



Department of Veterans Affairs
Eastern Colorado Health Care System
1055 Clermont Street, Denver, CO 80220



more than words...

VA Eastern Colorado Health Care System **Annual Report FY 2011**

Denver VA Medical Center

The Denver Post, Sunday,
March 21, 1948:

“The proposed mammoth
new Veterans Administration*
hospital to be erected in
Denver...will cost approximatly
10 million dollars.”

*The 'Veterans Administration' was officially
designated the 'U.S. Department of Veterans
Affairs' by President Bush in 1989.



A new 1.1 million square foot facility is scheduled to be completed in 2015, at approximately \$800 million.



A Message from the Director

Welcome to the VA Eastern Colorado Health Care System

This has been an exciting year and, as the Director of Eastern Colorado Health Care System (ECHCS), I am excited to tell you that ECHCS and VA have begun a partnership with a patient centered care organization called Planetree. Founded in 1978, Planetree inspires caregivers to transform health care by putting the needs of the individual patient first. Planetree's approach will help inspire our caregivers to deliver safe, accessible, high quality care that includes a focus on body, mind and spirit. I believe "Patient Centered Care" is best achieved through kindness and compassion. Over the next year I hope you will see the results of our redoubled efforts as we work to provide better and safer care that empowers Veterans and their families through information and education.

This Fiscal Year 2011 Annual Report provides important statistics and an overview of ECHCS accomplishments, goals and objectives for the coming year. We have taken on the challenge of transforming our organizational culture and becoming a patient centered care facility. I look forward to working with all of you as we find creative ways to provide patient centered care in a healing environment.



Lynette A. Robb

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Director
Eastern Colorado Health Care System


VA Eastern Colorado
HEALTH CARE SYSTEM



Kaylen Jackson, Diabetes Care Coordinator,

“Providing accurate and helpful information and service to Veterans, because they provided excellent service to us by defending our country.”

Improving Communication

Making it easier for you

The Eastern Colorado Health Care System (ECHCS) launched its Secure Messaging option, which allows Veterans registered with the program to send messages about non-emergency matters to the VA and receive a response within three business days.

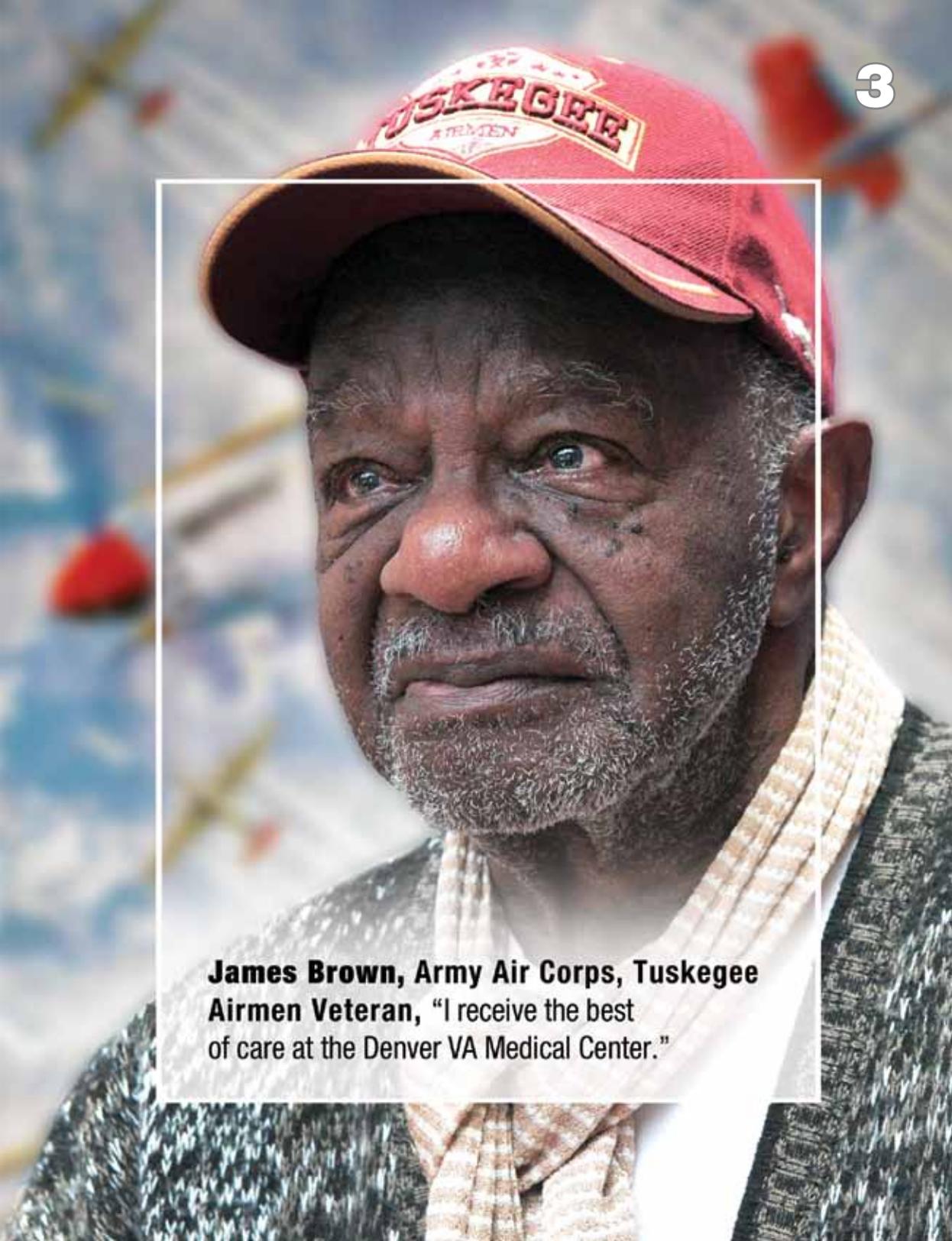
Currently there are 39 Secure Message teams at the Denver VA Medical Center, and one Secure Message team at the Pueblo Community Based Outpatient Clinic (CBOC). And the numbers of providers and Veterans using the service continues to grow!



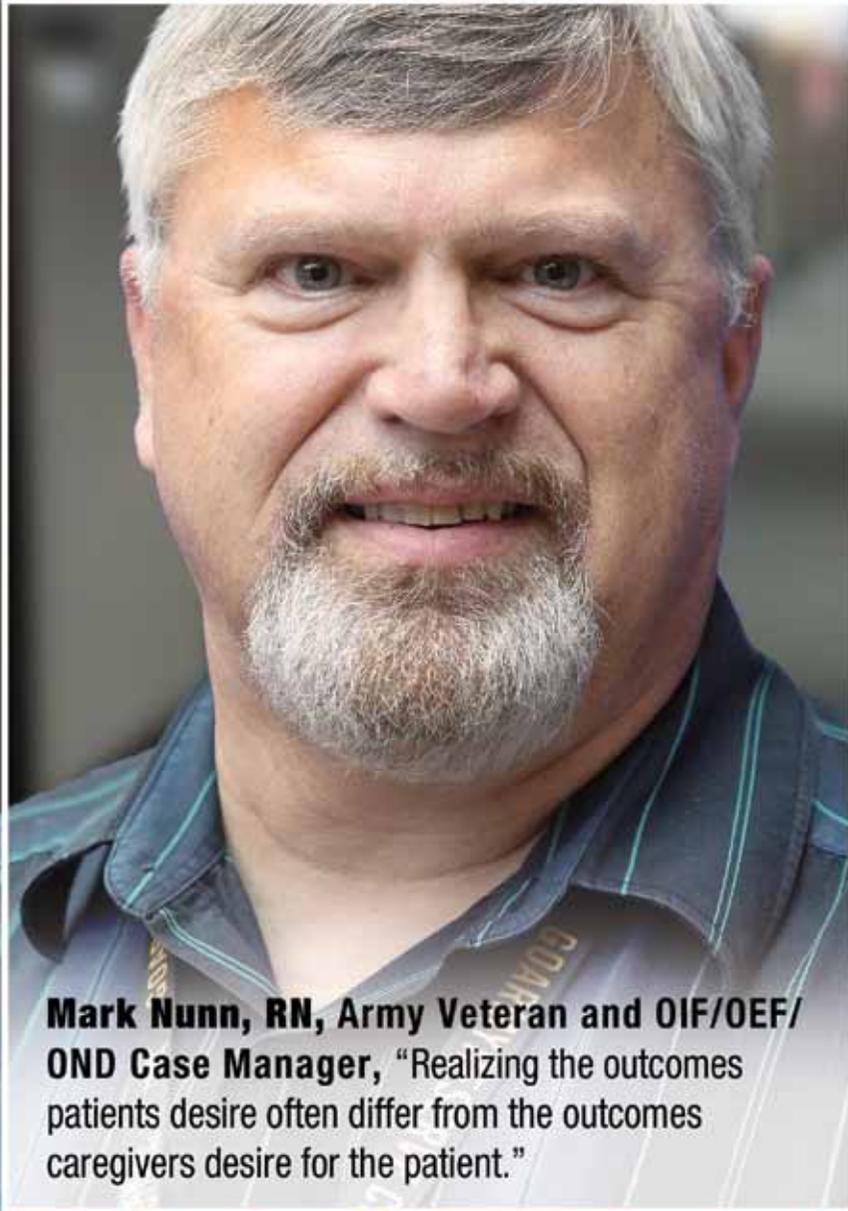
www.denver.va.gov

www.facebook.com/DenverVAMC

www.twitter.com/VADenver



James Brown, Army Air Corps, Tuskegee Airmen Veteran, "I receive the best of care at the Denver VA Medical Center."



Mark Nunn, RN, Army Veteran and OIF/OEF/OND Case Manager, “Realizing the outcomes patients desire often differ from the outcomes caregivers desire for the patient.”

Preventing and Solving Problems

Making it work better for you

This year, ECHCS initiated many programs in partnership with the VHA Preventive Care Program designed to prevent health problems rather than wait for them to appear. For the first time, we organized a local VA 2K Walk and Roll, encouraging staff and Veterans to be more active. We held Health Fairs for Veterans and employees that provided information with a focus on healthy living.

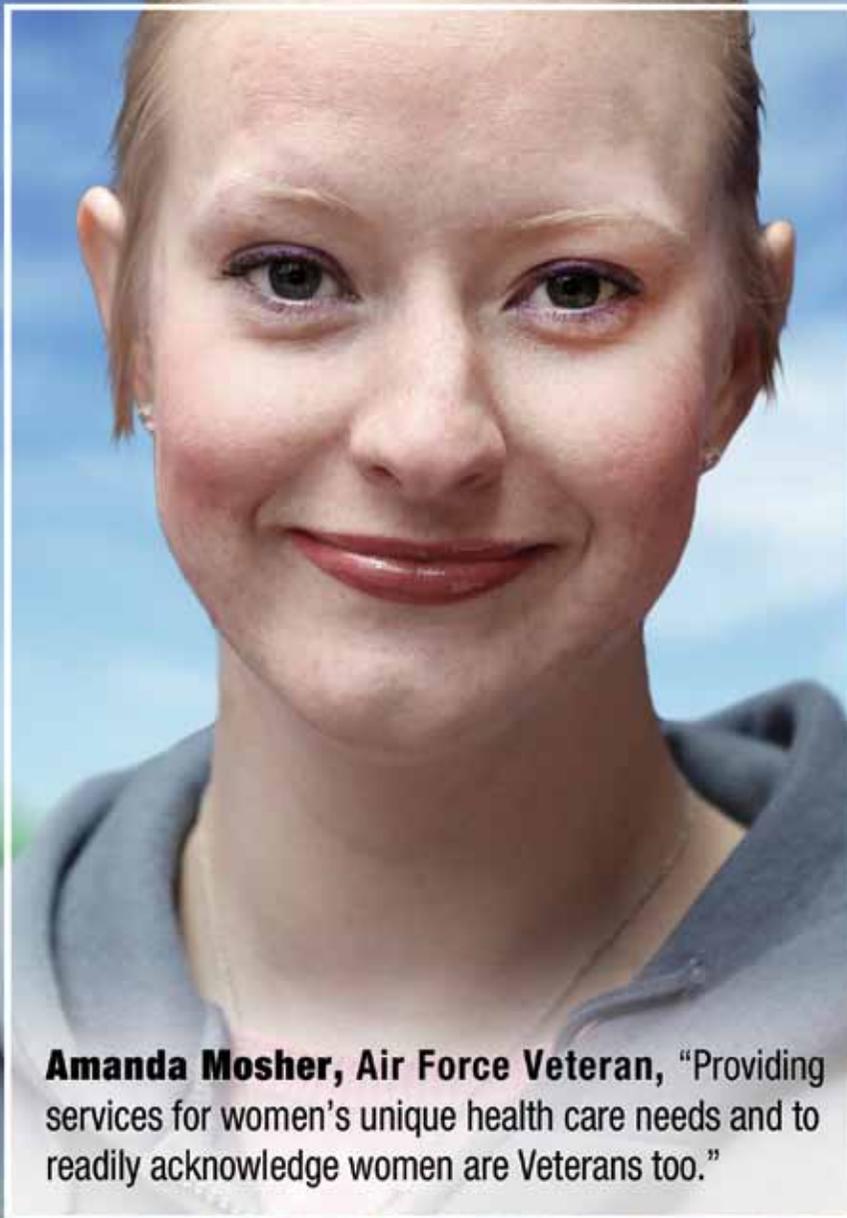
We’ve provided special training about disease prevention to 60% of the Patient Aligned Care Team staff (the national goal was 20%). We even created a “Birthday Letter” to be mailed to Veterans during their birthday month promoting their involvement in their health care.

*Ultimately, you hold the key to your health!
What are you doing to stay healthy?*

Improved Health Care Delivery for Female Veterans

Making it happen when you want it to

In 2011, ECHCS saw more than 9,000 female Veterans. We improved care to female Veterans in all areas: things as simple as ensuring Veterans' safety by installing door locks on exam rooms, making sure our waiting areas were safe and comforting, and renovating a women's bathroom in the Denver Community Living Center. We purchased new equipment to provide state of the art services to our women Veterans. And we increased our outreach to women Veterans throughout Colorado through a collaborative effort with many government agencies at the Women's Conference and Health Fair in September of each year.



Amanda Mosher, Air Force Veteran, "Providing services for women's unique health care needs and to readily acknowledge women are Veterans too."



Dr. Chitra Rajagopalan, MD, Chief of Pathology and Laboratory Medicine, “To place our Veterans first in everything we do... above all else.”

Planetree

Changing the way you receive care...
VA healthcare should be YOUR
healthcare

We want to be your provider by choice, not by default. Because of that, we’re changing the way we do business at the Eastern Colorado Health Care System.

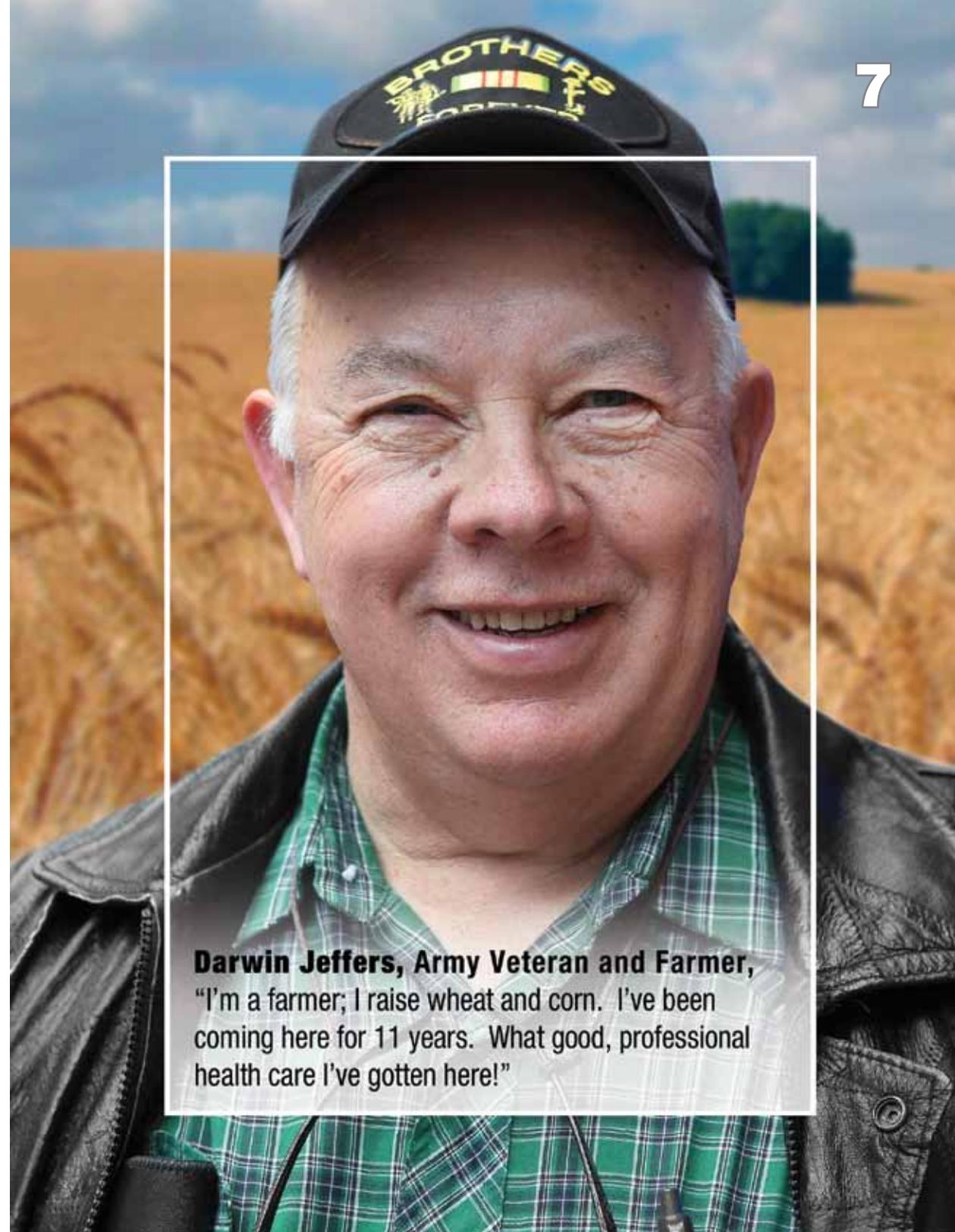
The Planetree model of care is a patient-centered, holistic approach to healthcare, promoting mental, emotional, spiritual, social and physical healing. It seeks to maximize positive health care outcomes by integrating optimal medical therapies and alternative therapies, and by emphasizing human interactions, art and nature into the healing environment. We’ve even been established as a VA Emerging Center of Innovation.

We’re leading the way in VA when it comes to providing care that is centered on you—the patient.

Expanding Access to Care

Finding Creative Solutions

Many of the 700,000 Veterans in Veterans Integrated Service Network 19, which covers four western states and parts of five others, live long distances from specialty services available at the Denver VA Medical Center (VAMC). Using telehealth technology, we're closing that gap. The telehealth program employs not only creative, proven methods of care but also supports cost-effective methods to deliver intensive case management and education to rural Veterans. We're developing and improving telehealth programs for Veterans with high-risk conditions such as traumatic brain injuries, obesity, heart failure, diabetes, pulmonary disease, depression, post traumatic stress disorder, tobacco use, substance abuse and bipolar disorder. Through these and other rural health initiatives, we're meeting the health care needs of more than 280,000 Veterans and their families living in rural communities.



Darwin Jeffers, Army Veteran and Farmer,
"I'm a farmer; I raise wheat and corn. I've been coming here for 11 years. What good, professional health care I've gotten here!"



Roger Smith, Navy Veteran, “Having enough staff here, so that the wait time between appointments is less, matters most to me.”

Being There When and Where You Need Us

Access to Specialty Care

Each month, a cardiologist from the Denver VAMC conducts a cardiology clinic at the Cheyenne and Grand Junction VAMCs. The Denver specialist travels to the other facilities to conduct an all-day clinic, meet with health care providers to discuss challenging cases, and present a noontime lecture on a cardiology topic. These clinics provide a major convenience and enhance Veterans access to specialty care. Also, a Denver VAMC cardiologist is available to provide Tele-consultation to providers at all VISN 19 facilities regarding inpatient and outpatient cardiology care and referral for cardiac services and procedures.

Mobile Prosthetic Lab

New for 2012, ECHCS is excited to activate the Prosthetic Treatment Center Mobile Lab staffed by a Certified Prosthetist/Orthotist. This service allows expert prosthetic specialty services to reach into rural areas. The result is not only cost savings through the elimination of inappropriate or poorly

fitting prostheses, but improvement of rural Veteran care and satisfaction. The Mobile Lab will be able to provide the Veterans in rural areas access to the technology and expertise that used to be hours away.

Ending Homelessness

Opened in March 2012, the VA Community Resource and Referral Center (CRRRC) is a dynamic, community based center for homeless Veterans and their families to access VA services.

These services will include: permanent and transitional housing, employment services, VA & non-VA benefits, showers, laundry and case management. Several community collaborators are committed to providing services to Veterans at the CRRRC, which is located at 3030 Downing Street in Denver.



Robert Rvegg, Air Force Veteran, “I applied for the VA VASH housing assistance program. I hope the VA can provide resources to help improve my life and help me look for a job.”



Core Values and Characteristics

Core Values

VA has adopted Core Values and Characteristics that apply universally across the Department. The five Core Values define “who we are,” our culture and how we care for Veterans, their families and other beneficiaries.

*The Values are
Integrity, Commitment, Advocacy, Respect and Excellence
("ICARE")*

Core Characteristics

The Core Characteristics define “what we stand for” and help guide how we will perform our core mission. They shape our strategy and influence resource allocation and other important decisions made within VA. The Characteristics are Trustworthy, Accessible, Quality, Agile, Innovative, and Integrated.

Trustworthy

VA earns the trust of those it serves – every day – through the actions of all employees. They provide care, benefits and services with compassion, dependability, effectiveness, and transparency.

Accessible

VA engages and welcomes Veterans and other beneficiaries, facilitating their use of the entire array of its services. Each interaction will be positive and productive.

Quality

VA provides the highest standard of care and services to Veterans and beneficiaries while managing the cost of its programs and being efficient stewards of all resources entrusted to it by the American people. VA is a model of

unrivalled excellence due to employees who are empowered, trusted by their leaders and respected for their competence and dedication.

Innovative

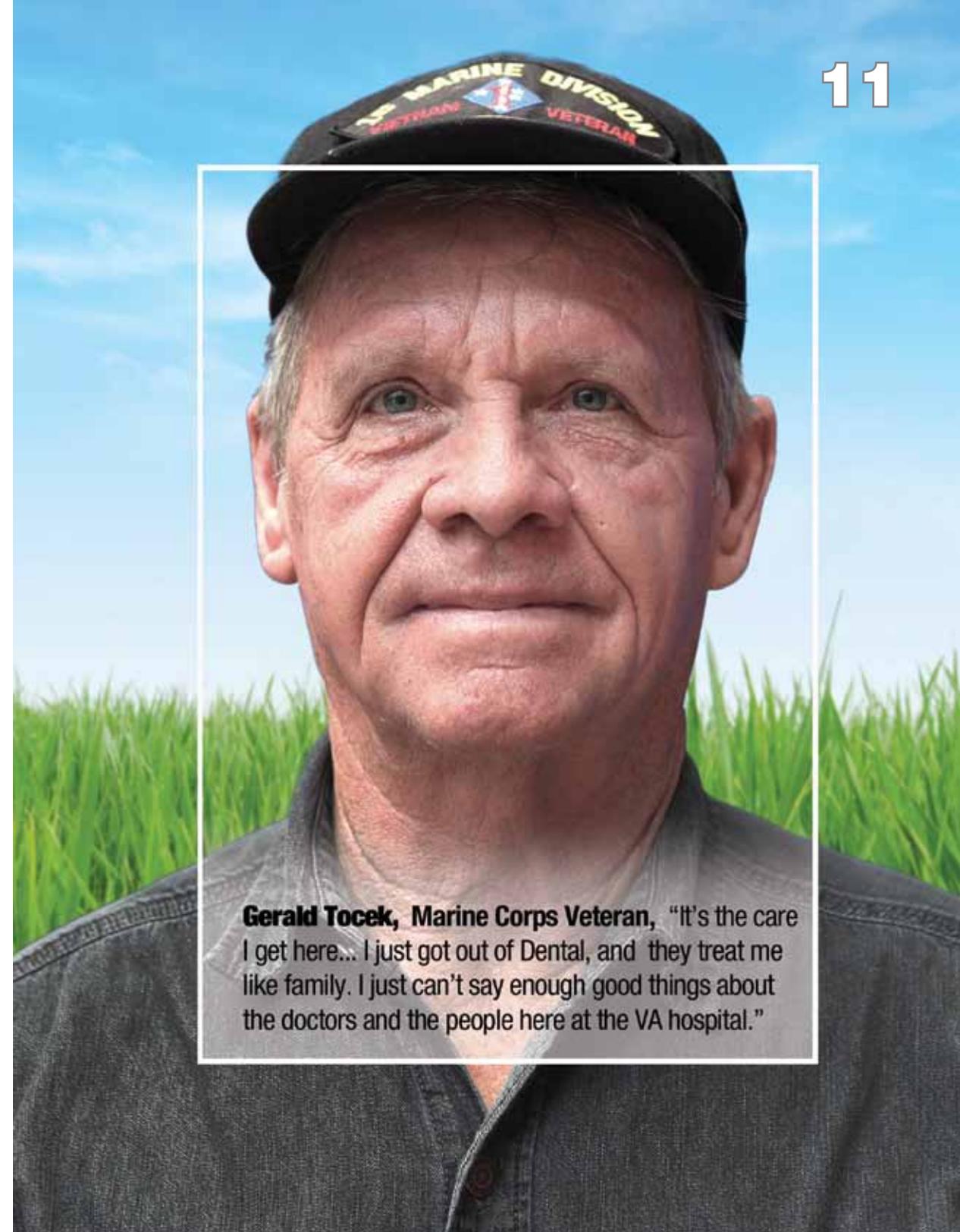
VA prizes curiosity and initiative, encourages creative contributions from all employees, seeks continuous improvement, and adapts to remain at the forefront in knowledge, proficiency, and capability to deliver the highest standard of care and services to all of the people it serves.

Agile

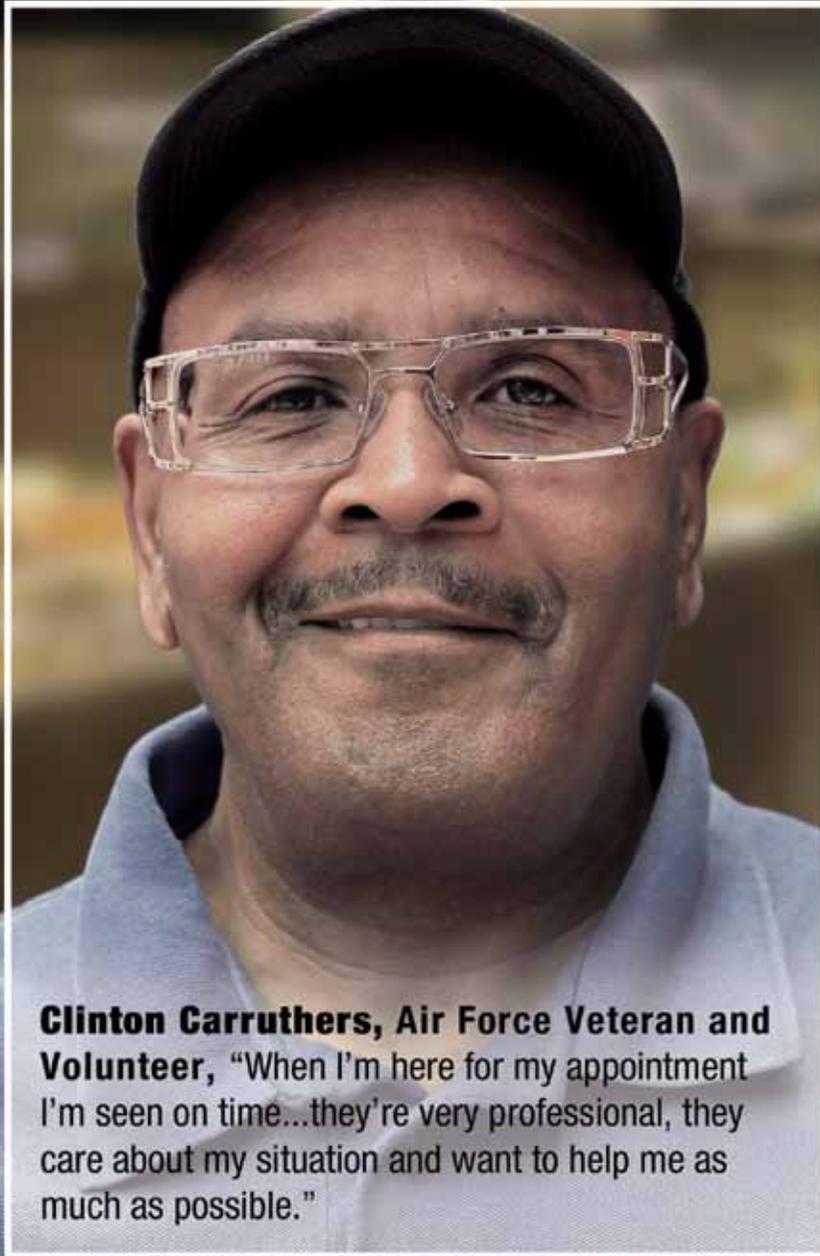
VA anticipates and adapts quickly to current challenges and new requirements by continuously assessing the environment in which it operates and devising solutions to better serve Veterans, other beneficiaries and Service members.

Integrated

VA links care and services across the Department; other federal, state, and local agencies; partners; and Veterans Services Organizations to provide useful and understandable programs to Veterans and other beneficiaries. VA's relationship with the Department of Defense is unique, and VA will nurture it for the benefit of Veterans and Service members.



Gerald Tocek, Marine Corps Veteran, "It's the care I get here... I just got out of Dental, and they treat me like family. I just can't say enough good things about the doctors and the people here at the VA hospital."



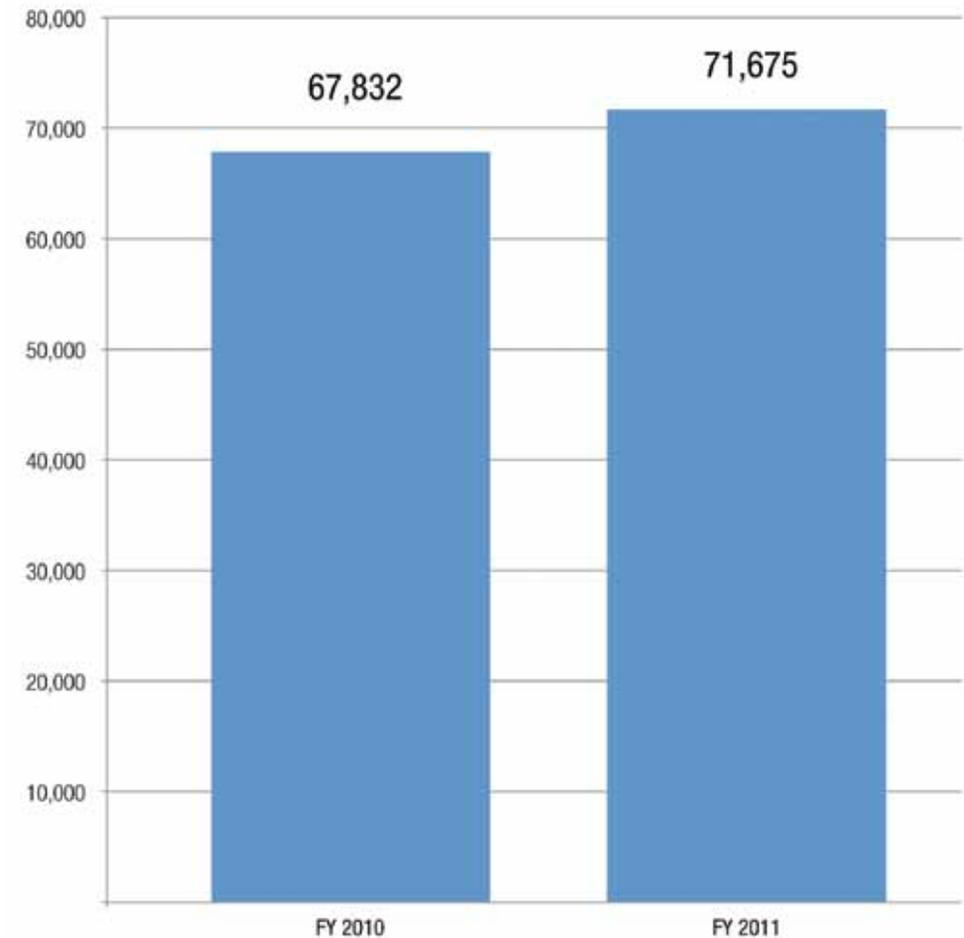
Clinton Carruthers, Air Force Veteran and Volunteer, "When I'm here for my appointment I'm seen on time...they're very professional, they care about my situation and want to help me as much as possible."

Voluntary
Service
DEPARTMENT OF VETERANS AFFAIRS
VA ECHCS

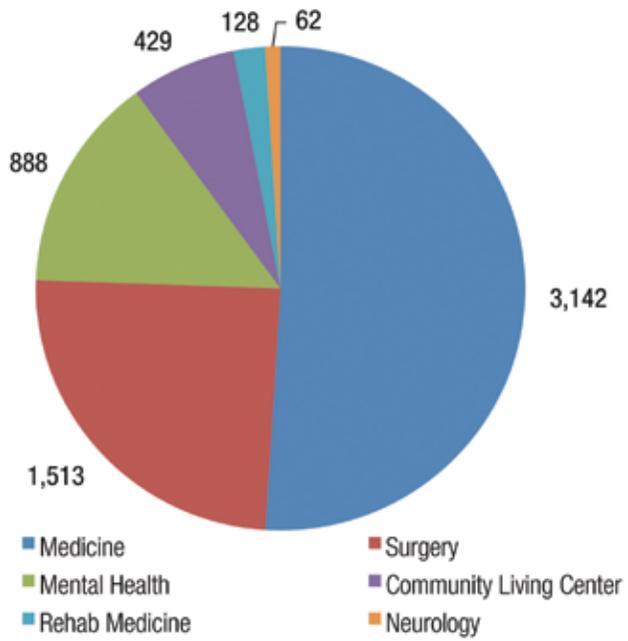
Statistics

Measuring up to bring you improved health care

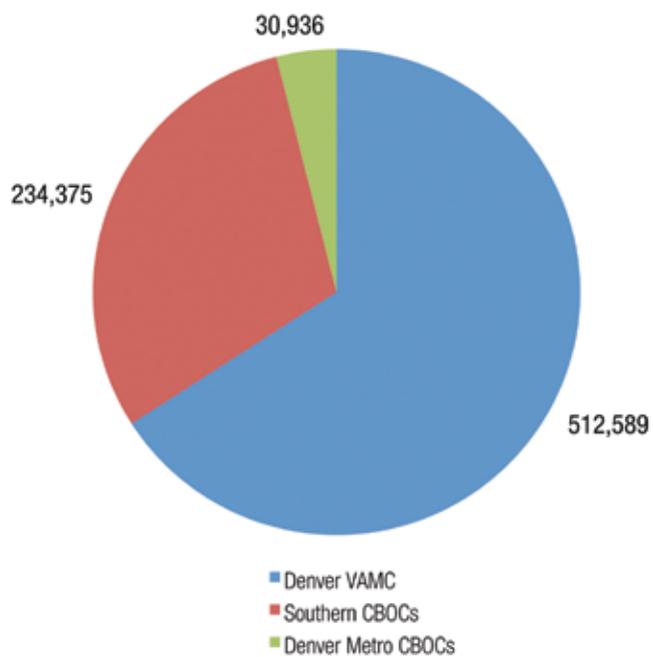
Patients Served (5.7% Increase)



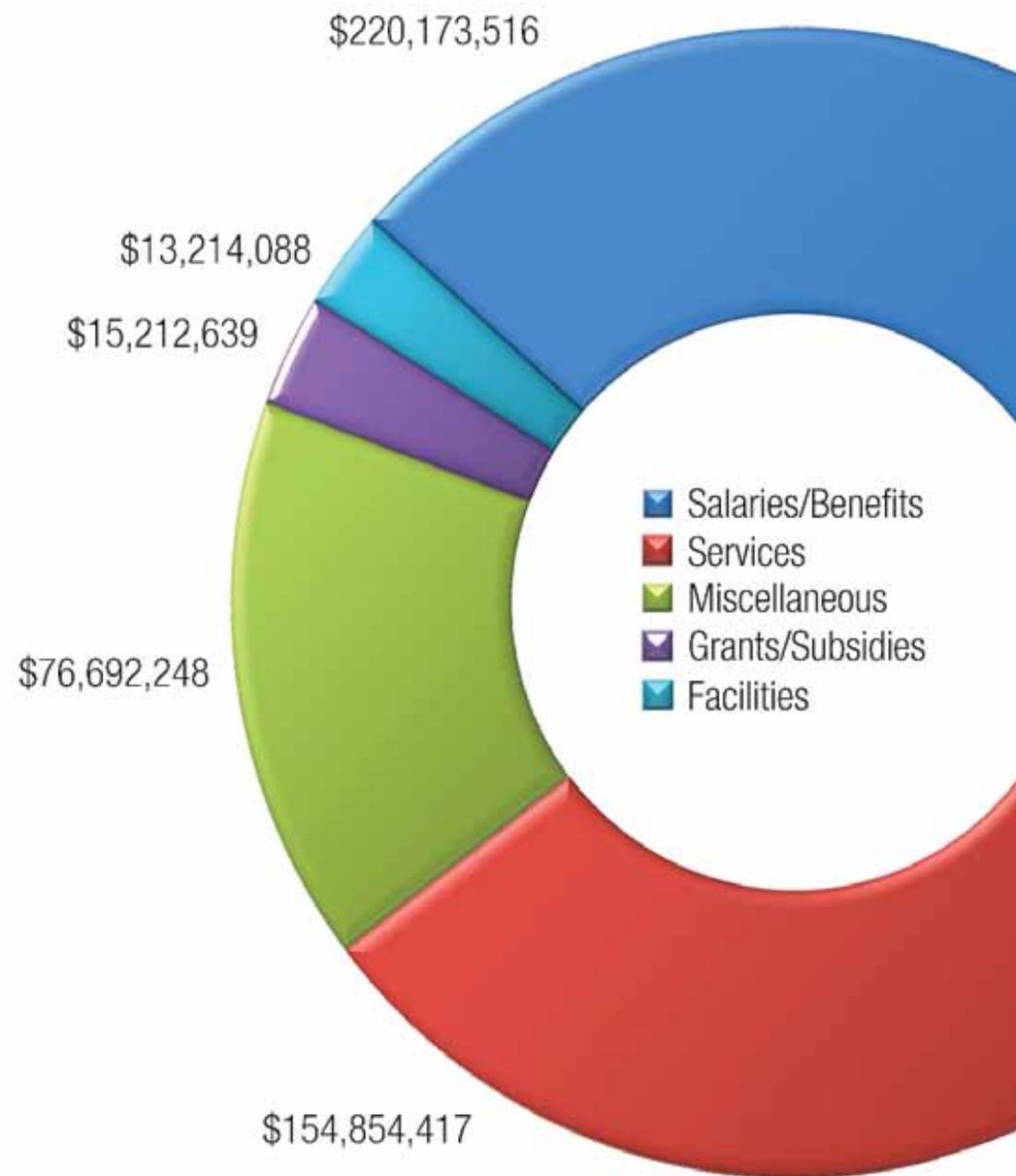
Inpatients Served: 6162
(6.6% Increase)



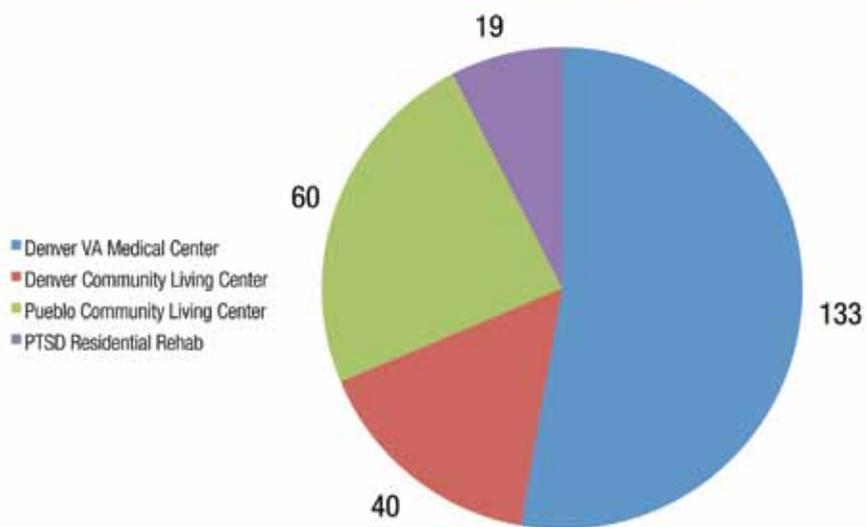
Patient Visits: 777,900
(7.1% Increase)



Operating Expenses: \$480M



Operating Beds 252





The VA Eastern Colorado Health Care System Executive Leadership Team observe a scale model of the replacement facility estimated to be completed in 2015. Pictured from left to right: Dr. Lithium Lin, Peggy Kearns, Judith Burke, Lynette Roff, Rebecca Keough and Dr. Ellen Mangione.

Executive Leadership Team

Lynette Roff, MBA

Director

Since 2005, Lynette Roff has served as the Director of the VA Eastern Colorado Health Care System. Previous to her appointment, Ms. Roff served as Deputy Director of the James A. Haley Veterans' Hospital and Outpatient Clinics in Tampa, Florida. At ECHCS, Ms. Roff is focused on ensuring patient access to the Denver VA Medical Center, eight Community Based Outpatient Clinics (CBOC) and other VA sites of care, ensuring the delivery of high-quality healthcare to the nearly 72,000 Veterans served by ECHCS.

Peggy Kearns, MS, FACHE

Associate Director

Ms. Kearns was appointed Associate Director of the Eastern Colorado Health Care System in December 2008. Previously Ms. Kearns served as the Associate Director at the VA Sierra Nevada Health Care System in Reno, Nevada and is a member of the executive team holding day-to-day responsibility for planning, organizing, directing, coordinating and supporting all health care operations.

Rebecca Keough, MPA, VHA-CM

Assistant Director

Ms. Keough was appointed to the position of the Assistant Director at the Eastern Colorado Health Care System in June 2010 and is charged with overseeing the Southern Colorado operations. Ms. Keough previously served as the Business Office Manager at the Syracuse VAMC in New York. Other VA positions she has held are: Veteran Service Center Manager (health benefits and administrative support) and Human Resource Specialist (labor and employee relations).

Ellen Mangione, MD, MPH

Chief of Staff

Dr. Mangione was named Chief of Staff of the Eastern Colorado Health Care System (ECHCS) in December 2006. Prior to her appointment as chief of staff, Dr. Mangione served as deputy chief medical officer and Director for the Division of Health Facilities and Emergency Medical Services of the Colorado Department of Public Health and Environment. As Division Director, she had responsibility for licensure and/or certification of over 1,200 facilities/agencies statewide, assuring quality of care and quality of life for individuals in these settings.

Lithium Lin, MD

Deputy Chief of Staff

Dr. Lin has been Deputy Chief of Staff at the Eastern Colorado Health Care System since February, 2011. Prior to his appointment, Dr. Lin served as Chief of Medicine at Bay Pines VA, a level 1a facility in Florida, where he led teams to win System Redesign Awards in 2008 and 2010. He went to medical school at The Johns Hopkins School of Medicine, trained in Internal Medicine and started out in the VA System in 1999 as a Primary Care Provider.

Judith Burke, RN, MS, NEA-BC

Associate Director, Patient Care Services

Ms. Burke was appointed Associate Director, Patient Care Services of the Eastern Colorado Health Care System in May 2009. Prior to this appointment, Ms. Burke served as the Associate Chief of Nursing Service/Operations for ECHCS. A VHA employee since 1995, Ms. Burke previously served as the Nurse Manager of the Operating Room/PACU and Ambulatory Surgery and as the ACNS of Critical Care, Surgery and Medicine.



VAMC: VA Medical Center, CLC: Community Living Center, CBOC: Community Based Outpatient Clinic, PCTOC: Primary Care Telehealth Clinic

1 **Denver VA Medical Center and CLC**

1055 Clermont Street, Denver, CO 80220

303.399.8020

888.336.8262

303.399.8020 x 2865 (CLC)

2 **Alamosa CBOC**

622 Del Sol Drive, Alamosa, CO 81101

719.587.6800

866.659.0930

3 **Aurora CBOC**

13701 East Mississippi Avenue, Suite 201, Aurora, CO 80012

303.398.6340

4 **Burlington PCTOC**

1177 Rose Avenue., Burlington, CO

719.346.5239

866.901.8194

5 **Colorado Springs CBOCs**

25 North Spruce Street, Colorado Springs, CO 80905

719.327.5660

800.278.3883

320 East Fontanero Street, Colorado Springs, CO 80905

719.327.5660

6 **Jewell Clinic**

14400 East Jewell Avenue, Aurora CO 80012

303.270.6400

7 **LaJunta CBOC**

1100 Carson Avenue., Suite 104, La Junta, CO 81050

719.383.5195

877.329.2625

8 **Lakewood CBOC**

155 Van Gordon Street, Suite 395, Lakewood, CO 80225

303.914.2680

9 **Lamar CBOC**

Prowers Medical Group

405 Kendall Drive, Lamar, CO 81052

719.336.7155

855.779.0833

10 **Pueblo CBOC and CLC**

4112 Outlook Boulevard, Pueblo, CO 81008

719.553.1000

800.369.6748

719.295.7260 (CLC)

11 **Salida PCTOC**

920 Rush Drive, Salida, CO 81201

719.539.8666

12 **US Air Force Academy**

VA Ambulatory Surgical Services

4102 Pinion Drive, US Air Force Academy, CO 80084

719.333.5931

\$800 Million Construction Budget
1.1 Million Square Feet
Estimated Completion 2015

Replacement Facility Construction

Project Eagle

Work is underway and things are rapidly picking up. As with any large scale construction project, the dates and time lines will move back and forth as the project continues. For the latest information about the project and the construction schedule, be sure to check the project websites: www.denver.va.gov/projecteagle and www.denvervahospital.com. These websites contain the most current information for Veterans, subcontractors and the community.

Small Business Project Goals

Kiewit-Turner's objective is to exceed the federally mandated small business goals on this project.

Federal business certification percentage of project include: 17.7% small business, 3% service-disabled Veteran owned small business, 5% Veteran-owned small business, 5% small disadvantaged business, 5% women-owned small business, and 3% HUBZone small business.

The project has an \$800 million total project budget (including land procurement). Three awards were made to Kiewit-Turner: \$1.3 million preconstruction, \$22.5 million for UPI building renovation and \$580.2 million for remainder of construction.

The new 182-bed hospital includes

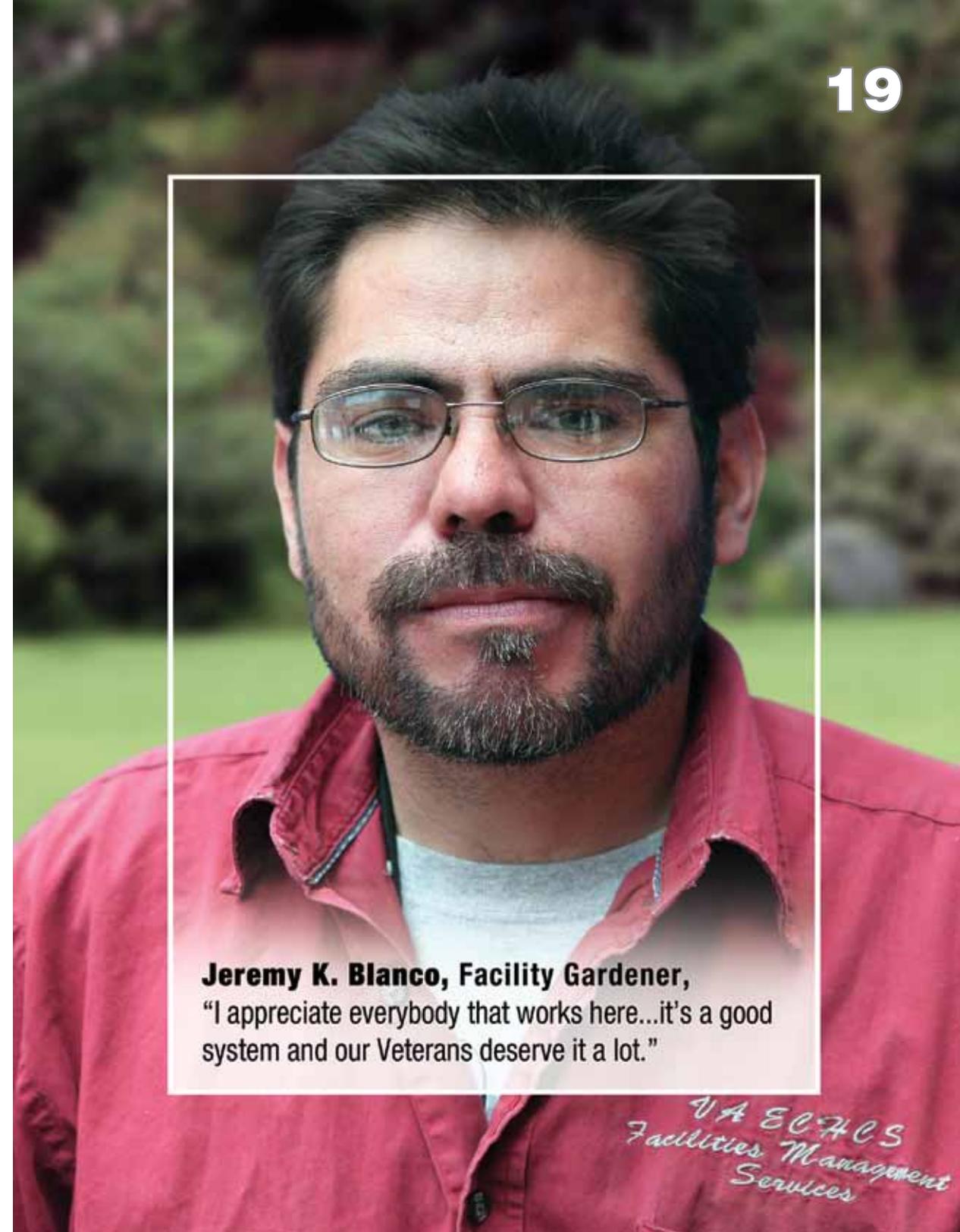
A compliment of inpatient tertiary care and ambulatory care, a 30-bed spinal cord injury and disorder center, a 30-bed nursing home community living center, a research building and parking structures.

Community Benefits

Thousands of jobs will be created during construction, 2,000 VA hospital employees will be on staff by 2015 (currently 1,800), and the medical center will serve a projected 82,743 Veterans in 2015 (fiscal year 2011, 60,795).

Project Scope

The total project consists of 1.1 million square feet on a 31 acre site, two inpatient buildings, a diagnostic and treatment center, a research building, a Community Living Center, a center concourse, and an energy center. Over 2,000 parking stalls for Veterans, visitors and staff will be available. In the end, an estimated 500,000 cubic yards of soil will be excavated for the site.



Jeremy K. Blanco, Facility Gardener,

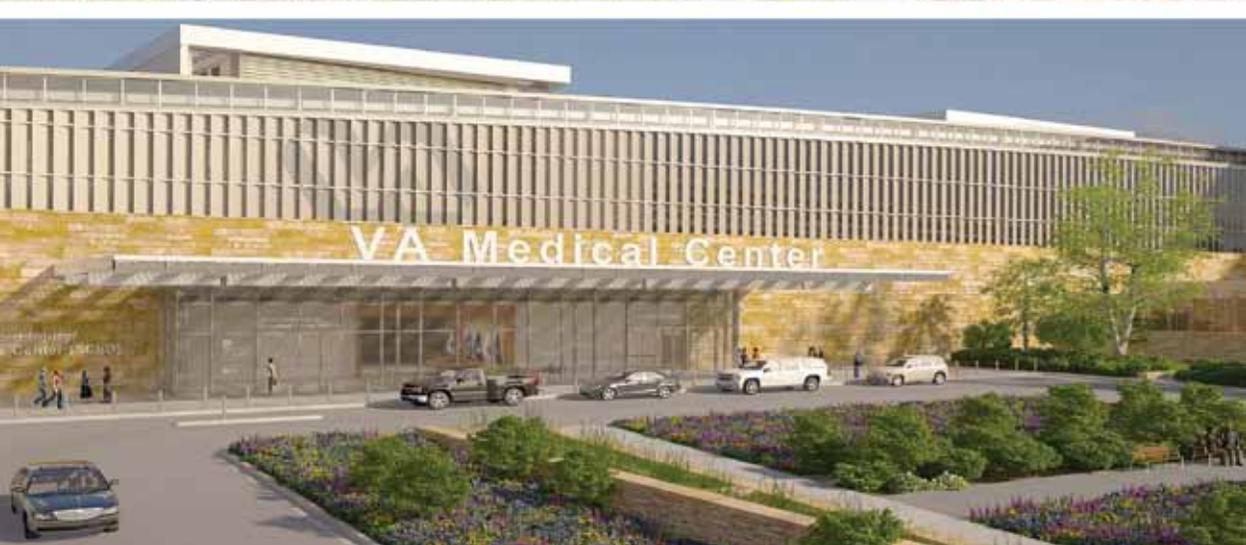
"I appreciate everybody that works here...it's a good system and our Veterans deserve it a lot."



Clinic Lobby



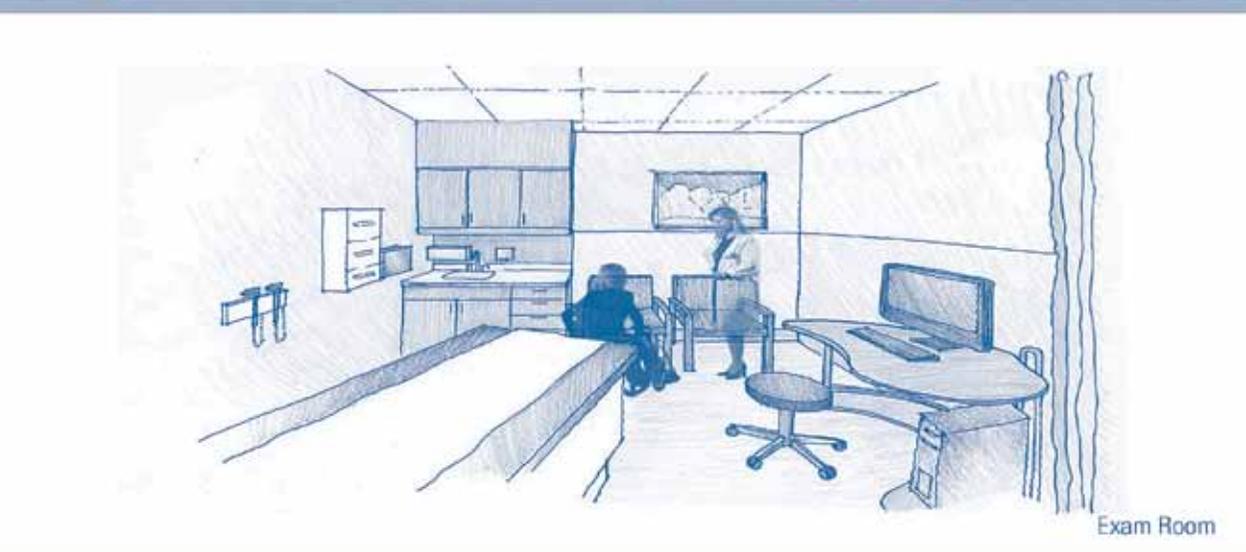
Seating Area



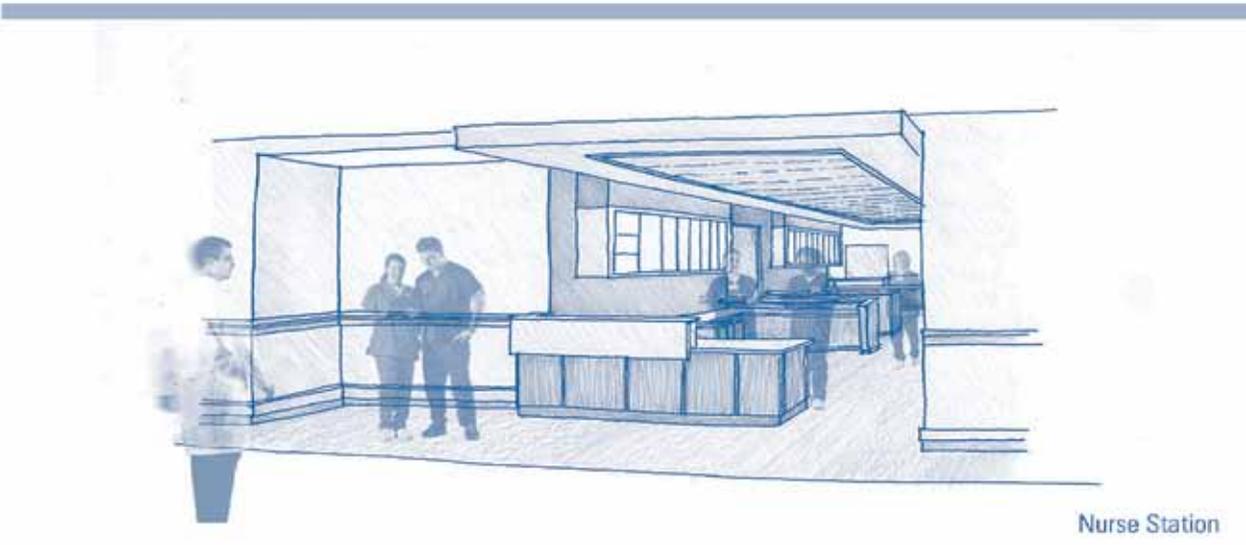
Serving Area



Patient Room



Exam Room



Nurse Station

