The background is a composite image. On the left, several birch tree trunks with characteristic white bark and dark lenticels are visible. In the center and right, a close-up of an elderly woman's face is shown, smiling warmly. The top right corner features a portion of a red brick building with a dark, pointed roof. The overall lighting is bright and natural, suggesting an outdoor setting.

Making Lives Better

VA Butler Healthcare
2010 ANNUAL REPORT



Veteran Joe Packer

Making Lives Better

Making Lives Better is all about people. Our emphasis on people has been and will continue to be the focus of VA Butler Healthcare. Take time to browse through the pages of our Annual Report and enjoy the positive impact we made in the lives of our Veterans, employees, and community in 2010.

Our Veterans. We worked endlessly to increase access to our services by decreasing waiting times for appointments, opening more clinic sites, offering additional services at the clinics, and developing new programs. We adopted Patient-Aligned Care Teams (PACT) to provide high quality health care with the coordinated effort of a professional team who encourages Veterans to take an active role in their care. We provided housing to approximately 350 homeless Veterans, improved services for our female Veterans, and expanded our Care Coordination Home Telehealth (CCHT) services to include mental health and serve approximately 200 Veterans.

Our Employees. We provided a higher level of quality in health care when compared to private sector health plans. This is a basic expectation our employees meet every day. Our staff was recognized with numerous awards this year, including the Future of Nursing Leadership Award (this was the first time a VA facility has ever won!).

Our Community. We collaborated with the community to increase access to services for our Veterans. We held 74 outreach activities this year to share our information and registered approximately 650 Veterans for care. We are in the community now more than ever with events to share information about our services, enrollment and eligibility.

We increased access, provided high quality care, and satisfied our customers and staff. We are proud of our accomplishments this year and excited about the future. We remain committed to making lives better.

Thank you all for a great year.

Sincerely,



Patricia Nealon
Director
VA Butler Healthcare

Making Lives Better



Veteran Joe Griffin



Veteran Richard Ammon



Veteran Nina Trexler



Veteran George Deakings

“Programs have **improved** and greatly **increased** over the years. Now they have specialists in all areas! **Get into a VA program - do it!**”

DR. SAMUEL GARFIELD
Navy Veteran

2010

It's All About People

Hosted Patient Safety Fair with over 200 employees in attendance

Launched Facebook and Twitter

JANUARY

FEBRUARY

MARCH

Hosted Post Deployment Health Re-Assessment (PDHRA) [240 service members participated, 69 registered, and 82 were referred for future treatment]

Started Dementia Steering Committee

Relocated Armstrong County VA Outpatient Clinic

Public participated in annual National Salute to Hospitalized Veterans

Added INR testing (a blood test to determine clotting times) to VA Outpatient Clinics

Established radiology and podiatry services at VA Outpatient Clinics



APRIL

MAY

JUNE

JULY

AUGUST

Implemented pilot to improve oral hygiene

Expanded tele-retinal program to VA Outpatient Clinics

Opened fifth VA Outpatient Clinic in Cranberry Township Butler County

Expanded PACT program to include high-risk care managers working with Veterans who have hypertension or diabetes

Launched TeleMOVE! Program (the first in VISN 4!)

Implemented buffet dining in the Domiciliary

KDKA News featured Driving Rehabilitation Program

Hosted Annual American Legion Riders, Bikers for Vets Rally

Launched monthly Podcast Brown Bag Lunch Chats

Hosted Welcome Home Event (about 200 Veterans attended)

Began Domiciliary construction (phase I)

Held VA Community Homeless Assessment Local Education Network Group Forum

Opened newly renovated retail store

SEPTEMBER

Honored 25 prisoners of war at luncheon as part of National POW/MIA Recognition Day

Began design for the Health Care Center (HCC)

Sponsored third Annual VA Farmer's Market to promote healthy eating

OCTOBER

Held first mental health "Recovery Recognition Day"

Launched new Website design

Held *Walk with a Veteran* event to support breast cancer awareness

Attended Fall Job Fair hosted by PA Career Link of Butler County

NOVEMBER

Hosted annual luncheon for caregivers

Held annual Veteran's Day Program

Held Diabetes Education Awareness Day event

DECEMBER

Held events, visits, and other special holiday entertainment every week for our hospitalized CLC and Domiciliary Veterans

Hosted annual Women Veteran's Tea



Making Lives Better

“The VA has really improved my life.

It has been great to know that someone is

out there **paying attention.**”

CHARLES SCHNEIDER
Navy Veteran

FOCUSING ON YOU

At VA Butler Healthcare, **our focus is on you, the Veteran.** We are dedicated to Making Lives Better. So, just how did we make lives better for our Veterans in 2010? Take a look!

Better care. Better equipment. Oh yeah, and better food!

PACT

We adopted a new way in providing Veteran-centered care called “PACT”— Patient-Aligned Care Teams. PACT is a patient-driven team approach that focuses on medical care that is more accessible, continuous, comprehensive, coordinated and compassionate. In June, we expanded our PACT program to include high-risk care managers working with Veterans who have hypertension or diabetes. The care managers monitor these Veterans at home.



PACT Team – Health Technician Debbie Bartman, Pharmacist Karen Snyder, Nurse Shirley Shurtleff, Physician Ashok Adalja and Social Worker Dawn Zurzolo

Care Coordination Home Telehealth (CCHT)

We helped Veterans get the care they need right from their homes. The CCHT Program consists of Telehealth equipment that is set up in a Veteran’s home. Services offered for medical care include diabetes, hypertension and COPD; mental health conditions such as PTSD and Substance Abuse; and TeleMOVE! for weight management. In 2010, we hired a full time Mental Health Care Coordinator and increased the total number of enrolled Veterans from 136 to 165 by September. Now the program provides services to 190 Veterans.

“The VA has really improved my life. It has been great to know that someone is out there paying attention. They call me as soon as they see signs of my depression going up. They ask me if I am taking my medication or if I need to see the doctor. The health care is excellent.”

Charles Schneider
Navy Veteran and participant in
Telemental Health program

Buffet Food Service

75% of meals are now served in a buffet setting to our Veteran residents. Our residents are more social and eating better.

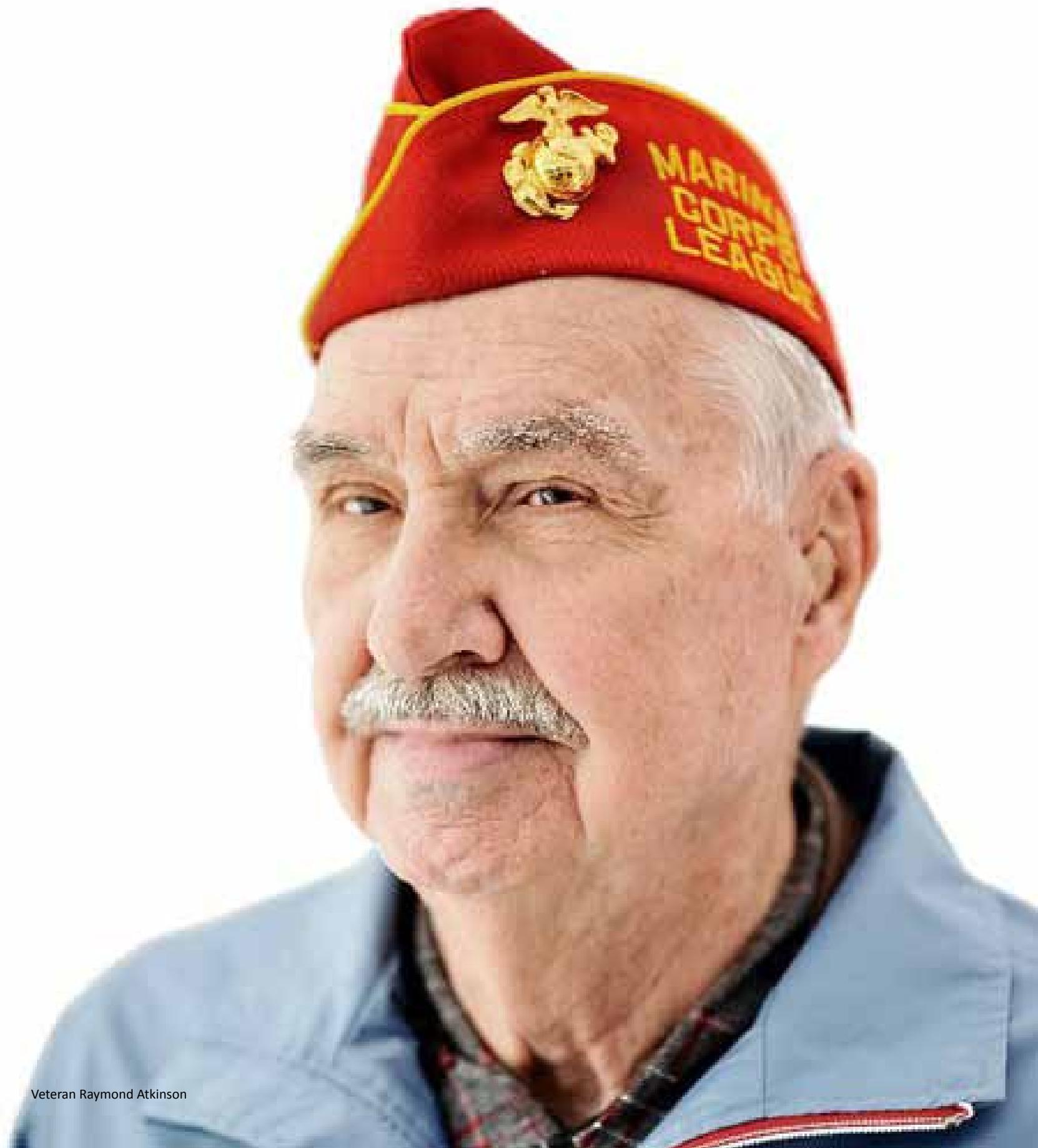
Honoring our Veterans means **reaching out** to them. We conducted **74** outreach events in 2010. The events covered seven counties and included routine health fairs as well as new activities such as attendance at local job fairs, senior expos, and education fairs, county-wide picnics and festivals, and community planned women events.

REACHING OUT TO YOU

1,500 Veterans were seen
at outreach activities
with approximately
650 Veterans registering
to receive VA services.



Nurse Arleen Crisci with Veteran



Veteran Raymond Atkinson

We expanded care for Veterans in 2010 at ***all of the VA Outpatient Clinics.***

On May 7, 2010, we officially cut the ribbon and opened the doors to our fifth VA Outpatient Clinic located in Cranberry Township.

“ It just extends our ability to care and centrally locates our services for the convenience of the Veteran.”

*Dr. Ken Nowotny
Acting Chief of Staff*

Since its opening, **1,316** Veterans have been treated, with **2,782** visits.

How else did we expand Veteran care?

- We added bone density testing at all VA Outpatient Clinics to check for osteoporosis.
- We made radiology services available at the Michael A. Marzano VA Outpatient Clinic in Mercer County. AND, we established a contract with Sharon Regional Hospital that gives Veterans the opportunity to have their diagnostic radiology studies closer to home.
- We added physical therapy services at the Michael A. Marzano VA Outpatient Clinic in Mercer County.
- We added podiatry services on site in the Lawrence County VA Outpatient Clinic two days a month.
- We began using INR point of care testing at all VA Outpatient Clinics to check bleeding times for Veterans receiving blood thinning medications. The test results only take minutes so medications can be adjusted at the time of the Veteran’s visit.



Nurse Tammy McLaughlin with Veteran

EXPANDING CARE
FOR
YOU

INCREASING ACCESS FOR YOU

Social Media Launch

We launched our social media sites in March 2010. At the time, only 34 of the 153 VA medical centers had Facebook accounts, and only 16 had Twitter. With well over 400 fans on Facebook and 200 followers on Twitter, VA Butler is continually increasing access to information for all Veterans.

Not to mention, VA Butler's Streaming Audio Podcasts were launched in July 2010 and occur monthly. Different subject matter experts present a Veteran-specific topic. Podcasts provide an online audio forum to engage in conversations with Veterans, their families, and caregivers. Our podcasts are the first of their kind in VISN 4 and we are an early adopter in the VA as well.

"With the Butler VA Facebook page, I can actually ask a question of a staff member without jumping through the hoops...Thank you Butler for reaching out to us in such a simple, common-sense manner!"

Mary Lee Frye Marshman
Army Veteran

"A large population of today's Veterans are in their 20s and 30s, and social networking is a major part of today's society. In my opinion, the VA using forms of social media to reach their Veterans is the best way to do so. I find the VA's social media helpful - not only are there posts about happenings within the VA system, but there are various other Veteran-related topics."

Jason Minerich
Marine Corp Veteran

A New Look for the Web

We redesigned our Website to provide more local and national content and features. The new enhancements include an events calendar, feature news stories, access to view licensed medical staff, and direct access to My HealtheVet.



Visit us online, follow us on Facebook, or re-tweet us on Twitter. We **increased Veteran access** to VA health care and benefits information by launching new social media tools in 2010, redesigning our Website, and significantly increasing the number of Veterans using My HealtheVet.

My HealtheVet

We helped Veterans become informed partners in their health care. The MyHealtheVet Website offers Veterans access to information anytime and anywhere. In 2010, we far exceeded the standard by authenticating 16% of our unique patients compared to 4% nationally.

YES, we're going to brag...

- We are ranked **2nd** nationally for number of In-Person Authentications (IPAs) per uniques
- We are ranked **9th** nationally for IPAs per enrolled patients
- We reached **3,400** My HealtheVet IPAs at the end of FY2010
- We led the Veterans Integrated Service Network (VISN) 4 by **1,950** My HealtheVet IPAS at the end of FY2010
- We averaged 93 IPAs per month during FY2010

STEPPING IT UP FOR YOU

At VA Butler Healthcare, our programs really stepped it up in 2010. Our Visual Impairment Services Treatment (VIST) program added 50 new Veterans to the roster, a 67% increase from 2009. We were interviewed by two local newspapers about our Driving Rehabilitation Program and the program was featured on a KDKA TV segment.

VIST

Our VIST program currently serves 157 Veterans who are visually impaired or blind. In May 2010, a monthly support group was started for Veterans and their family members.

"I don't paint exactly the way I used to, but I still paint. That feels really good. Without these devices the VA has given me, I couldn't paint or do much."

Benjamin Byrer
Marine Corps Veteran and participant in VIST program

Driving Rehabilitation Program

Our Driving Rehabilitation Program is the only VA program of its kind in Western Pennsylvania. From October 2009 to October 2010, we had 48 consultations and 42 patients that completed the evaluation process. If a patient passes this evaluation he proceeds to the second phase which is the on-the-road evaluation. We had 34 patients complete the on-the-road evaluation during this time period.



We focused on **healthier living** in 2010 to make our Veterans lives better.

MOVE!

We expanded our *MOVE!* program. The eight week *MOVE!* Group Program became available twice weekly at the main facility and once weekly at all the VA Outpatient Clinics. Technology supported the community care through Clinical Video Telehealth (CVT) allowing *MOVE!* Clinicians to be in the VA Outpatient Clinics providing education through a video screen while at the main campus. With the expansion of all group classes, *MOVE!* Support, a Self Management Class grew to twice-monthly classes.

In 2010, **197** Veterans participated in two or more *MOVE!* Group sessions for a total weight loss of **1,003** pounds and nearly **202** inches lost from their waistlines.

"I lost 40 pounds, and I needed to lose that weight. I couldn't do it myself. I just didn't have the knowledge, support and incentive. They kept me on my toes. And because they cared so much, I did."

Peter Miano
Army Veteran and *MOVE!* participant

Smoking Cessation

We have a tobacco cessation class monthly and a support group twice a month. In November, we showed Veterans diseased pig lungs and made a huge impact with smokers for The National Great American Smokeout Day.

LIVING
HEALTHIER

WITH **YOU**

TeleMOVE!

We launched *TeleMOVE!* in June and have already enrolled **20** Veterans into the program, with a goal of 55 Veterans by May 2011. *TeleMOVE!* is aligned with the Care Coordination Home TeleHealth (CCHT) program using a messaging device from the comfort of home with daily communication and education along with a weekly weigh in all supported by a Care Coordinator Dietitian.



Veteran William Poskin

BUILDING PROMISES **YOU** FOR **U**

We are continuing to build our promise to Veterans.

This year, we have been working on a new Community Living Center (CLC) and a new Domiciliary. The new CLC is being completed in three phases. Phase I is 80% complete, Phase II is 55% complete, and Phase III is under design.

When complete, the CLC will house **60** Veterans and will encompass **54,000** square feet.

It is designed to make Veterans feel more at home by providing them with a community setting, as well as private rooms and baths. The new Domiciliary is being completed in two phases with Phase I underway and about 10% complete.

When completed, the Domiciliary will house **56** Veterans and encompass **36,400** square feet.

It was carefully planned to make Veterans feel more comfortable by providing them with health care services in a state-of-the-art treatment facility.

This fall we also began design work on the Health Care Center (HCC). The HCC will provide us with additional state-of-the-art health care space to consolidate outpatient services and meet increased patient demand. Looking into the future, we are expected to be awarded the lease for the HCC this year with construction following in 2012 and activation in 2013.

"By anticipating the needs of our nation's heroes, VA Butler plans to exceed their expectations by modernizing, renovating, expanding and building for our future."

Patricia Nealon
Director



Veteran Lisa Giugliano

Ending Homelessness

We have developed and are implementing a Five-Year Plan to end Veteran homelessness. What did we do in 2010?

- We provided housing options through emergency shelters (up to 60 days), temporary housing (up to two years), and permanent housing with The Department of Housing and Urban Development and the U.S. Department of Veteran Affairs Supported Housing (HUD-VASH) Program vouchers.
- We implemented all of our 35 housing vouchers and petitioned and obtained an additional 40 vouchers.
65 Veterans now have permanent housing.
- We offered 404 unique Veterans housing options. 353 (87%) Veterans accepted our offer.
- We encountered over 1,377 Veterans in need of housing assistance. All of these Veterans were provided shelter.

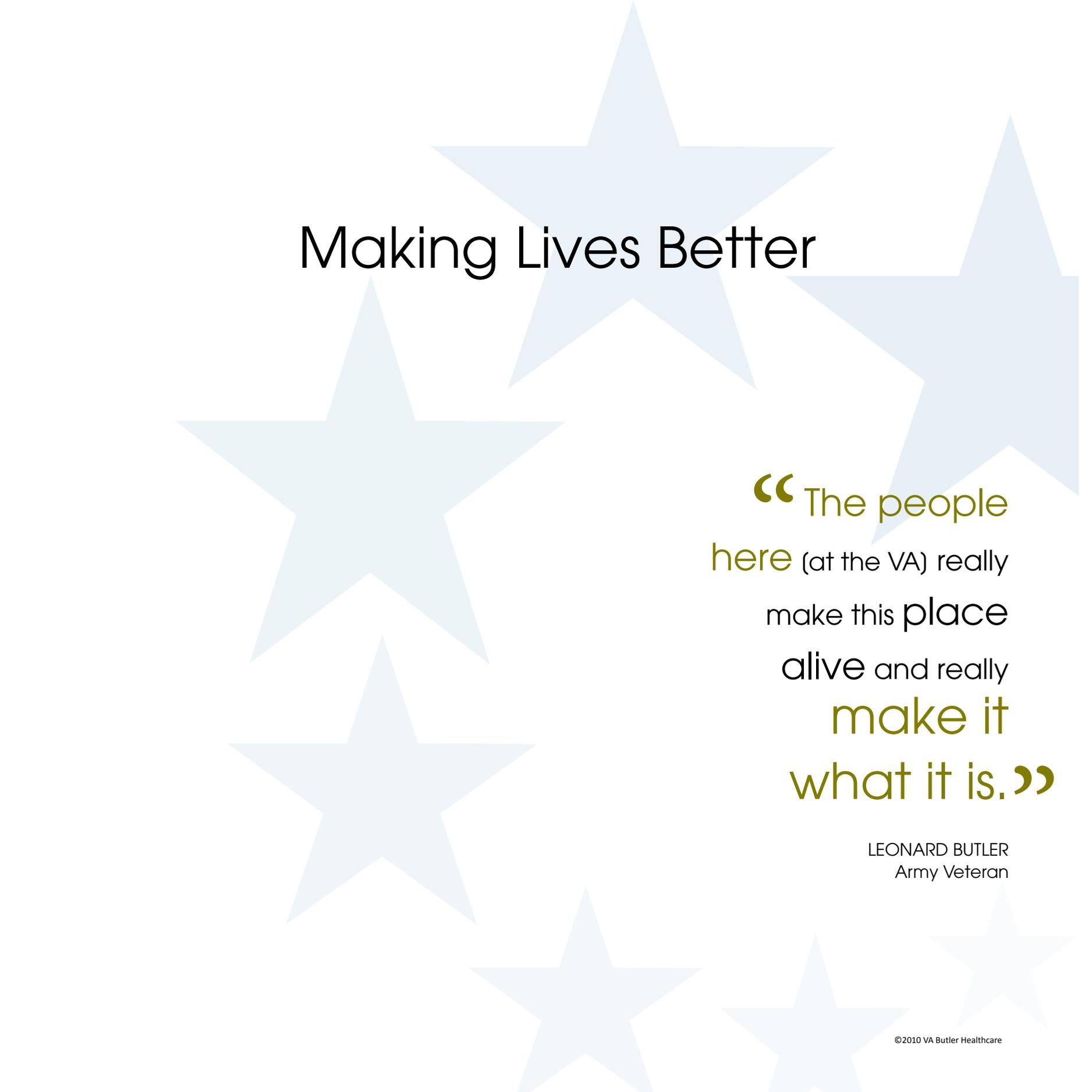
Improving Women's Care

We are committed to continually improve care for women Veterans. Here are just some of the ways we did it in 2010:

- We developed a plan to offer routine gynecology services at the main campus and all VA Outpatient Clinics. The plan will be rolled out in phases, starting in January 2011.
- We increased outreach efforts. Enrollment of female Veterans has increased by 8%.
- We added DEXA Scan screening to evaluate for bone density at the main facility and all VA Outpatient Clinics.
- We improved cervical cancer screening compliance. Cervical cancer screening increased from 86% in 2009 to 91% in 2010 exceeding the benchmark.

" My (VA) doctors have been really, really good about responding to things I need or questions that I have."

Tanya Lunn
Air Force Veteran who receives her women's health care through VA Butler



Making Lives Better

“The people
here (at the VA) really
make this place
alive and really
make it
what it is.”

LEONARD BUTLER
Army Veteran

ENGAGING EMPLOYEES

At VA Butler Healthcare, our employees are dedicated to serving Veterans and their families. They are constantly exceeding expectations and providing exceptional health care.

All Employee Survey – the highest nationally!

VA Butler achieved a record high employee participation rate for the annual All Employee Survey with scores in all but one (out of 38) individual elements surveyed exceeding both VISN and national scores.

This participation rate exceeded the facility goal by nearly **7%** and the national goal by **27%**.

“The people here (at the VA) really make this place alive and really make it what it is. You have people who want you to succeed as much as you want to succeed.”

Leonard Butler
Army Veteran

Our employees really stood out in 2010. We had a 21% increase in the number of Federal Executive Board (FEB) Awards this year. The FEB also presented the 2010 Federal Women of the Year awards on August 26, and we took home 11 of the 26 awards (that's 42%!).

Excellence in Alternative Dispute Resolution (ADR) Award

Susan Black, EEO/SPD Manager received the Secretary of Veterans Affairs *Excellence in Alternative Dispute Resolution Award* at The Alternative Dispute Resolution Program held in Washington DC on July 23, 2010.

"I have the privilege to assist managers and employees in resolving workplace conflict; when people are treating each other with civility and respect and are engaged in their work as a team, it is the Veteran who benefits."

Susan Black



VHA Chief Engineer of Year

Jeff Heiger, PE, CEM was named the VHA Chief Engineer of the Year 2010. A 4-year Navy Veteran, Mr. Heiger has worked as VA Butler Healthcare's Chief Engineer since May 2008 and was instrumental in securing \$15.7 million dollars for construction and restoration projects to offer Veterans a state-of-the-art health care facility for years to come.

"For me, to serve our Veterans is a privilege. I am honored to be recognized as the 2010 Chief Engineer of the Year."

Jeff Heiger



STANDING

Future of Nursing Leadership Award

Nurses **Danielle Weisenstein, RN**, and **Marne Bilanich, BSN, CARN** were presented with the *Future of Nursing Leadership Award* for their project practicum on Hepatitis A and B vaccinations of high-risk Veteran patients. This was the **first** time ever that staff from a VA facility has won. Previous winners included staff from Vanderbilt University Medical Center and John Hopkins Bayview Medical Center.

“Our project was something we believed in and it has proven to be very effective. We are proud, very proud, of our accomplishment.”

Danielle Weisenstein and Marne Bilanich



OUT



Making Lives Better

“I love it here.

My daughter takes
care of me all day.
She needs a break, and

I like it here.”

RICHARD WILLIAMS
Navy Veteran

GIVING BACK

Volunteers help us reach out to Veterans everywhere. Our **580** volunteers **give back to America's heroes** everyday by assisting with programs at the main facility and all of the VA Outpatient Clinics.

In 2010, our volunteers served **40,861** hours to help make lives better for our Veterans.

"Volunteers perform countless acts of service and are one of America's most valuable assets."

Patricia Nealon
Director



Volunteer Audrey Moore



Volunteer Dan Weichey



Volunteer John Moore



Volunteer Al Swain

We worked with the community to provide more services, programs, and events for our Veterans in 2010.

CREATING

Volunteer Ryan McLafferty

FIRST Recovery Day

We invited the public to a Recovery Recognition Day on October 7 as part of National Mental Illness Awareness Week. Behavioral Health presented certificates and medals to more than 20 Veterans for their personal achievements in recovering from mental health problems.

"They taught me how to get involved in my own recovery. The VA saved my life."

Peter Loeb
Veteran and VA employee

Caregiver Luncheon

We held a luncheon on November 18 for the caregivers who provide invaluable services to our Veterans. The luncheon included speaker Jennifer Antkowiak, an Oil City native and, at one time, a caregiver of a Veteran. As a member of KDKA's morning news, author and public speaker, she has dedicated herself to the message that caregivers must not forget to care for themselves as well.

"When someone decides to take on this responsibility they throw themselves into that task and often forget that in order to care for others, they must care for themselves."

Jennifer Antkowiak
KDKA morning news reporter

With about 60 caregivers in attendance, it was the best turnout we've ever had.

"My daughter takes care of me all day. She needs a break, and I like it here. I see my buddies. All the nurses are nice. There are a lot of activities."

Richard Williams
Navy Veteran and Respite Care participant

CHALENG

The annual CHALENG (Community Homelessness Assessment, Local Education and Networking Groups) Forum has grown to 130 participants and expanded to 15 different agencies to be utilized as homeless outreach resources.

Hospice & Palliative Care

On November 15 VISN 4/PA Hospice Veteran Partnership (HVP) held a program to educate community hospices and VA staff about how each service works to provide excellent end of life care for our Veterans. We introduced the National Hospice & Palliative Care Organization's (NHPCO) new initiative, "We Honor Veterans," which provides education and incentives for community hospice agencies to partner with VAs to identify Veterans who need this care. So far, seven agencies have signed up for the "We Honor Veterans" program.

POW/MIA Recognition Day

We acknowledged the sacrifice of all service members who were captured during times of war or still missing in action as part of National Prisoners of War/Missing in Action (POW/MIA) Recognition Day on September 17. We held a luncheon and honored 25 prisoners of war.

National Salute

We invited the public to participate in *The National Salute to Hospitalized Veterans* program February 8-14. The program gave members of the community an opportunity to visit the Veterans and learn more about volunteering. Citizens, young and old sent Valentine's Day cards and letters to VA facilities simply addressed "Dear Veteran."

COMMUNITY



Veteran Patty Frazier



SHARON PARSON
*Associate Director for
Patient Care Services*

“Offering a more homelike environment for our Veterans in the new CLC and emphasizing wellness.”

RICHARD COTTER
*Associate Director
for Operations*

“Continuing our outstanding service in a rapidly changing health care environment.”

PATRICIA NEALON
Director

“Ensuring better access to health care for our Veterans in new, innovative ways.”

DR. KEN NOWOTNY
Acting Chief of Staff

“Implementing Patient-Aligned Care Team (PACT) for even better Veteran care.”

PAT CORR
Behavioral Health Executive

“Ending homelessness for Veterans by working with our community partners.”

Director Patricia Nealon with
Veteran Tony Degillo



LOOKING AT 2010

18,733
Veterans Served

646
Employees

580
Volunteers

40,861
Volunteer Hours

39
University Affiliations

163
Operating Beds

141,597
Outpatient Visits

\$5,988,814
Construction Dollars

\$95,113,000
Operating Budget

17 out of 20

Quality of Care Measures Met

We exceeded performance when compared to private health plans on 17 out of 20 measures for Behavioral Health, Diabetes, Ischemic Heart Disease and Prevention Management. For Diabetes and Ischemic Heart Disease Management, we exceeded performance in 100% of the measures. We will use these results to continue to make improvements in our quality of care and service.



Volunteer Denise Neff with Veteran Regis Neff

Making Lives Better

“Your **destination** for the
best care anywhere.”

PATRICIA NEALON
Director





ARMSTRONG COUNTY VA OUTPATIENT CLINIC

Klingensmith Building
313 Ford Street, Suite 2B
Ford City, PA 16226
724.763.4090

CLARION COUNTY VA OUTPATIENT CLINIC

AC Valley Medical Center
855 Route 58, Suite One
Parker, PA 16049
724.659.5601

CRANBERRY TOWNSHIP VA OUTPATIENT CLINIC

Freedom Square
1183 Freedom Road, Suite A101
Cranberry Township, PA 16066
724.741.3131

LAWRENCE COUNTY VA OUTPATIENT CLINIC

Ridgewood Professional Centre
1750 New Butler Road
New Castle, PA 16101
724.598.6080

MICHAEL A. MARZANO VA OUTPATIENT CLINIC

295 North Kerrwood Drive, Suite 110
Hermitage, PA 16148
724.346.1569

325 New Castle Road
Butler, PA 16001
800.362.8262
724.287.4781



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VA Butler Healthcare 2010 ANNUAL REPORT

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VA Butler Healthcare, located in Butler County, Pennsylvania has been attending to each Veteran's total care since 1937. With more than 600 employees, we are the health care choice for over 17,000 Veterans throughout Western Pennsylvania and parts of Ohio, and are a member of VA Healthcare VISN 4 under the U.S. Department of Veterans Affairs. VA Butler Healthcare provides comprehensive Veteran care including primary, specialty and mental health care – as well as health maintenance plans, management of chronic conditions, preventive medicine needs and social support services to our nation's Veterans. We proudly serve America's Veterans at our main campus as well as at our five VA Outpatient Clinics in Armstrong, Southern Butler County (Cranberry Township), Clarion, Lawrence, and Mercer Counties.