

Oklahoma City
VA Medical Center

2007 Annual Report

Table of Contents

MESSAGE FROM THE DIRECTOR	2
OUR FACILITY	3
WORKLOAD STATISTICS	4
FINANCIAL REPORT	5
SATISFYING OUR VETERANS	6
PROVIDING SAFE HIGH QUALITY HEALTHCARE	7
BEING A FINANCIALLY HEALTHY ORGANIZATION	8
DEVELOPING OUR EMPLOYEES	9
ENHANCING OUR COMMUNITY RELATIONSHIPS	10
OUR LOCATIONS	11

Message from the Director

It is my pleasure to present the 2007 Annual Report for the Oklahoma City VA Medical Center highlighting our accomplishments over the past year. As I celebrate my one year anniversary in Oklahoma City last August, I began to reflect on the numerous achievements of our hospital, employees and volunteers.

In keeping with our mission of “Caring for America’s Heroes” we are proud to detail some of these accomplishments in this annual report. Many of these successes are directly aligned with our strategic plan. The Oklahoma City VA Medical Center’s strategic plan is structured around five key drivers that guide our strategic focus.

Key Driver 1: Provide safe high quality health care that is competent, compassionate, and cost effective to improve the functional status of veterans by using evidence-based approaches with measurable results.

Key Driver 2: Satisfy veterans by providing courteous, respectful, and timely access to appropriate patient-centered care.

Key Driver 3: Be a financially healthy organization by governing as a non-proprerty executive leadership council; understanding financial limits; effectively prioritizing initiatives; promoting excellence in business proactive to achieve operational efficiency; and being entrepreneurial and soliciting naturally beneficial collaborations.

Key Driver 4: Enhance relationships within the community to improve service to veterans by strengthening communication systems, implementing new outreach programs, supporting seamless transition to VA from active duty, promoting education with academic affiliates, and promoting research related to improving the health and well-being of veterans.

Key Driver 5: Develop our employees to meet the current and future needs of VISN 16 by promoting diversity, excellence and satisfaction in the workforce; fostering a culture that encourages innovation and participation; enhancing developmental programs and educational opportunities; and recognizing and rewarding high level employee performance and contribution.

I would like to thank the thousands of individuals who helped make 2007 a year of great successes at the Oklahoma City VA Medical Center. We share these accomplishments and look forward to many more in 2008 as we continue our mission of *Caring for America’s Heroes*.

David Wood

David P. Wood, MHA, FACHE
Medical Center Director



Our Facility



All photos in this Annual Report were provided by Medical Media Department, Oklahoma City VA Medical Center.

The Oklahoma City VA Medical Center consists of a 172-operating bed VHA facility located in central Oklahoma. The facility serves forty-eight Oklahoma Counties and two counties in North Central Texas (Wilbarger and Wichita) with a veteran population of over 225,000. The Oklahoma City VAMC also includes a community based outpatient clinic in Lawton, Oklahoma and North Oklahoma City (VA staffed), and contract

community based outpatient clinics in Konawa, Ponca City/Newkirk, Ardmore, and Clinton, Oklahoma and in Wichita Falls, Texas.

The Oklahoma City VAMC is a tertiary care facility, classified as a Clinical Referral Level III facility (VA complexity level rating of 1b). The facility is a teaching hospital, providing a full range of patient care services, with state-of-the-art technology as well as education and research.

Comprehensive health-care is provided through primary care, tertiary care, and long-term care in areas of medicine, surgery, psychiatry, physical medicine and rehabilitation, neurology, oncology, dentistry, geriatrics and extended care. The Oklahoma City VAMC is a part of VA Network 16, which includes facilities in Oklahoma, Arkansas, Louisiana, Mississippi and Texas.

“To care for him who shall have borne the battle and for his widow, and his orphan.”
— Abraham Lincoln

Mission

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

Vision

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

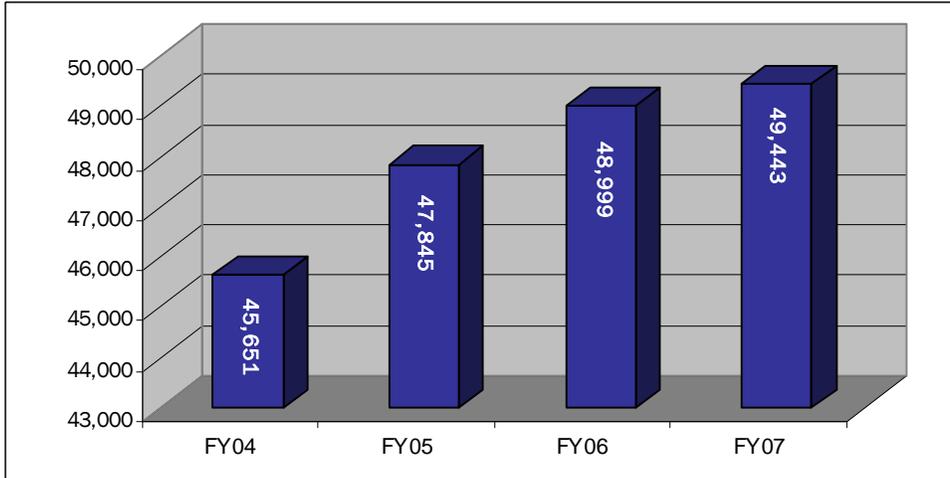
Core Values

- Trust
- Respect
- Excellence
- Compassion
- Commitment



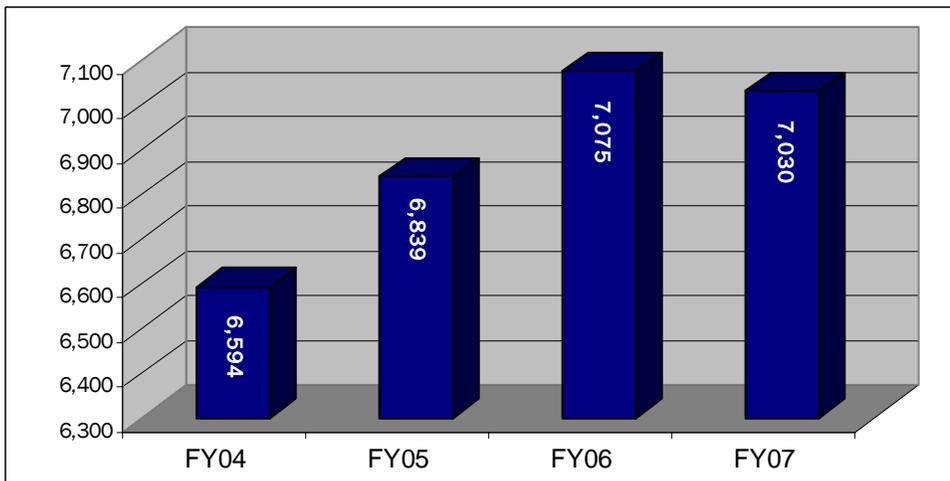
Workload Statistics

Unique Patients



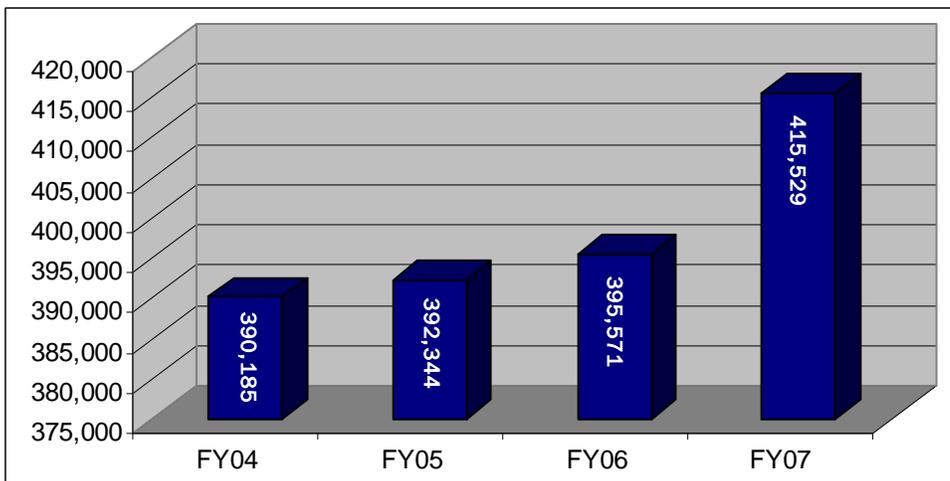
47% — The percentage increase in the number of unique patients treated during the period 1996 to 2007. The average annual increase was 3.9%.

Inpatient Admissions



Operating Beds:
Acute Care = 104
Intensive Care = 32
Extended Care = 20
Transitional Care = 13
Friendship House = 20
Grand Total = 189

Outpatient Visits



Since FY02, the Oklahoma City VA Medical Center has experienced a 26.5% increase in outpatient workload.
***Outpatient workload includes CBOC visits.**

Financial Report



An employee makes adjustments to a prosthetic limb.



The Oklahoma City VAMC received an additional \$3 million for dental care in FY07. This money was primarily used to eliminate the waiting list for patients wishing to receive dental care.

Funding for the Oklahoma City VA Medical Center is appropriated through three main categories: Medical Administration, Medical Services, and Medical Facilities. Approximately 58% of our budget is spent in salary costs. The budget highlights are shown below.

Medical Administration

	Total Funding Available
Subtotal	\$ 23,511,887

Medical Services

	Total Funding Available
Prosthetics	\$ 16,121,484
Equipment	\$ 12,967,466
Dental (Eliminating Electronic Waiting List)	\$ 3,133,731
State Homes	\$ 22,661,493
Outreach	\$ 395,043
Mental Health	\$ 2,466,239
All Other (including salary costs)	\$ 164,672,049
Subtotal	\$ 222,417,505

Medical Facilities

	Total Funding Available
Subtotal	\$ 23,326,516

Other

Centralized Mail-Out Pharmacy (CMOP)	\$ 25,144,188
Medical Care Cost Recovery (MCCR)	\$ 22,490,135
Office of Information & Technology	\$ 3,384,722

Total Operating Budget

\$ 300,451,818

Satisfying Our Veterans

In recent years the Veterans Health Administration (VHA) placed increasing emphasis on improving the quality of services to veterans. One of the most critical indicators of our success in providing quality of service is customer/patient satisfaction. Various approaches to the

enhancement of care have been undertaken and include the provision of high quality primary care, specialty care, extended care and related social support services through an integrated healthcare delivery system. The Oklahoma City VAMC is working diligently to achieve VHA's goals, that include

providing customer service comparable to the best service provided by public and private sector organizations. In fiscal year 2007, the Oklahoma City VAMC saw an increase in customer satisfaction as a result of several new customer service programs.

New Customer Service Initiatives

The Oklahoma City VAMC developed and implemented several customer service initiatives in the winter of 2007. Our new customer service programs include Press Ganey patient satisfaction surveys, OpinionMeter electronic survey kiosks, post-discharge phone calls, the Ambassador Program, patient education/discharge toolkits, and a revamped Customer Service Department.

Press Ganey patient satisfaction surveys were the first tool to be implemented in December 2006. These patient satisfaction surveys are mailed to all

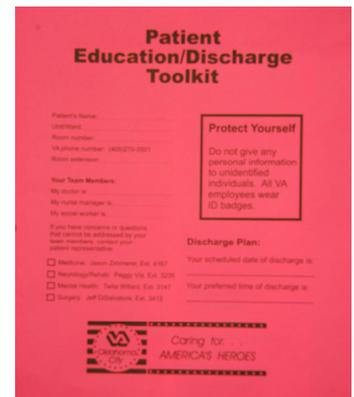
inpatients shortly after discharge from our facility. With an average response rate of 30-35%, each service in our facility has developed action plans based on areas needing improvement.

The Customer Service Ambassador Program provides inpatients with enhanced personalized service. Over 100 employees including managers and executive leadership participate in this program quarterly. The Ambassador Program provides a brief personal visit to each inpatient shortly after admission and addresses any questions and concerns.

The Patient Education/

Discharge Toolkit was developed in response to below average patient satisfaction scores in the area of patient education. The Toolkit, provides new inpatients information on understanding their plan of care, patient rights and responsibilities and what to expect prior to discharge. The toolkit has been duplicated in other VA Medical Centers across the country.

98.6% — The percentage of primary care appointments scheduled within thirty days of the veteran's desired appointment date in Oklahoma City.



The Patient Education/Discharge Toolkit is distributed to all inpatients upon admission.

95% — The percentage of specialty clinics appointments scheduled within thirty days of the veteran's desired appointment date.

Providing Safe High Quality Health Care

www.myhealth.va.gov — the gateway to veteran health benefits and services. Veterans are encouraged to register for this free service allowing access to trusted health information, online prescription refills and much more.



Hand washing is a key component of our infection control program.

VA is a leader in reducing hospital acquired infections — The Oklahoma City VAMC, along with all other VA hospitals, expanded the successful infection control program for reducing MRSA infections.

The Oklahoma City VAMC has initiated several innovative programs designed to improve clinical quality of care. Included in these initiatives is the “No Veteran Left Behind” program of expediting entry of all veterans into primary care within 30 days. Other areas of improvement can be seen in our Operation Enduring Freedom/ Operation Iraqi Freedom (OEF/OIF) Outreach, enhanced Mental Health services and the facility’s performance measure ratings.

OEF/OIF Outreach

The OEF/OIF Program Office at the Oklahoma City VAMC consists of a Program Manager, Patient Advocate, and a Social Work Case Manager. The OEF/OIF Program Office screens all new OEF/OIF enrollees for traumatic brain injury, PTSD and alcohol/drug abuse. They also coordinate with Primary Care to set up the

veteran’s initial orientation and primary care visit. All referrals from military treatment facilities come through the Program Office, contact is made within seven days, a case manager is assigned and follow-up care is arranged with all services.

The OEF/OIF Program staff and counseling team

from Mental Health and Medical Administration attend post deployment health reassessment events where they brief troops on health care services, provide counseling and assist with new enrollment. During FY07 they briefed 906 Oklahoma National Guardsmen and Reservists.

Enhanced Mental Health Services

In conjunction with the President’s New Freedom Commission goals, VHA developed a comprehensive mental health strategic plan. The Oklahoma City VAMC enhanced Mental Health Programs to support the VHA Mental Health Strategic Plan. Some of

the new programs and services at our facility include: Compensated Work Therapy program enhancements, homeless program enhancements, Mental Health Intensive Case Management, hiring a Recovery Coordinator and a Suicide Prevention Coordinator, family

mental health care in the REACH program, OEF/OIF Readjustment Program, enhancement to mental health care in CBOCs and the integration between Primary Care and Mental Health Services.

Performance Measure Highlights

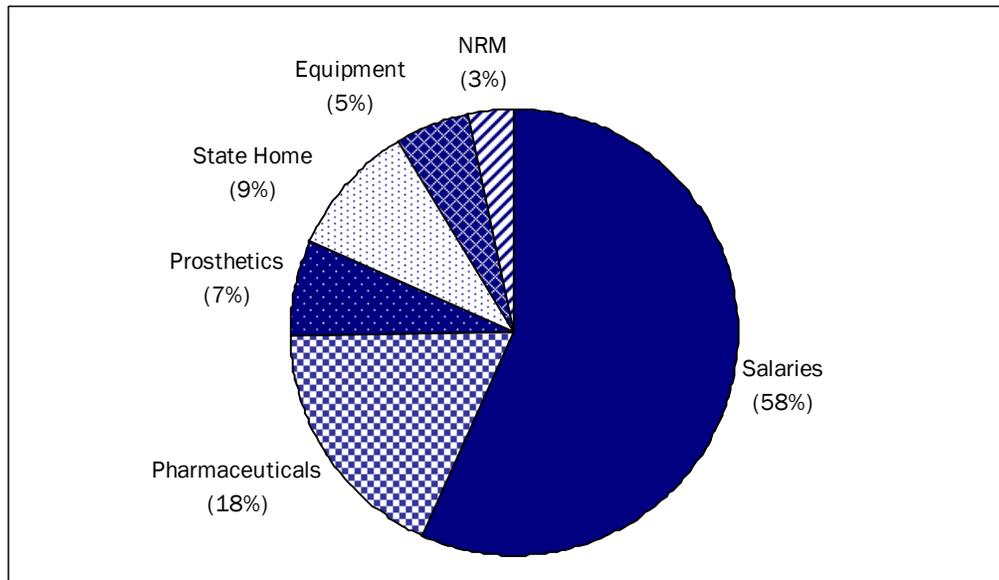
Performance measures allow us to objectively measure the degree of success of a particular program. The Oklahoma City VAMC increased

scores over FY2006 that resulted in several performance measure milestones in FY2007. Of the 42 clinical measures, 74% met or exceeded

target. Additionally, the Oklahoma City VAMC exceeded or met target on all ten Core Clinical Indicators.

Being a Financially Healthy Organization

Budget Breakdown



In FY2007, the Oklahoma City VA Medical Center received nearly \$13 million targeted for purchasing new and replacement equipment.

Congresswoman Mary Fallin Visits Oklahoma City VAMC



Participating in the ribbon cutting ceremony were David Wood, Medical Center Director, Congresswoman Mary Fallin, Dr. Peggy Wisdom, Chief, Neurology and Rehabilitation Services, and representatives from Paralyzed Veterans of America.

On April 11, 2007, Congresswoman Mary Fallin served as the keynote speaker for a dedication ceremony of the renovated Neurosciences Unit. This 20 bed Neurosciences inpatient unit provides specialized care to veterans with neurological disorders, neurosurgical disorders, and chronic disabling disorders. Within the Neurosciences Center, neurological services, rehabilitation services, neurosurgical services and the interdisciplinary programs Comprehensive Integrated Inpatient Rehabilitation, Center for Alzheimer's and Neurodegenerative Disorders, Spinal Cord Injury, Epilepsy, Stroke Outcomes Program, and High Risk Foot are provided.

\$22,490,135— The amount of money collected under Medical Care Cost Recovery in FY2007. This money is collected from third party insurance companies for care received at the OKCVAMC.

Voluntary Service Contributions

Voluntary Service at the Oklahoma City VAMC collected more than \$1.3 million in donations and monetary gifts in FY2007. The 686 volunteers at our facility also donated 116,961 hours of service throughout the year.



Also during FY2007, the OKCVAMC opened the renovated 8E inpatient psychiatry unit pictured above.

Developing Our Employees



As a class project, the 2007 EVAL participants worked with senior managers in evaluating the all-employee survey scores.

The Oklahoma City VAMC uses SWANK Healthcare for online continuing education courses. In FY2007 our employees completed 42,422 continuing education courses.



Medical Center Director David Wood speaks to Environmental Management employees at the CREW kick-off event. The OKCVAMC has embraced the CREW initiative which emphasizes civility, respect and engagement in the workplace.

Employee Programs

The Oklahoma City VAMC actively participates in numerous career development programs that are targeted to advance employee satisfaction and succession planning efforts. These programs include:

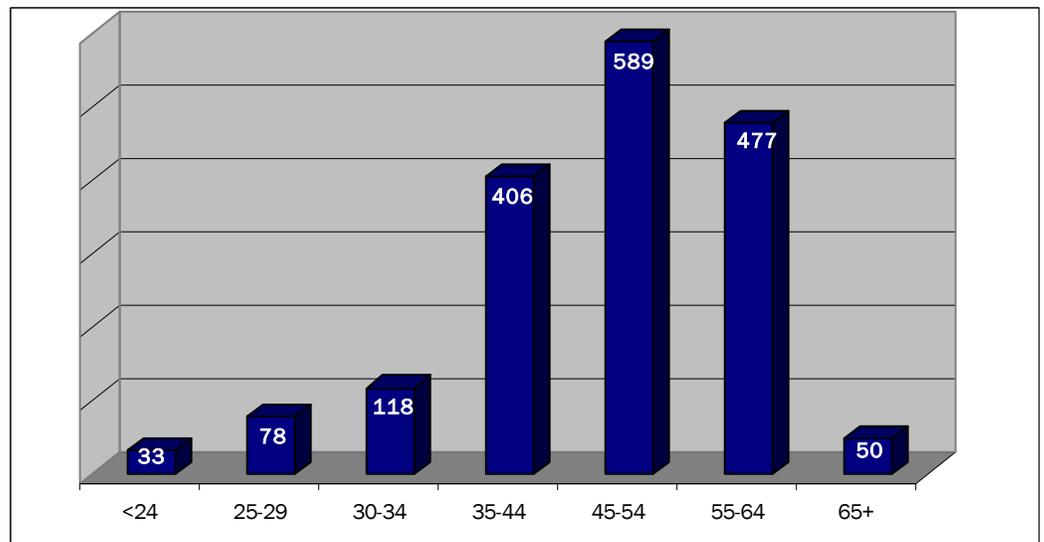
- School at Work
- Technical Career Field
- Education Debt Reduction Program
- Employee Incentive Scholarship Program
- National Nursing Education Incentives
- VA Nursing Education for Employees Program
- Student Educational Employment Program
- Executive Career Field
- Emerging VA Leaders
- Leadership Development Institute
- Graduate Health Administration Training Program

Other opportunities that have been established for employees include the

establishment of Assistant Chief positions for succession planning, education grants through the facility's Education Council, the provision of granting authorized absence to attend conferences, and retention/recruitment incentives offered to various employees in hard-to-recruit and retain positions.

Succession Planning

The graph below represents the age distribution of our employees during FY2007.



Due to the high percentage of our employees that are retirement eligible, the Oklahoma City VAMC has developed initiatives designed to assist in succession planning. In addition to the establishment of Assistant Chief positions, various employees are eligible for market pay, performance pay, recruitment and retention incentives, and the work study program.

Enhancing Our Community Relationships

Educational Affiliations

The Oklahoma City VAMC has active affiliations with the University of Oklahoma Medical School. The facility is connected both physically and functionally to the University. Over 1,100 University residents, interns, and students were trained at this facility last year. There

are nursing student affiliations as well as affiliations involving dentistry, pharmacy, social work, radiologic technology, audiology and speech pathology, and psychology with the University of Oklahoma. Clinical experiences are provided through affiliation agreements

with more than fifteen state, community, and private institutions. Through these programs, the Oklahoma City VAMC makes a significant contribution to both the development of qualified health professionals and the economic growth of the state.



The Knights of Columbus enter during the 2006 Veterans Day Ceremony held at the Oklahoma City VAMC. Following the ceremony, local active duty military personnel visit hospitalized veterans.

Redesigned Website: www.oklahoma.va.gov



In the fall of 2007, the Oklahoma City VAMC debuted a new website. Our new website contains over 60 pages of information including services offered, patient and visitor information, careers, volunteer opportunities, and national VA links to educational materials.

Please take a few moments to visit our new website at: www.oklahoma.va.gov

The OEF/OIF Program Office participates in the Veterans Transitional Assistance Program. In FY2007 they briefed 211 National Guardsmen through the VTAP effort.

Research Programs

The Oklahoma City VAMC has a research and development program which encompasses a wide range of specialized research areas including multiple studies in infectious diseases and gastroenterology. The research being conducted in our 26,609 square foot research and animal

facilities as well as clinical programs contribute to enhancing our ability to provide state-of-the-art medical techniques and treatments to our veteran patients. During fiscal year 2007 with a budget in excess of \$2.4 million, there were 62 active Research Principal Investigators and 152

active research projects at the medical center. The Research Service also recently received full accreditation for their Human Research Protection Program by the Association for the Accreditation of Human Research Protection Programs.



Veterans, volunteers and employees participate in the POW-MIA Candlelight Ceremony.

www.oklahoma.va.gov

OKLAHOMA CITY VA MEDICAL CENTER

913 N.E. 13th Street
Oklahoma City, OK 73104
405.270.0501

NORTH MAY CLINIC

2915 Pine Ridge Road
Oklahoma City, OK 73120
405.270.0501 ext. 4700

ARDMORE OUTPATIENT CLINIC

1015 S. Commerce
Ardmore, OK 73401
580.223.2266

KONAWA OUTPATIENT CLINIC

527 West Third Street
Konawa, OK 74849
580.925.3286

LAWTON OUTPATIENT CLINIC

4303 Pitman & Thomas
Ft. Sill, OK 73503
580.353.1131

PONCA CITY OUTPATIENT CLINIC

215 N. 3rd Street
Ponca City, OK 74601
580.762.1777

WICHITA FALLS OUTPATIENT CLINIC

1800 7th Street
Wichita Falls, TX 76301
940.723.2373

Editor: Stacy Rine
Public Affairs Officer