

VA Sunshine Healthcare Network (VISN 8)

Executive Overview Briefing



VA



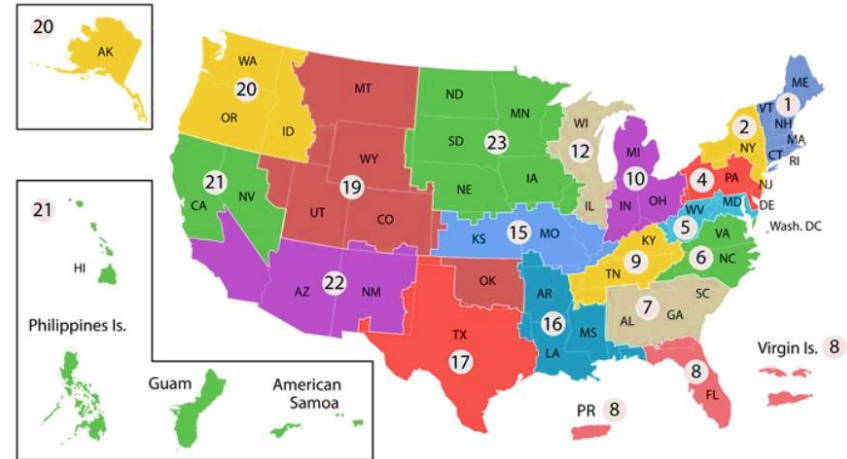
U.S. Department of Veterans Affairs

Veterans Health Administration
VA Sunshine Healthcare Network (VISN 8)

VHA's Hospital System to Health System

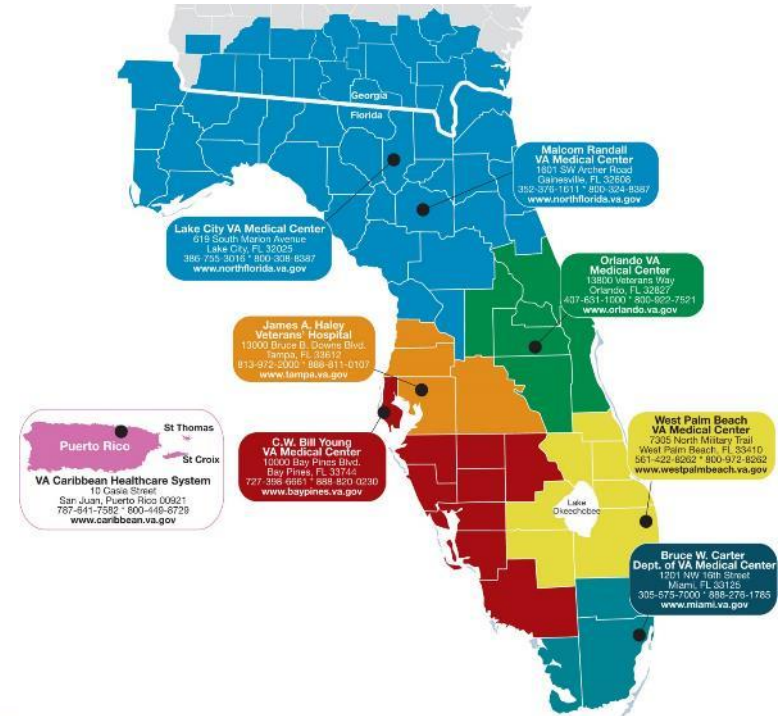
In 1996, VA began the creation of Veterans Integrated Service Networks (VISNs) to transform VA Health Care from a *"Hospital System"* to a *"Health System."* VHA currently has 18 VISNs.

- **145** Medical Centers
- **1,233** outpatient sites of care
- **9.05** million VA Health Care Enrollees
- **6.26** million active VA Health Care users



VISN 8 Footprint

- Square Miles: 64,153
- Medical Centers: 7 in FL, 1 in Puerto Rico
- Community Clinics: 60
- Vet Centers: 27
- VBA Regional Offices: 2
- National Cemeteries: 9



VISN 8: VHA's Largest VA Healthcare Network

- Veteran Population: 1.6 million
- 10% of the workload for all of VHA
- Veterans Treated: 620,000
- Outpatient Visits: 8.8 million
- More than 30,000 employees



VA Secretary's Priorities

- Greater Choice for Veterans
 - Community Care Network (CCN) will be easy for Veterans and staff to navigate in VHA's High Performing Integrated Network; MISSION ACT implementation
- Modernize Our Systems
 - VHA will have a modern structure that is flexible to adjust to changing environments; Electronic Health Record implementation
- Focus Resources More Efficiently
 - Most efficient use of limited resources; focus on critical, mission-based priorities
- Improve Timeliness of Services
 - Enrolled Veterans will have timely access to care – at VA, in the community or virtually
- Suicide Prevention
 - Ultimate goal is to reduce Veteran suicide to zero

VHA Priorities Alignment

#1 Customer Service Aligns with Building Trust

- Customer Service is a top priority.
- It is up to VA employees to get Veterans to what they need.
- We must continue our efforts to regain the trust of Veterans and the American People.
- Employees are good people, doing excellent work, with a strong and genuine dedication to the mission.
- With your help, we are regaining that trust, little by little, every day.

#2 Implementing the MISSION Act aligns with Constructing a Learning Organization

- The MISSION Act, will fundamentally transform VA health care.
- It will consolidate community care into a single program that's easier for everyone to navigate.
- The MISSION Act also expands our family caregivers program.
- Learning organizations use continuous and real-time improvement.
- They focus on patient-clinician partnerships, incentives, and culture while reducing inconsistency and striving for zero harm.

#3 Electronic Health Record aligns with Modernizing Systems

- Our third priority is replacing our aging electronic health record.
- The new electronic health record will modernize our appointment system, automate our disability and payment claims systems, and connect VA to the Department of Defense, private healthcare providers, and private pharmacies.
- Implementing the electronic health record will be an ongoing, iterative process to build a continuum of care that's organized around Veterans' needs.

#4 Transforming our Business Systems aligns with Modernizing Systems

- We're modernizing human resource management, finance and acquisition, and our supply chain.
- It's about giving you more leeway to manage budgets, recruit, retain, and relocate staff you need to serve Veterans.
- It's also about more robust partnerships with state and local communities to address challenges like Veteran homelessness and suicide prevention, our top clinical priority.

VISN 8 Strategic Priorities:

VISN 8 Clinical Contact Center

- One-stop-shop for scheduling and clinical care needs
- Phased approach
 - Summer 2019: 24/7 nurse advice; virtual referral to a licensed independent practitioner (LIP) and pharmacy support and knowledge management system
 - 2020 and beyond: Centralized scheduling of appointments



VISN 8 Strategic Priorities:
Modernize Care in the Community (CCN Readiness) & MISSION ACT

- HealthNet services terminated Sept 30. VAMCs will manage scheduling & customer relations management
- TriWest will provide “bridge” provider network until permanent Community Care Network is in place
- Strengthen care coordination to ensure Veterans do not “fall through the cracks”
- You will hear more on MISSION ACT later during your conference from our VISN 8 experts

VISN 8 Strategic Priorities:

Suicide Prevention Initiative

- Suicide prevention remains VA's top clinical priority but we can't tackle it alone
- Continued collaboration between VA, Florida Department of Veterans Affairs (FDVA) and the Florida Governor's Office to raise awareness of the Veterans Crisis Line (VCL) and "Get Help Now" mobile application among community partners
- Tampa Crisis Center (2-1-1) Veteran peer support specialists embedded to assist with Veteran crisis intervention

1 **SMALL ACT**
makes a DIFFERENCE

VISN 8 Clinic Activation Updates

South Hillsborough (SoHi) Clinic

Construction completed; Ribbon Cutting May 14th 10:00 am

New Port Richey Clinic Consolidation

Ground breaking June 6; construction complete Summer 2021; first patient Fall 2021

Zephyrhills Clinic

Ground breaking June 7; construction complete Spring 2020; first patient Summer 2020

St. Augustine Replacement Clinic

Estimated construction start Fall 2019; first patient Winter 2020

Daytona Beach Clinic Replacement

Estimated lease award Spring 2020; first patient Summer 2023

Questions?

VA



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