



VA Health Care in North Carolina



VISN 6

Status of Services Update



Mr. Daniel F. Hoffmann, FACHE
Director, VISN 6
Feb 26, 2015

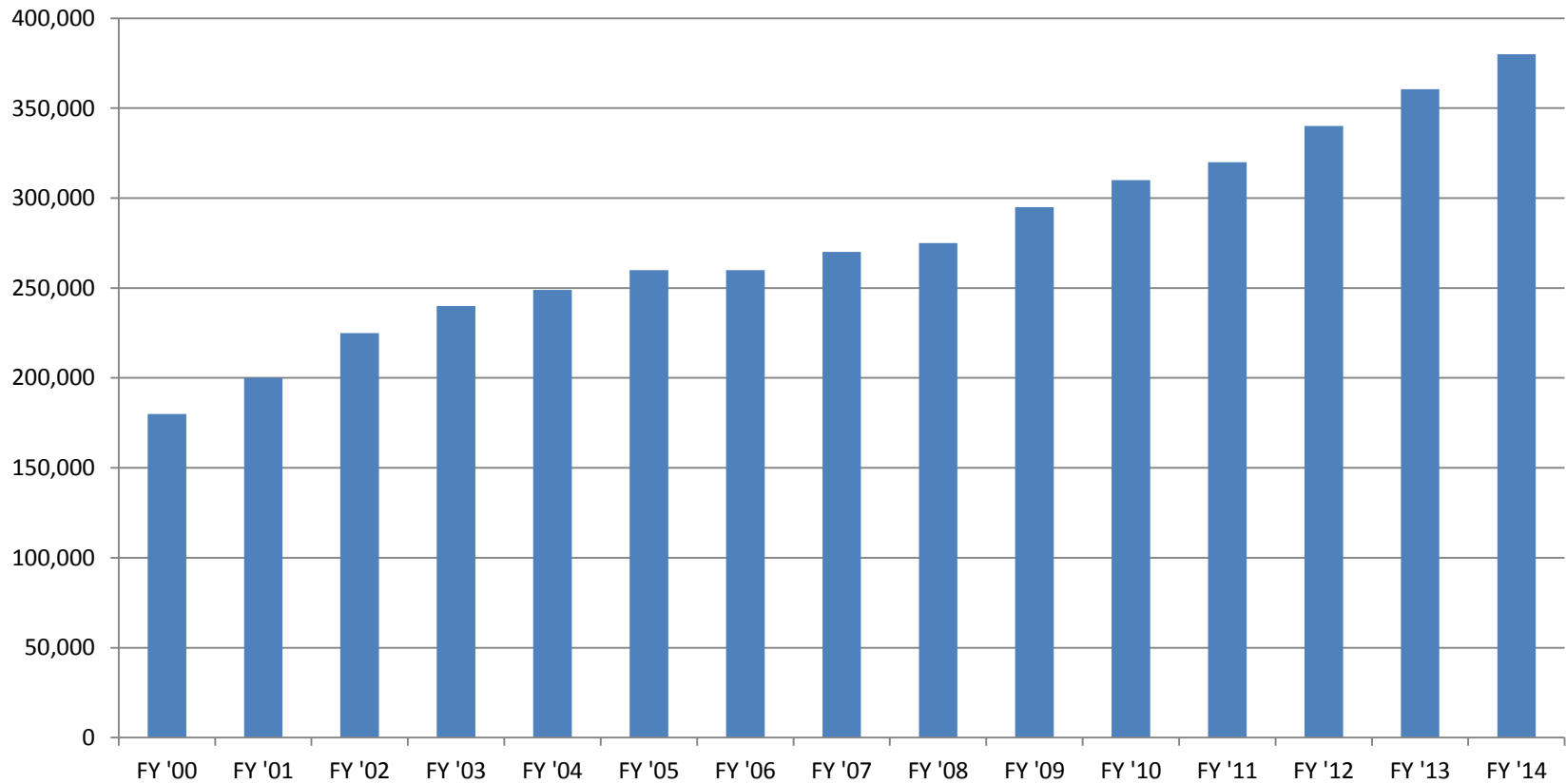
Excellent Service -- Earned by Veterans -- Delivered Here



Growth

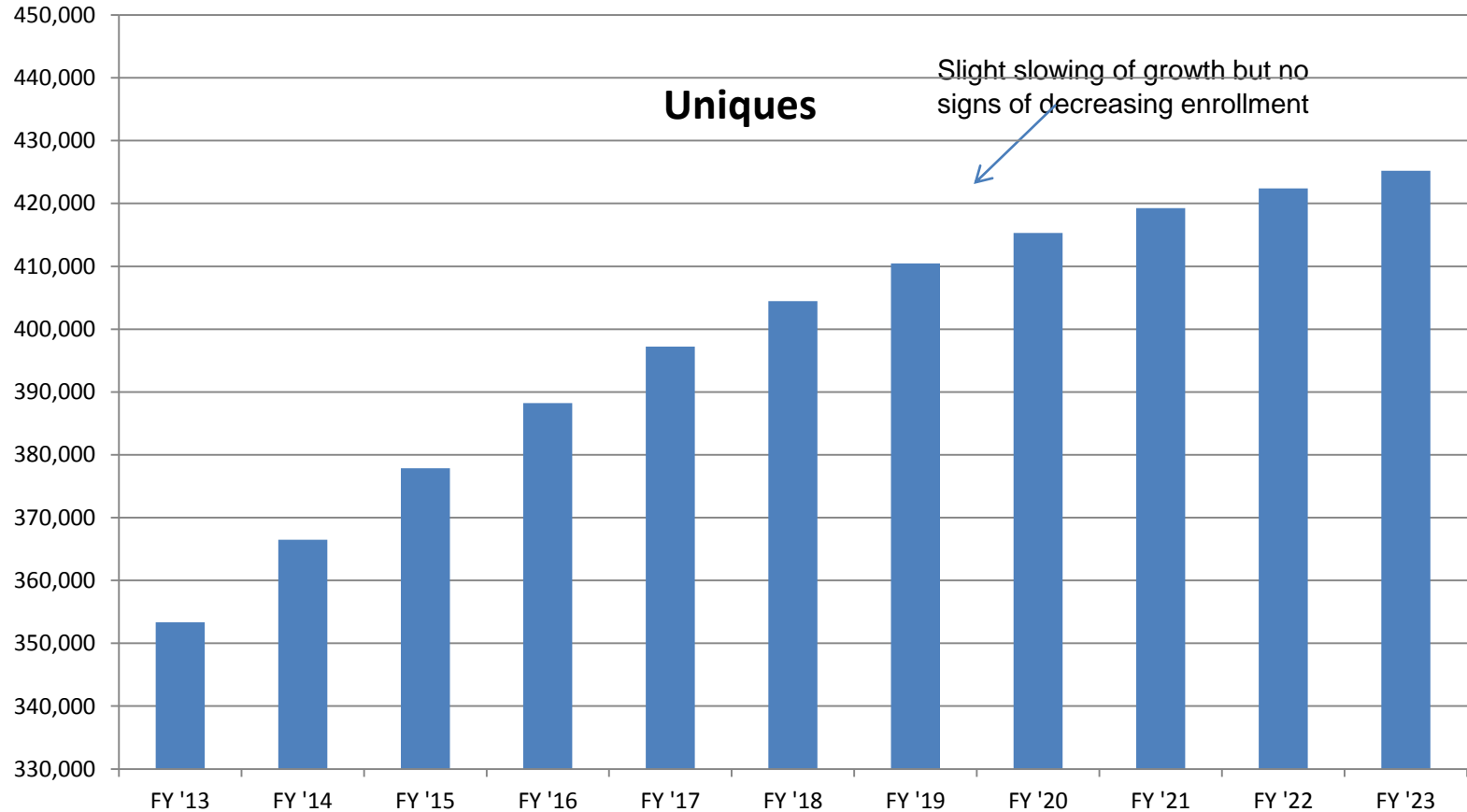


Uniques





10 Year Projected Growth

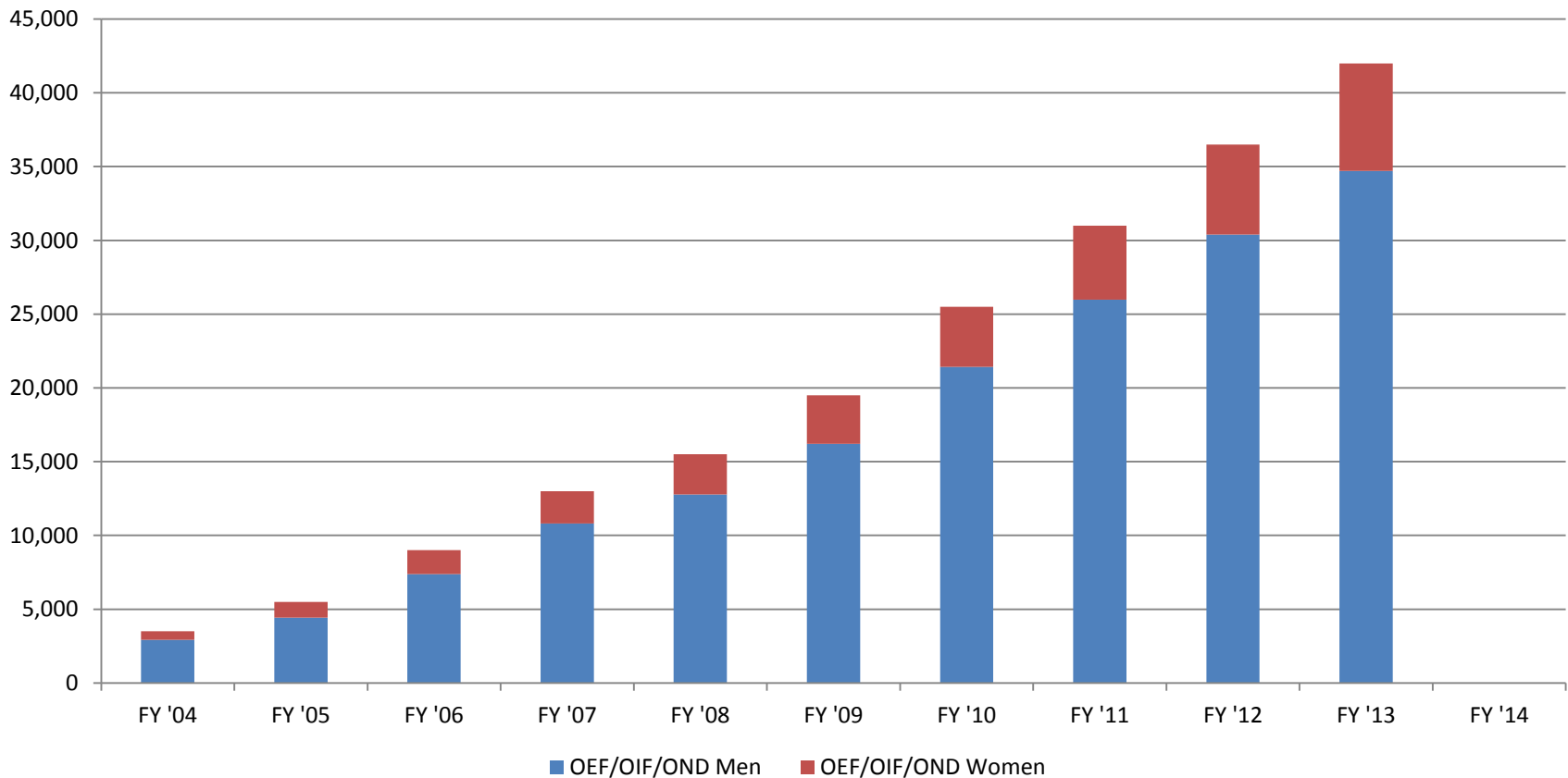




OIF/OEF/OND VETERANS



Proportion of women to men continues to grow. Currently at 18.6 percent





Demand Exceeds Capacity



- Space Issues
 - Medical Center Average Age – 75 yrs.
 - Need new space designed for up-to-date, efficient, optimal health care delivery and productivity
 - Increase in outpatient visits = increased need for parking
- Provider Issues
 - Low Supply / High Demand – Industry Shortages
 - Competition with private sector
 - Salaries – Recently adjusted by VA Secretary
- Alternative Delivery Modalities
 - MyHealtheVet, Home Based Primary Care
 - Telehealth, Secure Messaging



Path to Excellence



- Increasing operational efficiency wherever possible
- Extending hours – Better use of existing space
- Leveraging Network Resources
 - ✓ Hiring – Increasing provider capacity
 - ✓ Balancing need with capacity
 - ✓ Optimizing centers of excellence



Path to Excellence



- Enhancing the use of Non-VA Care
 - Accelerated Care Initiative
 - Use of fee basis in the community
 - PC 3 Contract
 - Medical school affiliate arrangements
 - VACAA Dollars
 - Third party administrator (CHOICE Program)
 - Dollars for staffing
 - Non-Recurring Maintenance (NRM)



Path to Excellence



VISN 6 has increased capacity

- ❖ Added 30 sites of care in the last 10 years

Growing Additional Physical Capacity

Open Now

- ✓ Wilmington opened April 30, 2013
- ✓ Goldsboro opened July 29, 2013
- ✓ Greenville HCC opened March 17, 2014

Emergency Leases

- ✓ Fayetteville – opened November 3, 2014
- ✓ Jacksonville – opened September 29, 2014



Path to Excellence



Construction Underway

- Charlotte HCC (due in 2016)
- Fayetteville HCC (due in 2016)
- Kernersville HCC (due in 2016)
- Jacksonville CBOC (replacement, due in 2015)
- Sanford CBOC (due in 2015)

Emergency Leases - In progress

- Virginia Beach
- Fredericksburg
- Charlottesville

Newly approved facility

- Raleigh 3

Proposed facilities

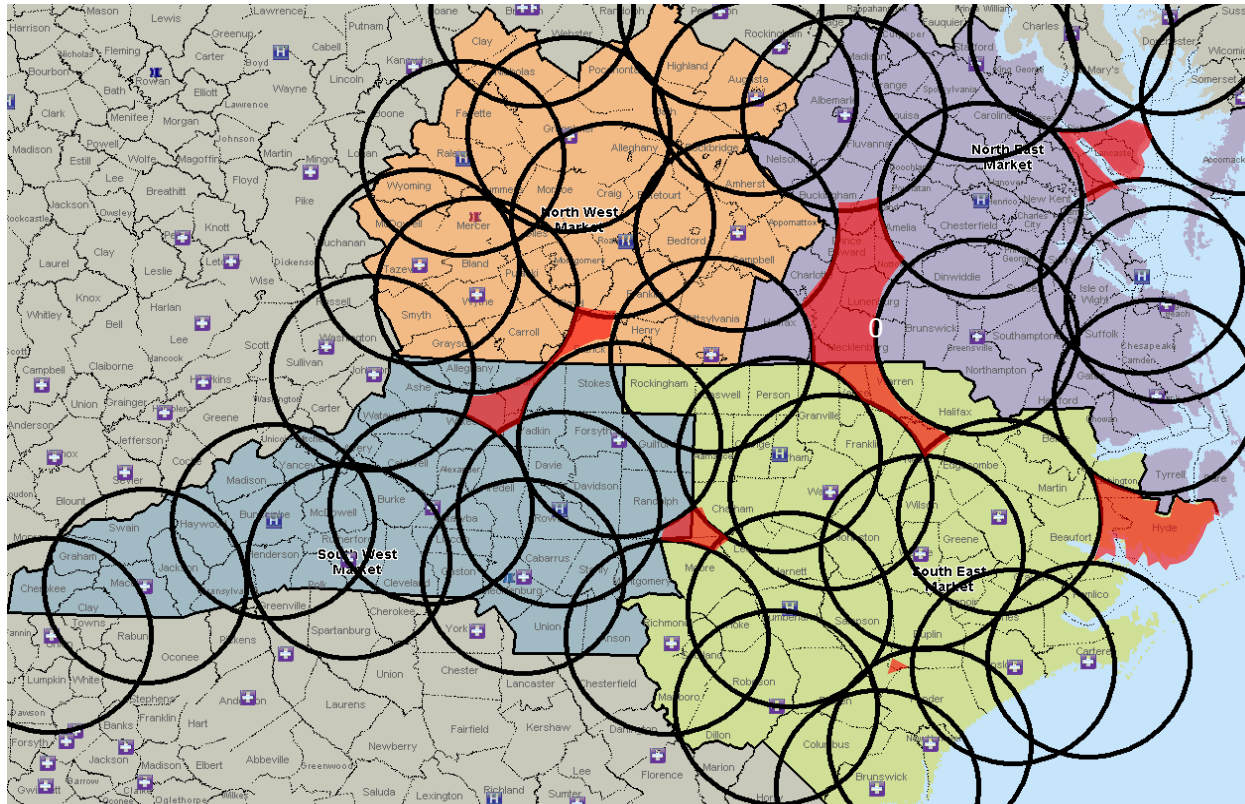
- Raleigh HCC
- Virginia Beach
- Fredericksburg



Access to Care

Existing Coverage (40 mile radius)

Veterans Choice and Accountability Act of 2014





Enhanced Active Listening



- Visits to all 40 Sites of Care
- Medical center sponsored quarterly Town Halls
 - Major Themes:
 - New Patient Access
 - Access to High Demand Specialty Services,
 - Parking/Phones
- Commitment to broader engagement with Veterans, VSOs, staff and others in rapidly changing world



VA Core Values



I CARE

- *Integrity* -- Act with high moral principle and the highest professional standards
- *Commitment* -- Work diligently to serve Veterans
- *Advocacy* -- Be truly Veteran-centric by advancing the interests of Veterans
- *Respect* -- Treat those we serve with dignity and respect
Show respect to earn it
- *Excellence* -- Strive for the highest quality and continuous improvement.



Stay in touch



“Voices of VISN 6” monthly newsletter

<http://www.visn6.va.gov/>

VISN HQ Phone: 919-956-5541





VISN 6 Questions



What's on your
mind?

