



MISSION: IT'S POSSIBLE

Butler VA Health Care System 2018 Annual Report

VA



U.S. Department of Veterans Affairs
Veterans Health Administration
Butler VA Health Care System

Butler VA's Mission

A Note from the Director

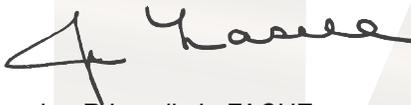
All companies and organizations have a mission, but I strongly believe the Department of Veterans Affairs has one of the best missions in the world: ***To fulfill President Lincoln's promise "To care for him who shall have borne the battle, and for his widow, and his orphan" by serving and honoring the men and women who are America's veterans.***

At the Butler VA Health Care System, we strive to not only fulfill President Lincoln's promise, but also provide our Veterans and their Families with truly exceptional, convenient, and fulfilling care. In 2018, we introduced text messaging for VA Appointment Reminders, conducted health care visits over live video, introduced Martial Arts, Mindfulness Retreats, Tai Chi, and so much more. When it comes to Veteran care at the Butler VA, no mission is impossible.

Also this year, the President signed into law the VA MISSION Act of 2018. The Butler VA is fulfilling the President's commitment to help Veterans live a healthy and fulfilling life. We are:

- ★ **Ensuring easy and reliable access to care** when Veterans need it.
- ★ **Providing exceptional care to Veterans** anytime, anywhere.
- ★ **Serving as a trusted, caring partner**, helping Veterans and their families be healthy and well.

I encourage you to read through this year's Annual Report and discover all the ways the Butler VA Health Care System is making health care possible on new, improved, accessible, quality levels for our Veterans. Thank you to everyone for your support this year, and we look forward to serving and seeing you at the Butler VA in 2019.



Jon R Lasell, Jr, FACHE
Director

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Butler VA Health Care System Agents:

SHARON COYLE

Associate Director for
Patient Care Services

REBECCA HUBSCHER

Associate Director
for Operators

DR. JO-ANNE SUFFOLETTO

Chief of Staff

JON LASELL

Director

Leadership Team

It's Possible to have a Live-Video VA Appointment on your Phone!

New Connected Care Department Established in 2018

This year, Butler VA combined health care technologies — Telehealth, My HealtheVet, Secure Messaging, and VA Mobile Apps — into a Connected Care Department. Connected health technologies are expanding the reach of VA health care beyond the traditional face-to-face visits, allowing VA health teams to engage with Veterans via virtual visits, enhance access, and overcome geographic/physical/emotional challenges to care.

The New VA Video Connect (VVC) App

Butler VA's newest tool for 2018 in its Connected Care Department is the VA Video Connect (VVC) App. VA Video Connect allows Veterans to connect with their health care teams over live video from the comfort of their homes.

In 2018, mental health providers and Patient-Aligned Care Teams (PACT) at Butler VA implemented VA Video Connect for appointments to provide greater access to care to Veterans in their homes or non-VA locations. VVC was also introduced to Veterans utilizing the Veterans Justice Outreach (VJO) program.

Additionally, VVC was introduced in 2018 in the VISN 4 Centralized Registered Nurse Triage Call Center. The Call Center is physically located at the Butler VA, but it provides service to more than 300,000 Veterans throughout the region. The nurse call line provides a way to resolve primary, specialty, and mental health needs and, ultimately, to enhance timely and same day access. Veterans from VISN 4 can now use live video to meet with a Nurse Practitioner for same-day care using VVC.

Through VVC, health care at the Butler VA is now possible securely, privately and in real-time in the comfort of a Veterans' home or non-VA location through a smart phone, tablet, or computer. VVC makes VA health care more convenient, reduces travel time, limits time off work, saves on the cost of gas or other travel expenses, and enables providers to deliver VA video health care visits.

Telehealth Technology Use — 1st in the Nation

Butler VA led all VA Medical Centers this year, ranking 1st in overall Telehealth utilization nationally! That means more

and more Veterans right here at Butler VA are receiving health care when and where they want it. Over 14,000 telehealth encounters were conducted during FY 2018.

Six new Clinical Video Telehealth (CVT) programs were added in 2018 to include: CVT Hepatology, CVT Rheumatology, CVT Heart Failure with Pharmacy and Cardiology, CVT Pain Management, CVT Blind Rehab Center (partnering with the Cleveland VA Medical Center), and CVT Home Oxygen Re-evaluation.

Home Telehealth and Store-and-Forward Telehealth also expanded care in 2018. Home Telehealth added treatment for two additional mental health diagnoses: Bipolar Disorder and Schizophrenia. Store-and-Forward Telehealth, specifically Tele Dermatology, accomplished over 6,600 consult reads for under-resourced VA sites nationally (compared to just 2,500 last year).

TeleBenefits, a program in which Veterans are provided with benefits information and assistance through the use of video teleconferencing equipment was also introduced at Butler VA this year. With TeleBenefits, Veterans are able to video chat with a claim specialist ready to assist with VA benefits-related questions and services. Veterans are also able to submit claims and supporting documents during the TeleBenefits session.

My HealtheVet Adds 6 New Secure Messaging Teams

My HealtheVet's Secure Messaging, which allows Veterans to communicate online with Butler VA health care providers, added six new teams for 2018. Have a question for a social worker, or the urologist? A safe and secure message can be sent online through Secure Messaging now. New teams in My HealtheVet for 2018 include: Pharm Cardio (CHF), Pain, Urology, Update Your Contact Info, Ask A Social Worker, and VA Travel Reimbursement. And, Secure Messaging is fast. For the past five consecutive years, it has taken **less than one day** to complete at Secure Message at Butler VA.

My HealtheVet also partnered with the Release of Information (ROI) Office this year to assist Veterans requesting copies of VA health records online rather than in-person. As a result of this collaboration, within two quarters, 95 less first party ROI

requests occurred as a likely result of Veterans requesting their health records online through the VA Blue Button (MHV) instead of in-person.

2018 My HealthVet STATISTICS

- ★ Averaged **46** In-Person Authentications (IPA) per month
- ★ Averaged **3,000** online prescription refills per month
- ★ My HealthVet Authenticated Unique Veterans: **14,515**
- ★ Secure Messaging Active Unique Senders: **4,030**

New Text Messaging Appointment System for 2018

In 2018, VA launched VEText, a text messaging appointment-reminder system. With VEText, Veterans at Butler VA receive interactive VEText appointment reminders on their mobile devices. Our goal is to offer a quick and easy way to confirm and/or cancel appointments and then make every attempt to schedule another Veteran into that time slot. According to the Veterans Health Administration's (VHA) Office of Veterans Access to Care, as of July 2018, more than 3.24 million patients had received VEText messages and canceled 319,504 appointments, freeing up time slots for other Veterans to use.

I experienced an issue breastfeeding that I had not experienced with my first child. This was new to me, and I did not want to wait to be seen. I was able to connect to someone at VA that same day from home to discuss my symptoms and answer my questions. Everything worked out great, and I did not need to be seen in person.

Valerie LaCross, U.S. Navy Veteran





Without the personal trainer, I would have tried to develop my own workout, but I don't understand how the exercises work my body or what exercises work well for me and Michelle [the personal trainer] helps me work my core, which I really need. I can now function at a much higher level.

Harold "Mike" Shook, U.S. Air Force and Army Reserve Veteran

It's Possible to take Martial Arts, Yoga, and Tai Chi Classes at VA!

Whole Health Efforts Expand in 2018

Traditionally, health care providers have focused on what's the matter with patients, zeroing in on their diseases and ailments. Butler VA is shifting to a Whole Health culture, focusing instead on what matters most to Veterans. Some of the top responses Veterans gave when asked what matters most to them: Being with Family, Sleep, Eating Proper Foods, Being Healthy, Religion/Spiritual Life, and Work Status. It's possible for Butler VA to help with all of these things and more thanks to new offerings, trainings, and staff dedicated to the Whole Health culture at Butler VA.

YOUR MISSION. SHOULD YOU CHOOSE TO ACCEPT IT...

In 2018, Butler VA appointed its first Clinical Director of the Whole Health Program, Dr. Michael Anderson. Additionally, four Veteran employees volunteered to serve as Whole Health Peer Specialists to help introduce whole health to transitioning service members, and bring a curriculum of whole health to the Domiciliary Residential Rehabilitation Treatment Program (DRRTP). Butler VA also launched a sixteen week "Employee Focus: Health and Wellness for YOU" class with an overall goal of introducing whole health to employees.

New Classes for Veterans AND their Caregivers

In addition to the Wellness Center located at the Abie Abraham VA Health Care Center where Veterans and their Caregivers can exercise throughout the week, Butler VA continued to provide free, weekly fitness classes in 2018, as well as add new classes. 145 fitness classes were held in FY 2018, with 1,030 participants! New classes onsite at VA included Yoga, Meditation, Martial Arts, Tai Chi, and SAIL (Stay Active & Independent for Life). Butler VA also partnered with the YMCA in Butler to offer several, free water classes to Veterans. A personal trainer is another new addition for 2018 who provided 158 hours of personal training for Veterans in FY 2018.

Mindfulness is a way of thinking and focusing that can help you become more aware of your present experiences. While Mindfulness is not new for this year, more classes, retreats (including Mindful Eating/Nutrition, Yoga, Tai Chi, and Mindful Meditation), and even a book club are! After a Veteran-initiated request in January, a Mindfulness Book Club was started and has been meeting ever since.

New Aromatherapy Service for Women Veterans

Aromatherapy (Aromatabs) were introduced in the Women's Health Clinic this year to support women Veterans who may experience anxiety that can surround procedures. The results were exceedingly positive, with 100% of patients who used the Aromatabs wanting the opportunity to use them again for their next visit.

With a focus on family, the Women's Health Program also hosted its first ever VA Baby Shower this year in partnership with the Elizabeth Dole Foundation. Butler VA's baby shower included dinner, shower games, information about VA services, and of course, gifts for new and expecting parents.

Butler VA served 1,526 women Veterans in FY 2018, 51 of them new to Butler VA.

The Healing Power of Music

Two new music programs were introduced at Butler VA in 2018 to support overall health and wellness: Music is Medicine and Guitars for Vets. "Music is Medicine Hour" is hosted monthly for any Veteran, visitor, family member, or staff member at the facility to enjoy. Volunteers play music and coffee is provided. The hour provides a chance to listen to music, relax, and visit with fellow Veterans.

Guitars for Vets (G4V) is dedicated to sharing the healing power of music with Veterans suffering from significant combat related mental and emotional stress, particularly Post Traumatic Stress (PTSD). G4V pursues its mission by providing free, private, and group guitar instruction, a practice guitar, accessories, and method book in a structured program run by volunteers, primarily through VA facilities where Veterans enter into the G4V program via referrals by their mental health provider. Butler VA's new local chapter graduated its first student from the program in August.

Cooking Classes are Available for Veterans

Butler VA's Healthy Teaching Kitchen started a new cooking class series this year for Veterans. The class series introduces Veterans to knife skills, cooking methods, food safety and other kitchen equipment to ensure comfort while in their own homes preparing and cooking healthier meals. The project has helped Veterans feel more comfortable cooking at home, which decreases meals eaten away from home and potentially aids in a healthier lifestyle. Four rounds of the new cooking class series have already been successfully completed.

Treatment Works and Recovery IS Possible

New Recovery Groups and Partnerships in 2018

In order to support the rehabilitation and recovery of every Veteran with a mental illness, VA has identified recovery as a guiding principle for its entire mental health service delivery system. Each May, VA launches a renewed campaign for Mental Health Month to raise awareness about mental health resilience and recovery and to educate Veterans, their families, and their friends about available mental health resources and showcase the true, positive outcomes that are possible through mental health treatment and other support.

New Recovery Groups in 2018

Intimate Partner Violence (IPV) Program Offers New Strength At Home Group

Butler VA's Intimate Partner Violence Assistance Program is committed to helping Veterans, their partners and also VA staff who are impacted by IPV. This year, Butler VA started a new "Strength at Home" (SAH) Group to help Veterans strengthen their relationships and families, and prevent relationship violence. Healthy (and happy) relationships are possible, and Butler VA continues to provide resources and education to assist Veterans and couples.

Moral Injury and Reconciliation Group

Butler VA's Pastoral Care and Social Work Departments partnered to offer Veterans a new recovery group in 2018 targeting moral injury. The Moral Injury and Reconciliation Group is a 12-week program to help Veterans self-forgive for a particular combat traumatic experience or set of experiences. However, the greater goal is to become a more compassionate person, to grieve important losses, and to move towards how you hope to live your life with honor.

Suicide Prevention Outreach

Suicide is a national health concern that affects all Americans, whether or not they have served in the military. VA believes

that everyone has a role to play in preventing suicide. That's why we are working with community partners across the country — including faith communities, employers, schools, and health care organizations — to prevent suicide among all Veterans, including those who may never come to VA for care.

Butler VA's Suicide Prevention Coordinator participates in a minimum of five outreach events each month in the community to promote suicide prevention and awareness. In FY 2018, 106 events were held/attended. "We Care" Cards (suicide prevention mailings) are also mailed to Veterans on the facility's high risk for suicide list each month. In FY 2018, 291 cards were mailed.

Partnerships Help Make Recovery Possible

Butler VA's Center for Behavioral Health (CBH) Recovery Team, AmeriCorps (Suit Yourself) and Dress for Success Pittsburgh partnered in 2018 to host the second Fashion Show for Veterans at Butler VA. The show helped educate Veterans on how-to dress for formal events, interviews, work, and casual situations. Attire was modeled by Veterans, and Veteran models learned about proper grooming prior to the event. The purpose of the fashion show was to promote mental health recovery and success in the community for local Veterans.

Butler VA also hosted its sixth annual Mental Health Summit in September to strengthen its partnerships with the community in an effort to enhance mental health care for Veterans and their family members. This year's Mental Health Summit brought together 85 key stakeholders in our local community with the goal of enhancing mental health services specifically for women Veterans and their families in Armstrong, Butler, Clarion, Lawrence and Mercer Counties.

The Fashion Show gives Veterans a chance to feel good about themselves. I would do it again, I enjoy it. It also gives me a chance to sit down one-on-one with some of the Veterans while we're waiting, get to know them, and give them hope that sobriety is possible.

Roy Remone, U.S. Navy Veteran

Veteran X Group

The Veteran X Recovery Group participated in this year's Veterans Day Parade in Butler County. In November, the Veteran X Recovery Group celebrated its 200th Group! Since the conception (November 5, 2014) of the Veteran "X" Program at Butler VA, we have had 699 Veterans participate.



Clothesline Project

Butler VA hosted the Clothesline Project as part of Sexual Assault Awareness Month in April to increase awareness of the impact of violence on women and men, to celebrate the strength of survivors, and to provide another avenue to "break the silence" regarding sexual assault, childhood abuse, and physical violence.



Recovery Recognition

The 9th Annual Recovery Recognition Event was held in October to celebrate and honor local Veterans who have overcome mental health problems (i.e., PTSD, TBI, depression, substance abuse, etc.).



Mental Health Creative Arts

The 5th Annual Mental Health Creative Arts Event was held in March to help Veterans work toward mental health recovery. Local Veterans displayed their artistic talents — paintings, drawings, sculptures, music, and more.



From Homeless Veteran to Butler VA's New Community Employment Coordinator Anything. Is. Possible.



Increasing Support Services to Veterans and their Families

After becoming complacent with his sobriety, U.S. Air Force Veteran Bill Barger went from being a loving husband, father, CEO, and community leader, to a homeless, unemployed, and depressed Veteran who was estranged from any remaining family members. He made a call to the Veterans Crisis Line that saved his life, and then found support through Butler VA's Homeless Program, Domiciliary, and Vocational Rehabilitation Department. In 2018, he became the new Community Employment Coordinator (CEC) at Butler VA for the Homeless Program, tasked with helping homeless Veterans find work with local employers to support sustainable housing.

Butler VA's Homeless Team works day in and day out to end Veteran homelessness. Here is just snapshot of some of the achievements of the Homeless Team/ Program in FY 2018:

- ★ Fielded over 300 consults, phone calls and walk-ins from homeless and at-risk of becoming homeless Veterans in a newly designed collaborative approach to triaging the medical, psychiatric and homeless needs of homeless Veterans
- ★ Provided over 4,000 days/nights of shelter for homeless Veterans through VA Contract Shelter Programs – Tomorrow's Hope and Mechling Shakley Veterans Center
- ★ Awarded a new grant for transitional housing services for homeless Veterans in Butler (to be operational in 2019)

YOUR MISSION. SHOULD YOU CHOOSE TO ACCEPT IT...

All of this is only possible through my recovery and it began with the phone call and someone being on the other end of the line. As a CEC, I provide the resources and the guidance, but it's up to the Veteran to get the job and make the most of the resources provided. I just make sure I am on the other end of the phone to provide the much-needed support to them.

William "Bill" Barger, U.S. Air Force Veteran and Community Employment Coordinator for Butler VA

- ★ Supported two Stand Down Events in Butler and Lawrence counties
- ★ Participated in the annual Point-in-Time Count (PIT) to ultimately help guide activities throughout the year to better serve homeless and at-risk for homeless Veterans
- ★ Increased HUD-VASH vouchers to 130 and two new housing authorities were awarded vouchers (Clarion and Armstrong)

17 Successful Veterans Treatment Court Graduates

Butler VA is involved in two, well-established Veterans Treatment Courts, and this year had 8 successful graduates from Mercer County's Treatment Court and 9 from Butler County's Treatment Court. Currently, 57 Veterans are participating in Treatment Courts. The plan is to move forward with a new Veterans Treatment Court in Armstrong County, with a target date of Spring 2019.

Butler VA's Veterans Justice Outreach (VJO) served about 143 Veterans in FY 2018 and averaged 380 jail outreach visits this year. New for 2018, VJO partnered with Neighborhood Legal to host free legal educational seminars for Veterans.

VJO staff regularly participated in presentations and trainings for Crisis Intervention Training in Mercer and Butler counties, for the Bar associations of Butler and Allegheny counties, and for various police departments, probation and parole departments. VJO staff are also Board Members for County Criminal Justice Advisory Boards.

Reaching Out to Student Veterans

Butler VA's Transition & Care Management Team started the Veterans Integration to Academic Leadership (VITAL) program last year and this year worked directly with Butler County Community College and Clarion University to provide on-campus support for student Veterans. VITAL's mission is to provide world-class healthcare and improve the overall mental health

of Veterans, while supporting their successful integration into college and university campuses.

Additionally, the TCM Team participated in two annual events for Veterans. First, the annual Welcome Home Event was held at a Butler BlueSox Game this July for Veterans and their families. Heroes at Heinz was held in September where 15 Veterans and guests from Butler VA were invited to Heinz field for an event with the Pittsburgh Steelers.

New Groups to Support Veterans' Caregivers

Starting in March 2018, Butler VA's Caregiver Support Coordinator began facilitating monthly, in-person Caregiver Support Groups for all-era Veterans at both the Abie Abraham Health Care Center and the Community-Based Outpatient Clinic in Mercer County. Additionally, REACH VA PTSD and REACH VA Dementia were provided to Caregivers in-person and by phone. Butler VA's Caregiver Support program assists close to 500 Caregivers with various programs and resources.

Butler VA also recognizes and celebrates its Caregivers each November for National Caregiver Month. In FY 2018, 22 Caregivers participated in a painting event and lunch at Brushes and Barstools.

Connecting Veterans with Employment Opportunities

Butler VA hosted the "Butler County Manufacturing Consortium" in June to bring together local companies in need of hiring individuals, training their employees, and for networking opportunities. Butler VA's Vocational Staff attended to educate attendees on the services Butler VA provides, as well as share information to help connect Veterans with employment opportunities in Butler County.

Butler VA has two Compensated Work Therapy (CWT) Contracts in the community — NDC/Community Builders Group and Wright Contracting. By partnering with companies in the community, Butler VA is helping local Veterans learn new job skills and gain employment.

The People Make It All Possible

Employees, Volunteers, and the Butler Community

Committed, Award-Winning Employees

VA's core values of Integrity, Commitment, Advocacy, Respect, and Excellence (I CARE) are exemplified by Butler VA employees each and every day. Butler VA recognizes its employees' achievements year-round with I CARE events and certificates. In FY 2018, 120 ICARE certificates were awarded to staff.

At the 2018 Excellence in Government Awards in May, Dennis Rager (Outstanding Trades and Crafts) and Jeremy Simcheck and Nathan Fitzwater (Heroic Act) received the Gold Award and Robin Butler (Outstanding Clerical Employee) and Jessica Anderson (Heroic Act) received Silver Awards. Additionally, 11 other employees were recognized for both individual and team efforts this year. Recognition with an Excellence in Government Award nomination signifies hard work, enthusiasm, and outstanding results.

Additional employee achievements in 2018 included:

- ★ Captain Jeremy Simcheck and Firefighter Nathan Fitzwater (both Air Force Veterans) were acknowledged with Heroism Awards by VA for their heroic response to a local fire in Butler. Additionally, the entire Fire Department was recognized with a proclamation from Butler County Commissioner, Kevin Boozel.
- ★ Al Chambers with the Mercer VFW Post 6345 presented Marcie Baker, a nurse at Butler VA with the "Outstanding VA Health Care Employee of the Year Award" from the VFW Department of Pennsylvania.

New Leadership Appointed in 2018

Butler VA welcomed many talented new staff members this year, including new Leadership. VA appointed Jon R. Lasell Jr. as the Director of Butler VA in October, and Jo-Anne Suffoletto, MD, MSc, as Chief of Staff of Butler VA in November.

Mr. Lasell came to the VA from the U.S. Army Medical Command Healthcare Contracting Activity in San Antonio, where he served as the Director of



Business Operations. In addition to his military experience, Lasell holds a Bachelor of Science degree in biology from Prairie View A&M University and a master's degree in health care administration from Baylor University. He is a fellow of the American College of Healthcare Executives.



Dr. Suffoletto served as the Associate Chief of Staff for Education and Innovative Learning and Medical Director of the Simulation Program at VA Pittsburgh since 2013. She received her MD from Loyola University, Stritch School of Medicine, and completed her Internal Medicine Residency-Women's Health Track at the University of Pittsburgh Medical Center. Dr. Suffoletto also holds a Masters in Medical Education from the University of Pittsburgh. Dr. Suffoletto served as Interim Chief of Staff at Butler VA since July 2018.

VA Staff Improve Veteran Transportation Services

Butler VA staff worked with key stakeholders to review and revise its Veteran Transportation Services (VTS) in 2018. More Veteran resources, new processes, additional staff training, and two new vehicles were just a few of the changes made to ultimately improve transportation, and save \$191,408.73!

New Volunteer Ambassador Program

Butler VA's 206 Volunteers (many of them Veterans themselves) served 29,407 hours in FY 2018. This year, Butler VA's Voluntary Services Office started the Volunteer Ambassador Program. The volunteer greeters at the Abie Abraham Health Care Center are now known as "Volunteer Ambassadors" through this new program. They wear red vests in order to be easily identified by Veterans and visitors, and they receive customer service, Veteran-experience training every month. For this first year, we have 17 ambassadors in the program.

The Butler Community Gives Back to Veterans

Many, many groups, organizations, and individuals in the Butler community donate to Butler VA, in fact, \$139,238.11 total donations were received in FY 2018. Others give their time and talent regularly to our Veterans. A local hair salon owner, Tara Mueller along with Hilliary Shields and Lyndsy Day are three such people who have now been giving back for five years — volunteering their time and expertise cutting hair for our Veterans in the Community Living Center. They average about 35 haircuts each visit and come every 5-6 weeks.



IT IS POSSIBLE

"You don't realize what you can do from a wheelchair until you try to do it!"

U.S. Navy Veteran John Kellner

John was introduced to the National Veterans Wheelchair Games by a Butler VA Therapist and ever since has competed in seven Games. At his most recent Games, he brought home 5 gold medals, and 1 bronze medal.



at Butler VA Health Care System



Three local Veterans regularly participated in Blind Hockey this year, sponsored by the Pittsburgh Penguins.



Navy Veteran John Neudorfer demonstrated a tandem bike during a White Cane Day event at the Butler VA.



On November 12, 2018, retired U.S. Air Force Lieutenant Colonel John Mahler celebrated his 100th birthday. Mr. Mahler served with the 15th Air Force Division, 97th bomb group, flying 38 missions during WWII. Mr. Mahler is frequently at the Butler VA's Wellness Center...exercising!



U.S. Marine Corps Veteran Curtis Compton always wanted to learn to play the guitar, and this year the Butler VA's new local chapter of Guitars for Vets made that possible! Curtis is the first graduate of the program.

Facility Awards, Recognitions & Accreditations

★ **Cornerstone Recognition FY18- Gold Award**

Presented by the VA National Center for Patient Safety (NCPS)

★ **2018 Practice Greenhealth Environmental Excellence Award Winner**

Presented in recognition of Butler VA's ongoing commitment to improving environmental performance and for efforts in achieving a top standard of excellence in sustainability

★ **5-Star Rating on VA's Strategic Analytics for Improvement and Learning (SAIL) Report**

5 years in a row!

★ **3 Successful Accreditation Surveys**

Long Term Care Institute – October 2017 and August 2018
Triennial Environmental Audit – VEGA May 2018
Annual Workplace Evaluation – AWE August 2018

★ **Continued trend of Growth in Veteran enrollees and outpatient visits**

Over past 5+ years

★ **Butler VA leads the nation in Lowest Number of Outstanding Consults**

Statistics

Employees: **685**

Employees who are Veterans: **176**

Volunteers: **206**

Volunteer hours: **29,407**

Veterans Served: **25,579**

Veteran Outpatient Visits: **209,741**

Visits completed via Telehealth: **14,216.5**

Operating Budget: **\$97,930,911**

Operating Beds: **126**

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The Butler VA Health Care System, located in Butler County, Pennsylvania has been attending to Veteran's total care since 1947. We are the health care choice for over 25,000 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. Butler VA provides comprehensive Veteran care including primary, specialty, and mental health care — as well as management of chronic conditions and social support services to our nation's Veterans.

We proudly serve America's Veterans at our main campus on North Duffy Road, our facilities on New Castle Road, as well as at our five Primary Care VA Outpatient Clinics in Armstrong, Southern Butler County (Cranberry Township), Clarion, Lawrence and Mercer Counties.

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