

VA Sunshine Healthcare Network (VISN 8) Overview

VA



U.S. Department of Veterans Affairs

Veterans Health Administration
VA Sunshine Healthcare Network (VISN 8)

VA's history in a nutshell

- VA roots can be traced back to 1636 - Pilgrims passed a law requiring the colony to support disabled soldiers
- 1930 President Herbert Hoover created Veterans Administration
- President Reagan elevates VA to cabinet status in 1988 creating the U.S. Department of Veterans Affairs

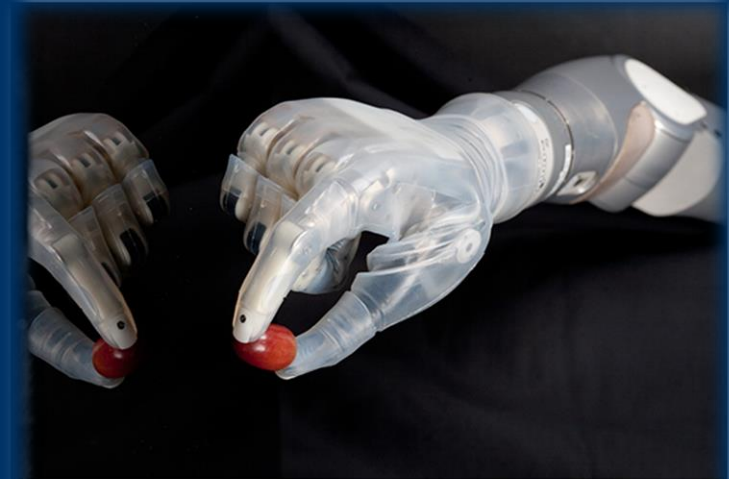


+1,100 health care facilities; 147 national cemeteries; 56 regional benefits offices

VA – Did you know...

For more than 90 years, VA's Research and Development program has been improving lives of Veterans and all Americans through health care discovery and innovation

- Three Nobel Prizes in medicine/physiology
- Invented the pacemaker, performed first successful liver transplant, developed nicotine patch, bar code medication administration
- VA & Department of Defense are helping the National Football League (NFL) study Traumatic Brain Injuries
- High-tech prosthetics – DEKA arm; high-heel friendly prosthetic
- Million Veteran Program (MVP) establishes world's largest databases on health and genetic information for research



The DEKA arm features six preprogrammed grips that allow users to do a variety of everyday tasks, from handling small, delicate objects to using tools.

Veterans Health Administration (VHA)

- VHA trains more doctors, nurses and allied health professionals than any other institution – 70% of all U.S. practicing physicians; 120,000 trainees each year; 1,800 affiliations
- VHA employs more nurses than any other health system in the U.S. – more than 80,000
- VHA is the national leader in telehealth services

VA's Top 5 Priorities

- Greater Choice for Veterans
 - Redesign the 40/30 rule for Choice
 - Build a high performing integrated network of care
 - Empower Veterans through transparency of information
- Modernize our Systems
 - Infrastructure improvements and streamlining
 - Electronic Medical Record interoperability and IT modernization
- Focus Resources More Effectively
 - Strengthening of foundational services in VA
 - VA/DoD/Community Coordination
 - Deliver on accountability and effective management practices
- Improve Timeliness of Services
 - Access to Care and wait times
 - Decisions on Appeals
 - Performance on Disability Claims
- Suicide Prevention
 - Getting to zero

VISN 8 Footprint

Square Miles: 64,153

Veterans Treated*: 598,712

Medical Centers: 7 in FL, 1 in
Puerto Rico

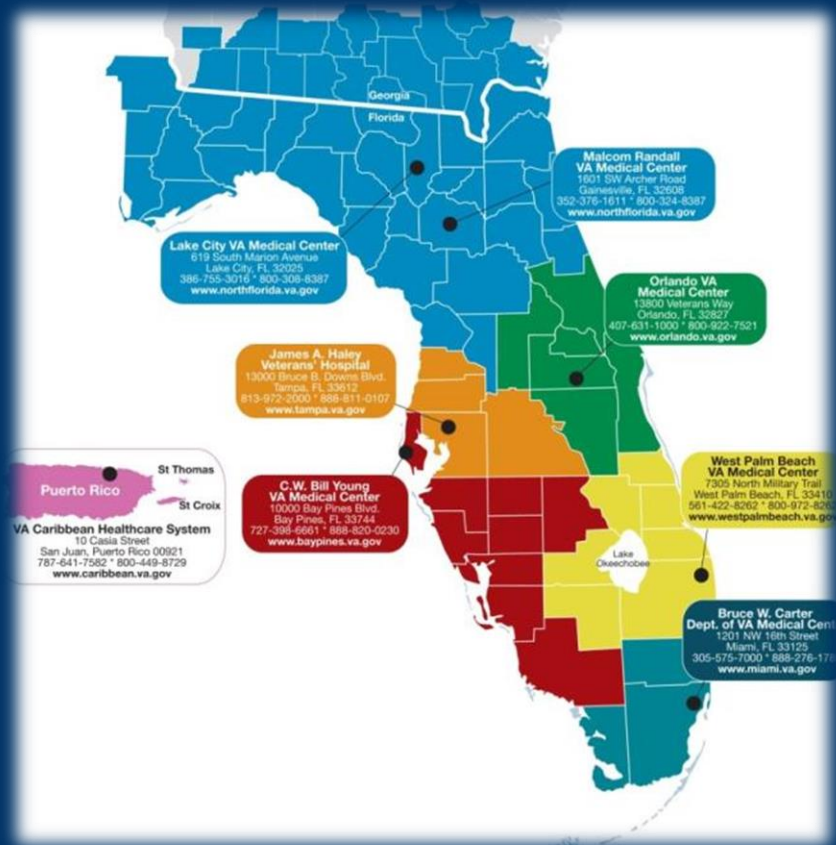
Community Clinics: 60

Vet Centers: 25

VBA Regional Offices: 2

National Cemeteries: 9

*VISN 8 Fiscal Year 2017



Florida Veterans – Quick Facts

- Approx. **1,533,764** Veterans reside in Florida (Veterans make up **8.8 % of the total state population**)
- **3rd** largest Veteran population in the U.S.
- **50.4%** of Veterans living in Florida are age 65+
- Approx. **154,820** women Veterans live in Florida
- Approx. **1,378,486** male Veterans live in Florida

Quick Facts (FY2017) – Access to Health Care

- 598,712 Veterans Treated
- 8.6 million outpatient visits (FL, SE GA, Puerto Rico and US VI included)
- 70,132 First-time users of our health care services
- \$4.7 billion operating budget (FY2017)
- \$3.05 billion Employee Payroll (FY2017)
- \$257 million M.C.C.F. Collections
- 29,334 Employees – 31% are Veterans; 3,052 new hires: 2,710 physicians, 6,505 nurses

Almost 90% of Veterans in Our Service Area have access to Primary & Mental Health Services Within a 30-mile drive time of their homes.

Access to Health Care

Primary Care Appointments Within 30 days of When Provider Says They Need It or When Veteran Wants It

99.4% - West Palm Beach
99.6% - Tampa
95.5% - Miami
98.4% - Orlando
98.2% - Bay Pines
96.7% - North Florida/South Georgia
99.6% - VA Caribbean



* FY2017

Staff are working hard to make sure every Veteran is seen and has access to the care they need when and where they need it. We've hired more clinical staff, increased clinic space, extended clinic hours, upgraded scheduling software, ramped-up training, conduct regular scheduling reviews, and are working more closely with community providers, referring Veterans out to private providers for care.

Access to Health Care

Average Wait Times at VISN 8 Facilities
both new & established; measured in days (FY2017)

Facility	Primary Care	Specialty Care	Mental Health Care
Tampa	2.36	4.97	2.84
Bay Pines	2.94	5.34	2.81
West Palm Beach	1.99	4.99	2.89
North Florida/South Georgia	5.57	7.09	3.19
Orlando	2.94	6.52	3.05
Miami	4.50	3.74	1.35
VA Caribbean	2.15	6.15	2.97

All VISN 8 facilities offer same day services if, after triaged (by phone or in person) a Veteran needs to be seen that day, a same day appointment with their Patient Aligned Care Team is offered or the Veteran is sent to urgent Care to be seen.

Access to Health Care

Telehealth Services – Providing Care When, Where & How Veterans Need It

- Home Telehealth 12,536 Veterans
- Video Telehealth 20,536 Veterans
- Store-and-Forward Telehealth 19,449 Veterans
- Secure Messages (SM) 245,533 Veterans registered
101,793 Secure Message Senders



Q&A

