital evacuations caused by severe flooding in Mississippi, with over 80 mock patients received by nearly 300 participants, including VA staff and community partners. Participants practiced critical operations such as patient reception, triage, and transportation to National Disaster Medical System (NDMS)-designated facilities. "This exercise tested our fourth mission—serving as a backstop to the American healthcare system during emergencies," said JangDhari. The event highlighted the Miami VA's ability to collaborate effectively with community organizations. "What we learned collectively today is far greater than anything achievable through virtual training," said JangDhari. After the exercise, participants reviewed performance, identifying successes and areas for improvement. The event underscored the importance of readiness and collaboration to ensure smooth operations during real-life crises. Operation Safe Haven demonstrated the Miami VA's ongoing commitment to supporting Veterans and the community during national emergencies.



USH Visits Miami VA to Thank Staff for Hurricane Milton Response

In October 2024, Dr. Shereef Elnahal, Under Secretary for Health, visited the Miami VA Healthcare System to thank staff for their vital role during Hurricane Milton. After the storm disrupted operations, the Miami VA supported patients and staff from the Bay Pines VA Healthcare System. During his visit, Dr. Elnahal hosted a town hall meeting and toured the facility, meeting with frontline healthcare workers and Veterans. "Your efforts were instrumental in ensuring the safety and care of our Veterans," Dr. Elnahal said, expressing his gratitude for the Miami VA team's service during a critical time. The visit underscored the Miami VA's resilience and dedication. Staff received a certificate of appreciation for their exceptional response efforts.

NORTH FLORIDA/ SOUTH GEORGIA Veterans Health System

va.gov/north-florida-health-care

Director: Wende K. 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



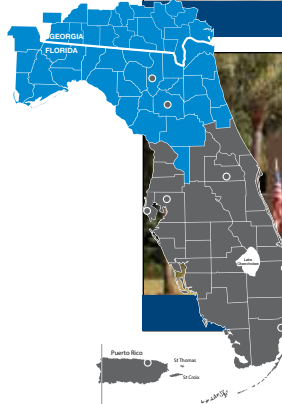
The North Florida/South Georgia Veterans Health System is a level 1a tertiary care facility headquartered in Gainesville, Fla. The organization spans 50 counties in Florida and South Georgia and is the most extensive VA healthcare system relative to patients served. The system operates 25 sites of care, including two medical centers in Gainesville and Lake City; multi-specialty outpatient clinics in Jacksonville, The Villages, and Tallahassee; and community based outpatient clinics in north Florida and South Georgia. The organization also operates two Community Living Centers at the medical centers 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
- Ascension Corp (Long-term Care Survey)
- American Board for Certification in Orthotics, Prosthetics & Pedorthics
- Association for Assessment and Accreditation of Laboratory Animals (AAALAC)
- 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

By the Numbers

2024

Employees	6,452
% of Veteran Employees	23%
Volunteers/Volunteer Hours	399/34,504
Veterans Served	161,987
Eligible Vet Population in Svc. Area	264,979
Enrollees	191,814
Market Penetration	72%
Outpatient Visits	2 Million
Average Daily Outpatient Visits	5,558
Total Operating Beds	611
Admissions	9,843
Budget	\$1.9 Billion

	VETERANS SERVED	OUTPATIENT VISITS
Gainesville	143,724	671,114
Lake City	29,982	163,540
Gainesville PC Clinic	18,922	68,119
Jacksonville 1	56,532	261,942
Jacksonville 2	14,811	47,384
Jacksonville North	28,809	106,951
Valdosta	5,663	27,669
Ocala	15,278	73,090
St. Augustine	10,902	50,906
Tallahassee	18,566	157,821
The Villages	28,294	181,961
St. Marys	4,750	20,501
Marianna	3,024	13,424
Middleburg	8,820	38,607
Palatka	3,395	14,739
Waycross	3,025	15,087
Perry	853	2,944

VETERANS PERSPECTIVES



“I was miserable, depressed, didn’t want to go anywhere, do anything, or talk to anybody, but once I went to the [VA Adaptive Sports Clinic], lights went off, and I have not stopped since. The athlete in me had been given a rebirth; it made me so happy; I was meeting people, trying new things.”

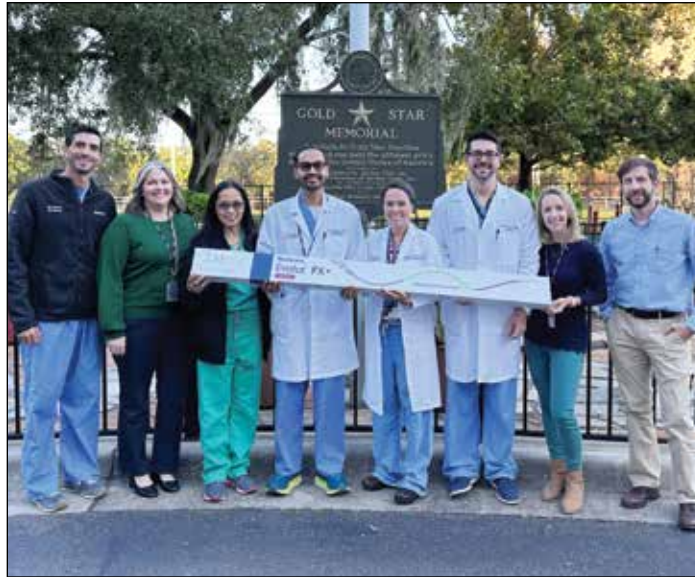
– U.S. Army Veteran Treasure Fennell



Surgery Chief Earns Prestigious National Award

In September 2024, Dr. Lindsey Goldstein, Chief of Surgical Service, was awarded the Dr. Richard R. Streiff Award for Clinical Excellence within the North Florida/South Georgia Veterans Health System. Each year, one physician is selected to receive the Dr. Richard R. Streiff Award for Clinical Excellence. Dr. Streiff was a VA hematologist who, for over 46 years, taught compassion, service to others, and commitment to the highest quality of care for his patients.

This award was created in his name to recognize those who best demonstrate Dr. Streiff’s ideals and dedication to clinical excellence. Dr. Goldstein was selected as this year’s award recipient for her unwavering commitment to expanding the surgical staff and exceptional services provided to local Veterans.



Groundbreaking Aortic Valve Replacement Treatment

At the North Florida/South Georgia Veterans Health System, groundbreaking procedures for Veterans in Transcatheter Aortic Valve Replacement (TAVR) have arrived at Malcom Randall VAMC. The health system now provides cutting-edge technology, including Medtronic Evolut FX+ transfemoral treatment for aortic valve stenosis.

As the first VA medical center within VISN 8 and the Gainesville area to provide this treatment, the VA is providing timely access to world-class health care to Veterans. TAVR is a way to replace a diseased aortic valve in the heart without the need to perform open-heart surgery. The benefits of TAVR include a less invasive procedure, shorter hospital stays, and a more rapid recovery. TAVR has been proven to significantly improve the quality of life for patients with severe aortic stenosis by reducing symptoms such as chest pain and shortness of breath.



Winners of National VHA Shark Tank Competition

Innovation in VA is fueled by frontline employees dedicated to identifying better ways of delivering care for Veterans. North Florida/South Georgia Veterans Health System employees Emily Mendell and Kristina Kniffen are leading the way in improving Veteran care as 2024 VHA Shark Tank Competition winners. From a pool of 225 submissions, NF/SG VHS employees Mendell and Kniffen have been selected as one of the 2024 VHA Shark Tank Competition winners for their practice called “Dignity Bags for Veterans.” The VHA Shark Tank Competition empowers frontline innovators to spread their healthcare solutions. Employees credit Jennifer Rossi at the Malcom Randall VA Medical Center for her assistance with these projects.

ORLANDO

VA Healthcare System

va.gov/orlando-health-care

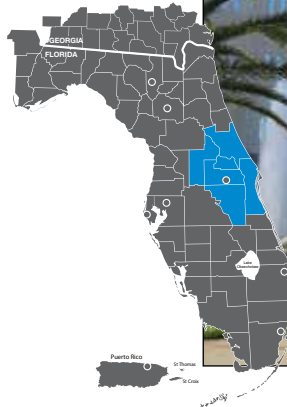
13800 Veterans Way; Orlando, FL 32827

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 (OVAHCS) 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.

Lake Nona's Orlando VA Medical Center 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	2024
Employees	5,417
% of Veteran Employees	23%
Volunteers/Volunteers Hours	479/51,857
Veterans Served	145,665
Eligible Vet Population in Svc. Area	200,105
Enrollees	143,865
Market Penetration	72%
Outpatient Visits	1.9 Million
Average Daily Outpatient Visits	5,246
Total Operating Beds	382
Admissions	8,265
Budget	\$1.7 Billion

	VETERANS SERVED	OUTPATIENT VISITS
Lake Nona	135,402	961,933
Clermont	6,837	31,788
Daytona Beach	25,567	10,318
Deltona	6,432	29,287
Kissimmee	7,707	38,550
Lake Baldwin	43,239	290,246
Palm Bay	4,640	15,591
Port Orange	90	2,185
Tavares	6,533	35,334
Viera	34,457	297,484
Westside Pavilion	4,387	20,393

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

VETERAN PERSPECTIVES



“The treatment I received changed my life and was very easy to manage. The staff was exceptional, and I still get regular check-ups to ensure I progress. The committed staff are confident in the effectiveness of the treatment that I have received, and I am a perfect example of its success.”

– U.S. Army Veteran Edgardo Rosa speaking about his experience with Esketamine therapy to help manage his mental health conditions



Doc Receives National Award

The VA announced that Jennifer Thompson, MD, MPH, MACP, FIDSA, the Associate Chief of Staff for Education at the Orlando VA and VISN 8’s Designated Education Officer, is the recipient of the 2024 Karen M. Sanders, MD, Designated Education Officer (DEO) of the Year Award. Named for longtime VA Deputy Chief Academic Affiliations Officer Karen M. Sanders, MD, who retired in 2023 following a 42-year VA career, the annual award recognizes a VA medical facility DEO with an outstanding track record in health professions education in areas such as educational administration, curriculum, and affiliate relationships. Thompson also facilitated the expansion of mental health internships and a certification program for academic leaders.



National Recognition for Patient Safety

The Orlando VA Healthcare System (OVAHCS) was awarded the 2024 Patient Safety Program of Excellence designation from the Veterans Health Administration (VHA) National Center for Patient Safety (NCPS).

The hospital is one of only nine VA healthcare systems to receive the award this year. There are over 170 VA Medical Centers nationally. “The recent accolade bestowed upon our healthcare system is not just a testament to our unwavering dedication but a clear indicator of the strides we’ve made in fortifying the pillars of safety, care, and positive health outcomes for all,” said Timothy J. Cooke, Director, and CEO of the OVAHCS. “This recognition goes beyond mere accolades; it is a beacon of our collective commitment—a commitment that every staff member, nurse, doctor, and administrator share towards ensuring the highest standards of healthcare are not just met but exceeded.”



Federal Police Service Receives Agency Trilogy Award

The FBI-Law Enforcement Executive Development Association (FBI-LEEDA) announced that the Orlando VA Healthcare System (OVAHCS) Police Department received the FBI-LEEDA Agency Trilogy Award. The prestigious award recognizes the department’s completion of an innovative training program that develops strong leadership skills in law enforcement agencies nationwide. Training includes public trust, transformational leadership, social and emotional intelligence, and more. The Agency Trilogy Award recognizes law enforcement agencies that demonstrate cutting-edge leadership skills that enhance their departments.

VA CARIBBEAN Healthcare System

va.gov/caribbean-health-care

10 Casia Street
San Juan, PR 00921

787-641-7582
800-449-8729

Director: Jaime E. Marrero, PE, Interim Executive Director



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, 280 operational acute care beds, 122 community living center beds, and 40 domiciliary beds.

By the Numbers	2024
Employees	4,039
% of Veteran Employees	15%
Volunteers/Volunteers Hours	345/30,346
Veterans Served	59,823
Eligible Vet Population in Svc. Area	66,415
Enrollees	63,283
Market Penetration	87%
Outpatient Visits	1 Million
Average Daily Outpatient Visits	2,865
Total Operating Beds	442
Admissions	8,322
Budget	\$876 Million

	VETERANS SERVED	OUTPATIENT VISITS
San Juan	58,979	775,262
Arecibo	4,217	27,042
Ceiba	3,277	16,363
Comerio	442	1,387
Mayaguez	10,422	93,501
Ponce	11,268	110,962
St. Croix	789	2,970
St. Thomas	817	3,812
Utuado	246	882
Vieques	133	466

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
- 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
- Long-Term Care Institute
- American Psychological Association
- American Nurses Credentialing Center
- Healthcare Equality Leader

VETERAN PERSPECTIVES

“I was diagnosed with ALS in 2021; the VA Caribbean Healthcare System and the Spinal Cord Team have been a beacon of hope for me and my family...They have assisted me with making my home accessible, providing care to help me at home, and giving me state-of-the-art prosthetics equipment such as a motorized wheelchair and respiratory equipment. They have also facilitated the process of acquiring my own adapted vehicle through the Veterans Benefits Administration. But above everything, what I am most grateful for is receiving an outpouring of emotional support and a 5-star service that makes me feel in debt to the VA for helping me navigate my new life while fighting this disease.”

– U.S. Army Veteran Manuel Jesús Otero



Establishing Anti-Cancer Care Close to Where Veterans Live

In August 2024, the VA Caribbean Healthcare System introduced the innovative Close to Me Care program at the Mayaguez Outpatient Clinic in Puerto Rico, aiming to enhance healthcare accessibility for Veterans. This program is designed to bring anti-cancer healthcare services and therapies closer to Veterans' homes, minimizing the need for long-distance travel and ensuring timely medical attention. The program's benefits are substantial, as it alleviates transportation barriers, reduces waiting times, and fosters a supportive environment for Veterans to receive quality care.



New Mental Health Residential Rehab Program & Domiciliary

In June 2024, the VA Caribbean Healthcare System celebrated a significant milestone with the grand opening of a new Mental Health Residential Rehabilitation Treatment Program and Domiciliary. The occasion featured a ribbon-cutting ceremony attended by VA and community leaders, including David Isaacks, VISN 8 Network Director, and John D. Thomas, the Associate Executive Director of the Office of Real Property from the VA Office of Construction and Facilities Management. U.S. Rep. Jenniffer González Colón also attended the event along with keynote speaker Dr. Erica M. Scavella, Assistant Under Secretary for Health for Clinical Services and Chief Medical Officer of the Veterans Health Administration (VHA). This groundbreaking program is the first of its kind in the Caribbean. It is dedicated to empowering Veterans on their journey to reintegration into the community through a nurturing therapeutic residential and clinical environment offered in a bilingual setting.



Building Stronger Partnerships with the Armed Forces

In September 2024, the Assistant Secretary of Defense for Health Affairs, Dr. Lester Martínez López, U.S. Dept. of Defense, and Brigadier General Carlos Gorbea, Commanding General, 1st Mission Support, U.S. Army Reserves, made a special visit to the San Juan VA Medical Center. They met with Thomas Steinbrunner, Interim Director, VA Caribbean Healthcare System, and senior staff to discuss the VA's healthcare services, education and research programs, and clinic networks in the Caribbean and how the partnership between VA and DoD can be more substantial.

WEST PALM BEACH VA Healthcare System

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

7305 North Military Trail
West Palm Beach, FL 33410

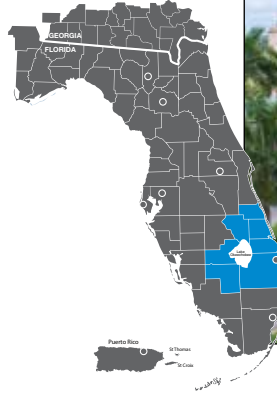
561-422-8262 | 800-972-8262

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, comprehensive medical education, and residency programs. All-inclusive health care is provided through primary care, emergency care, and long-term care in 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

2024

Employees	2,731
% of Veteran Employees	26%
Volunteers/Volunteers Hours	258/26,855
Veterans Served	54,256
Eligible Vet Population in Svc. Area	95,203
Enrollees	59,540
Market Penetration	63%
Outpatient Visits	706,493
Average Daily Outpatient Visits	1,936
Total Operating Beds	333
Admissions	5,095
Budget	\$785 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	49,217	572,501
Fort Pierce	6,223	22,705
Delray Beach	6,820	27,204
Stuart	5,505	17,594
Boca Raton	2,646	10,318
Vero Beach	3,670	13,515
Okeechobee	1,716	5,642
Port St. Lucie	6,819	26,396



Robotics Program Expanded

In 2024, the West Palm Beach VA Healthcare System announced its multi-year journey to be distinguished as a leader in cutting-edge healthcare using robotic technology to achieve faster recovery times, reduced discomfort, and improved long-term outcomes. The Mako robotic-assisted surgery represents the newest advancement in hip and knee reconstructive surgery.

With skilled experts and savvy robots, the procedure significantly enhances the precision of the necessary bone cuts and the placement of the prostheses in their ideal anatomic landmarks to a degree impossible with conventional methods. Bringing the best care possible to Veterans, the West Palm Beach VA was the first VA facility to introduce dental robotics, enhancing the precision and efficiency of dental surgery for Veterans. Transforming the way care is delivered, the Yomi robot allows dental professionals to perform minimally invasive procedures with improved accuracy, offering a higher standard of care for Veterans.



Intensive Care Unit Earns Beacon Award for Excellence

The Beacon Award for Excellence is a significant milestone on the path to exceptional patient care and healthy work environments that recognizes unit caregivers who successfully improve patient outcomes and align practices with the American Association of Critical-Care Nurses' six Healthy Work Environment Standards. Units that achieve this three-year, three-level award with a gold, silver, or bronze designation meet national criteria consistent with the ANCC Magnet Recognition Program®, the Malcolm Baldrige National Quality Award, and the National Quality Healthcare Award.

The Beacon Award for Excellence recognizes caregivers in outstanding units whose consistent and systematic approach to evidence-based care optimizes patient outcomes and exceeds expectations. "The MICU at the VA Medical Center deserves this national recognition as role models to others with their passion for serving Veterans, instilling trust and confidence for loved ones knowing their Veteran is in the very best of hands," says West Palm Beach VA Healthcare System (WPBVAHCS) Chief of Staff Dr. Ronald Williams. As a High Reliability Organization, this award sets the tone for the commitment of the WPBVAHCS to deliver exceptional care to Veterans as they embark on their healing journey.



Leading Change and Bringing Exceptional Care

Fiscal Year 2024 marked a phenomenal year for growth and achievement.

- Clinical Dietitian Billie Smith gained national recognition for her work addressing food insecurity, and she was invited to speak at the VHA Diffusion of Excellence 2025 Diffusion Academy.
- Chief of Blind Rehabilitation Center Gabino Lares was hand-selected to participate in the 34th Annual White House event for Americans with disabilities.
- The Strategic Communications and Marketing Team was recognized as the South Florida Employee of the Year for Technology.
- Geriatrics and Extended Care Physician Dr. Saraswathy Battar was recognized for her exceptional leadership in the VIONE national VA program.
- Clinical Psychologist Dr. Thomas Peate was awarded 1st place for his innovative initiative, Action Planning for Recovery-Oriented System Transformation and Sustainment.
- Clinical Pharmacist Dr. Sandra DiScala honored as the 2024 American Academy of Hospice and Palliative Medicine Award Winner.



VA Sunshine Healthcare Network (VISN 8)

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 13000 Bruce B. Downs Blvd.
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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

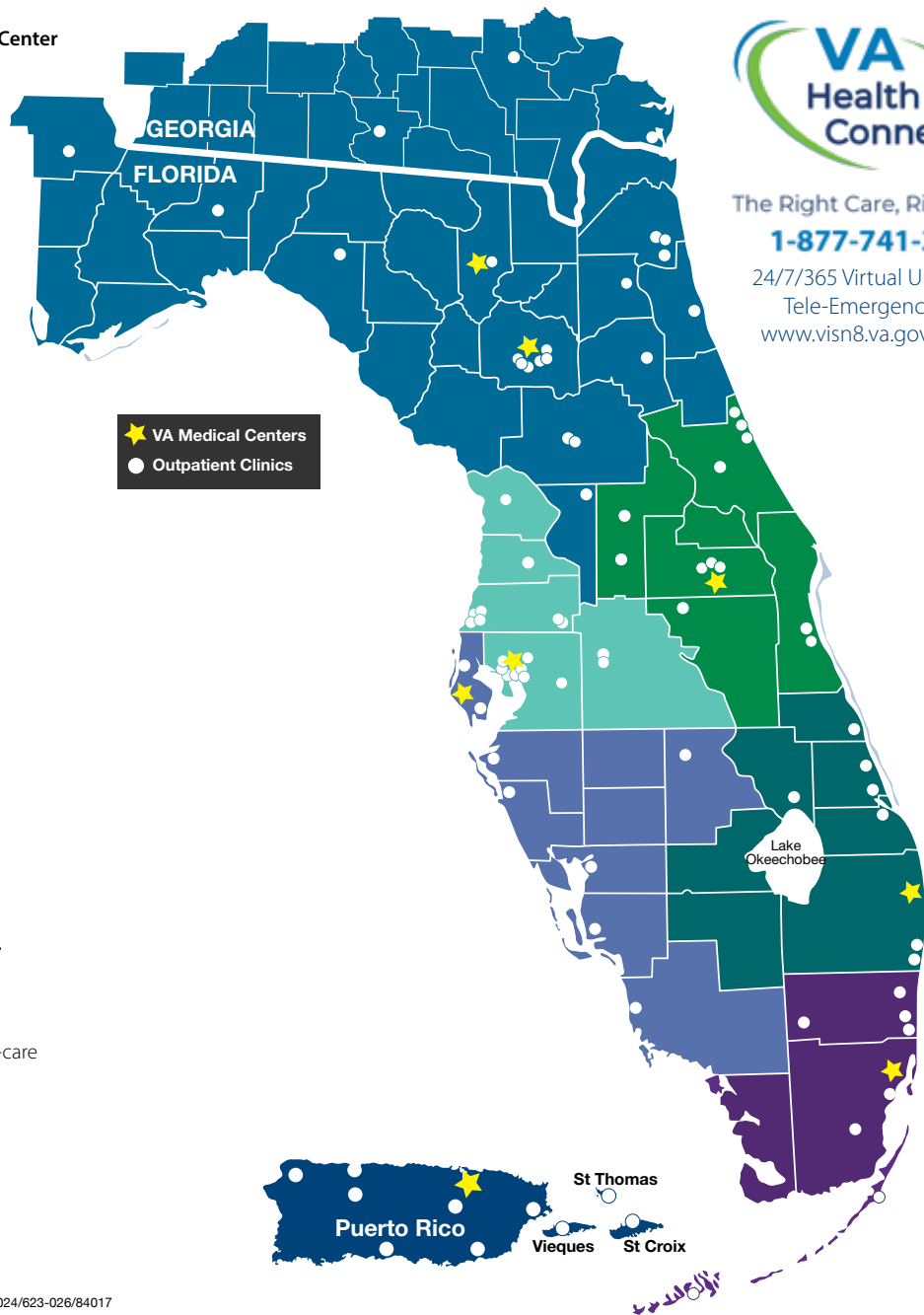
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