

Annual Report 2011

Harry S. Truman Memorial Veterans' Hospital Columbia, Missouri



VA
HEALTH
CARE

Defining
EXCELLENCE
in the 21st Century

Message from the Director



As the daughter of a retired Air Force NCO and wife of a service-connected Veteran, I understand the sacrifices Veterans have made in service to our nation. When Secretary of Veterans Affairs Eric Shinseki established Department Core Values and Characteristics, it was



an easy transition at Truman VA. At this VA facility, we are committed to providing the best health care services to our Veterans daily – that’s just what we do.

The five Core Values define “who we are,” our culture and how we care for Veterans, their families and other beneficiaries. Those Core Values are Integrity, Commitment, Advocacy, Respect, and Excellence (“I CARE”).

The Core Characteristics define “what we stand for,” and help guide how we will perform our core mission. They shape our strategy, and will influence resource allocation and other important decisions made within VA. The Characteristics are Trustworthy, Accessible, Quality, Agile, Innovative, and Integrated.

Throughout the past year, clear examples of VA’s Core Values and Characteristics were found at Truman VA. We continued to provide excellent care and services for mid-Missouri Veterans in 2011. The nearly 35,000 unique Veterans that received care was an increase of nearly four percent from the previous year. And overall Client Satisfaction exceeded 100 percent of the individual performance measures, resulting in the highest patient satisfaction score in the VA Heartland Network (VISN 15).

We are proud to serve the Veterans who choose to receive their care from us – either at the VA medical center (VAMC) in Columbia or at one of our seven Community Based Outpatient Clinics. That includes the newest facility - the replacement of the Fort

Leonard Wood Community Based Outpatient Clinic in Waynesville. We will continue to improve access to our primary care and mental health services.

The health care team at Truman VA continued to embrace capital expansion that significantly improves our ability to better serve Veterans. Projects included the ongoing construction of a \$25 million Major Operating Room Project, renovation of elevators, design for a Minor Sterile Processing Services Replacement Project, renovation and relocation of the facility’s Imaging (X-Ray) services, design of a 16-bed ICU, and design of a parking garage. All projects included use of Systems Redesign concepts with Veterans and families as design partners.

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. This includes staff support for a local Columbia initiative known as “Military Morning” and the Missouri Veterans History Project, which supports the National Veterans History Project maintained by the Library of Congress. In addition, we will continue to utilize a variety of communication tools including our external website as well as our Facebook and Twitter pages.

Finally, as an organization, we reaffirm our commitment to the pursuit of exceptional customer service and excellence in patient care and patient safety, for which the VA healthcare system is the recognized world leader.

Sallie Houser-Hanfelder, FACHE
Director

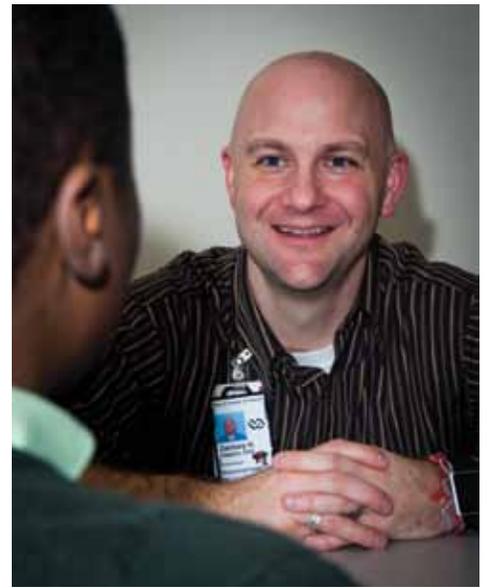
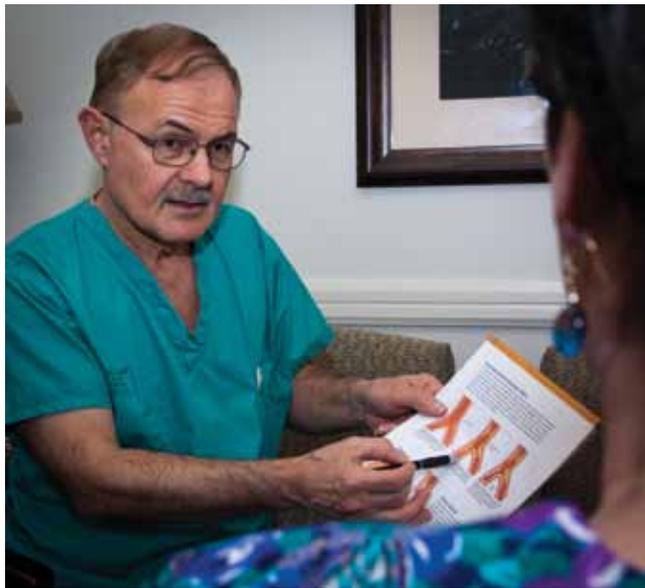


**Enjoy Your Freedom?
Thank A Veteran!**

I CARE Core Values describe Truman VA's culture and character and serve as the foundation for how this facility interacts with the Veterans we serve. During the past year, numerous examples of our accomplishments are highlighted below.

Integrity:

We adhere to the highest professional standards and maintain the trust and confidence of all with whom we engage. Subsequently, Truman VA continues to make recently returned combat Veterans a top priority. The “seamless transition” clinic that brings Primary Care, Behavioral Health and Rehabilitation providers to one place in order to maximize care planning and treatment for Veterans from Afghanistan (Operation Enduring Freedom) and Iraq (Operation Iraqi Freedom) continued to function successfully in 2011. Efforts by the OEF/OIF/OND (Operation New Dawn) Program staff as well as numerous other personnel continued to reinforce “seamless transition” for returning combat Veterans. Besides the ongoing efforts to enhance the relationship between Truman VA and the University of Missouri Veterans Center, positive gains were made in forging a similar relationship at Columbia College.



Commitment:

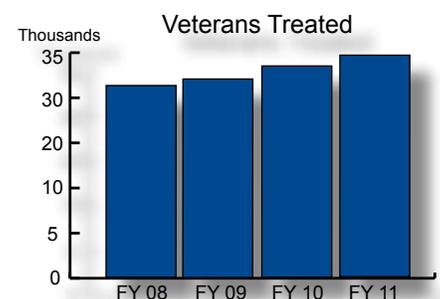
We work diligently to serve mid-Missouri Veterans. Driven by an earnest belief in VA's Mission - we are dedicated to providing high quality, comprehensive health care to Veterans in an environment that fosters trust, respect, commitment, compassion, and excellence. Take, for example, our partnership with the Columbia Housing Authority. Truman VA managed and successfully expanded long term housing vouchers and case management for homeless Veterans. In 2011, 89 percent of Housing & Urban Development-Veterans Affairs Supportive Housing (HUD-VASH) vouchers were utilized, allowing for the placement of more than 100 formerly homeless Veterans into permanent housing. One formerly homeless Veteran was approved for a VA home loan. The HUD-VASH program is just one in a full array of programs to address homelessness in the Veteran population.

Advocacy:

We are truly Veteran-centric by indentifying, fully considering and appropriately advancing the interest of Veterans and other beneficiaries. The EEO program actively pursued outreach and career development opportunities for women, ethnic minorities and people with disabilities. Truman VA employees participated and supported community diversity programs, outreach events and activities including the annual Columbia Values Diversity Celebration, the NAACP Freedom Fund Banquet and the local Blacks in Government organization. Recruitment of minorities increased and the facility actively worked with the Hispanic Association of Colleges and Universities (HBCU) and Lincoln University. Also, facility management focused on and increased the use of Alternative Dispute Resolution (ADR) as a means to resolve employee relations issues. Finally, we continued to fully support our long-term Partnership In Education with Frederick Douglass High School and our positive relationship with the Missouri Veterans Commission and the Missouri Association of Veterans Organizations (MAVO).

Respect:

We show respect to earn respect. The number of unique Veterans receiving care increased from 33,756 to 34,955 – an increase of nearly four percent. Subsequently, Client Satisfaction results met or exceeded all individual performance measures. Truman VA's patient satisfaction scores were the highest in the VA Heartland Network (VISN 15). Our role as a referral center for VA heart care was strengthened when our surgeons performed 200 open heart procedures, an increase of 70 cases that saved approximately \$1.7 million in fee basis expenditures.



Excellence:

We strive for the highest patient quality and continuous improvement in health care services. Truman VA's National VA Performance Measures, for example, exceeded the Mission Critical Clinical Performance Measure in Quality, Client Satisfaction and Access. Overall Clinical Quality met or exceeded 91 percent of the target performance measures with no less than 10 individual measures at or above the 95 percent level. Furthermore, this facility was awarded a Certificate of Commitment for participation in the 2011 Secretary's Robert W. Carey Performance Excellence Awards as a first time applicant. Research shows that health organizations that have won such awards outperform other hospitals in nearly every metric used to determine top hospitals.

