



Keeping The Promise

**Lexington VA Medical Center
2008 Annual Report**



Sandy J. Nielsen, FACHE Director

Dear Fellow Employees, Volunteers, Veterans, and Friends of the Lexington VA Medical Center:

Since Abraham Lincoln's second inaugural address when he committed this country "to care for him who shall have borne the battle," there has never been a question about the nobility of that mission. We at the Lexington Veterans Affairs Medical Center (VAMC) have the honor to carry out the promise Lincoln made. We keep **the promise** hundreds of different ways, each employee according to his or her role in the organization. Some of the ways in which we keep this promise include:

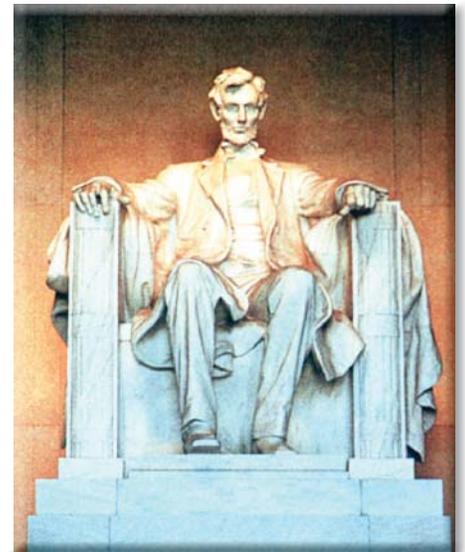
- providing compassionate, dignified care
- training the next generation of healthcare providers
- conducting cutting-edge research to help us better understand disease processes
- being prepared to respond when disasters strike anywhere in the country
- ensuring that patients can get appointments when they need them
- keeping confidential information private
- spending an extra moment to comfort an anxious patient or family member
- meeting patients' nutritional needs
- making our Community Living Center as home-like as possible
- updating our facilities and keeping hallways and rooms clean
- recruiting the best staff
- supporting our community
- looking for ways to do things better and safer
- doing everything we can to take very good care of those who have taken very good care of our country

In the following pages we spotlight some of the ways we went about keeping **the promise** in 2008. While much has been achieved - much remains to be done. Your feedback is an important part of how we improve our services. You will soon notice comment boxes in our facilities soliciting your suggestions and opinions on how we are doing. Until the boxes are in place, please feel free to contact us at:

**VA Medical Center
1101 Veterans Drive
Lexington, KY 40502
(859) 233-4511, ext. 4110**

Sincerely yours,

Sandy J. Nielsen, FACHE



Keeping the Promise By Improving and Growing

New for 2008

- Added acute rehabilitation beds at Leestown
- Established blind rehabilitation program at Leestown
- Opened clinics in Morehead and Hazard
- Opened Coffee House at Cooper
- Introduced first phase of new signage at both divisions



Quality

- 93% of Lexington VAMC's quality of care indicators were at or within 3% of VA performance targets
- Lexington VA increased staffing in a number of key programs and areas
- Over 850 employees formed over 100 goal sharing teams that focused on reducing wait times and improving access, streamlining processes and enhancing cost effectiveness, and improving patient safety and satisfaction

Access

- Decreased number of veterans waiting more than 30 days for appointments (*from 4% to less than 1%*)
- Expanded mental health services (*additional staff - 25 in 2007 and 21 in 2008*)
- Expanded in-home health services (*by 35% in 2007 and by 54% in 2008*)
- Activated community-based clinics
 - Morehead - March 08 (1,066 veterans treated to date)*
 - Hazard - June 08 (663 veterans treated to date)*

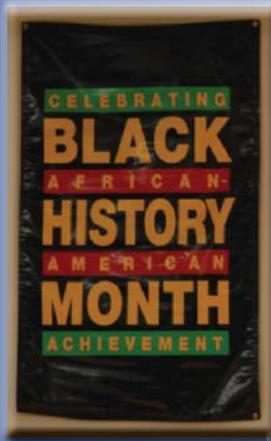
Community Support

- Conducted most successful Combined Federal Campaign ever (over \$91,000 donated to charities by employees)
- Organized city's 1st Victory 3K Run/Walk
- Hosted 2nd annual "Welcome Home" celebration for returning service members in conjunction with one of the University of Kentucky football games
- Coordinated 5th annual Veterans Parade
- Participated in the annual Roots and Heritage Festival
- Assisted with a local Habitat for Humanity project

Capital Asset Realignment for Enhanced Services (CARES) Decision

In 2006, the Secretary of Veterans Affairs signed the decision to build all new facilities for Leestown functions in the southeast corner of the property and release all current buildings for enhanced use lease. This plan is pending funding.

Keeping the Promise Throughout the Year



Volunteer Recognition



New CT Scanner



Employee Appreciation Picnic

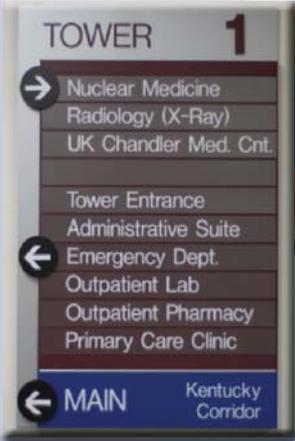


New Coffee House



Habitat for Humanity





New Signage



POW/MIA Ceremony



Drive Thru Flu Shots



Roots and Heritage Festival



Welcome Home Celebration



Victory 3K Run/Walk

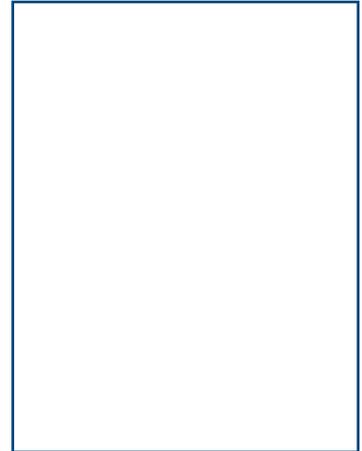


Veterans Parade

Keeping the Promise By Providing Quality Care

Patient Care 93% of Lexington VAMC's quality of care indicators were at or within 3% of VA performance targets.

	Lexington FY 08	VA FY 08	HEDIS Medicare 07
Annual Preventive Health			
Mammogram	85%	87%	67%
Pap smear	90%	92%	n/a
Colon checkup	78%	79%	50%
Flu shot	70%	84%	72%
Pneumonia shot	92%	94%	67%
Cholesterol Control			
Annual checkup	92%	94%	88%
Controlled after heart attack	70%	66%	56%
Diabetes Control			
Long term control	84%	84%	71%
Annual screening	92%	95%	86%
Cholesterol controlled	68%	68%	47%
Eye exam	85%	86%	63%
Kidney function	97%	93%	86%
Blood pressure controlled	71%	78%	59%
Hypertension	75%	75%	58%
Smoking			
Counseling	89%	89%	n/a
Medications offered	64%	84%	n/a
Referrals	93%	92%	n/a



Education

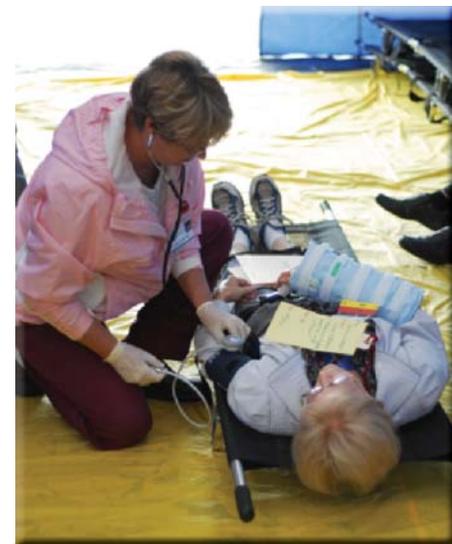
Over 500 medical and dental residents and 1,100 students received training at Lexington VA Medical Center.

Research

Over 100 research projects were conducted and over \$4m received in funding from VA, National Institute of health (NIH) and other corporate entities.

Backup During National Emergencies

In partnership with city, state, and federal agencies, staff participated in exercises designed to sharpen response capability in crisis/disaster situations.



Keeping the Promise By Enhancing Satisfaction and Access

Patient Satisfaction

	<u>VISN 9</u>	<u>Nat'l Avg</u>	<u>Lex VA</u>
Overall quality - inpatient	76	79	79
Satisfaction - outpatient	76	78	78
Provider wait time (20 minutes or less)	71	77	79
Appointment when wanted (Established patient)	86	86	89
Appointment when wanted (New patient)	87	88	89



Demographics

Operating beds	199
Veteran population in service area	92,000+

	2008	2007
Budget	\$256m	\$200m
Staffing	1,600+	1,400+
Inpatients admissions	6,505	5,595
Outpatient visits	351,801	346,500
Individual veterans served	33,675	32,460
Returning service members	2,347+	1,540

Volunteer Activities

Volunteers: 810

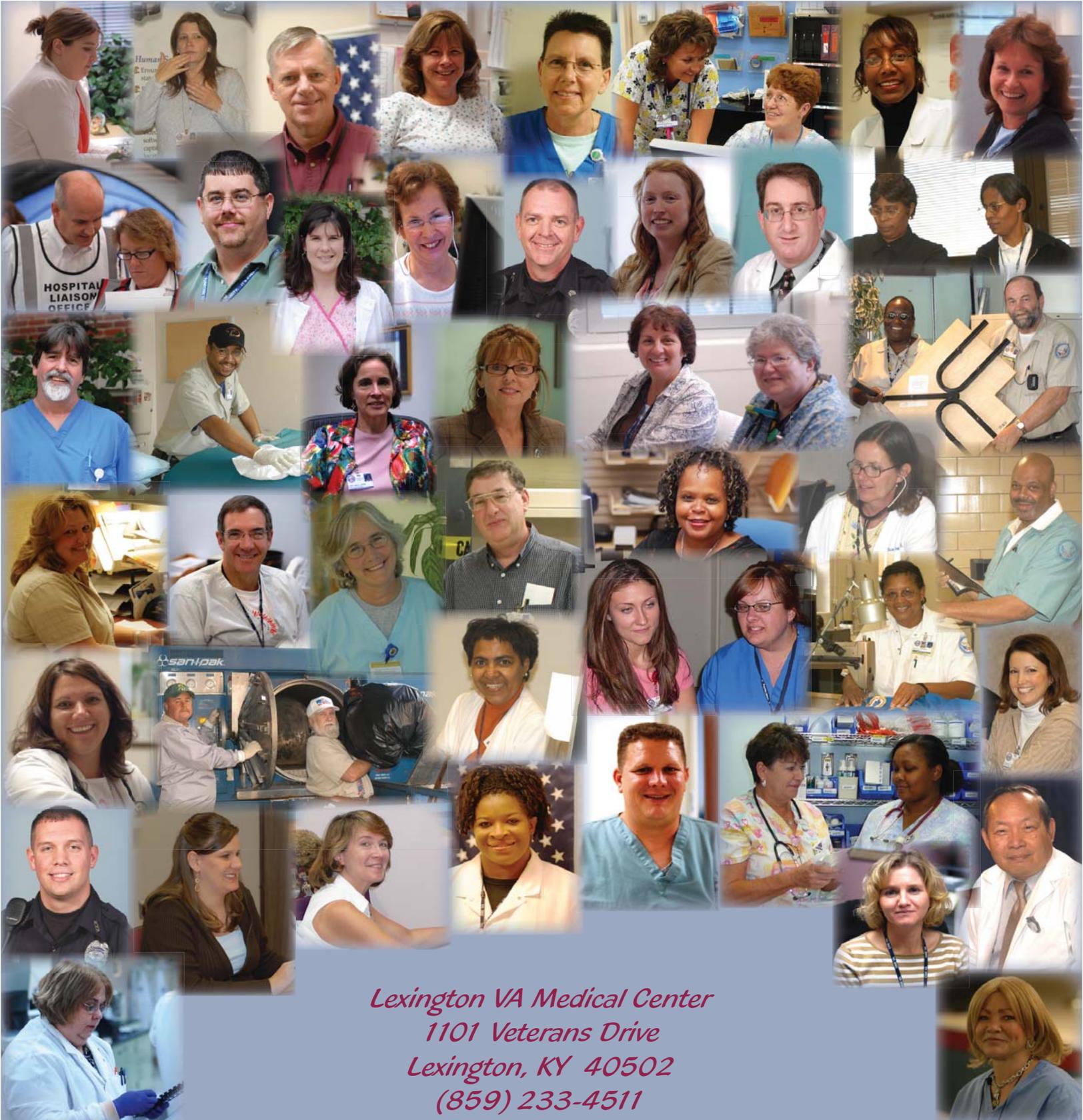
Volunteer hours: 68,670

Monetary and material donations: \$527,750+

DAV transportation program: 231,668 miles

Veterans transported: 4,000+





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1101 Veterans Drive
Lexington, KY 40502
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*Somerset VA Clinic
104 Hardin Lane
Somerset, KY 42503
(606) 676-0526*

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333 Beacon Hill Drive
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