

IOWA CITY VA HEALTH CARE SYSTEM | IOWA CITY, IOWA | 2019

Annual Report '19



FISCAL YEAR 2019

IOWA CITY VA HEALTH CARE SYSTEM ANNUAL REPORT

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VA



U.S. Department of Veterans Affairs

Veterans Health Administration

Iowa City VA Health Care System

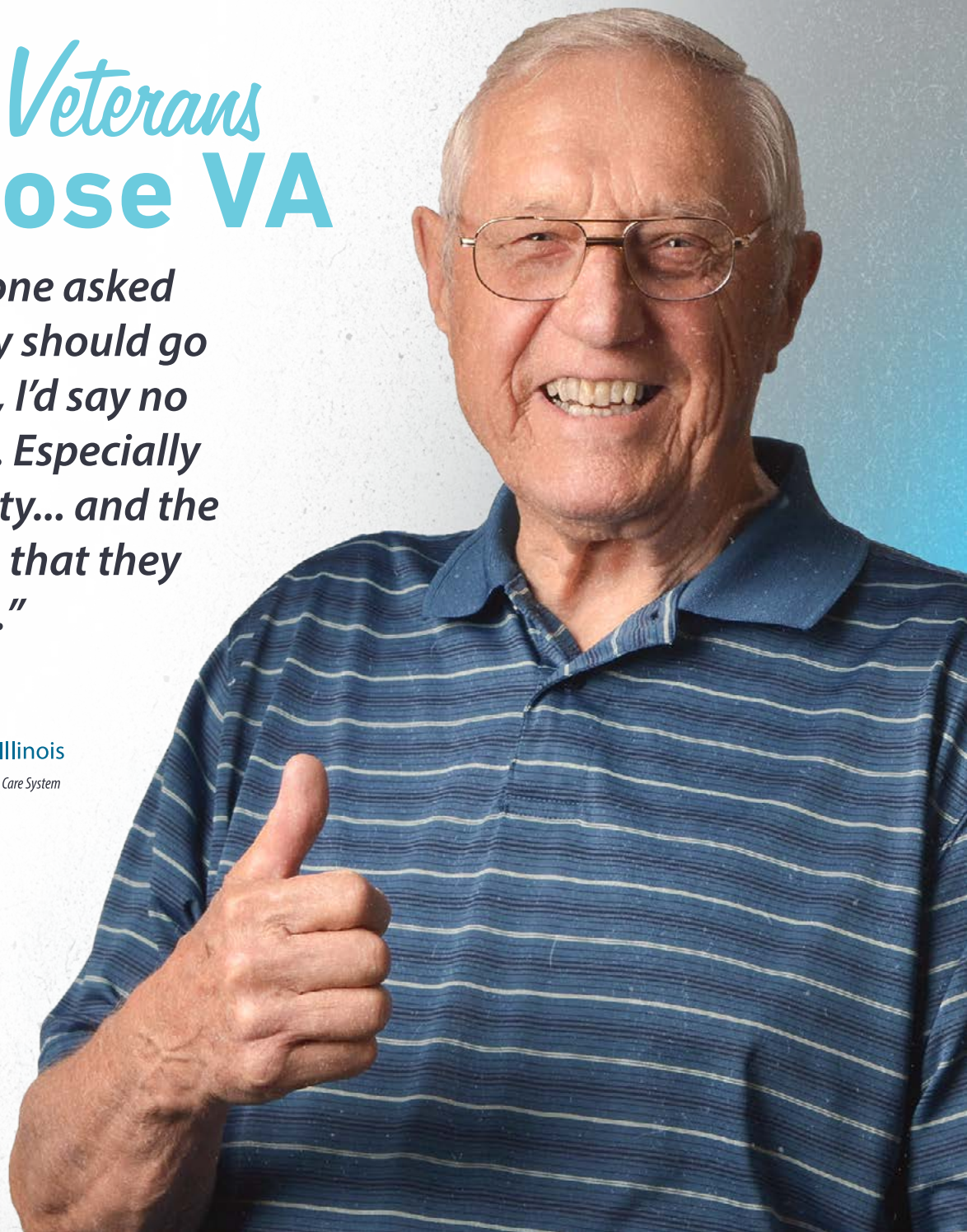
Why Veterans Choose VA

"If someone asked me if they should go to the VA, I'd say no question. Especially this facility... and the expertise that they can offer."

Denny

Navy Veteran | Illinois

Patient at the Iowa City VA Health Care System



MESSAGE FROM THE DIRECTOR

Dear Veterans, Volunteers and Friends of VA,

One thing that I am most proud of at the Iowa City VA Health Care System (ICVAHCS) is the high quality of care we provide for our Veteran patients. Our staff is invested in providing the best care and our patient experience scores show that in many ways. The patients that I meet love this health care system, and I know that they will continue to choose ICVAHCS for their health care needs well into the future, something that our long-term success depends upon. With that knowledge comes the responsibility to ensure that the patients who choose VA for their care are getting the safest, highest quality care that they can find.

The ICVAHCS saw many changes in Fiscal Year 2019. We opened a new specialty clinic space in the Iowa City Federal Building, providing updated facilities with greater space for specialty clinics that relocated from the medical center. A new Quad Cities Outpatient Clinic and a new Dubuque Outpatient Clinic replaced existing facilities, offering expanded services such as physical therapy and radiology conveniently in the communities we serve.

Our clinical staff continue to incorporate innovative solutions into patient care, including a new transplant option that is providing hope for those awaiting a kidney and Whole Health services to give Veterans more input into what they want from their health care. This year ICVAHCS also began offering two new endoscopy procedures, only available at highly specialized centers, that are less invasive and allow patients to avoid surgery.

As we head into 2020, our staff remains dedicated to providing the highest level of care and best possible experience for our Veterans. We are deeply appreciative of our volunteers and community partners who help us make this a reality and help reach Veterans who need our services.

Thank you for your service to our country and thank you for choosing the Iowa City VA Health Care System.

Judith Johnson-Mekota



Judith Johnson-Mekota, FACHE
Director, Iowa City VA Health Care System



Javed Tunio, M.D.
Chief of Staff



Tammy Neff, DNP
Associate Director for Patient Care Services



Heath Streck, FACHE, MBA, MSS, CDFM, VHA-CM
Associate Director for Operations

Why I Choose VA

Since leaving service in the Army Dental Corps in 2012, I have received all my medical and dental care through the VA. I have used Care in the Community when VA didn't offer the needed service, but otherwise I choose to use the VA. I am 100% permanently disabled so my wife receives her care through ChampVA, as well.

I am frequently asked, since I have my own private insurance and can easily afford to get my care in the private sector, why do I choose to get my care at the VA? I received my care for over 25 years in the private sector, and here is why I choose VA:

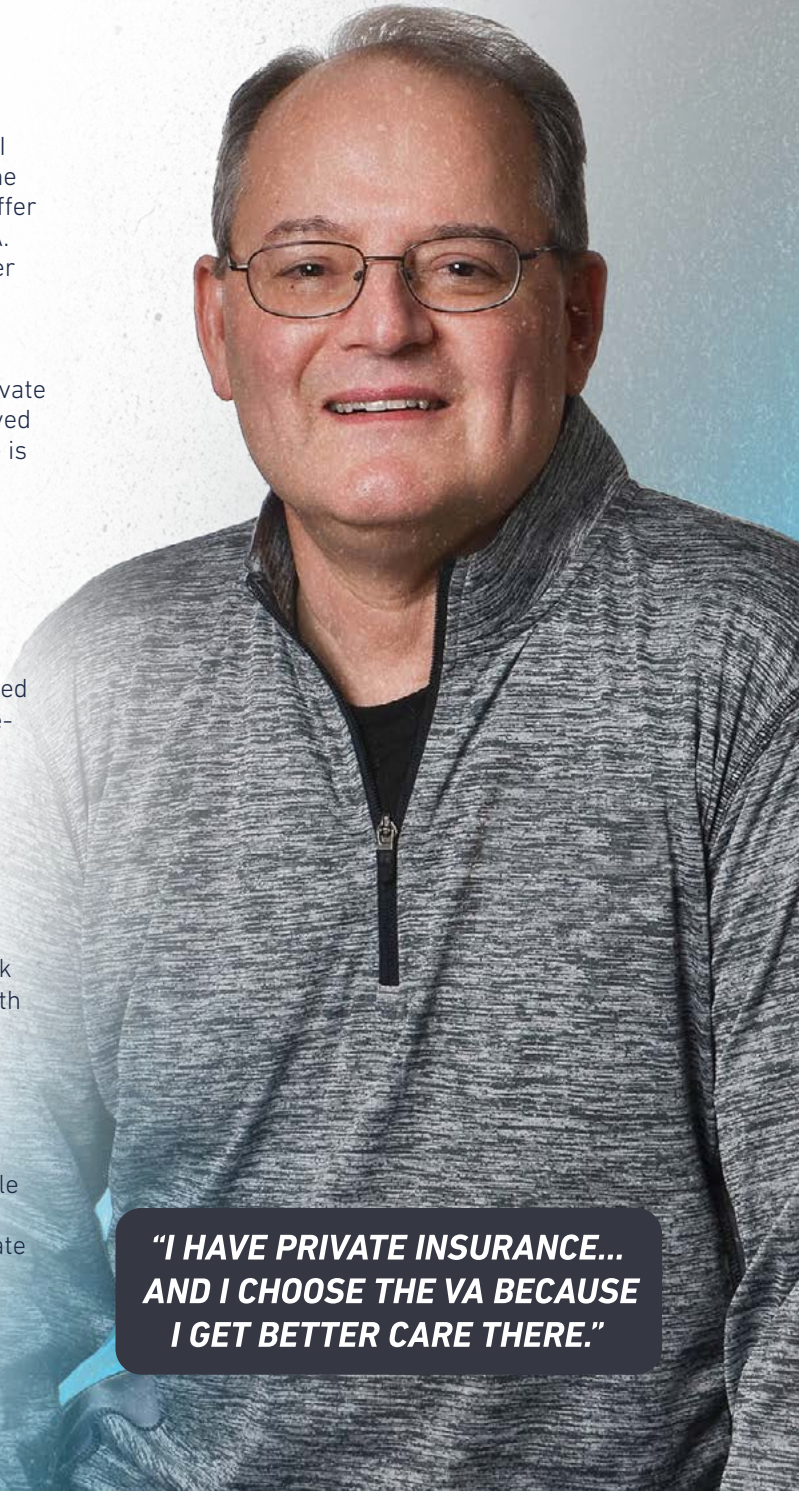
- In the private sector they don't understand the unique issues that Veterans face, so they are less equipped to handle them.
- VA care is more focused on what is best for the patient, while private sector care is more concerned about cost. Private sector care often has to be pre-authorized by the insurance company, where it is reviewed by non-medical staff. The VA will allow to provide the care that is needed.
- My wait is typically shorter at the VA, and the providers spend more time with me. The entire medical and support staff genuinely care about me. I have found it much easier to interact and ask questions with the VA's medical staff than I did with private sector providers.

I have been a health care provider in the private sector for over 35 years, and I believe I am uniquely qualified to assess the pros and cons of the VA versus the private sector. I have received a lot of specialized care in multiple departments, so I have had the opportunity to compare the VA care to the 25 years of care I received in the private sector. Frankly, I get better care at the VA.

James

Army Veteran | Iowa

Patient at the Iowa City VA Health Care System



**"I HAVE PRIVATE INSURANCE...
AND I CHOOSE THE VA BECAUSE
I GET BETTER CARE THERE."**

Mission, Vision & Values

MISSION

Honor America's Veterans by providing exceptional health care that improves their health and well-being.

VISION

To be a patient-centered, integrated organization for veterans providing excellent health care, research, and education; an organization where people choose to work; and a community partner and a back-up for national emergencies.

KEY BUSINESS DRIVERS

Our key business drivers are quality, financial integrity, patient satisfaction, and employee satisfaction.

VALUES

We value *I CARE: Integrity, Commitment, Advocacy, Respect, Excellence*



AWARDS & NOTABLE ACCOMPLISHMENTS

VA Secretary's 7th Annual Mediator Award 2019 Greening the Operating Room Recognition 2019 GreenHealth Emerald Award

- Submitted 14 best practices to VISN 23 (Our Larger Midwest Region of VHA), including Project Dental, which avoided 204 cases, saved 36 Veterans' lives and saved \$8.15 million as of March 2019.
- Developed an innovative suicide prevention simulation and education which is being rolled out across VISN 23.
- Established a Women Veterans Engagement Board to ensure that programs are meeting the needs of female Veterans.
- Working with a Community Veterans Experience Board, helped to establish the nation's third Veterans Experience Action Center, a large Veteran outreach event that attracted 600 Veterans and resulted in 50 new health care enrollments.
- Opened two new outpatient clinics in Davenport, Iowa and Dubuque, Iowa. Both clinics were designed to include diagnostic services and select specialty care, including Radiology (x-ray), Physical Therapy, Audiology, and Podiatry.

ACCREDITATIONS

The Joint
Commission

Commission on Accreditation of
Rehabilitation Facilities (CARF)

College of American
Pathologists (CAP)

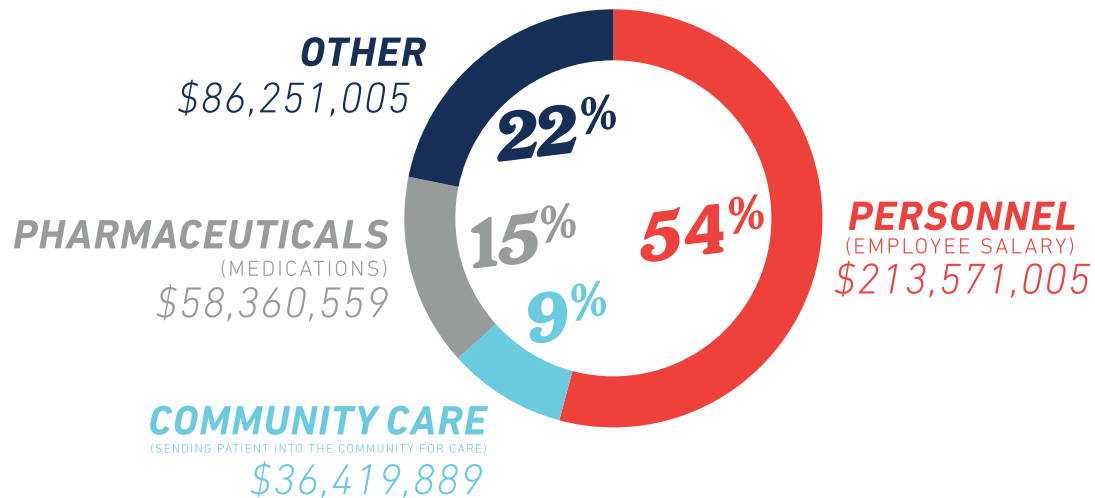
American College of Radiology
(ACR): Mammography

American Blood Bank
Association (ABBA)

Budget BREAKDOWN

FISCAL YEAR 2019 OBLIGATIONS - \$394,602,458*

*does not include NRM



<i>FY 2019 Patient Satisfaction Scores</i>	IOWA CITY VA SCORE	NATIONAL VA SCORE	TARGET MET/UNMET
Primary Care Access	63%	53%	Met
Specialty Care Access	60%	52%	Met
Mental Health Experience of Care	1.0	0.01	Met
Hospital Rating	74%	68%	Met
Primary Care Provider	76%	72%	Met
Specialty Care Provider	78%	70%	Met
Care Transition	58%	53%	Met
Primary Care Coordination	66%	63%	Met
Specialty Care Coordination	66%	58%	Met
Stressors Discussed w/ Patient	66%	62%	Met



Why Staff **Choose VA**

"I choose to work at the VA Because I love being part of a team that is dedicated to assisting Veterans in reaching their goals."

Being a Veteran, working for the VA feels like coming home."

Julia Rose, LISW

Women Veterans Program Manager
Intimate Partner Violence Program Manager

Employees

Full Time Employee Equivalent

Total **1780**
FULL TIME EMPLOYEES

1416 Medical Service

153 Medical Support

211 Facilities

Clinical Trainees

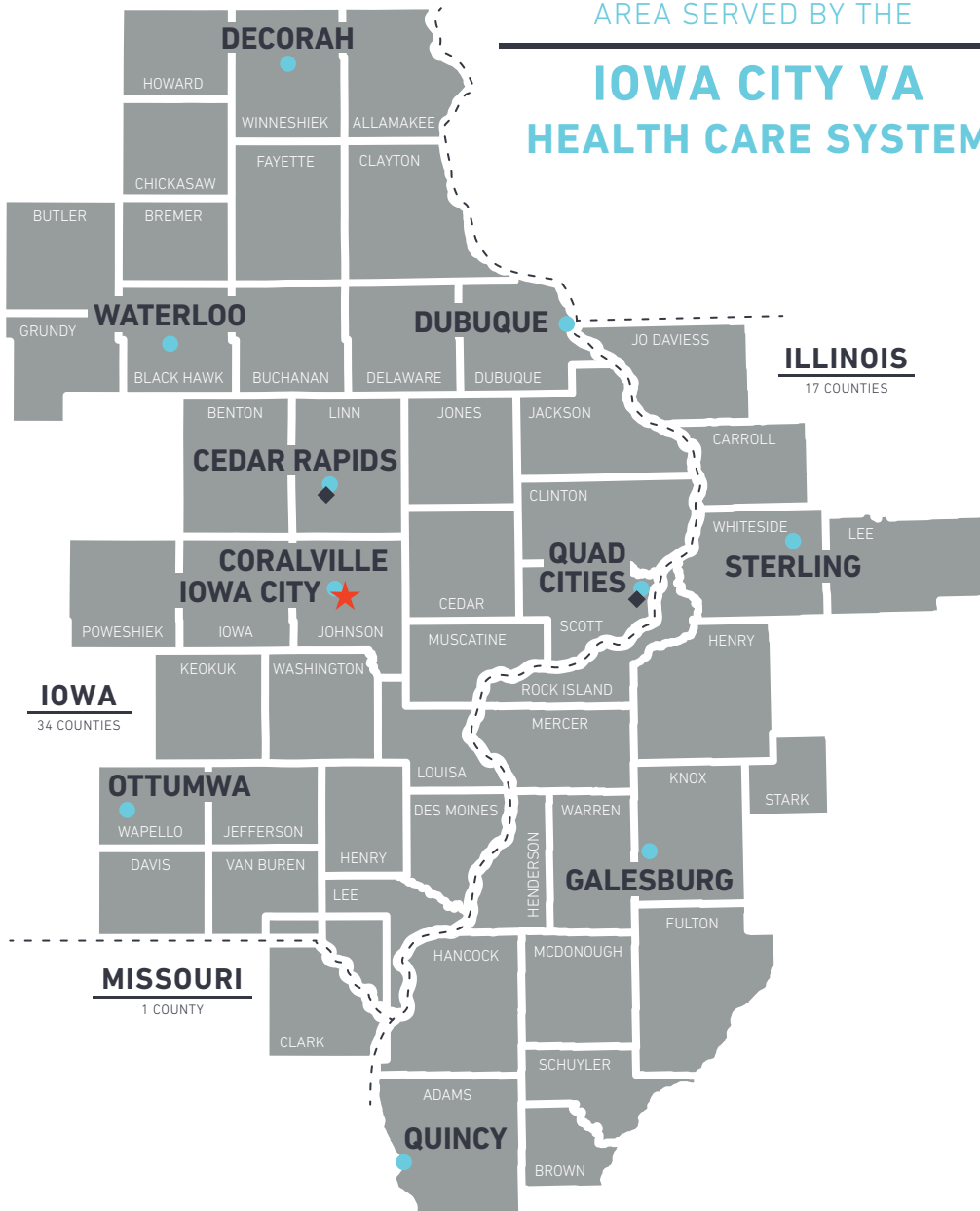
100% of University of Iowa
Medical Students and
Physician Assistant Students
are trained at the
Iowa City VA Health Care System.

Medical Residents	388
Medical Fellows	80
Quality Scholars	5
Audiology Doctoral Extern	1
Pharmacy Residents	5
Physician Assistants	25
Pharmacy Students	153
Medical Students	610
Nursing Students	100
Other Associated Health Trainees	75

Total Trainees 1442

AREA SERVED BY THE

IOWA CITY VA HEALTH CARE SYSTEM



Operating Numbers



83 Inpatient Beds at
Medical Center



50,891 Patients



3,194 Women Veteran Patients

Clinical Stats

585,985

Total Outpatient Visits

3,615

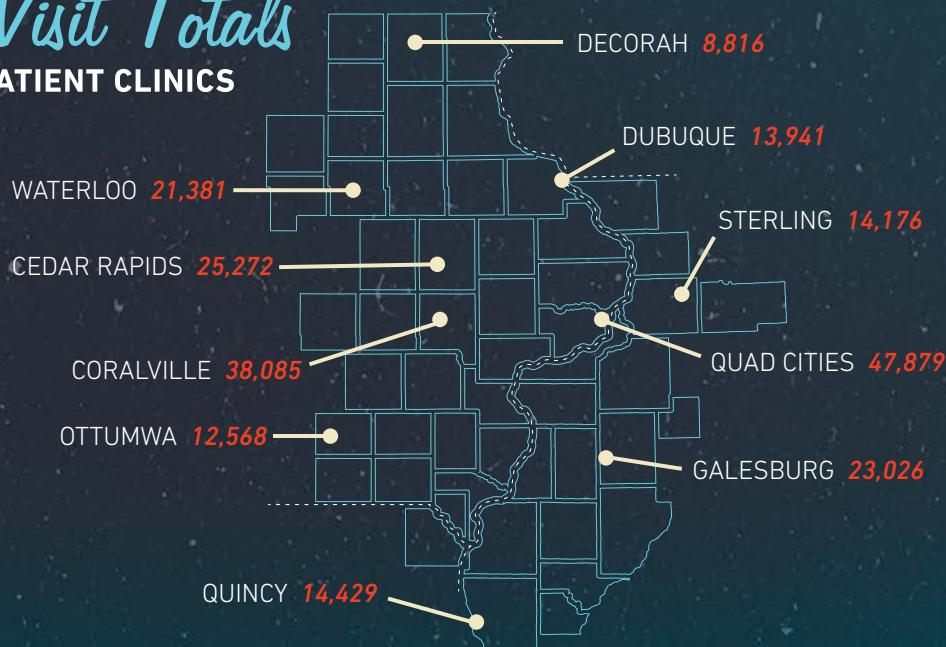
Total Admissions

19,556

Days of Inpatient Care

Patient Visit Totals

FOR OUTPATIENT CLINICS



Voluntary SERVICES

FY 19 DONATIONS:

Monetary Donations	\$86,172.64
In Kind Donations	\$167,359.81
Total Donations	\$253,532.45

FY 19 VOLUNTEERS:

	<i>Number of Volunteers</i>	<i>Hours Served</i>
Adult Volunteers	470	63,328.75
Transitional Volunteers	2	69.5
Youth Volunteers	12	847.75
Total Volunteers	484	64,246

VOLUNTEER TRANSPORTATION NETWORK



31,552 Hours Driven
740,272 Miles Driven
8,541 Veteran Passengers

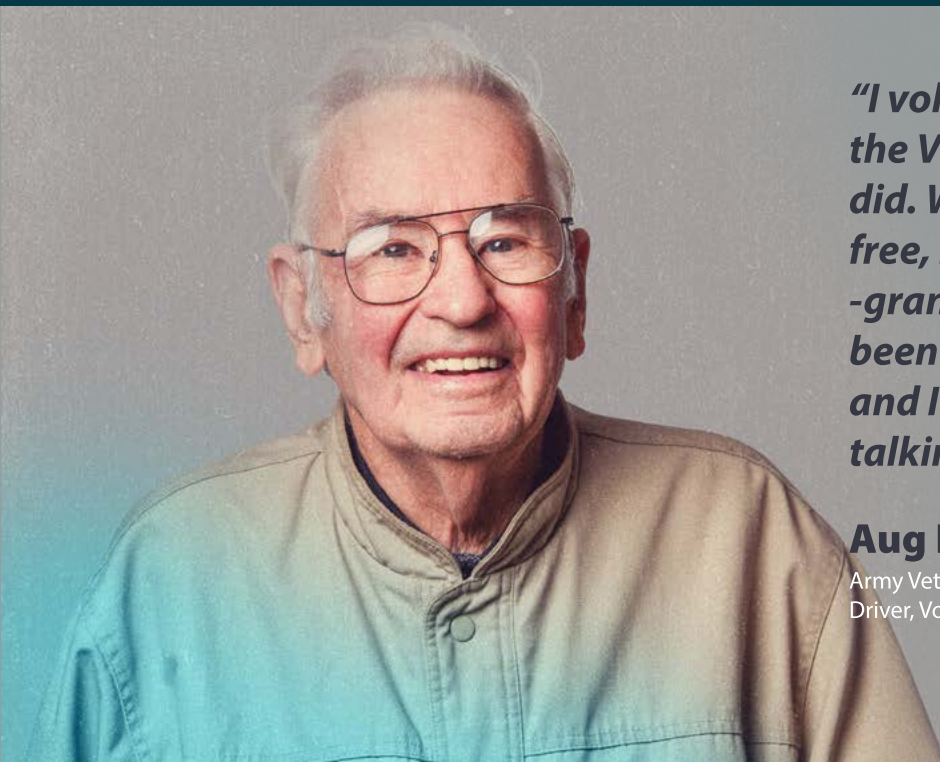
The Volunteer Transportation Network (VTN) provides an essential service to the Veterans served by the Iowa City VA Health Care System. Dedicated volunteers drive hundreds of hours per week to transport Veterans to the Iowa City VA Medical Center for their appointments. The VTN is supported through a partnership with the Disabled American Veterans (DAV).



“Volunteering makes me feel appreciated and needed. I choose to volunteer at the VA because I enjoy helping those that served and sacrificed for our country.”

Mary Littrell

Hallway Ambassador & Administrative Volunteer



“I volunteer to drive to pay back the Veterans for doing what they did. What they did made it so I’m free, my children and great-grandchildren are free. I’ve been a driver for over 25 years and I enjoy the time in the van talking with the other Veterans.”

Aug E. Kerres

Army Veteran
Driver, Volunteer Transportation Network

New Transplant Option

GIVES VETERANS A SECOND CHANCE

Jack Jones missed many things about his life, but none more than training the hunting dogs that he raises at his mountain home in North Carolina. Jones had been waiting for a kidney transplant for four years when he was offered a new opportunity for a kidney: the Iowa City VA Health Care System would transplant a hepatitis C (hep C) positive kidney and then cure the hep C.

"I love to 'coon hunt, I love to deer hunt, I love to fish," said Jones, "I couldn't do all of that on dialysis." He accepted the kidney without hesitation, and the next day he flew to Iowa for his surgery. His transplant was successfully completed on March 9, 2019.

In 2016 Mr. Jones was cured of hep C at the Charles George VA Medical Center in Asheville, North Carolina. His prior hep C diagnosis made him eligible for the hep C positive kidney, which was initially limited to patients who had successfully been cured of hep C in the past.

On average, about 100,000 people per year suffer from kidney failure, and only about 16,000 of those patients receive a transplant. This leaves around 84,000 patients on dialysis, a procedure that can cost as much as \$80,000 annually. This new hep C positive transplant solution will give new life and new hope to Veteran patients, while also reducing the costs of dialysis.

*"This has given me
my life back."*

According to Dr. Daniel Katz, Surgery Director for the ICVA Transplant program, "The high cost of hep C treatment may hinder more rapid adoption of this practice in the private sector where payment for hep C treatment may not be reimbursed to the transplant center, making the transplant episode unprofitable. I give credit to our VA administration for their support, giving our patients the opportunity to take advantage of advancements in healthcare almost as soon as they are reported in the medical literature."

*"I'd recommend
this to anyone"*

Jones said at his 6 month follow-up appointment.

JAMES GRIGGS (LEFT) AND JACK JONES (RIGHT) WERE THE FIRST RECIPIENTS OF HEP C POSITIVE KIDNEYS AT THE ICVAHCS. GRIGGS AND JONES RECEIVED KIDNEYS FROM THE SAME DONOR AND BECAME CLOSE DURING THEIR RECOVERY.

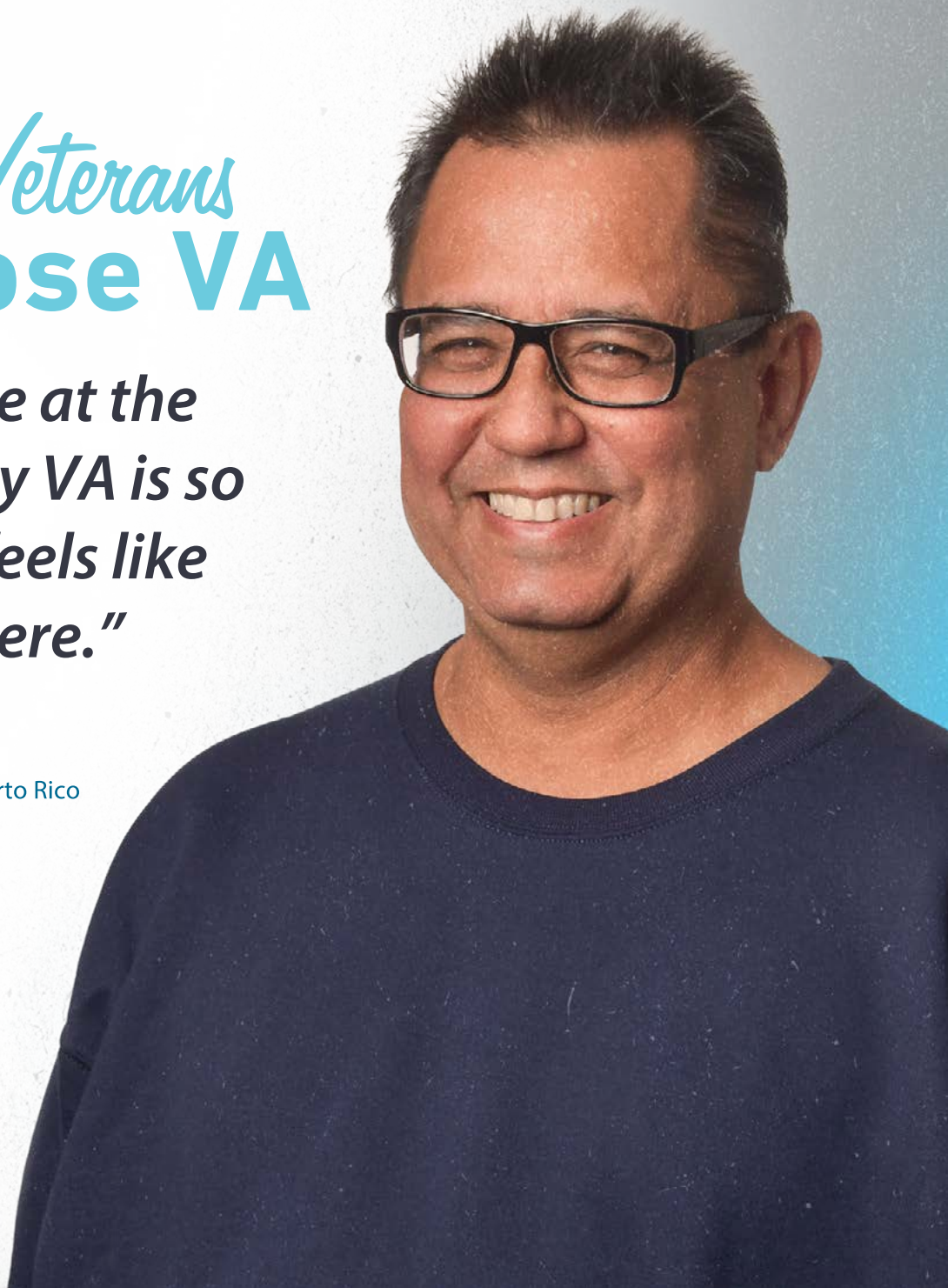


Why Veterans **Choose VA**

***“Everyone at the
Iowa City VA is so
kind. It feels like
family here.”***

Adalberto

Army Veteran | Puerto Rico



Research DEPARTMENT

51 INVESTIGATORS

58 VA-FUNDED PROJECTS

247 PEER REVIEWED ARTICLES PUBLISHED IN FY19

326 ACTIVE RESEARCH PROTOCOLS

626 INDIVIDUALS WORKING ON
ICVAHCS RESEARCH PROJECTS

PROGRAM	FUNDING
Biomedical	\$6,868,036
Rehabilitation Research and Development (RR&D)	\$4,730,820
Health Services Research and Development (HSR&D)	\$2,749,935
Coop Studies	\$560,481
VA-Funded Projects Total	\$14,909,272

KEY PROJECTS:

- Lead site of three Rural Health Resource Centers funded by the VA Office of Rural Health
- Lead site for VISN 23 PACT Demonstration Lab
- One of three sites involved in the study of the impact of service dogs and emotional support dogs on Veterans with PTSD
- VA Research Center for the Prevention and Treatment of Vision Loss
- Center for Access and Delivery Research and Evaluation (CADRE) which focuses on rural health, telehealth and e-health strategies, patient-centered behavioral and self-management interventions, nursing health research, and evidence-based infection prevention

TAI CHI *Changed My Life*

Before Tai Chi, Paul Ramirez was suffering mentally and physically. He had knee pain, shoulder problems, tennis elbow, and was struggling with PTSD. Everything changed when Ramirez watched a Department of Veterans Affairs town hall and learned about Tai Chi. His physical therapist referred him to the Whole Health clinic, where he began attending Tai Chi classes in February 2019. In just 10 months the practice changed his life.

"I had to wear a knee brace every single day, and after the first few months of Tai Chi I stopped wearing my knee brace," says Ramirez, "I haven't had it on since, but I leave it on my shelf to remind me where I could've been."

Tai Chi is a simple mind body exercise integrating slow, intentional movements and controlled breathing. It can be used to treat stress, chronic pain, PTSD symptoms, sleep problems, balance, anxiety, and depression. It can be adapted to all levels of physical ability.

At the Iowa City VA Health Care System Tai Chi is one of many integrative practices offered by the Whole Health Clinic. The Whole Health Wellness specialty clinic uses principles of whole health and intensive lifestyle strategies to address core imbalances and optimize wellness. Whole Health is an approach to care that is guided by Veteran needs, putting the patient rather than the symptoms at the center of the health decisions.

According to Ramirez, "Tai Chi changed my mentality. It told me I can learn more, I can do something else, and I can fix myself. That was enough to keep me going in Tai Chi, it was enough to get me addicted to it."

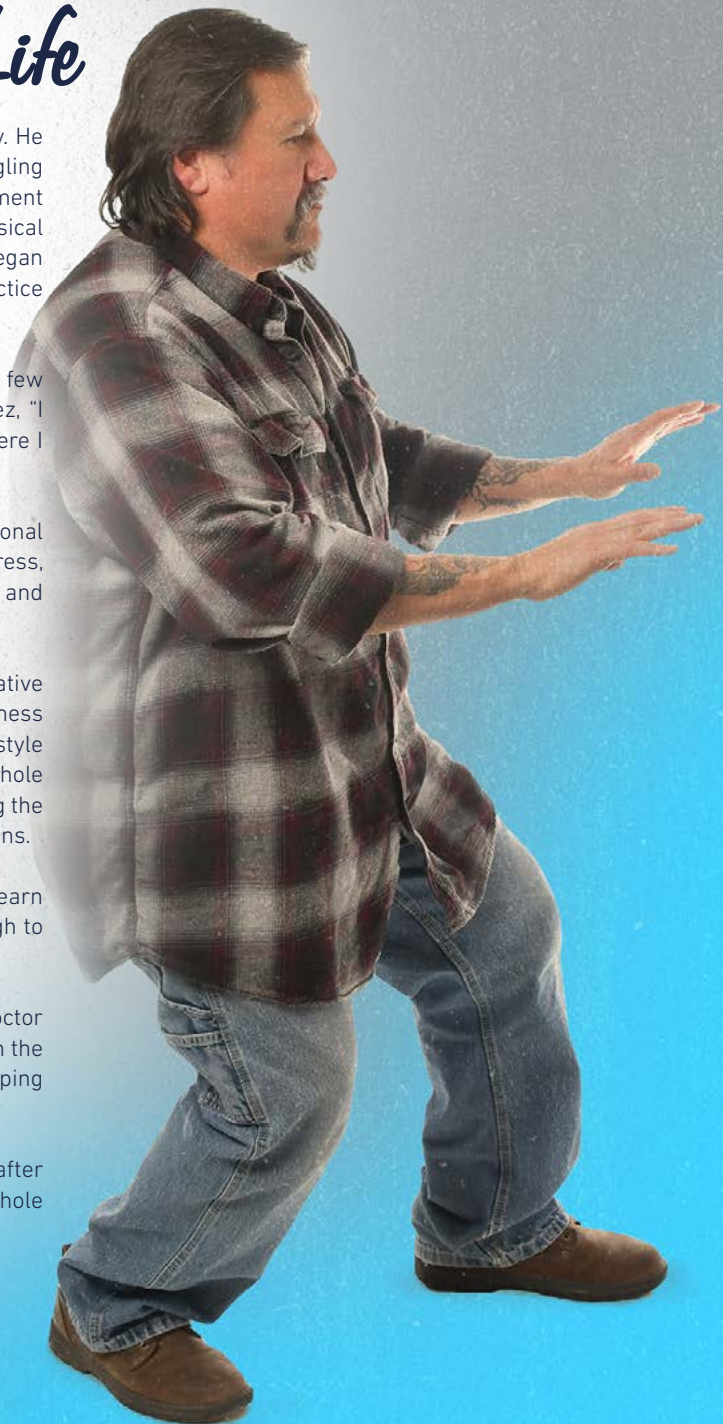
Ramirez still has some pain, but it is no longer debilitating, and his doctor has taken him off all but one of his medications. He also worked with the Whole Health clinic to change his diet, but he credits Tai Chi with helping him stick with the new lifestyle.

"I was in a very dark place before I started Tai Chi. Since shortly after starting Tai Chi, I haven't had any thoughts like that. It gave me a whole different outlook on life. It changed my life – it saved my life."

Paul

Army Veteran | Iowa

Patient at the Iowa City VA Health Care System



Why Veterans Choose VA

"My Physical therapists mean the world to me. They help me stay motivated and provide a little bit of accountability."

Larry

Navy Veteran | Iowa



Federal BUILDING

In Fall 2018 several clinics moved from the Iowa City VA Medical Center to the Iowa City Federal Building VA Clinic. The new facility offers more clinic space, free patient parking, and free shuttle service to and from the Iowa City VA Medical Center.

- *Chiropractic and Acupuncture*
- *Dental Clinic*
- *Physical Therapy*
- *Compensation and Pension*
- *MOVE! Program*
- *Prosthetics and Prosthetics Laboratory*



Quad Cities VA OUTPATIENT CLINIC

On April 1, 2019 the Quad Cities VA Outpatient Clinic moved to a new location at 2826 West Locust Street in Davenport, Iowa.

The new clinic is about 11,000 square feet larger and includes expanded services such as improved examination and treatment space, dedicated women's health exam rooms, and increased accommodation for Primary Care, Mental Health, Pharmacy, and Physical Therapy.

Other new services include Audiology, Radiology (MRI), Podiatry, and Chiropractor and Acupuncture care.



Dubuque VA OUTPATIENT CLINIC

The Dubuque VA Outpatient Clinic initially opened in 1999 in a small space at Mercy Hospital.

On August 26th a new clinic opened at 2600 Dodge Street in Dubuque, providing much needed space to grow. At 21,000 square feet, the clinic is about four times larger than the old location and allows the Dubuque Clinic to provide additional services on site.

Dedicated women's health rooms, telehealth rooms, a physical therapy gym, and radiology are available in the new clinic, as well as additional space for specialty services to be added.



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