

2015 ANNUAL REPORT



- DALLAS
- BONHAM
- FORT WORTH
- TYLER
- BRIDGEPORT
- DENTON
- GRANBURY
- GREENVILLE
- POLK STREET
- SHERMAN

Celebrating [★]75[★] Years of Service

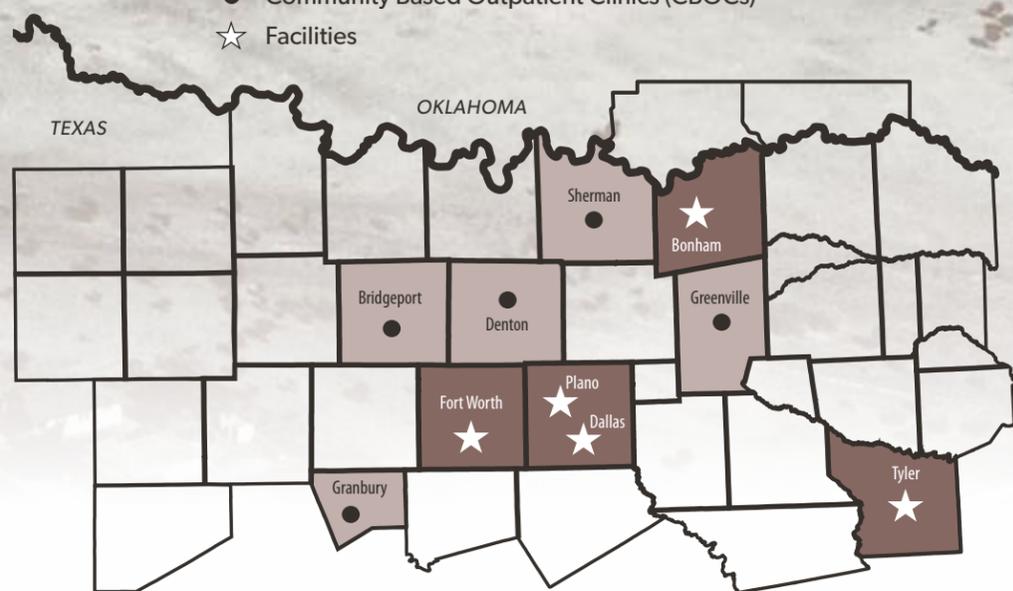
Serving 38 counties in North Texas and 2 in southern Oklahoma



DALLAS VA MEDICAL CENTER
Proudly Serving Veterans
 SINCE 1940

VA NORTH TEXAS HEALTH CARE SYSTEM

- Community Based Outpatient Clinics (CBOCs)
- ☆ Facilities



From Our Director

Our journey towards high reliability was marked with some impressive milestones in 2015.

VA North Texas became the first VA medical facility and second hospital in the country to successfully deploy the vBloc implant, a scientifically advanced weight loss system.

Dallas VAMC was designated a Level Two stroke center, which carries the larger responsibility of providing comprehensive, clinical care to stroke patients.

VA North Texas increased its footprint in Tyler, activating a new primary clinic August 2016 and approved for an additional specialty clinic.

Researchers partnering with the University of Texas at Dallas began exploring Virtual Tele-Rehab that combines telemedicine and physical rehabilitation.

VA North Texas successfully coordinated the 35th National Veterans Wheelchair Games in June 2015.

Dallas VAMC also celebrated its 75th anniversary of providing timely, high quality health care to North Texas Veterans. Since 1940, our sprawling campus has grown to 84 acres and a team of more than 5,500 dedicated employees who work hard every day to provide and support patient care in a comfortable and safe environment.

Looking ahead, we will continue to focus our energy on timely access to high quality health care providing the right type of care for best possible health outcomes with attention to needs and life goals of our Veterans. We are using **SAIL** — **S**trategic **A**nalytics for **I**mproving and **L**earning — to engage staff and focus on quality outcomes such as patient flow, satisfaction and safety.

No organization understands health conditions and illness directly related to military service better than VA. Providing quality health care services to America's heroes by employees dedicated to go the extra mile will be our renewed focus going forward.

Jeff Milligan
 Director

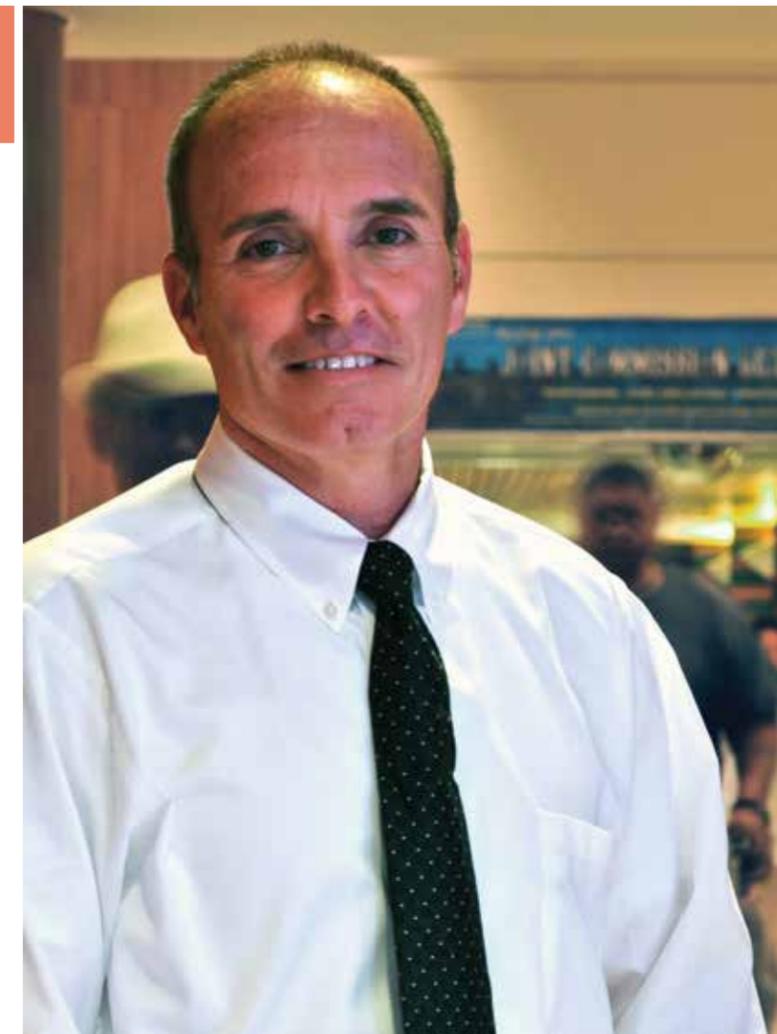


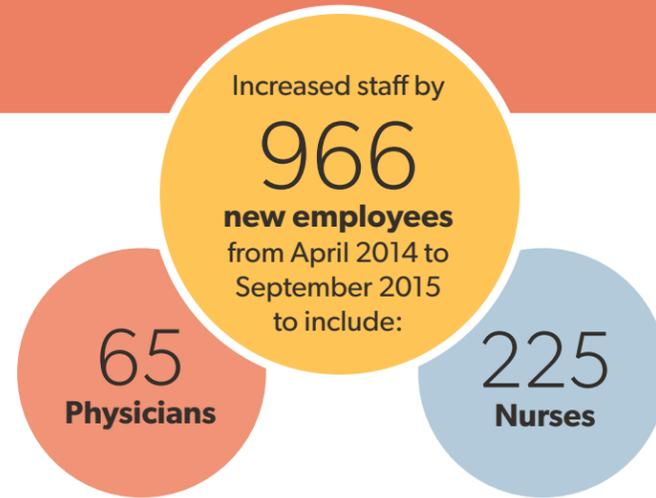
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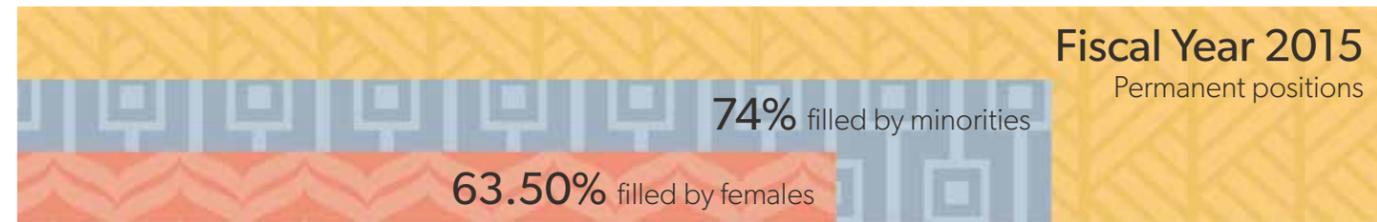
STATISTICS

STAFFING

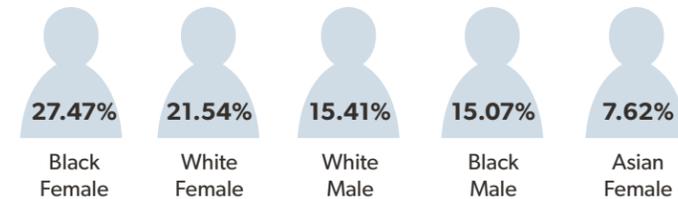
- **Increased interim staffing** by 2 locums in Ambulatory Care and 1 in Surgical Service to fill short term vacancies and mitigate disruption to scheduled appointments.
- **Hired 214 staff** using funding from the Choice Act.
- **Employee turnover rate for 2015** (end of Q3 FY15) was 9.05% compared to 9.74% in 2014.



CULTURAL DIVERSITY FACTS



WORKFORCE By Race, Ethnicity and Gender



ALL-EMPLOYEE SURVEY

- **51% response rate** for FY2015 with 2,400 employees participating
- AES improvement seen in **more than 90%** of all Services
- Compared to 1A Facilities, **VA North Texas ranked #20** compared to #30 in FY2014
- Overall Employee Satisfaction **scored 5th** among 32 VHA 1A Facilities

VOLUNTEERS

Site	Number of Volunteers	Total Volunteer Hours	Monetary Donations	Activity Donations	Item Donations	Total Donations	Volunteer Hourly Value	Total Resource Impact
Bonham	265	30,507	\$17,834.61	\$61,757.59	\$588,561.06	\$668,153.26	\$752,302.62	\$1,420,455.88
Dallas	678	82,028	\$219,486.50	\$86,986.48	\$1,172,950.10	\$1,479,423.08	\$2,022,810.48	\$3,502,233.56
FWOPC	211	22,436	\$10,284.20	\$0.00	\$63,044.56	\$73,328.76	\$553,271.76	\$626,600.52
Totals	1154	134,971	\$247,605.31	\$148,744.07	\$1,824,555.72	\$2,220,905.10	\$3,328,384.86	\$5,549,289.96

HIGHLIGHTS

- **Top 3 Tier Pay Grades (GS 13-15)**
883 positions with 2% minorities
- **Middle 3 Tier Pay Grade (GS 9-12)**
1603 positions with 59% minorities
- **Leadership Promotions**
45 employees promoted with 44% minorities and 62% female
- **Senior Level Positions**
61 employees selected with 36% minorities and 69% female

Facility Highlights

Became the first VA facility to perform **implantation of vBloc**, a technology-based, scientifically advanced weight loss therapy.

Unveiled a **Women Veterans Wall of Honor**, celebrating the service and sacrifice of our Nation's female Veterans at the Community Living Center in Dallas. The wall represents the five military branches and features uniforms and photographs donated by women Veterans.

Hosted an **Ethics Symposium** in April for Veterans to promote awareness and guide patient decisions for medical ethics in a health care setting.

Hosted a free "come and go" **Benefits Fair** with Texas Veterans Commission and Veterans Land Board, to ensure Veterans are aware of benefits they are eligible for and have earned.

Convened a **Mental Health Summit** in August with key community stakeholders to enhance access to mental health services and address mental healthcare needs of Veterans and their family members.

Organized a **Suicide Prevention Symposium** in September for Veterans, family members, VA staff and the community to better understand related conditions, symptoms and the need for support and treatment.

Conducted the **26th Annual Community Health Fair** in November to offer medical resource information and free health services to the community.

Participated in VA's **National Access Stand Down event** in November to reach out to all Veterans identified as having acute needs and make sure they can be seen by VA or in the community.

Using real-time video, 3-D computer-generated worlds, and force-feedback "haptic" devices, VA North Texas physicians began a research project to combine telemedicine and physical rehabilitation to provide Veterans with faster, easier, more convenient access to rehabilitation services.

Recognized as a **"Leader in LGBT Healthcare Equality"** by the Human Rights Campaign Foundation, the educational arm of the country's largest lesbian, gay, bisexual and transgender civil rights organization.

Designated a **Primary Level Two Stroke Center** by the American Hospital Association/American Stroke Association, reflecting the organization's commitment to stroke education, quick treatment, and quality outcomes.

Hosted the **Annual Regional Veterans Day Program** in November with Sam Rayburn Memorial Veterans Center and City of Bonham.



PHOTO: Physical Medicine & Rehabilitation Service Staff Physician Thiru Annaswamy, M.D., and colleagues at the University of Texas at Dallas are researching the potential of changing the way we communicate with and provide care for our Veterans.



PHOTO: Marine Corps Veteran Brenda Powell's service photo was among the items featured on the Women Veterans Wall of Honor; a project guided by Geriatrics & Extended Care Physician Assistant Pam Korzeniowski, PA-C.

WHEELCHAIR GAMES



VA North Texas and Lone Star Chapter of Paralyzed Veterans of America hosted the 35th National Veterans Wheelchair Games in June. Competing in 18 sporting events such as basketball, handcycling and motorized wheelchair rally, more than 600 wheelchair athletes with spinal cord injuries, multiple sclerosis, amputations and other neurological conditions pushed through physical limitations to improve their health, independence and overall well-being.



Quality, Safety, Value

In FY 15, Quality, Safety Value (QSV) Service facilitated a successful Joint Commission Opioid Treatment Program Survey, as well as three program accreditation reviews conducted by the Commission on Accreditation of Rehabilitation Facilities (CARF). QSV also guided various internal reviews, including VA Office of Inspector General and continues to enhance the Patient Safety program. QSV Systems Redesign leads VISN 17 in Lean Six Sigma trainings, certifications and project savings. Improvement projects grossed over \$12,000,000 in type 1 and 2 savings in FY 15!

2015 Site Reviews and Survey Successes

The VA North Texas External and Internal Review Committee (EIRC) established an integrated organizational framework to oversee, plan, implement, evaluate and improve survey preparation and continuous readiness for The Joint Commission, VA Office of Inspector General, Commission on Accreditation of Rehabilitation Facilities (CARF) and URAC Call Center.

This new approach transitions from "ramp-up" for survey readiness to a foundation and culture of continuous standards compliance for a highly reliable patient safety system.

Senior managers, medical staff and front-line managers lead interdisciplinary sub-committees and continuous readiness teams, and more than 200 staff members actively participated in continuous readiness projects.

2015 Successes

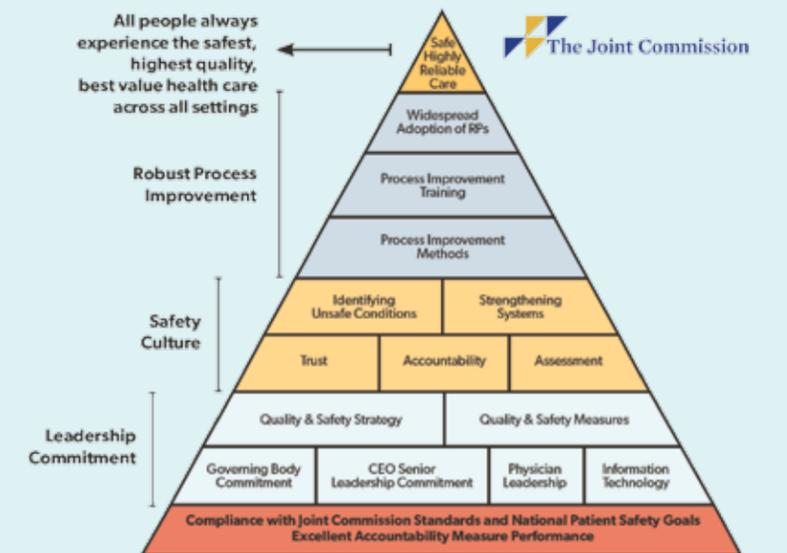
The Joint Commission Focused Standards Assessment

Continuous readiness teams assessed and validated standards compliance for more than 2,300 elements of performance for the Hospital, Behavioral Health, Nursing Care Center and Home Care Accreditation Programs with only 29 areas of non-compliance. Interdisciplinary teams developed and implemented corrective actions to bring areas of non-compliance into compliance. Improvements included changes in staff education for dementia patients, system-wide training for clinical staff related to infection prevention and control national patient safety goals, policy revisions to ensure alignment and compliance with The Joint Commission standards, and significant improvements to our tissue management program.

VA North Texas continues its journey to be a High Reliability Organization. Following the establishment of QSV Service in FY 14, leadership continues to align the health care system to support a culture of patient safety, continuous readiness and robust process improvement. All executives and chiefs have completed Lean Six Sigma Yellow Belt training. Some FY 15 initiatives:

- Executive QSV Board is now parent of all governance with redesign of governance structure to focus on QSV
- Implementation of on-going review preparation in External and Internal Review Committee
- Physician champion for patient safety was identified
- "Good Catch" awards were implemented to recognize employees who prevent a potential safety issue
- A third Systems Redesign Coordinator was added
- AIM – Analytics and Information Management reporting capabilities were enhanced

BUILDING BLOCKS TO ACHIEVING HIGH RELIABILITY



The Joint Commission Three-Year Accreditation

Fort Worth Opioid Treatment Program with only two indirect impact requirements for improvement corrected prior to The Joint Commission's allowable timeframe.

CARF Three-Year Accreditation

Behavioral Health Homeless Program, Community Living Center Rehabilitation Program, Amputee Program, and Spinal Cord Injury Program with minimal findings mostly related to administrative requirements.

Nursing Fair

Nursing Service hosted two hiring fairs in 2015, where more than 600 nurses applied for positions in acute care, critical care, outpatient clinics, dialysis, long term care, telemetry, operating room and emergency department. Approximately 200 were hired, adding to the largest workforce group at VA North Texas.

In addition to being the nation's largest integrated health care system, VA offers opportunities for continuing education and training. Since 1999 when the Employee Incentive Scholarship Program began, 302 VA North Texas staff has received \$6.3 million in scholarship awards with the largest growth occurring over the past two years.

PHOTO: Nursing Fair at Dallas VA Medical Center

Scholarship Coordinator Tydette Tisdell is happy to see so many opportunities available for nurses who have a daily impact on quality patient care.

“Outside of the military health system, only VA has the mandate to advance nurses’ understanding of military exposure and its consequences to Veteran health,”

Tisdell said.

Fiscal Year 2015

Improved Wait Times and Physician Productivity for Ambulatory Care



- Extended clinic hours into nights and weekends to leverage limited space and enhance convenience for Veterans at all sites.
- Increased delivery of care by telephone and secure messaging to better use provider time, improve access, and meet Veteran care needs without their traveling for a scheduled appointment. Compared to 20.93% in FY2014, improved to 22.43% use of telephone encounters.
- Attained 40.46% of Veterans using secure messaging through June 2015 compared to the VA national average of 27.05%. Veterans opting in for secure messaging was 33.41%.
- Standardized appointment grids resulting in an average gain of more than 14,000 appointments per year.
- Adjusted target panel sizes to match clinical availabilities. To improve efficiencies considering Veteran preference, established patients were shifted from over-empaneled providers and new patients assigned to those with available capacity.
- Increased use of telehealth to 7.85% in order to see more Veterans, reduced or eliminated Veteran travel time, and better leveraged provider time.
- Increased use of e-consults to 6.90% exceeding the VA national average of 6.56%, and improved Veteran access to specialty care without an additional appointment and better leveraged specialty provider time.
- Increased delivery of mental health care by doubling the number of Dallas and tripling Fort Worth mental health primary care providers, giving Veterans access to care without requiring additional specialty care appointments.
- Deployed a robust tool to evaluate specialty care productivity from service level to the provider level.
- Reduced patient “no-shows” and late appointment cancellations using the Audio Care reminder system. In addition, closely monitored no-show rates at bi-weekly meetings.
- Increased clinic visits over the previous year to 1,392,553.
- Completed 97.46% of established primary care, 91.6% of new primary care, 95.88% of established specialty care, 93.9% of new specialty care, 96.4% of established mental health, and 97.1% of new mental health appointments within 30 days of the clinically indicated or preferred date.
- Scheduled 100,867 total pending appointments as of October 2015. The average wait time for Primary Care was 4.13 days; Specialty Care, 4.89 days; and Mental Health, 4.12 days.
- Processed a 10% increase in requests for care in the community totaling 310,380 outpatient visits.
- Surpassed Virtual Care Modality Goal of 35% with a total of 43.62% unique patients which exceeds VA national average of 38.99%.



VA Patient Centered Care and Cultural Transformation Health System Specialist Timothy Calvert (*left*) and Program Analyst Todd Houck (*right*) recently made a site visit to Dallas VA Medical Center and toured the facility with Assistant Director for Outpatient Services Jennifer Purdy and Executive Assistant to the Director Froy Garza.

COMPENSATION & PENSION

The Compensation & Pension Section (C&P) improved quality and timeliness significantly above VA national standards and reached its best performance in 10 years.

- Improved the C&P process, including triage, utilization review and scheduling with cooperative efforts by Medical Administration Service, Mental Health, and C&P through use of focused quality improvement joint workgroups.
- Coordinated with VISN 17 leadership to reduce payment backlog to outside contractors who provided overflow medical evaluation services during high demand periods. This directly contributed to retention of contractor services.
- Collaborated with QTC-Lockheed Martin, a disability examination management contractor, to establish and open a new Eules Clinic to provide disability evaluations in the Dallas/Fort Worth area. This clinic expanded overflow capacity to meet current and future demand for disability evaluations.
- Streamlined the Acceptable Clinical Evidence process.
- Revised the computer-based training manual, which serves as a model for the Office of Disability and Medical Assessment. Disability evaluation training for new and current C&P team members has improved significantly.
- Formed the C&P Women's Health Initiative/Medical Disability Evaluation Work Group with Mental Health to improve evaluations for female Veterans.
- Improved coordination with the Women's Health Clinic for specialized evaluations.
- Maintained internal quality review of outside contract disability evaluations.
- Established a Disability Benefits Questionnaire Referral Clinic to assist Veterans and staff in primary care and specialty services.
- Reviewed Telehealth/Mental Health C&P evaluations to improve access for Veterans living in rural areas.
- Coordinated radiograph ordering guidelines to ensure consistency with the Office of Disability and Medical Assessment.
- Reviewed coding for C&P medical opinions to more accurately reflect evaluations.
- Launched a performance improvement project to improve the C&P information sheet for Veterans.
- Spearheaded efforts with Mental Health and Medical Administration Service to improve retention efforts of partnering services.
- Collaborated with the Veterans Benefits Administration's Waco Regional Office to place an experienced Veteran-centered service representative at Fort Worth Outpatient Clinic. Coordination has improved significantly with assisting Veterans who need disability evaluations.
- Began a safety initiative to increase coordination and team training with VA Police.
- Formed a joint Mental Health/C&P De-escalation Advisory Work Group and new de-escalation protocol.
- Advocated for C&P Physician Assistant grade adjustments to appropriately incentivize effort and encourage retention.
- Improved coordination with consulting services.
- Improved emergency response protocols and procedures, including response to possible Ebola exposures.
- Served as subject matter expert and consultant to restructure the Captain James A. Lovell Federal Health Care Center's C&P program.
- Provided Medical Review Officer consulting support to VISN 17.

Patient Centered Care

VA North Texas is pushing boundaries to create a more healthy, healing and welcoming environment for Veterans and their family members.

Creating a patient-centered, healing environment through space planning, furnishings, safety, sustainability and capital improvements can reduce Veterans' stress, increase their sense of well-being, and also improve health care provider morale and reduce medical errors.

At VA North Texas, providing patient-centered care means high quality medical treatment, advanced technology and equipment, and skilled and compassionate health care professionals. With increased emphasis on access and whole health, the staff is working through a number of initiatives to transform the organization into a warmer, more inviting medical facility.

As part of VA's larger patient-centered care model, the focus is "What is the best solution that prioritizes the Veteran, is Veteran-driven, and promotes his or her health and well-being?"

To put the healing environment principles into action, VA North Texas identified three simple achievable goals:

1. Visually declutter hospital walls and windows
2. Improve patient understanding of benefits of check-in kiosks; and
3. Educate and support environment of care inspection teams about healing environment opportunities.

Construction Updates

VA North Texas purchased about 12 acres of nearby land from the Dallas Independent School District for pending construction projects and to help address parking shortages.

A 1,000-car parking garage on the east side of campus is almost finished, and construction of a third parking garage with 400 spaces is underway.

The expansion of the Emergency Department is picking up steam. This project, expected to be completed in 2017, will add more than 29,000 square feet and renovate almost 4,500 square feet of space.

In 2016, construction will begin on an Inpatient Bed Project to renovate two nursing units and increase the total number of beds. In early 2018, construction of a new Ambulatory Surgical Center is expected to start. This 26,000-square-foot, surgical center will be home to most of Day Surgery along with pain management, oral surgery, ENT, ophthalmology, and other related specialties.

Other campus projects in the works include expansion of mental health, cardiology, and long-term spinal cord injury center.





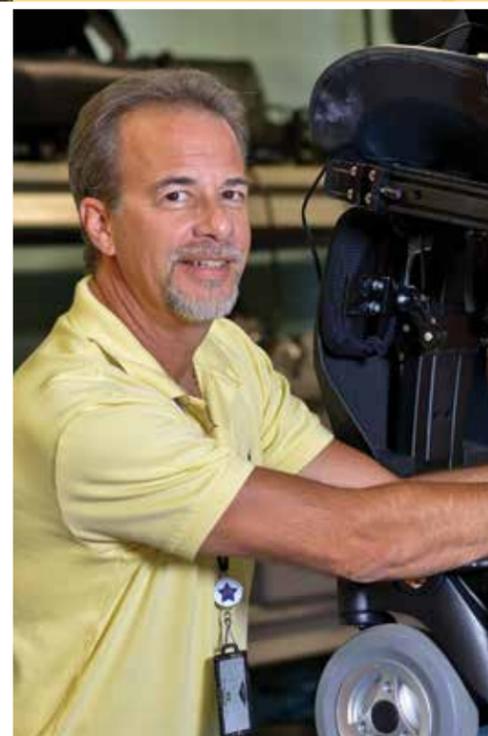
More than 90 principal investigators and 400 research staff work daily at VA North Texas to create advances in our understanding and treatments of diseases and disabilities that affect Veterans and the general population.

- 1. Panciano Cruz, MD, Dermatology**
Dr. Cruz and collaborators worked to develop antibodies for use in the treatment of metastatic cancers, especially melanoma.
- 2. Roger Bedimo, MD, Infectious Diseases**
Dr. Bedimo showed that both HIV and chronic hepatitis C significantly increase fracture risk. Studies of different mechanisms have shown treatment of hepatitis C might improve fracture risk.
- 3. Bryon Adinoff, MD, Psychiatrist/Addiction**
Dr. Adinoff found that patients being treated for cocaine dependence with increased brain activity in the hippocampus are more likely to relapse suggesting that quieting this area may decrease the risk for relapse following treatment.
- 4. James LePage, Ph.D., ACOS, Research & Development
Shawn Geiser, Engineering Intern**
They are partnering with the iPerform Center at UTA and UTD and Dallas VA Research Corporation, developing and testing virtual reality and computer-assisted rehabilitation tools for Veterans with hand and arm limitations.

PHOTO: "VA played a major part in getting me back on track," said Air Force Veteran Raymond Crowder, who turned to alcohol and drugs after losing his job and wound up living on the streets for about three years. Recently, Crowder caught up with his Social Worker Cheryl Stringer to thank her for helping him.

Accomplishments

- The Outreach Program actively engaged in street outreach with community partners as Hands of Hope, Catholic Charities Street Outreach Services, and community outreach officers. More than 100 unsheltered Veterans received services and approximately 40 Veterans were housed.
- The Peer Housing Location Assistance Group expanded affordable housing options for Veterans who do not need supportive housing programs.
- VA North Texas exceeded its HUD/VASH vouchers leased with 96.58%. The target was 92%.
- VA North Texas National Call Center for Homeless Veterans and Health Care for Homeless Veterans social worker answered almost 200 calls per month; the second highest call volume in the nation.
- Comprehensive Homeless Center programs received reaccreditation for 3 years from the Commission on Accreditation of Rehabilitation Facilities.
- Grant and Per Diem and Domiciliary Care for Homeless Veterans exceeded its housing performance measure with 72.7% of Veterans housed. The target was 65%.
- Therapeutic Supported Employment Services conducted two on-site hiring events to directly connect employers with Veterans. These activities generated employment offers for 17 Veterans within two weeks; two offers included salaries of more than \$60,000 per year.
- HUD/VASH Massive Screening/Admission events, Housing Fairs, Landlord Fairs, and Universal Homeless Housing Screening tool were recognized as Best Practices by VISN17 and VA Secretary.



2015 CIA Employee of the Year — Perry Pahanish

Perry Pahanish was recognized among all Employees of the Month in the Courtesy in Action program and received \$500 for his actions.

As lead wheelchair specialist, Perry saw that a Veteran's wheelchair was in desperate need of repair. Prosthetics was not open for business yet, but he found temporary parts to get the Veteran on his way. When new parts arrived Perry called the Veteran to come in for a more permanent fix.

VA North Texas provides great care, thanks to employees like Perry!

2015 Employees of the Month

- JAN Helen Miller, Nursing
- FEB Rhonda Steward, MAS
- MAR Traci Steinert, Nutrition & Food
- APR Karen Clark, Pharmacy
- MAY Steve Foreman, Ambulatory Care
- JUN Perry Pahanish, Prosthetics**
- JUL Lori Burt, Social Work
- AUG Cody Nichols, Ambulatory Care
- SEP Sonya Williams, Nursing
- OCT Gregory Brown, PAS
- NOV Patience Nwokocho, Mental Health
- DEC Shane Bankston, Engineering

Spinal Cord Injury (SCI) Center leadership made a commitment to promote personal and professional staff development through an annual retreat. Physicians, nurses, therapists, psychologist, social workers and administrative staff participated in fun and productive activities that nourished mind, body and soul, including reflection on personal and professional goals. Quiet time and opportunities to contemplate and journal were encouraged, and staff shared their goals regarding work community and personal perspective during the strategic planning discussion.



The retreat demonstrated techniques and strategies to help employees create a sustainable healthy work life. After yoga and mindful meditation the team returned to work with a sense of unity and renewed commitment to support each other and positively impact the patient centered care culture in SCI.

Since the retreat, **Zulma Jimenez, RN, MSN** and **Evelyn Quinones, RN, MSN** were nominated to the Academy of Spinal Cord Injury Professionals SCIN board of directors. This is truly a personal and professional accomplishment that reflects a life-long commitment to caring for Veterans with SCI disorders.

In 2015, SCI completed two projects that enhance the patient experience. The Internet Café and Recreation Lounge provides computer and communications access, while acupuncture, aromatherapy and mindful meditation are available in the Center for Holistic Health. Qigong and massage therapy are soon to follow.

SCI also received three-year accreditation by the 2015 Commission on Accreditation of Rehabilitation Facilities. Surveyors noted two best practices for SCI Video Telehealth and Home Care programs documented to decrease the incidence of secondary complications and readmissions post discharge as well as achieving an unplanned readmission rate of 0 for the last three years.

To wrap up a great year, SCI selected **Tamara S. Beeler, RKT, ATRIC** as Employee of the Year. A former Navy Corpsman, Tammy has dedicated her career to the VA and is a strong Veteran advocate, volunteering her time every year at the National Veterans Wheelchair Games.

What a great return on investment – a simple retreat to empower and appreciate employees, keeps on giving!



LEFT TO RIGHT: Acting VISN 17 Director Wendell Jones, M.D.; Tyler District 6 Councilman John Nix; VA North Texas Assistant Director for Outpatient Services Jennifer Purdy; U.S. Representative Louie Gohmert; and retired Army Lt. Col. Jim Snow cut the ribbon of the new Tyler VA Primary Care Outpatient Clinic.

Outpatient Clinics & Community Based Outpatient Clinics

TYLER

On May 29, 2015, VA North Texas opened a new Primary Care Clinic in Tyler at 7916 S. Broadway Avenue and doubled its footprint in Tyler. The 10,000 square foot facility added 2 new Patient Aligned Care Teams for a total of 6 and expanded VA services for approximately 7,200 Tyler-area Veterans from Smith, Rusk, Henderson, Van Zandt, Rains and Wood counties.

A new optometry clinic and specialty care, including mental health, homeless services, diabetic counseling, and expanded telehealth services, are provided at the specialty care clinic on Golden Road.

Preliminary designs to combine the clinics have been finished, and a new 50,000-square-foot clinic is expected to open in 2020.

PLANO

A new Community Based Outpatient Clinic for about 6,000 Veterans living in Collin and surrounding counties will open in 2016. The 10,000-square-foot facility near the Medical Center of Plano will offer 5 PACT Teams and provide primary care, mental health, telemedicine, imaging, and laboratory services closer to where Veterans live. A Specialty Care Clinic has been approved. Site survey near Primary Care Clinic is underway.

POLK STREET

TruthPoint was piloted at Polk Street VA Clinic before implementation in other areas across VA North Texas. TruthPoint technology collects real-time patient experience responses that drive performance improvement.

OTHER LOCATIONS

Several other community-based outpatient clinics are being planned for towns surrounding Dallas and Fort Worth.

MY VA COMMUNITY



VA operates the nation's largest integrated health care system with more than 1,700 sites of care serving 8.76 million Veterans each year. Along with benefits and burial services, VA is a complex system which can be difficult to navigate. Veterans are not always aware of how to access services and often receive disjointed care and conflicting referrals.

Recognizing this disconnect, VA looked to community leaders to establish "MyVA Communities." These collaborative partnerships, led by a local Veteran engagement board and co-chaired by respected leaders with experience serving Veterans, are a framework for VA and its communities, Veterans, Veteran advocates, service organizations, resource providers, and other stakeholders to establish and guide regional Veteran initiatives.



Celebrating 75 Years of Service

Inclusive Accessible Community-Driven Flexible Integrated

Partnering with VA North Texas, retired Marine Col. Bill Dwiggin and retired Army Col. Chris Martin established the North Texas "MyVA Communities" Board to serve Dallas, Tarrant, Collin, and Denton counties with more than 320,000 Veterans.

The Board held its first meeting in November 2015 and identified four immediate priorities:

- PTSD
- Homelessness
- Under/Over Employment
- Transportation

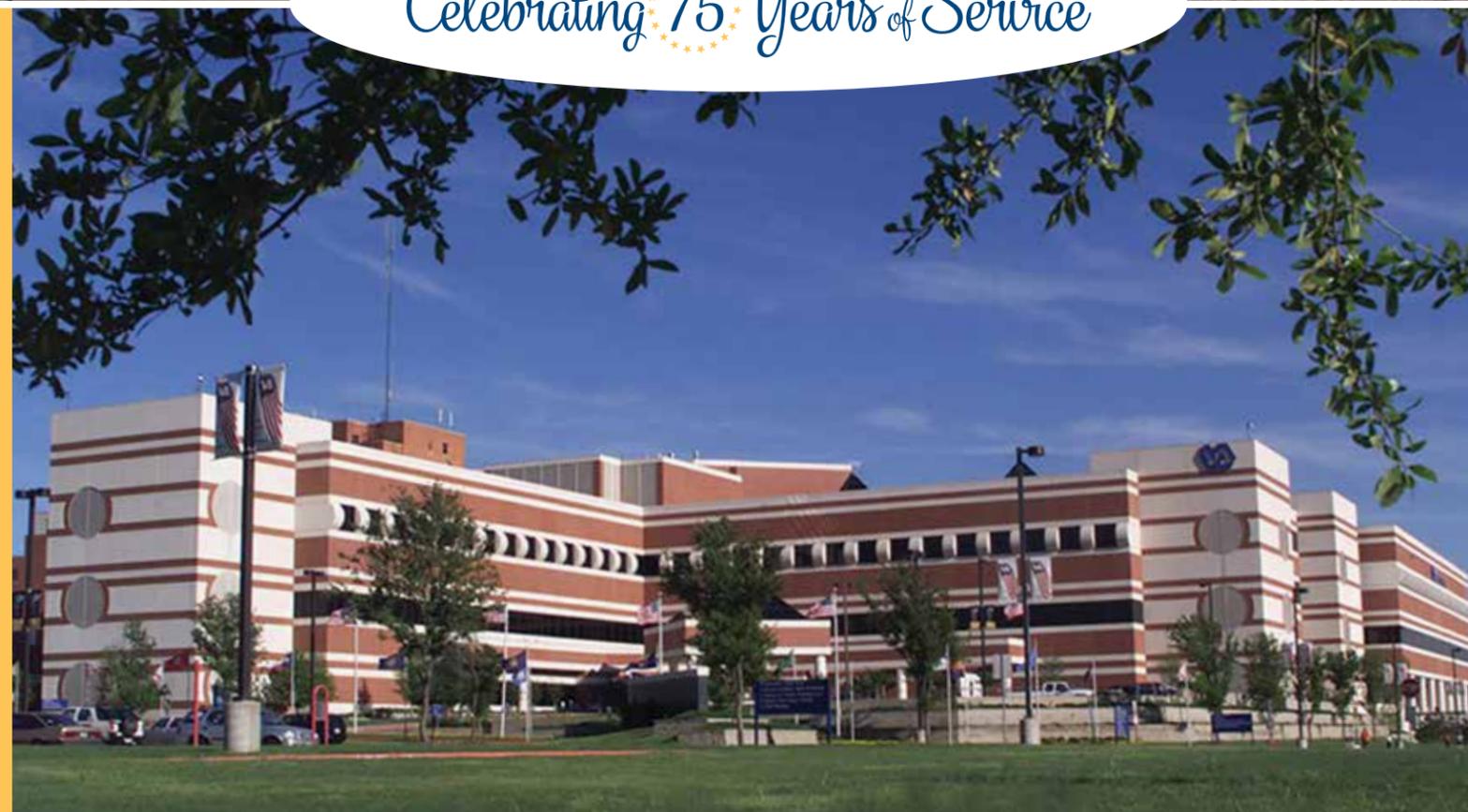
Moving forward, the North Texas MyVA Communities will leverage its collective strengths to improve the Veteran experience and better understand the challenges Veterans face transitioning from military service and enrolling in VA care.

getwell:)network®

In FY2015, VA North Texas installed and activated the "Getwell Network," an interactive patient care program, throughout acute and long term care sections. This program engages patients, empowering each one to be an active participant in their own health care. With a remote touch screen patients now have access to personalized educational modules, communication tools, entertainment resources and clinicians, as well as point-of-care resources such as canteen services and MyHealtheVet.

Next year, this program is expected to empower Veterans to be the driving force behind personalized care; engaging both patient and family in the health management experience. Clinicians will also have increased access to Veteran feedback, facilitating an experience where care quality and transparency are mutual goals of the health care team and the Veteran.

Through VA's Accelerating Access to Care Initiative, VA North Texas further empowered Veterans by expanding the use of care in the community. ACI expenditures totaled \$9,248,621 while non-VA care expenditures were \$78,108,284 (annualized).





NORTH TEXAS
HEALTH CARE SYSTEM

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