



FISCAL YEAR **2019** **ANNUAL** **REPORT**

Advancing Quality Care
for All Veterans

www.denver.va.gov



U.S. Department of Veterans Affairs
Veterans Health Administration
Eastern Colorado Health Care System

Advancing Quality Care for All Veterans

VA Eastern Colorado Health Care System (VA ECHCS) is a Joint Commission accredited, complexity level 1A facility, covering more than 44,000 square miles, serving Veterans in eastern Colorado and surrounding states. The medical center is located in Aurora, Colorado, with outpatient clinics located throughout Colorado: Alamosa, Aurora, Denver, Golden, Colorado Springs, Pueblo, La Junta, and Lamar. There are Primary Care Telehealth Clinics in Burlington and Salida.

We partner with the Department of Defense and the Veterans Benefits Administration to support an Integrated Disability Evaluation System (IDES) Center at Fort Carson. VA ECHCS has a 40 bed Community Living Center in Pueblo, CO, a 19 bed PTSD Residential Rehabilitation Treatment Program in Denver, CO and a 40 bed Homeless Domiciliary in Lakewood, CO. VA ECHCS has additional free-standing health care sites which include the Jewell Polytrauma and Low Vision Clinic and the Community Resource and Reference Center (CRRC).

Organizationally, we have a strong commitment to research and in FY19, we had more than \$23.1 million in funded research. Our research incorporates a Geriatric Research and Education Service, Mental Illness Research Education Clinical Center of Excellence, and a Center for Innovation for Veteran Centered and Value Driven Care. In addition to research, we also have a strong academic affiliation with the University of Colorado, supporting more than 164 medical residents, and training more than 400 allied health professionals.

VA Eastern Colorado Health Care System
1700 North Wheeling Street, Aurora, CO 80045

<https://www.denver.va.gov>

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Executive Leadership



Michael T. Kilmer
Director



Clifford L. Parmley
Chief of Staff



Keith Harmon
Nurse Executive



Duane B. Gill
Deputy Director



Josh Pridgen
Associate Director



Mary S. Newell
Assistant Director

Sites of Care

Alamosa VA Clinic

622 Del Sol Drive
Alamosa, CO 81101
303-398-6340

Aurora VA Clinic

13701 East Mississippi Avenue
Gateway Medical Bldg #200
Aurora, CO 80012
303-398-6340

Burlington VA Clinic

1177 Rose Avenue
Burlington, CO 80807
719-346-5239

Denver VA Clinic

4545 E. 9th Avenue, Suite 010
Denver, CO 80220
303-399-8020

Golden VA Clinic

1020 Johnson Road
Golden, CO 80401
303-914-2680

Jewell VA Clinic

14400 East Jewell Avenue
Aurora, CO 80012
303-283-5400

La Junta VA Clinic

100 Carson Avenue, Suite 104
La Junta, CO 81050
719-383-5195

Lamar VA Clinic

1401 South Main Street, Suite 2
Lamar, CO 81052
719-336-0315

PFC Floyd K. Lindstrom VA Clinic

3141 Centennial Boulevard
Colorado Springs, CO 80907
719-327-5660

PFC James Dunn VA Clinic

4776 Eagleridge Circle
Pueblo, CO 81008
719-553-1000

Rocky Mountain Regional VA Medical Center

1700 North Wheeling Street
Aurora, CO 80045
303-399-8020

Salida VA Primary Care Telehealth Outreach Clinic

920 Rush Drive
Salida, CO 81201
719-539-8666

Message from the Director

It is a distinct pleasure joining VA Eastern Colorado Health Care System as its new Director. I am very impressed with our amazing staff and Veterans. Having spent the past two years as the Director for VA Western Colorado Health Care System, located in Grand Junction, Colorado – I am not new to Colorado's unique challenges and opportunities.

Last year, our employees undertook enormous challenges, finding new and innovative ways to expand health care services in the rural and urban communities in which you live. Working together, they stood up a new Spinal Cord Injury Disorder Inpatient Unit in the Rocky Mountain Regional VA Medical Center and brought mammography services to the PFC Floyd K. Lindstrom Clinic in Colorado Springs. They also opened the new Denver VA Clinic, a new stand-alone Community Resource and Referral Center while decommissioning of the old Denver VA Medical Center. We continue to be one of the nation's leaders when it comes to the care we provide our Veterans as they transition from inpatient to outpatient services.

Organizationally, we saw an increase of individual categories in our Strategic Analytics for Improvement and Learning (SAIL) scores, along with many other metrics. We are improving both Veteran experience and employee satisfaction ratings. I expect these scores will only increase.

These are exciting times in health care. Our future is bright as we continue to innovate and advance quality health care for America's Veterans. I hope to meet all of you; our Veterans, employees, and our eastern Colorado communities.

Thank you for choosing VA and entrusting Eastern Colorado Health Care System with your health care needs. I look forward to serving with you in the years ahead.



m. t. kilmer

Michael T. Kilmer
Director, VA Eastern Colorado Health Care System





2019 Financial Report and Statistics

Operating Expenses

Salaries: \$421,575,306
Services: \$81,194,993
Supplies: \$122,261,057
Equipment: \$12,934,619
Other Expenses: \$45,470,461
Total: \$683,436,435

Community Care Budget

Choice: \$ 15,746,173
Community Care: \$133,593,241
Total: \$149,339,414

Education and Training Statistics

Medical Residents and Students: 1,410
Other Clinical Trainees: 20
Total: 1,430

Research Statistics

Principal Investors: 166
Research Projects: 422
Total Funded: \$20,877,599

Staffing Statistics

(FTE = Full Time Employee)
Employees (FTE): 3,458
Physicians (FTE): 300
RN (FTE): 776
Other (FTE): 2,380

Volunteer Statistics

Volunteer Hours: 137,443
Donations cash and non-cash: \$1,082,382
Total impact in value of hours worked plus donations in dollar value: \$4,577,303
Total Volunteers: 828

Workload Statistics

Internal Medicine Beds: 58
Psychiatry Beds: 30
Rehab Medicine Beds: 8
Spinal Cord Injury and Disorders Unit Beds: 20
Surgery Beds: 22
Domiciliary Beds: 59
Community Living Center Beds: 30
Health Care Center Beds Total: 227

Admissions

Acute: 5,516
Domiciliary: 137
CLC: 5
Med/Surg: 1,038
Total: 6,696

Patient Bed Days

Inpatient: 38,268
Extended Care: 27,561
Domiciliary: 16,651
Total: 82,480

Average Length of Stay (days)

Domiciliary: 46
Acute: 9

Surgeries

Inpatient: 1,204
Outpatient: 3,673
Total: 4,877

Colorado Veteran Population

383,699

Outpatient Visits

Alamosa VA Clinic: 6,294
Aurora VA Clinic: 25,976
Burlington VA Clinic: 2,462
Denver VA Clinic: 22,506
Golden VA Clinic: 64,055
IDES: 2,606
Jewell VA Clinic: 15,917
La Junta VA Clinic: 5,488
Lamar VA Clinic: 1,984
PFC Floyd K. Lindstrom VA Clinic: 195,099
PFC James Dunn VA Clinic: 74,879
Rocky Mountain Regional VA Medical Center: 633,488
Salida VA Clinic: 1,614
Total: 1,068,816

Telehealth Medicine

Individual instances of care: 29,359
Veterans using Telehealth: 14,006

My HealtheVet

Registered MyHealtheVet users: 61,327
Secure messages received: 100,620

Outpatient Visits

1,068,816

Veterans Using Telehealth
14,006

Total Admissions
6,696

Surgeries
4,877

Patient Bed Days
82,480

Colorado Veteran Population
383,699

Registered MyHealtheVet Users
61,327



Accreditation and Certification

- American Association of Blood Banks (AABB)
- American Board of Physical Therapy Residency and Fellowship Education (ABPTRFE) for Physical Medicine Rehabilitation Services, Orthopedic Residency
- American College of Radiology (ACR)
- American Psychological Association (APA) for Behavioral Health (pre-doctoral internship, post-doctoral fellowship, MIRECC)
- American Society of Health-System Pharmacists (ASHP) for Pharmacy Residencies (PGY1 Pharmacy Practice, PGY2 Geriatrics, PGY2 Psychiatry, PGY2 Health System Pharmacy Leadership Administration)
- Assessment and Accreditation of Laboratory Animal Care (AAALAC)
- College of American Pathologists (CAP)
- Commission on Accreditation of Rehabilitation Facilities (CARF)
- Commission on Dental Accreditation (CODA) for Dental Residency
- Food and Drug Administration (FDA) accreditation for both lab and mammography
- Joint Commission (JC)
- Nuclear Regulatory Commission (NRC)



● Edward Jones, MD, award-winning VA, University of Colorado School of Medicine and US Army Reserve surgeon. Photo by Shawn Fury.

Awards and Accomplishments

VA Health Care Provider of the Year

Keith Harmon, Associate Director of Patient Care Services, Nurse Executive, for VA Eastern Colorado Health Care System was named the 2018 recipient of the "VA Health Care Provider of the Year" award. Harmon was honored with this prestigious award from the American Legion which honors health care professionals who go above and beyond for the Veterans they serve. The Veterans Health Administration employs more than 300,000 health care professionals and Harmon is the second VA provider to receive this distinguished award. The National American Legion Commander and VA Secretary Robert Wilkie presented Harmon with his award at the 2019 National American Legion Washington Conference.

American Osteopathic Foundation's 2019 National James M. Lally, DO, Emerging Leader of the Year

Dr. Cole Zanetti, Chief of Primary Care for the Golden VA Clinic was recognized as an osteopathic leader whose actions have been instrumental in motivating and inspiring others for the betterment of the profession. In addition to this significant award, Dr. Zanetti was also appointed by the Mayor of Denver to serve on the City of Denver's Board of Public Health and Environment which works collaboratively with city, state and community partners to conduct education, community engagement, and enforcement to ensure healthy people, healthy pets and a sustainable environment.

The DAISY Award for Extraordinary Nurses

DAISY is an acronym for Diseases Attacking the Immune System. The DAISY Award was established by the DAISY Foundation in memory of J. Patrick Barnes who died at age 33 of ITP, an auto-immune disease. The Barnes Family was awestruck by the clinical skills, caring and compassion of the nurses who cared for Patrick, so they created this national award to say thank you to nurses everywhere. Nine VA Eastern Colorado Health Care System nurses received the Daisy Award this year.



Thanking Our Nurses for Extraordinary Care

The DAISY award individually recognizes nurses and honors the super-human work they do for their patients and families every day.





Healthcare Equality Index 2019

We received the designation as a Healthcare Equality Index “Top Performer” by the Human Rights Campaign (HRC). According to the HRC, “the Healthcare Equality Index is the national LGBTQ benchmarking tool that evaluates healthcare facilities’ policies and practices related to the equity and inclusion of their LGBTQ patients, visitors and employees.” This designation reflects the commitment we have to provide LGBTQ-inclusive services and reflects the hard work of staff to become trained in LGBTQ-sensitive care.

Voluntary Services Volunteer of the Year

Every Wednesday at the Rocky Mountain Regional VA Medical Center, Tim Sullivan, a Vietnam Veteran and Marine Corps League Volunteer, cleans, repairs and replaces Veteran eyeglasses for free. On a busy day, which begins at 4:30 a.m., Sullivan helps more than 150 Veterans with their eyeglasses. He was chosen as this year’s Volunteer of the Year because he consistently and continuously shows his dedication to serving Veterans and is truly an amazing individual for others to emulate. Sullivan has more than 4,500 hours of service and will continue to watch this number grow, because according to him, “The VA hospital has a special place in my heart, and I’ll keep doing this as long as I can for the Veterans who come here.”

Facilities and Construction Projects

- Opened new Community Resource and Referral Center (November 30, 2018)
- Ribbon Cutting for new Spinal Cord Injury and Disorders Unit (April 8, 2019)
- Groundbreaking for new 16-unit Fisher House (April 16, 2019)
- Opened new Denver VA Clinic (June 18, 2019)

Systems Redesign

VA Eastern Colorado Health Care is an emerging leader in the use of process improvement methodologies. In FY19, they established their very own internal training and certification program for both Lean and Lean Six Sigma this year with projections to train more than 100 employees in process improvement fundamentals.

Formalized process improvement projects this year include:

- ➊ Streamlining the direct admission process to ensure proper hand-offs occur
- ➋ Redesign of acute discharge rounds to ensure patients are discharged timely and safely
- ➌ Redesigning acute bedside rounds to provide a better patient-centric experience that is inclusive to multiple clinical partners
- ➍ Ensuring Veterans who frequently utilize the Emergency Department are receiving appropriate care from their assigned providers



Building A, Rocky Mountain Regional VA Medical Center.

Photo by Shawn Fury. ➡





Putting Veterans at the Center of All We Do

We start every day with a fresh commitment to making life better for the brave men and women who risk so much to protect our freedom and our country. That's why we're constantly pushing ourselves to develop more advanced treatments, enhance support services and expand access to the best care possible in our state-of-the-art facilities where we help our patients feel better faster.

Excellent care has no boundaries.

That's why we proudly serve all who served, regardless of race, gender, ethnicity, or sexual orientation. We believe it's up to all of us to make sure all Veterans can enjoy the health and happiness they deserve.



VA

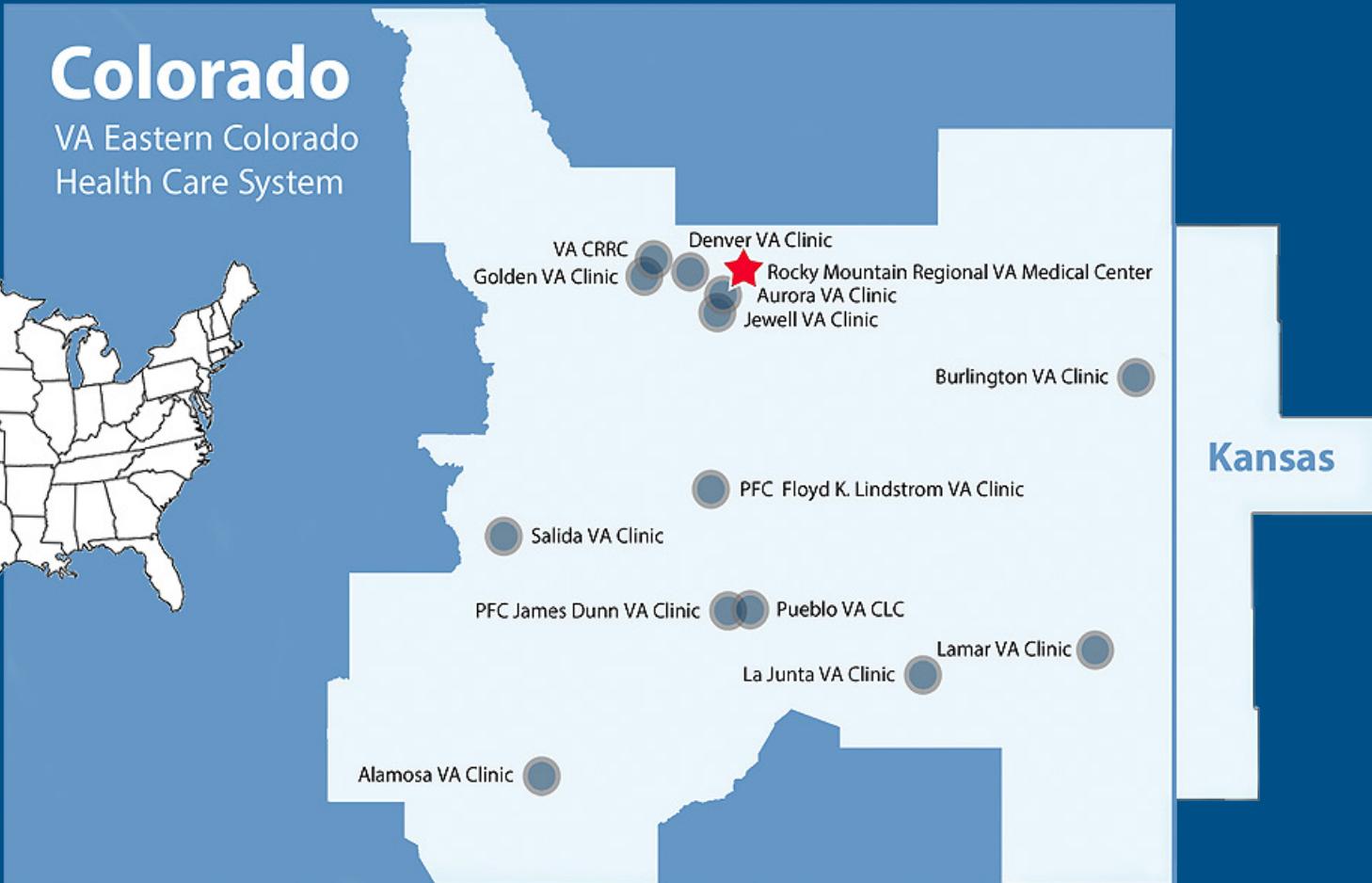


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