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HONORING THOSE WHO SERVED...Our VETERANS

VA CARIBBEAN HEALTHCARE SYSTEM

Annual Report 2011

Proudly Serving Our Nation's Heroes

10 Casia Street San Juan, Puerto Rico | 787-641-7582 TEL | 787-641-4557 FAX |
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YEAR END REVIEW

Dear Veterans, Veterans Service Organization leaders, Stakeholders, fellow employees, volunteers and friends of the Veterans Affairs Caribbean Healthcare System.

Fiscal year 2011 was a year of many achievements. I invite you to read this annual report to reflect upon the milestones we have achieved as we continuously strive for excellence. Striving for excellence is a moving target and ongoing journey. It involves putting quality into everything we do. This is what separates the good from the great, and we are on a journey towards GREATNESS. In Fiscal Year 2011 we rolled out the VA "I CARE" model. Every VA Caribbean employee was asked to reaffirm their commitment to care for our Nation's Heroes and we did so with enthusiasm. We will remember this commitment each and every day as we fulfill our promise to serve our Veterans with honor. We honor our Veterans by providing high quality, accessible and timely care and we have demonstrated this by meeting or exceeding Veterans Healthcare Administration (VHA) Performance Metrics.

In 2011 we witnessed historic milestones. We began the year with the opening of two new care sites; the Vieques Rural Health Clinic and the St. John Outreach Health Services in the U.S. Virgin Islands. With these two new sites the VA Caribbean Healthcare System has a total of eleven care sites, Veterans living in rural and remote areas can now access primary and specialty care services closer to where they live, avoiding the need to travel long distances for services. COMING SOON, we will open a new Community Based Outpatient Clinic in Ceiba, Puerto Rico.

As we reflect on the many achievements we have made, let us look toward the future as we continue our Journey of Excellence. Our focus will be on improving the health and well being of our Veterans by placing emphasis on wellness, prevention and disease management. I take this time to thank our Veterans Service Organizations and Stakeholders for their support and partnership; and to each VA Caribbean Healthcare System employee and volunteer. Thank you for your dedication and commitment to serving our Nation's Heroes.

Wanda Mims, MBA

Director, VA Caribbean Healthcare System

VOLUNTEERS

“I consider the VA Hospital my second home”

Volunteers donated 101,000 hours of work. If these hours were worked by regular employees, it would have cost the VA approximately \$1,148,370.00

MAKING THE DIFFERENCE, PROUD EXAMPLE

For the past 13 years Hilda has been working at the Information Desk helping patients find their way around the Hospital. She feels privileged to volunteer every Friday since “it is gratifying to serve VETERANS who have put their lives on the line for our freedom”, says Hilda.

Hilda Wys has been a Volunteer with the Federal Government since 1965. Her first volunteer job at the VA Hospital was providing orientations to patients at Dental Service.

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HOMELESS PROGRAM

“In the HUD VASH Program I was given peace of mind and the stability I needed in an unstable world. I have grown and transitioned personally and spiritually” Timothy says

Timothy Yancy, ER Worker, HUD VASH Program

GRANT PER DIEM | VETERANS JUSTICE | COMPENSATED WORK THERAPY | HUD-VASH |
HOMELESS DENTAL | COMMUNITY

“I am definitely living the best days of my life”

Abner D. Rivera
Food Service Worker
HUD VASH Program

Daniel Aponte
Homeless Program Coordinator – Social Worker

Since 2005, the VA Caribbean Healthcare System has helped 533 Homeless Veterans in Puerto Rico and the U.S Virgin Islands. Homeless Veterans are assisted through several programs that help Veterans transition to a new life.

“... And we provide new help for homeless Veterans, because those heroes have a home – it’s the country they served, the United States of America. And until we reach a day when not a single Veteran sleeps on our nation’s streets, our work remains unfinished.”

President Barack Obama

“Our goal is that all homeless Veterans in Puerto Rico and U.S Virgin Islands receive VA Health Care”, Antonio Sánchez, MD, Chief of Staff.

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Construction

Building for our Veterans we are expanding and improving...

Outpatient Addition

Opens 2013 | Investment \$64.4 Million

Administrative Building - Investment \$38 Million

The new building is a state-of-the-art facility and it is also defined as a green building. The building qualifies for the Silver Leadership in Energy and Environmental Design (LEED) rating. LEED certified buildings provide healthier work and living environments, which contributes to higher productivity and improved employee health care comfort.

Parking Garage - Investment \$80 Million

This state-of-the-art multilevel garage will accommodate 1,537 new parking spaces. Some highlights include advance technology that informs the driver of specific available spaces throughout the parking garage.

“The architectural design of our health care facilities must contribute to honor our Veterans”, Kathleen Collins, RN, MSN Associate Director for Patient Care Services.

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VA Caribbean Healthcare System National Accreditations

Passing the Joint Commission Accreditation with dying colors is a great accomplishment, and affirmation of the daily work we do to provide the best services to our Nation's Heroes. VA Caribbean Healthcare System is always striving to provide excellent health care.

Magnet Journey is the recognition of excellence in nursing care and professional nursing practice. Setting goals and supporting professional certifications is of vital importance for structurally empowering our nurses, we have more than 50 Registered Nurses certified in various specialties to include Nurse Practitioners, Critical Care, Diabetes Education, Rehabilitation, Nephrology, Gerontology and Wound Care.

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Workload Statistics Fiscal Year 2011

Unique Veterans 66,119

Full Time Employee Equivalent 3,288

Outpatient Visits 1,020,098

Unique Women Veterans 2,200

Inpatients 11,031

Budget \$523,711,103

“Honoring our Veterans demands being transparent of our management processes”

Wanda Mims, MBA

Director

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2011 Outreach Events for Our Veterans

Honoring our Veterans is our mission, outreach efforts looked to register as many Veterans as possible for the health care services they deserve.

November 5th - Veterans Congress

November 5th - Welcome Home

November 7th - Educational Fair

November 10th – Veterans Day Celebration

November 11th - Veterans Day Event

November 12th - Veterans Day Parade

March 18th - Homeless Program

Yearly outreach events throughout Puerto Rico include Yellow Ribbon and Post Deployment Health Assessment.

“Reaching out to our Veterans through events and health care activities are an important part of our mission, saying to the Veterans “we are here for you.”

“Reaching out to Veterans and providing the best care is honoring their service” says, Luz Enid Del Valle / OEF/OIF/OND Coordinator.

Rural Clinics

Increasing access

 QUALITY  INNOVATION  TECHNOLOGY

Utuado

Comerío

St. John

Increasing access to quality treatment is of vital importance to the VA Caribbean Healthcare System. We are always looking for new ways to approach this challenge. Some of the Veterans we serve travel long distances to obtain services. Our clinics in Utuado, Comerío, Vieques and St. John provides Primary Care Services close to where Veterans live. Patients from these Municipalities have commented that these clinics have surpassed their expectations.

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My HealtheVet

My HealtheVet is a website where Veterans can access services and health information. On this site, Veterans can manage all of their concerns related to their health care.

My HealtheVet Provides:

- Trustworthy health care information
- Benefits and resources offered by the
- Department of Veterans Affairs (DVA)
- Access to personal health care journals
- Online prescriptions refills

My HealtheVet offers to registered Veterans convenient access to services and to review portions of their VA medical records. Veterans are able to communicate with their health care providers via secure messaging.

Sign up now at:

www.myhealthevet.va.gov

Five reasons to use My HealtheVet:

Control my health care - You can verify information directly from your medical record 24 hours a day, 7 days a week. This includes updating your records and requesting your prescriptions refills.

Avoid the duplicity of examinations and medical procedures - You can share the results of your examinations and medical procedures with outside of VA Providers and also revise your personal record before each visit. Private Sector Referrals - My HealtheVet provides the information needed to switch from your current VA Doctor to health care services outside of VA.

Improve the efficiency and security of your health care - Updated medical records can save a patient's life and reduce time to health care services outside of VA.

Obtain your VA appointment and reminders (in process) - A personalized calendar will let you receive alert messages. My HealtheVet will allow you to see past and future appointments.

“New Technology is enhancing the quality of patient care at VA facilities across the Caribbean”, Nayda Ramírez, Associate Director.

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Employee Recognition

Employee Appreciation Day

We recognize our employees with an appreciation event. Employees celebrate with live music, dance competitions and traditional Caribbean cuisine. Lunch is served by the Executive Team, Service Chiefs and Supervisors.

Ice Cream Social

During the summer, our employees enjoy being served by supervisors during the Ice Cream Social. They celebrate and network with their fellow team members.

Honor and celebrate

We value are employee's, we appreciate their commitment and integrity

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Employee Development

Career Development PRIDE Programs

CDL

PRIDE

Our mission is to provide our Veterans with high quality service. We employ the best trained professionals. Leadership and development is the key to accomplish our goal. Our employees participate in programs that unleash their exceptional talents. We are proud to announce that 20 employees graduated from the Competency Development for Leaders in the 21st Century (CDL) and PRIDE Leadership Programs in 2011.

A total of 44 residents graduated from different specialties to include Internal Medicine, Physical Medicine & Rehabilitation, Dental, Cardiology, Gastroenterology, Medical Geriatrics, Infections Diseases, Hematology-Oncology, Nephrology and Pulmonary.

TO OUR MEDICAL RESIDENTS AND FELLOWS, WHO SUCCESSFULLY PASSED THEIR RESPECTIVE BOARDS IN 2011.

Congratulations!

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I CARE Campaign Launched in 2011

VA Core Values and Characteristics

The Department of Veterans Affairs fulfills its obligation to serve Veterans, their families, and survivors of the fallen by living a set of core values defining who we are as an organization; Integrity, Commitment, Advocacy, Respect, and Excellence - I CARE. Veterans trust that we will live these values.

Canteen of the Year

Deli Section for those who prefer a sandwich or healthy salad

Vending Machines, Barber Shop and Female Stylist

Local concessionaires where you can find anything from local desserts to beautiful artisan items and paintings

For the 3rd consecutive Year The San Juan VA Medical Center 's Veterans Canteen

Service was selected:

“NATIONAL CANTEEN FOR 2011”.

Our Canteen Team honors our Veterans everyday by providing excellent customer service.

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“...AND THE STAR-SPANGLED BANNER IN TRIUMPH DOTH WAVE, O’ER THE LAND OF THE FREE
AND THE HOME OF THE BRAVE.”

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VA Caribbean Healthcare System publishes this Annual Report for Veterans, Employees, Volunteers, Stakeholders and the general public.

We welcome your comments; please contact Patient and Community Relation Service at:
10 Casia Street San Juan, Puerto Rico | 787-641-7366 TEL | 787-641-4557 FAX |
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Wanda Mims - Director

Axel Román - Chief Patient and Community Service

Maria Olivero - Chief Medical Media Service - Content Editor / Translator

Axel Villacis - Public Affairs Specialist, Graphic Design and Photography

Medical Media Staff Contributors

Dorilis Camacho - Photography and Assistant Designer

Melissa González - Photography and Assistant Designer

Félix Rodríguez - Photography

Max Velázquez - Photography

Carlos Rodríguez – Reproduction