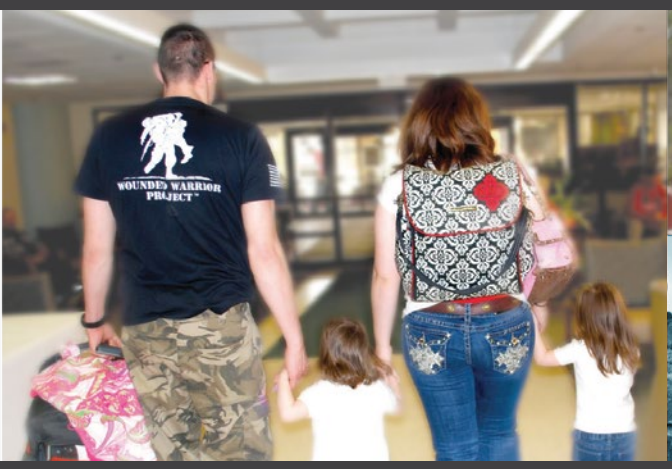
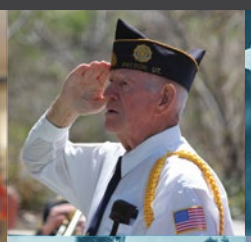
VA SALT LAKE CITY
HEALTH CARE SYSTEM

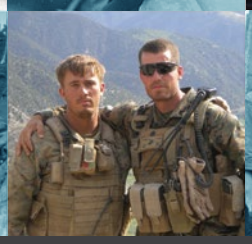
ANNUAL REPORT

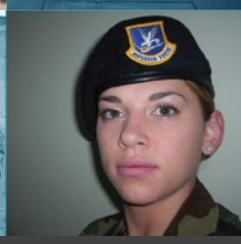
A NEW GENERATION OF VETERAN HEALTHCARE

2012









VA | U.S. Department of Veterans Affairs

DIRECTOR'S MESSAGE

Last year, our health care system accomplished great things: serving almost 50,000 Veterans, delivering health care across a 125,000 square mile expanse of the American West, and exceeding a wide range of quality measures. But more important than those sterile quality metrics, our Veterans reported their increasing satisfaction with their health care. That's what's truly important. We have a privilege few others in America have – to improve Veterans' lives. And there is nothing more fulfilling than to hear back from our Veterans that we are doing exactly that.

Sincerely,

Steve Young

Steven W. Young, FACHE
Director

Warren E. Hill
Associate Director

Karen H. Gribbin, MD
Chief of Staff

Shella Stovall, MNA, RN, NE-BC
Associate Director, Patient Care Services

Nena Saunders, MN, RN
Associate Director, Quality and Safety Systems

ELIMINATE VETERAN HOMELESSNESS

Through six different community partnerships we are able to provide 309 beds to homeless Veterans. Valor House, made possible by our partnership with the Salt Lake City Housing Authority, is our newest home on the campus of the George E. Wahlen VA Medical Center. It provides 72 more beds for our Veterans on their journey from homeless to hopeful. Through these community relationships and our newly adopted "housing first" model, VASLCHCS is on its way to ending Veteran Homelessness in Utah.

Total Operating Budget **$382,563,594**

Total 2012-2014 Research Budget **$18,327,076**

EASE MORAL INJURY

Fully integrated "super teams" provide seamless care to our Veterans struggling with mental health issues post deployment. Our daily care coordination meeting allows for scheduling any Veteran into a program within 24 hours of being seen.

Walk-in Access: Substance Abuse, PTSD and our Acute Crisis Team all have same day access.

Our new Substance Abuse Residential Rehabilitation Treatment Program (SRRTP) unit gives us 15 additional beds for Substance Abuse treatment. In total, we have 78 mental health inpatient beds, almost 50% of all beds within the George E. Wahlen VA Medical Center.

EXPAND OUR VETERAN-CENTRIC HEALTH CARE MODEL

Our Patient Aligned Care Teams (PACT) put a greater emphasis on treating the whole person by listening to our Veterans and asking questions. Our providers ensure Veterans feel empowered and able to navigate our healthcare delivery system through a variety of ways. PACT includes secure messaging, telephone visits, and virtual medicine.

$18,327,076 Total Employees **2,213** Total Veteran Employees **682**

IMPROVE HEALTHCARE ACCESS FOR VETERANS
INCLUDING WOMEN AND RURAL POPULATIONS

The dynamics surrounding our Veteran population is ever changing. Who we are treating and where we are treating them is changing. Sixty-six percent of our outpatient visits happen in our community clinics located throughout Utah, Southeast Idaho and East Central Nevada. For our most rural Veterans it is up to us to bridge that gap. Tele-health services are growing and a big part of making that connection between Veteran and provider. Tele-health treatment, tele-pharmacy, education, and follow-up promote the right care, at the right time, in the right place.

WOMEN VETERANS

Women Veterans make up 7 percent of the Veterans we see and we expect that percentage to double over the next five years. To accommodate their unique healthcare needs and to make VA Salt Lake City their provider of choice, we've been busy! Our expanded services include: *Women's health pharmacy/Tele-Pharmacy, Tele-OB/GYN in community clinics, and an additional female OB/GYN for prenatal and speciality GYN care.*

OUR FEMALE PROVIDERS DELIVERED 26 BABIES LAST YEAR TO OUR VETERAN PATIENTS.

Total Volunteer Hours **132,563**

Total Community Donations **$6,036,750**

VETERAN TRANSPORTATION SYSTEM

The VA Salt Lake City HCS, in partnership with the DAV, transported 7,262 Veterans from approximately 50 cities and towns all across the state of Utah, parts of Idaho and Nevada.

Our drivers start from a designated city, but routinely pick up more Veterans along the way. Van service cities include:

- Idaho Falls, ID
- Pocatello, ID
- Afton, WY
- Rock Springs, WY
- Logan, UT
- Price, UT
- Richfield, UT
- Vernal, UT
- St. George, UT
- Ely, NV
- Elko, NV

1291780
PATIENT MILES

0438190
MILES DRIVEN

0006714
TOTAL TRIPS

OUTREACH

Our growth in Veterans served last year is largely due to our consistent outreach. Through public service announcements, media messaging and grass roots marketing we constantly work to raise awareness among our Veterans and the community.

Total Unique Patients **50,409**

Total Outpatient Visits **666,874**

OUR VETERANS OUR COMMITMENT

While completing leadership rounds one of our employees chose to talk with a Veteran in the Inpatient Rehabilitation Unit.

Towards the end of the conversation she explained that her report was going to the hospital leadership and wondered what he would like to say.

The Veteran replied, "I would say thank you." The employee replied, "well, I can tell you what they would say to you, and that is, thank YOU for your service to our country."

The Veteran's eyes welled with tears....

OUR INSPIRATION AND NAMESAKE

George E. Wahlen, Congressional Medal of Honor Recipient, 1924-2009

OUR LOCATIONS

Ogden Clinic
982 Chambers Street
South Ogden, UT 84403
Phone: (801) 479-4105

Orem Clinic
1443 W. 800 N.
Suite #302
Orem, UT 84057
Phone: (801) 235-0953

Price Clinic
189 South 600 West, Suite B
Price, UT 84501
Phone: (435) 613-0342

Roosevelt Clinic
245 W. 200 No.
Roosevelt, UT 84066
Phone: (435) 725-1050

St. George Clinic
1067 East Tabernacle, Suite 7
St. George, UT 84770
Phone: (435) 634-7608

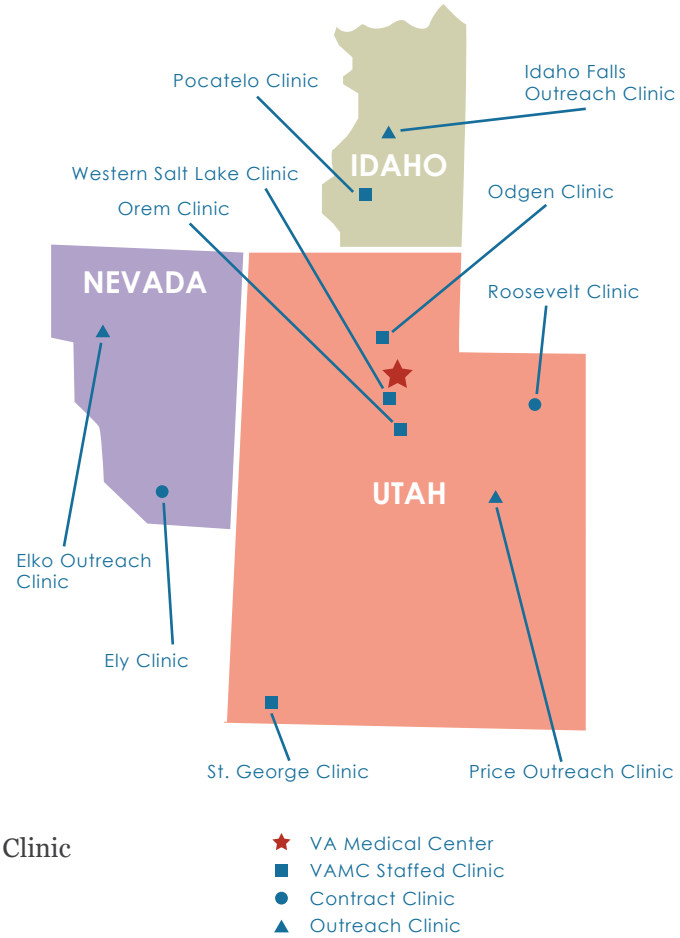
VA Western Salt Lake Clinic
2750 South 5600 West
West Valley City, Utah 84120
Phone: (801) 417-5734

Idaho Falls Outreach Clinic
3544 East 17th Street
Suite 104
Idaho Falls, ID 83406
Phone: (208) 522-2922

Pocatello Clinic
444 Hospital Way, Suite 801
Pocatello, ID 83201
Phone: (208) 232-6214

Elko Outreach Clinic
2719 Argent Avenue #9
Elko, Nevada 89801
Phone: (775) 738-0188

Ely Clinic
William Bee Ririe Rural Health Clinic
#6 Steptoe Circle
Ely, Nevada, 89301
Phone: (775) 289-3612 ext. 131



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