"To care for him who shall have borne the battle, and for his widow, and his orphan..."

President Abraham Lincoln

Integrity, Compassion, Advocacy, Respect, Excellence

This is.....
FY17 DIRECTOR’S MESSAGE

I am proud to be a part of the Boise VA Medical Center. Although there has been significant turmoil throughout our healthcare system over the past two years, I believe that there has been, and will continue to be, significant improvements in the care and services we provide our Veterans. From all I hear and see at a national level, I believe that we can expect to see changes in our system that will result in Veterans having greater choice in their healthcare options, employees being held more accountable for outcomes, and an agency that has increased transparency at all levels. It is exciting to me that we have the opportunity to be a part of these changes and I believe the Boise VA Medical Center is well positioned for continued success. This past year, our facility achieved a “5 Star” rating in the Strategic Analytics for Improvement and Learning (SAIL). Although this doesn’t tell the whole story, it is reflective of the positive culture and great people that work at our facility. I recently attended a Veteran town hall meeting. During the meeting, a Veteran made the comment that he and others who had served our country were the reason that we exist as an agency. I hope we will all remember this fact every day as we come to work and let it guide how we treat our Veterans and go about our work of improving what we do for them.

David Wood

FY17 STRATEGIC PLAN

ACCESS AND FLOW

• Increasing staffed bed levels for the Community Living Center, Step Down unit, ICU, and Psychiatry unit. Also, improving inpatient nursing coverage by establishing a more robust nursing float pool by converting agency and intermittent staff resources as well as reducing overtime.

• Adding resources to high priority clinical areas, including primary care, behavioral health, emergency department, surgery and other specialties to improve access and address increasing workload.

• Starting-up of National and Regional tele-health offices and fully implementing all VISN 20 Tele-health Hub programs.

• Planning targeted outreach clinic growth and community integration via the CHOICE program.

• Finishing design and construction of the Cardiac Catheter Diagnostic Laboratory so that the Boise VAMC can provide local access and better coordinated care to more complex cardiac services.

• Finishing renovation of the Psychiatry unit and begin accepting more complex Veteran patients.

SYSTEMS REDESIGN

• Applying lean process improvement principles throughout the organization to ensure safe, high quality, efficient, and effective care. Special focus will continue for improving opioid management performance.

RESEARCH AND EDUCATION

• Increasing investment in Research and Education to meet grant workload and to sustain growth.

SUSTAIN AND GROW WORKFORCE

• Sustaining an efficient organizational structure through succession planning, effective recruitment, and staff retention.

RESOURCE ALIGNMENT

• Prioritizing resource use to meet access and growth demands.
* The Census Bureau estimates there are over 100,000 veterans residing in the Boise VAMC catchment area!
FY17 SCOPE OF SERVICES

Behavioral Health
Cardiology
Contract Home Health
Dentistry
Dermatology
Ear Nose Throat
Emergency Medicine
Extended Care
Gastro Intestinal
Geriatrics
Home Based Primary Care
Homeless Veterans Program
Long-term Care
Medicine
Nephrology
Neurology
Oncology
Optometry
Palliative Care
Physical Rehabilitation
Poly-Trauma Clinic
Primary Care
Psychiatry
PTSD Treatment
Pulmonary
Rheumatology
Sleep Medicine
Substance Abuse Treatment

Surgery
• General
• ENT
• Gynecology
• Orthopedics
• Podiatry
• Urology
• Vascular
Tele-Cardiology
Tele-Home Health
Tele-Medicine
Tele-Mental Health
Tele-Neurology
Tele-Retinal
Visual Impairment Services

Women's Health Services
• Breast Care
• Gynecology including infertility treatment and contraception
• Primary Care
• Obstetrics/Maternity

FY17 DEMOGRAPHICS

TOTAL EMPLOYEES
1,162
1042 Full Time
120 Part Time
176 Hired in FY16

Serving Veterans in IDAHO & OREGON

CONGRESSIONAL DISTRICTS
2 - Idaho
1 - Oregon

STATE OPERATED VETERANS NURSING HOME

STATE OPERATED VETERANS CEMETERY

96,570 SQUARE MILES

96,570 SQUARE MILES
Admin: $15.7 million
Medical: $144.5 million
Collections: $16.5 million
Facilities: $13 million
Care in Community Cost: $34.3 million
VACAA: $12.5 million
Choice: $8.4 million
Rural Health: $6.1 million
TOTAL: $252.2 million

Operating Beds: 80
Authorized Beds: 96
Enrolled Veterans: 35,075 (10% increase)
Outpatient Visits: 392,751 (3% increase)
Hospital Admissions: 6,228 (40% increase)
Inpatient Days of Care: 22,514 (1% decrease)
Veterans Choice Program Authorizations: 13,047 (Jan - Nov 2016)
### FY17 SURGICAL SERVICES

#### Cases by Specialty:

<table>
<thead>
<tr>
<th>Specialty</th>
<th>Cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
<td>495</td>
</tr>
<tr>
<td>GYN</td>
<td>55</td>
</tr>
<tr>
<td>Ophthalmology</td>
<td>28</td>
</tr>
<tr>
<td>Oral</td>
<td>34</td>
</tr>
<tr>
<td>Orthopedics</td>
<td>730</td>
</tr>
<tr>
<td>Otorhinolaryngology</td>
<td>125</td>
</tr>
<tr>
<td>Podiatry</td>
<td>131</td>
</tr>
<tr>
<td>Urology</td>
<td>339</td>
</tr>
<tr>
<td>Vascular</td>
<td>36</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>1,973</strong></td>
</tr>
</tbody>
</table>

### FY17 SUICIDE PREVENTION

Veterans Identified as ‘High Risk’ - 80  
Reported Suicide Attempts - 68  
Reported Suicide Completions - 7  
Veterans monitored per protocol - 50  

*Outreach activities in the community conducted to promote suicide prevention - 184*
Women Veterans Enrolled in Boise VAMC/CBOC/Outpatient Clinics: 2,077

Percentage of women seen by designated ‘womens health’ providers: 84% (90% target)

The Boise VA Medical Center has a new Womens Health Program Manager: Jana Iverson, RN, BSN, MHS

*Previously these efforts were known as the ‘OEF/OIF/OND Program’ and included efforts to specifically care for veterans of the Iraq and Afghanistan wars. Today the program is known as the ‘Transitions and Care Management Program’

Transitioning Veterans Currently on Case Management: 281 (10 are considered seriously injured)
**FY17 RESEARCH**

**Scope of research topics:** infectious diseases, novel diagnostics and therapeutics, pulmonology, cancer, cardiotoxicity, wound care, pharmacology and pharmacodynamics, as well as health services research on primary care access, patient centered care, and interdisciplinary education.

**Projects:** there are 25 active research projects, of which 16 are funded and 9 are not funded. Current year research budget is approximately $2,082,000 of combined federal and non-federal funding.

**VA Research Week:** Research Week activities in May, 2016 were expanded to host “VA Research Day – Pathways to Progress,” an event inviting community members and state and local officials to tour the Research facility and learn about the VA’s important role in biomedical research and in training the next generation of scientists and healthcare professionals.

**Number/diversity of investigators and researchers:** 1 MD/PhD; 6 MDs; 8 PhDs; 24 health care professionals such as nurses, PharmD, medical residents, etc.

**Publications:** 1 medical reference and textbooks, 6 book chapters, 16 published manuscripts, and 10 posters/abstracts. Research scientists also mentored 6 undergraduate interns, who conducted presentations before the BVAMC and University of Idaho research communities and local officials in July, 2016.

**Idaho Veterans Research and Education Foundation (IVREF):** The Boise VA non-profit foundation is administering 10 grants – 3 from NIH, 6 from pharmaceutical companies, and 1 non-profit sponsored grant. The IVREF budget for FY2016 was $1,200,000.

**Major new grants:** in 2016 the National Institutes for Health provided a 5-year, $10 million Center of Biological Research Excellence (COBRE) grant to establish the Idaho Biomedical Research Center of Excellence in Emerging/Reemerging Infectious Diseases. This grant supports multi-disciplinary research on disease pathogenesis, and discovery of novel diagnostics and therapeutics for antibiotic-resistant and other infections.

**Idaho INBRE Program:** VA Research participates in the multi-institution IDeA Network of Biomedical Research Excellence grant, designed to increase Idaho's competitiveness for federal biomedical research funding and to support biomedical education across the state. INBRE supports the research of multiple BVAMC investigators, and the Boise VA annually hosts undergraduate students as INBRE Summer Research Fellows.

---

**FY17 PHARMACY**

**Prescriptions Filled:** 604,575

**Non-Formulary Consults:** 3,524

**Non-Formulary Approvals:** 2,887

**NF Approval Rating:** 82%

**Cost Savings/Avoidance for local & national initiatives:** $1,933,014
### FY17 CONSTRUCTION

<table>
<thead>
<tr>
<th>Construction Completed in FY16</th>
<th>Project Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eye Glass Fabrication Remodel</td>
<td>$734,000</td>
</tr>
<tr>
<td>Exterior Repairs Building 27, 29, 88, 110</td>
<td>$640,200</td>
</tr>
<tr>
<td>Expand Lab Services</td>
<td>$490,000</td>
</tr>
<tr>
<td>Remodel Building 29</td>
<td>$423,000</td>
</tr>
<tr>
<td>Replace Heating Boiler</td>
<td>$353,000</td>
</tr>
<tr>
<td>Building 109 Heat Reclalm</td>
<td>$209,000</td>
</tr>
<tr>
<td>Demo T108 and install Bike parking</td>
<td>$50,000</td>
</tr>
<tr>
<td><strong>Construction in Progress in FY16</strong></td>
<td></td>
</tr>
<tr>
<td>Expand/Remodel Building 67</td>
<td>$9,177,000</td>
</tr>
<tr>
<td>Medical Imaging Building</td>
<td>$3,535,000</td>
</tr>
<tr>
<td>Renovate Building 4 for Tele Health</td>
<td>$764,000</td>
</tr>
<tr>
<td>Emergency Boiler Repairs</td>
<td>$225,000</td>
</tr>
<tr>
<td><strong>Construction Under Design in FY16</strong></td>
<td></td>
</tr>
<tr>
<td>Expand Building 88 and Parking Garage</td>
<td>$9,862,000</td>
</tr>
<tr>
<td>Renovate for Cardiac Cath Lab</td>
<td>$2,155,000</td>
</tr>
<tr>
<td>Renovate Pharmacy</td>
<td>$827,000</td>
</tr>
<tr>
<td>Remodel T110 for Telehealth</td>
<td>$814,000</td>
</tr>
<tr>
<td>Parking Lots and Road on Hill</td>
<td>$601,500</td>
</tr>
<tr>
<td>Building 85A Upgrades</td>
<td>$457,000</td>
</tr>
<tr>
<td>Replace Officer’s Road</td>
<td>$345,000</td>
</tr>
<tr>
<td>Exterior Repairs 67 and 77</td>
<td>$250,000</td>
</tr>
<tr>
<td>Replace Chiller Building 23</td>
<td>$154,000</td>
</tr>
<tr>
<td>Covered Walkway from 121 to 122</td>
<td>$93,000</td>
</tr>
<tr>
<td>Remodel Twin Falls Clinic</td>
<td>$90,000</td>
</tr>
<tr>
<td><strong>All dollar amounts are total construction and design costs</strong></td>
<td></td>
</tr>
</tbody>
</table>

### FY17 EDUCATION

300+ Health Care Trainees

In the professions of: Internal Medicine, Nurse Practitioner, Psychiatry, Physician Assistant, Pharmacy, Nursing, Physical Therapy, Psychology, Social Work, Respiratory Therapy.

Internal Medicine:
- 8 Residents Graduated
- 4 Preliminary internships
- 13 Residents Accepted
- 31 Residents Worked

Psychiatry Residency:
- 3 Residents Graduated
- 4 Residents Accepted to ID/UW
- 6 Residents worked

**All dollar amounts are total construction and design costs**
FY17 VETERANS JUSTICE OUTREACH

Assisting Veterans in Veterans Treatment Courts in Ada County, Canyon County, Malheur County, and Twin Falls. *Malheur County and Twin Falls are new courts.*

Hosted 4 Veterans Will Clinics in collaboration with the Idaho Military Legal Alliance and Concordia University. Assisted about 130 veterans in completion of Wills, Durable Power Of Attorney for Health Care and Living Wills.

In collaboration with the Idaho Volunteer Lawyers Program, provided 23 legal clinics to veterans. The Twin Falls Legal Clinic was held for the first time in September and two clinics were provided during Veterans Stand Down events.

VJO was part of planning and implantation of Joining Forces for Magic Valley Veterans Meeting held once a month.

FY17 DAV TRANSPORTATION

Total Hours: 16,426

Miles Driven: 189,285

Veterans Transported: 2,638

New Veteran Transported: 145
**FY17 CHAPLAIN SERVICE**

- Spiritual Assessments: 285
- Patient Visits: 982
- Family Visits: 89
- Spirituality Groups Led: 140
- Sunday chapel Services: 52
- Patient and Family Care Conferences: 65
- Interdisciplinary Care Team Meetings: 245
- PTSD/RSAT Patient Community Meetings: 240
- Memorial Services: 15
- VA 101 Sessions Led: 2
- On-Call Hours Served: 5,980

**FY17 HOMELESS PROGRAM**

**HCHV Overall:**
- 9,130 encounters (1,925 increase from FY15)
- 1,293 uniques (139 increase from FY15)
- 11% female (same as FY15)
- 19% OEF/OF (1% increase from FY15)
- Average age: 51.1 (same as FY15)
- 486 uniques new in 2 years (54 decrease from FY15)
- 54 uniques with other residential services for homeless or at risk (54 decrease from FY15)
- 886 uniques with specialized homeless or at risk services (48 decrease from FY15)
- 184 uniques with V60.0 or VBA claim (520 decrease from FY15)

**HCHV Outreach:**
- 1,607 encounters (539 increase from FY15)
- 606 uniques (68 increase from FY15)
- 12% female (1% increase from FY15)
- Average age: 50.5
- 11.1% living with children
- 41% Pre-Persian Gulf era
- 20% OIF/EFOND era (1% increase from FY15)
- 15.6% 2+ years of homelessness prior to HCHV screening

**HCHV Case Management:**
- 47 encounters (32 increase from FY15)
- 30 uniques (8 increase from FY15)
- 23% female (4% decrease from FY15)
- 7% OEF/OF (2% increase from FY15)
- Average length of stay receiving HCHV CM: 169.9 days

**Grant Per Diem Program:**
- 84 uniques (15 decrease from FY15)
- 536 encounters (68 decrease from FY15)
- Average age: 49.7 (.6 increase from FY15)
- 15% female (4% increase from FY15)
- 15% OEF/OF (1% increase from FY15)
- 50% of positive exits due to gaining employment
- Average length of stay 430 days (42.5 decrease from FY15)
- Bed #/partner data remains same (32 beds through SHIP & El Ada)