

Annual Report 2009

Harry S. Truman Memorial Veterans' Hospital Columbia, Missouri



Message from the Executive Leadership Team

A hard hat, hammers, nails and saws might be the best depiction of activity at the Harry S. Truman Memorial Veterans' Hospital. We are in the midst of a tremendous amount of construction and renovation that will significantly improve our ability to deliver outstanding health care and services to the Veterans that we serve. We finally broke ground and started our \$25 million major construction project to replace and renovate the facility's operating rooms. Several other renovation projects were initiated including a new learning center, our pathology laboratory and research space. We experienced a 300 percent increase in construction contracts awarded.

The health care team at Truman VA continued to provide excellent care and services for mid-Missouri Veterans in 2009. We continued to provide health care services to more than 32,000 Veterans, a slight increase over the previous year. That included more than 1,800 recently discharged combat Veterans from Iraq and Afghanistan. We are proud to serve the Veterans that choose to receive their care from us – either at the VA medical center (VAMC) in Columbia or at one of our six Community Based Outpatient Clinics. Overall, these accomplishments speak well of the institution and the quality of care and service provided to Veterans by employees and volunteers.

The Executive Leadership Team pledges that, in 2010, we will affirm our commitment to outstanding health care delivery to Veterans. We will continue to focus on our outstanding cardiovascular services program, which serves as a referral center for other network facilities. Truman VA staff will continue to be key leaders and participants in the operations of the VA Heartland Network (VISN 15).

Truman VA patients will benefit from our continued strong performance in preventive health measures, chronic disease management and the use of clinical guidelines. The operation of our six Community Based Outpatient Clinics (Fort Leonard Wood, Kirksville, Camdenton, Mexico, St. James and Jefferson City) will continue to improve access to primary care and mental health services. We are excited about opening and operating our newest Community Based Outpatient Clinic in Sedalia. We will continue planning efforts for an additional community clinic in the southern portion of our service area to be operational in the next few years.

Another activity that improves access to health care is the Home Based Primary Care program. We were pleased to initiate our Home Based Primary Care Team South – based near Fort Leonard Wood – to supplement the program that has successfully operated out of Columbia for many years.

Besides maintaining our existing medical school and other educational affiliations, we reaffirm our commitment to our education mission. We will continue to support initiatives that include the addition of a Health Systems Management (HSM) Fellowship position and a HSM trainee as well as the previously developed student career experience program for University of Missouri health care administration students.

The impact of VA research will continue to be felt locally. VA funding and support enhances a wide array of medical/clinical research studies, especially the micro-imaging applications in the radiopharmaceutical laboratory, which has new PET and SPECT/CT equipment. Renovated research space will enhance the infrastructure support for many more research initiatives.

We will continue to focus public attention on the contributions that Veterans have made to our way of life through a variety of commemorative activities and special projects.

Finally, as an organization, we remain committed to the pursuit of exceptional customer service as well as excellence in patient care and patient safety, for which the VA health care system is a recognized world leader.

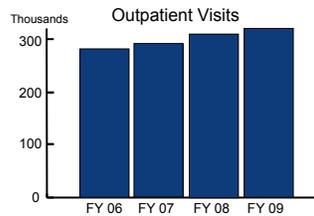


Accomplishments

Patient Care

- **Patients Treated and Outpatient Visits:**

The number of veterans receiving care increased from 31,422 to 32,035. Outpatient workload increased from 306,534 to 314,962 visits.



- **OEF/OIF Veterans:** The “seamless transition” clinic that brings Primary Care, Behavioral Health and physical rehabilitation providers to one place in order to maximize care planning and treatment for newly returned combat Veterans from Afghanistan (Operation Enduring Freedom) and Iraq (Operation Iraqi Freedom) was fully functional and very successful in 2009. Ongoing efforts by the OEF/OIF Program Manager and OEF/OIF Case Manager continued to reinforce “seamless transition” for returning combat Veterans. Significant efforts were made to enhance the relationship between Truman VA and the University of Missouri Veterans Center and the 200+ Veterans attending the university.
- **Homeless Veterans Program:** In conjunction with the Columbia Housing Authority, Truman VA managed and successfully expanded long-term housing vouchers and case management for homeless Veterans. This HUD-VA supported program has provided housing for 49 homeless veterans. In addition, a Veterans Justice Outreach Coordinator was hired to support another national initiative.
- **Visual Impairment Services Team (VIST):** A full-time VIST Coordinator was hired to provide case management and to coordinate services for blind and visually impaired Veterans. Through increased diligence, an additional 43 Veterans with vision impairment were identified, bringing the total Veterans receiving these services to 145.

Leadership

- **Veteran Service Organization and Other Stakeholders:** Truman VA officials participated in regular meetings of the Missouri Veterans Commission, the Missouri Association of Veterans Organizations (MAVO) and several state conventions of Veteran Service Organizations. Hospital management maintained open lines of communication through monthly meetings with service officers and congressional staff members.
- **EEO:** The EEO Program actively pursued outreach and career development opportunities for women, minorities, minority Veterans and people with disabilities. Truman VA employees participated and supported community diversity programs and activities including the annual Columbia Values Diversity Celebration, the NAACP Freedom Fund Banquet and the local Blacks In Government organization. A new affiliation was established with Lincoln University, a Historically Black University, to collaborate on internship and career opportunities for minority college students and a collaborative relationship with Haskell Indian Nations University was initiated.
- **Community Partnerships:** Strong community partnerships with the Frederick Douglass High School, our formal Partner In Education since 1998, and the Columbia



Accomplishments

- Meals on Wheels Program were maintained. Ongoing efforts with the local public schools included VA staff involvement with career days at three local middle schools and the annual Veterans Day essay contest for junior and senior high students. Hospital officials were engaged in Columbia Chamber of Commerce committees and activities. Truman VA again participated in the annual Memorial Day wreath-laying ceremony at the Boone County courthouse.
- **Women Veterans Program:** Truman VA hired a full-time Women Veterans Program Manager to provide administrative and programmatic oversight as well as to serve as point of contact for all female Veterans. In addition, a physician was hired to serve as the Director of Women's Health.

practice evaluation. In addition, Truman VA successfully standardized competency folders across all health care occupations in the facility.



Business Processes

- **Collections:** Medical Care Cost Recovery activities collected \$17,669,234 and another \$8,652,566 was collected from other revenue sources for a total of \$26,321,800.
- **Systems Redesign Initiatives:** A total of 13 system redesign teams were chartered to improve patient care in 2009. One example of team success was to decrease the time from diagnosis of colorectal cancer to initiation of treatment from an average of 40 days to nine days. The systems redesign concept was implemented for all renovation construction contracts.
- **Software to Improve Blood Bank Operations:** New software designed to provide an improved blood bank system was installed. It will facilitate ongoing compliance with Food and Drug Administration (FDA) standards for medical devices and enhance Truman VA's ability to provide high-quality blood products for Veterans.
- **Credentialing, Privileging and Competency:** The Credentialing and Privileging program was expanded into a new organizational unit responsible for all dependent and independent credentialing, peer review and focused/ongoing professional

Performance Measures

- **National VA Performance Measures:** For Mission Critical Measures, 88 percent of the measures were met or exceeded. For Transformational Measures, 85 percent of the measures were met or exceeded.
- **Patient Satisfaction:** Both inpatient and outpatient ratings for overall quality met or exceeded national VA targets, reflecting a high degree of satisfaction from those Veterans served by Truman VA and its community clinics.
- **Performance Improvement:** 100 percent surgical case review was implemented with the capability to "drill down" to a subspecialty and a provider. With regard to reusable medical equipment processes, Truman VA successfully (1) designed and developed a competency checklist with monitors, (2) developed standard operating procedures for all areas, (3) assured that any reprocessing activity was compliant with manufacturer's and VA instructions/regulations and (4) provided necessary staff education.

**Enjoy Your Freedom?
Thank A Veteran!**



“Your staff’s professional and courteous attitude, expert knowledge and patience in handling my father’s specific condition are first-rate.”



“My husband received the finest care anyone could expect to receive. I found staff all over the hospital willing to go out of their way to be helpful and kind.”

