

**Louis A. Johnson
VA Medical Center
Clarksburg, West Virginia**

Annual Report 2007



The Price of Freedom is Visible Here...



“Quality is a marathon without a finish”

Established and Expanded Clinical Services

Specialty services were established on-site through the successful recruitment of additional full time physicians:

- | | |
|---------------|--------------|
| Dermatologist | Nephrologist |
| Podiatrist | Cardiologist |

Laser technology is now available on-site for a variety of treatment options such as lithotripsy/urology.

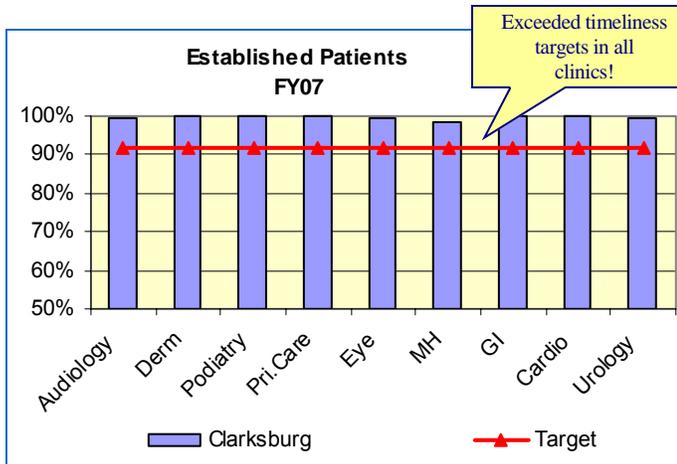
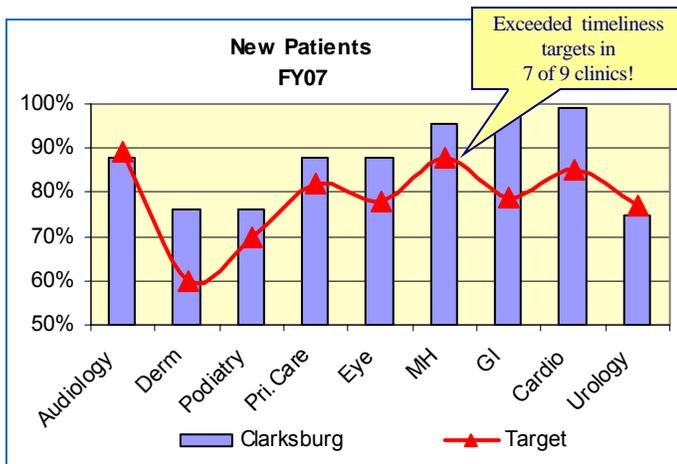
Dentist and dental hygienist were added to staff to help meet Dental demands and improve patient satisfaction.

Dental locator/implant program initiated to increase alternatives for dentists in treating tooth replacement.

Operating Rooms were remodeled including installation of new technology.

Care Coordination Program was strengthened by two nurses to provide electronic monitoring and healthcare access from home for more than 135 veterans.

Clinic Waiting Times



Community Based Outpatient Clinics (CBOCs)

Braxton County CBOC-Converted from contract to VA-staffed model; new location and newly renovated space.

Activated Nov. 29, 2007



Wood County CBOC

Relocated in newly renovated and expanded clinic space.

Activated Dec. 3, 2007

Tucker County CBOC

Maintained in Parsons, WV since 1995; services

expanded to provide tele-mental health and continues to serve approximately 1200 patients each year.

Monongalia County CBOC

Plans underway for VA-staffed model in the Morgantown, WV area.

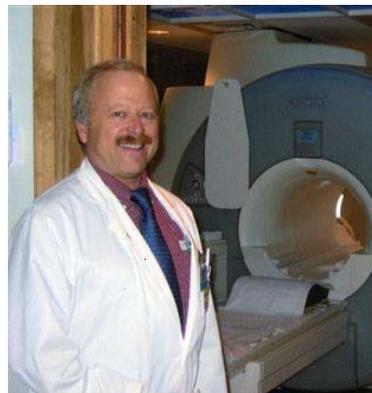
Target Activation Sept 2008



Advances in Technology

Approximately \$20 million directed toward improving the level of technology at the VAMC.

- ◆ MRI
- ◆ OR Technology
- ◆ Laser (Ophthalmology)
- ◆ Digital Radiography
- ◆ Ultrasound
- ◆ Fluoroscopy Rooms
- ◆ CT Scan (64-slice)
- ◆ Mammography Unit
- ◆ ICU Monitoring
- ◆ Digital C-Arm
- ◆ Bone Densitometer
- ◆ Lab Automation
- ◆ Angiography Suite
- ◆ MUSE
- ◆ Nuclear Medicine Cameras
- ◆ Cardiac Stress



In October 2007, Dr. George Shehl, VAMC Cardiologist, supervised/interpreted the first cardiac MRI at the Clarksburg VAMC, also representing the first cardiac MRI in Harrison County, West Virginia.

Quality & Access (continued)

“Quality is a marathon without a finish line...”

Expanded Mental Health and Rehabilitative Programs

Acute Inpatient Psychiatry

\$160,000 renovation of the inpatient unit 5A for 3 acute inpatient psychiatry beds and 7 PRRTTP beds is fully operational.

Psychiatric Residential Rehabilitation Treatment (PRRT) Program

The PRRT Program assists veterans to overcome disorders such as Substance Abuse, Post Traumatic Stress Disorder (PTSD), and a variety of serious mental illnesses. The Program focuses on rehabilitation and independent living.

Programs were also enhanced by four Rehabilitation Techs to provide 24/7 coverage.

Outpatient Mental Health

New and Established outpatients are seen timely in the Mental Health Clinic. Veterans visiting the Wood County CBOC now have access to on-site Mental Health Care providers and services.

Homeless Program

VAMC Homeless Program successfully partnered with Scott's Place Homeless Shelter in Fairmont, WV for approval of a Grant & Per Diem Grant (\$52,758), to serve homeless veterans in North Central West Virginia.



Mental Health Intensive Case Management (MHICM)

Staff made 958 home visits in FY07.

Suicide Prevention

Coordinator and other staff partnered with the Camp Dawson WV National Guard Unit to provide suicide prevention training for recently returning or soon to be deployed soldiers.

Family Counseling

Counseling for veterans and family members available as of August 2007.

OEF/OIF

OEF/OIF veterans are being served in the community by a team of specialized VA staff participating in more than 25 outreach activities over the past year and a half. In addition, returning, injured OEF/OIF veterans are honored through the Quilts of Valor Foundation and receive home-made quilts sewn by quilters throughout the country. Chaplain Staff collaborated with the WV Council of Churches to educate local churches and ministries regarding spiritual care and support to OEF/OIF veterans and their families.



Compensated Work Therapy (CWT)

This new program generated many positive outcomes in FY07 and is growing...

Veterans in the CWT Program are working in the community as well as becoming part of the team at the VAMC in Clarksburg. CWT veterans work with medical center staff in many day to day functions, including positions in Housekeeping, Food Service, Heavy Equipment Operations, Library, Grounds keeping.



More than 65 veterans enrolled!

More than 20,000 hours worked by veterans!

More than \$160,000 earned by veterans!



Infrastructure and Modernization

Dental Expansion and Modernization

A newly renovated Dental Clinic has helped to create a customer friendly atmosphere for patients as well as staff. Capabilities for digital radiography were added to the Dental Clinic, allowing less radiation for patients and eliminating the need for film processing chemicals. The general appearance, patient safety, and efficiencies were greatly improved by the renovation and modernization of cabinetry, equipment, and furniture.

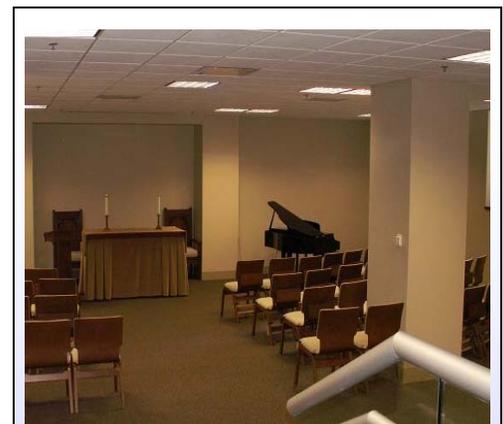


Outpatient Project

An updated, state of the art, outpatient project was completed and activated in early 2007. Patients visiting the Oncology, Optometry, Ophthalmology, Occupational Therapy, Physical Therapy, and Prosthetics areas are treated to a customer friendly environment that includes the latest technology and equipment. Specifically included in this \$3.2M project, are additional eye examination rooms to assist in reducing clinic wait times and further enhance the working partnership with our primary affiliate, West Virginia University. Cancer patients have been very complimentary with regard to the calming and attractive treatment areas they now visit in the Oncology Clinic with eight new treatment areas.



MRI Suite Housed in a newly constructed extension to the main hospital building, the VAMC Clarksburg Magnetic Resonance Imaging (MRI) Suite was activated on April 9, 2007. By the end of December 2007, more than 900 veterans have received this specialized diagnostic study at the Clarksburg VAMC, eliminating the need for travel to other VAMCs or private providers.



Chapel Relocation

The Chapel was relocated to a central location of the facility, which has increased the level of accessibility for patients, their families and visitors, and provides a handicapped accessible setting. A Blessed Sacrament Chapel and Chaplain's Office were also added.

Customer Service—We are honored to serve YOU!

MOVE Program in which 800 veterans and 30 employees have participated, with an average weight loss of 11 lbs.

My HealthVet provides veterans access to healthcare information via the internet.

Quarterly Memorial Services by Chaplain and Condolence Cards from the Director honor deceased veterans.

Pre-Independence Day Celebration was enjoyed by patients, volunteers and staff.

Comp & Pen Exams are processed timely, between 15–28 days.

Percentage of Patients Reporting Overall Quality of Care as **Very Good** or **Excellent**

Inpatient	83.4%
Outpatient	83.7%

Care Coordination Program, supported by two nurses, offers in-home electronic access to healthcare services for 135 patients.

Expansion of Social Work inpatient coverage to 7 days/week.

Webpage provides veterans access to Clarksburg VAMC information at www.va.gov/clarksburg

Quarterly New Enrollee Orientation assists new patients in getting acquainted with the medical center and VA system.

Direct patient telephone access to the Volunteer Transportation Program improves communication, satisfaction and user friendliness.

Saturday Drive Thru Flu Shot Clinic resulted in 600 veterans receiving flu vaccines from their car.

Patient Beepers/Pagers are issued to notify outpatients when their provider is available.

Veterans Upward Bound (VUB) was introduced to provide computer training to veterans.

Partnerships & Collaboration—As highlighted below, relationships and collaboration with internal/external stakeholders have continued to be developed/enhanced resulting in positive relations and an improved image of the VAMC.

- Congressional Office staff and Veterans Service Organizations participate in quarterly **Veterans Advisory Council**.
- **Customer Service Board** (including representatives from Veterans Service Offices, Volunteers, Patients and Congressional Staffers), provides communication between external customers and VAMC staff.
- Agreements with the Huntington, WV Regional Office and Vet Center to occupy **space at Wood County CBOC**.
- Clarksburg VAMC provided **Radiation Safety Officer** support to Beckley VAMC.
- Roanoke Regional Office and the VAMC partnered to provide space at the Braxton County CBOC for **Specialty Adapted Housing (SAH) Agent**.
- **Academic Training** agreements with 25 institutions.
- Contracts with **WVU** School of Medicine in Radiology, Ophthalmology and Pathology.
- Expansion/growth in **Research and Development** with 8 approved studies amounting to \$1,600,000.
- American Red Cross conducts on-site monthly **Blood Drives**.
- VAMC supports **State Veterans Home** in areas of food service, patient care, pharmacy, and speech pathology.
- WV VAMCs and WV Dept. of Health & Human Svc. work together to ensure **Disaster Preparedness**.
- VAMC hosted **community programs** including Emergency Preparedness, County-Wide Disaster Drill, MRSA, Pandemic Flu, Leadership Conf.
- VAMC participated in **Veterans Day/Memorial Day** community programs.



Public Relations—2007

TOTAL NEWSPAPER ARTICLES—19 **TOTAL TELEVISION REPORTS—10**

Headlines included...

- “Senator Rockefeller Commends VAMC Expansion to Braxton County”
- “New Braxton County Veterans Clinic opens at Flatwoods”
- “Local VA Medical Center Now Equipped with MRI Scanner”
- “Clarksburg VA Hospital gets good reviews from inspector, patients”
- “VA Medical Center expanding programs for Vets”
- “Louis A. Johnson VA receives \$16m to improve veterans’ healthcare”
- “VAMC Does First Cardiac Magnetic Resonance Imaging”

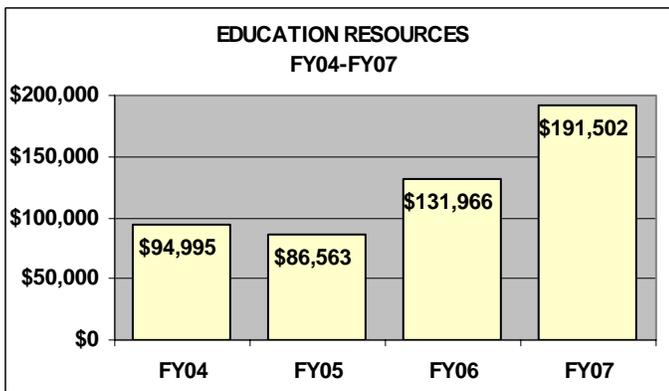


Employer of Choice...

Be a part of the VA Team!



*Thank You, Staff and Volunteers!
We Appreciate YOU!*

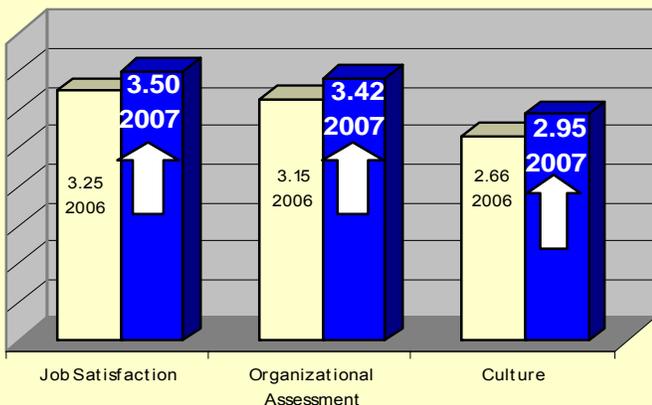


- Nearly \$200,000 applied to employee development/ tuition assistance/education/training.
- VHA/VISN Leadership Development (NEHCLI, VISN 4 Lead, ECF, LVA) - 3 graduates.

- VAMC celebrations/ activities (Pre-Independence Day; Holiday Open House).
- Performance Recognition Program strengthened.
- Service Pin Recognition Program (including Employee Reception, Service Pin, Canteen Coupons).
- Employee Fitness Center opened January 2007.
- Active Employee Wellness Program with more than 15 activities planned throughout the year.



Employee Satisfaction—Results of the 2007 All Employee Survey showed an improvement in the average score for all elements of the survey, compared to FY06.



Volunteers...

Support from the Heart

Regularly Scheduled—391

Adults: 359

Youth: 32

Hours Worked—65,873

Donations

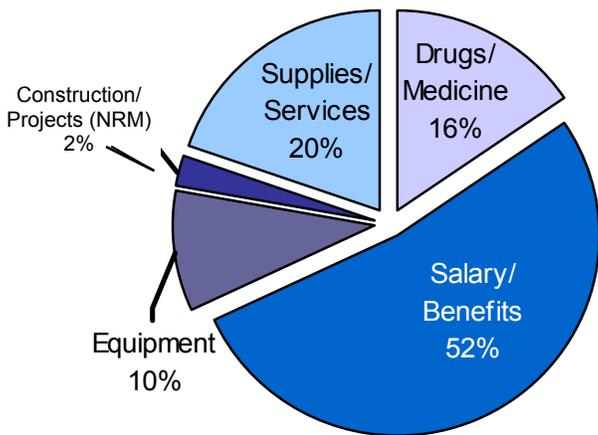
Cash: \$ 22,516

Items: \$277,573



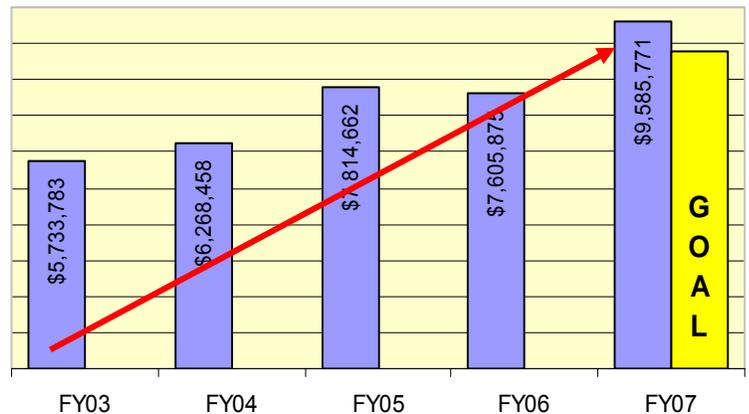
Stewardship and Organizational Efficiencies

Distribution of Resources FY07

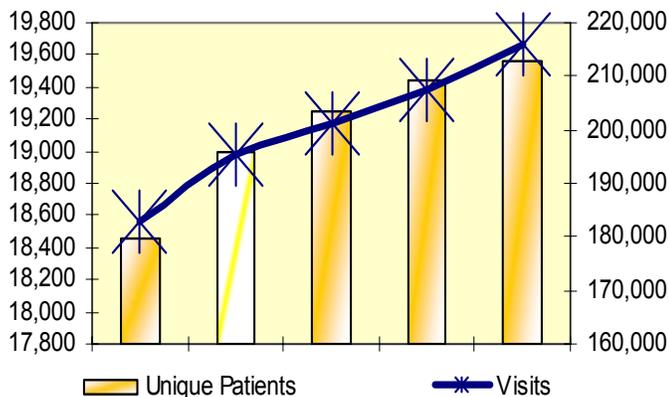


MCCF Collections were over \$9.5 million in FY07, exceeding the facility collection goal by \$814,067 or 9.3%, and a 26% increase over FY06 collections.

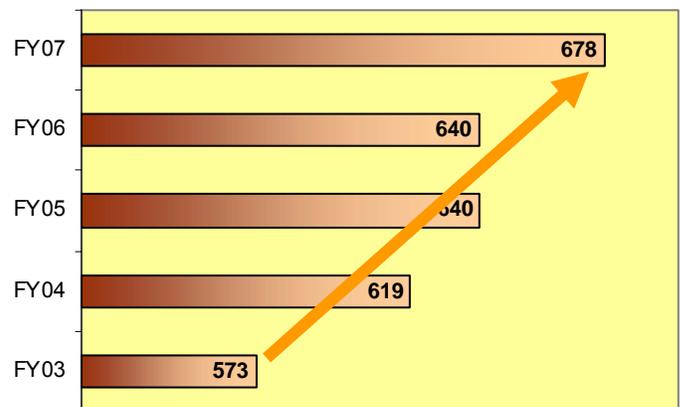
MCCF Collections (External Revenue)



Workload (Unique Patients/# of Visits)



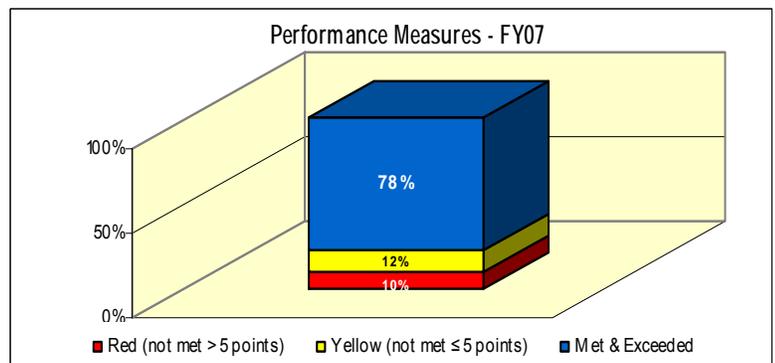
Staffing (# of FTEE)



Performance Profile

The Veterans Health Administration recently received recognition for providing the Best Healthcare in the Nation. In line with that claim, the VAMC Clarksburg's performance in 2007 was exceptional with 61% of all performance measures exceeding the VHA goal and 17% meeting the goal.

Performance Measures - FY07





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The accomplishments reflected in this publication are the result of many hours of hard work by the team of highly dedicated and skilled staff and volunteers at the Louis A. Johnson VA Medical Center and Community Based Outpatient Clinics. We are privileged and honored to serve the veterans of North Central West Virginia and our commitment to provide the best available health care is strengthened with each passing year.



On behalf of the entire team, Thank You Veterans, for your service as we look forward to meeting your health care needs in 2008 at any of our locations shown below.

WILLIAM E. COX
Director

Louis A. Johnson VA Medical Center
One Medical Center Drive
Clarksburg, West Virginia 26301
1-800-733-0512
304-623-3461
www.va.gov/clarksburg

Community Based Outpatient Clinics (CBOCs)

Wood County CBOC
2311 Ohio Avenue, Suite A
Parkersburg, WV 26101
Phone: 304-422-5114

Braxton County CBOC
93 Skidmore Lane
Sutton, WV 26601
Phone: 304-765-3480

Tucker County CBOC
206 3rd Street
Parsons, WV 26287
Phone: 304-478-2367 or 2219

Monongalia County CBOC
(Location to be determined)
September 2008

