

A PHENOMENAL YEAR

A NEW DAY

KANSAS CITY VA
MEDICAL CENTER
ANNUAL REPORT

2007



MEDICAL
CENTER



A message to employees from the Medical Center Director

2007 was a phenomenal year – and it truly is a “new day at the Kansas City VA!” Looking back over 2007 provides a great opportunity for me to express my appreciation to the medical center employees. You should be very proud of your accomplishments and successes. One that I am most proud of is the 2007 report from the Office of Quality and Performance that scores medical centers in access, quality and satisfaction. The Kansas City VA Medical Center ranked as the 13th most improved medical center in the nation. In 2006 we scored at 125 out of 141 medical centers; in 2007 we were 81 out of 141. This is affirmation of your hard work and demonstrates your commitment to the veterans who trust us with their care.

Additional successes that stand out as we look back over the year – the opening of the state-of-the-art cardiac cath lab on Valentine’s Day; improvements in access wait times (specifically in Urology and GI); marked improvement in the All Employee Satisfaction Survey scores; and improvements in quality – excelled in cancer



screening, cholesterol assessment and hypertension management. The MCCF staff’s hard work paid off by exceeding the established collections goal by 103.41%. Our patients have complimented the upgrades in the parking lots and sidewalks. And during his visit in August, Deputy Secretary Mansfield praised the cleanliness of the medical center and acknowledged your efforts in ensuring quality care to our nation’s veterans.

Congratulations on a very successful year. I am very proud to serve with you and look forward to an exciting 2008.

Kent Hill, Director

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FY 2007 Goals (with RESULTING INITIATIVES)

- 1. Implement programs for developing the workforce and succession planning**
 - promoted *School at Work, Career Development, Leadership Training*
- 2. Focus on employee morale by promoting a culture of cooperation and civility**
 - installed *Bragging Wall*
 - enhanced *Awards Program, recognizing a “Service of the Year”*
- 3. Improve the medical center infrastructure and space utilization through prioritization with a focus on healthcare delivery.**
 - conducted *space inventory*
 - arranging *off-site space to move administrative functions to expand clinical space*
- 4. Enhance internal communication at all levels of the organization through feedback and management of information**
 - purchased *plasma monitors for placement across medical center*
 - *Supervisory Recognition Luncheon with training focus on communication*

A PHENOMENAL YEAR

- National ranking on improvement (141 medical centers)
 - 13th in the nation (access, quality, and satisfaction)
 - Ranked #32 nationally for improvement in access scores
 - 13th most improved nationally in outpatient and inpatient satisfaction
- Kansas City was the only hospital in VISN15 with all quality performance measures quadrants green
- Exceptional in 38 performance measures
- Met or exceeded 10 of the 12 core clinical indicators
- Improved on all categories of the employee satisfaction survey, with exception of two (see page 11)
- Compensation and Pension – met exceptional goal for the quality of the exams
- MCCF – exceeded goal (collected 103.41% of goal)
 - Total collections: \$17,390,645
- Joint Commission Survey – great job
 - Compliments from surveyors
- OIF/OEF Program
 - Implemented case management
 - Welcome Home celebration
- Enhanced Mental Health Programs
 - Added Suicide Prevention Coordinator
 - MHICM Accreditation

ACCOMPLISHMENTS

OPENED CATH LAB (see page 4)

SMOKE-FREE ENVIRONMENT (see page 12)

PARKING LOTS AND SIDEWALKS UPGRADES (see page 12)

OIF/OEF CASE MANAGEMENT PROGRAM (see page 6)

MYSTERY SHOPPER PROGRAM (FRESH EYES) IMPLEMENTED (see page 3)

WELCOME HOME EVENT (see page 6)

DEVELOPED AND IMPLEMENTED EXTERNAL WEB PAGE

NEW LOGO: “A NEW DAY AT THE KCVA”

A new day



OUR PATIENTS' FEEDBACK

Patient Satisfaction Surveys - 2007

<i>Great job!</i>	Outpatient		
	KCVAMC	VISN	National
Courtesy	91.5	95	94.7
Continuity of Care	86.4	77.9	76.8
<u>Opportunities for improvements:</u>			
Emotional Support			
Visit Coordination			

<i>Great job!</i>	Inpatient		
	KCVAMC	VISN 15	National
Access	82.2	82.3	81.8
Courtesy	91.1	90.3	90.05
<u>Opportunities for improvements:</u>			
Emotional Support			
Visit Coordination			

FRESH EYES – MYSTERY SHOPPER PROGRAM

In November FY07, the medical center established a Mystery Shopper Program, Fresh Eyes. Presenting a snapshot from the customer's eyes, "shoppers" obtain feedback from our patients about their experiences at the medical center and provide their reports to the Director's Veterans Advisory Group. The veterans selected as shoppers are a diverse group of men and women who served from World War II to the current combat veterans (OIF/OEF); and include representation from special programs such as Women's Health, Spinal Cord Injury and Blind Rehabilitation.

A major achievement by the shoppers was a focused review of access for our mental health programs after regular business hours, holidays, and weekends. The results from the review reveal that the medical center staff responded to each call accurately and timely. The information collected from our shoppers is an invaluable tool, providing medical center leadership the opportunity to make necessary changes to better serve our veterans.

Actions taken as a result of the shopper program:

- Addressing customer service issues
- Scheduling courtesy training for all front line staff.

OUR PATIENTS RESPOND

Dear Medical Center Staff:

A friend of ours encouraged my brother and my husband to visit the VA hospital here in Kansas City. His heart was out of rhythm, and after several procedures with other doctors, he visited the VA hospital. The doctors were able to get his heart back in rhythm on the first try. Our friend told us the care is excellent, the people are caring and kind, and he had never had such confidence in any doctors as he does those at the VA hospital. Their attention to detail is amazing.

My brother, a Navy vet, took our friend's advice. Thank God for the great care of KCVAMC doctors and staff.

My husband had his first appointment at the KCVAMC recently. We were so impressed with the thoroughness and kindness of the doctors and staff. It's so amazing as you're walking down the halls looking for the right room. If you even look slightly confused, there is always a staff member saying, "Can I help you?" WOW, service to say the least.

My husband has a few issues, and we are confident we are in the best hands and care at our VA hospital.

Clinical Initiatives

STATE-OF-THE-ART CARDIAC CATH LAB

This new lab increases capacity for veterans requiring cardiac care, offering interventional cardiac care.

Project cost – \$3.2 Million
 Equipment cost – \$2 Million



New Lab	Old Lab
> 6,000 gross square feet	< 1,000 gross square feet
2 Procedural Bays	Single Procedural Bay
8-bed Pre-procedure and Recovery area	No Pre-procedure area
Equipment/Supply Storage room	Storage/Supply space
In-suite Reception/Check-in	Shared Reception/Check-in Located outside the Lab area
Dedicated Waiting Room	Shared Waiting Room
Offices in the Suite	
Film Review Area	
State-of-the-art Digital Imaging Equipment	CINE Film Capture

FIX INITIATIVE

Flow Improvement Initiative (Discharge Planning)

- resulted in improved communication
- daily “lightning” rounds for patients to be discharged
- real-time data collection

EQUIPMENT PURCHASES:

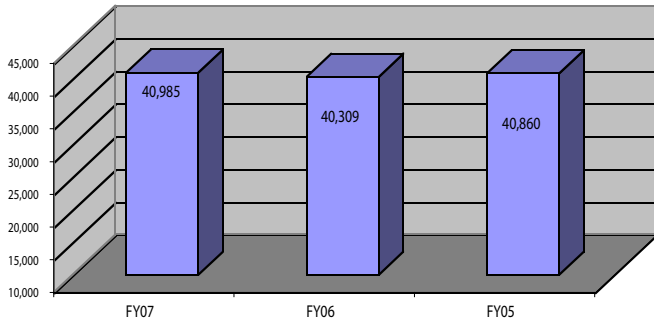
- PURCHASED PET/CT SCANNER
- NEW MRI
- REPLACED NURSE CALL SYSTEM

EXCELLED IN QUALITY MEASURES:

- CANCER SCREENING
- CHOLESTEROL ASSESSMENT
- HYPERTENSION MANAGEMENT

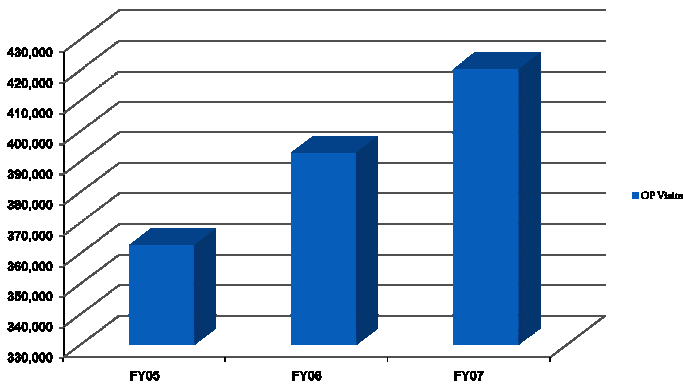
Clinical Initiatives

Veterans Receiving Care at the Kansas City VA Medical Center (reflects a unique social security number)



KLF:
Unique Patient Count Through 30SEP2007

Kansas City VA Medical Center Outpatient Visits Fy2005 - 2007



Inpatient Stats

	FY05	FY06	FY07
Admissions*	5,766	5,483	5,964
Average Daily Census*	118	106	123
Average Length of Stay**	6.1	5.8	5.5



Associate Director, Judy McKee, helps deliver holiday gift bags supplied by KCVAMC employees to patients in December.

METHICILLIN-RESISTANT STAPHYLOCOCCUS AUREUS PREVENTION INITIATIVE



Implemented the MRSA precautions to prevent the transmission by identifying patients who are “carriers” of MRSA in addition to patients who are infected.

DRIVE-THRU FLU SHOT CLINIC

On a cold, rainy October 13th, the medical center’s flu shot drive-thru clinic opened. Over 200 veterans braved the weather to get their shot – and loved that they didn’t have to get out of their vehicle. The clinic ran everyday through November 2nd, and the team effort to make this happen was phenomenal.



DIABETIC METER EXCHANGE

The Diabetic Team held off-site clinics to exchange patients’ diabetes meters. Over a six-day period, 2,890 veterans received the upgraded meter.



OPENED OPTICAL SHOP

A new service available for veterans – an in-house optical shop. The shop serves not only veterans, but veterans’ families as well as employees and their families.



OEF/OIF
CASE MANAGEMENT
PROGRAM

Providing Linkage
to Care!



Claude Guidry, LMSW
Program Manager



Teri Blackwelder,
RN, BSN
Nurse Case Manager



Shari Grewe
OEF/OIF
Transition Patient Advocate

WHO WE SERVE



On September 27, the Kansas City VA Medical Center hosted a “Welcome Home” celebration for all veterans, targeting specifically those returning from recent combat duty. Benefits information and community resource information was provided at 38 tables. Entertainment was provided by the Ft. Riley rock & roll band, and hot dogs, beans, chips, drinks, and pies were served. A large crowd enjoyed the festivities and the beautiful weather.



SATURDAY ENROLLMENT FOR IRAQI VETS



On Saturday, May 19, men and women from the 778th HET Unit, in Kansas City, Kansas, who served in Iraq, enrolled for medical care at the KCVAMC. The unit First Sergeant coordinated the event to ensure that his troops enrolled before the two-year deadline. Forty-nine veterans from as far away as Wichita participated in the enrollment.

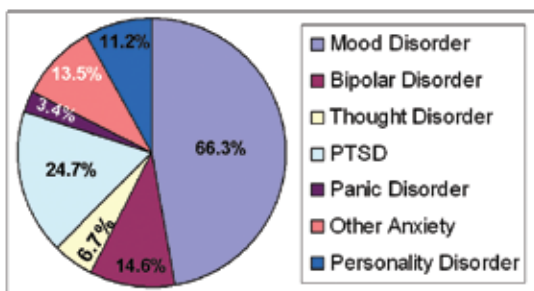
Age Groups	
20-29	857
30-39	617
40-49	433
50-59	149
60-65	31
Total	2087
Sex	
Male	1860
Female	227
Total	2087

SUBSTANCE ABUSE RESIDENTIAL REHAB TREATMENT PROGRAM (SARRTP)

SARRTP was redesigned and implemented as an inpatient residential program in 2007. The redesign allows for increased individualized treatment and addresses the most common co-occurring disorders.

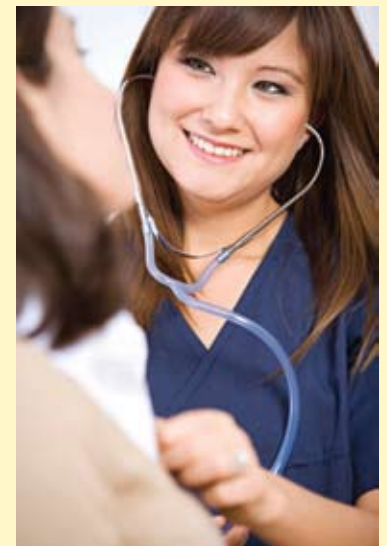
- SARRTP staff:
 - program director (psychologist)
 - physician assistant
 - nurses
 - social workers
 - addiction therapists
 - medical clerk
- 27 beds
 - served over 500 patients in 2007
 - complimented by the Joint Commission Team

SARRTP Statistics ¹

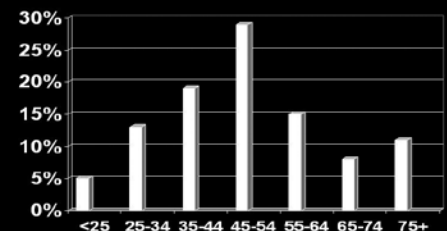


¹ Note: Total does not equal 100% due to patients falling into multiple categories

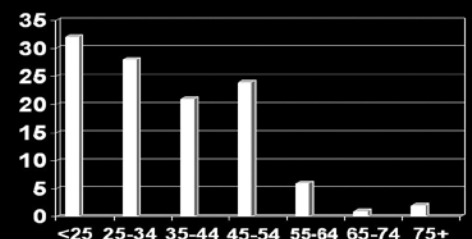
- > 3,200 women enrolled at the Kansas City VA Medical Center
- Enrollment continues to increase each year
- Lower age range for new enrollees
- New service for 2007
 - On-site GYN Surgery
- Quality
 - Exceeded target for screens for both breast cancer and cervical cancer



Female Veteran Population by Age Range



New Female Patients by Age Range



Staffing Levels

Staffing

	FY04	FY05	FY06	FY07
RNs	225	226	237	246
LPNs	48	45	55	49
Wage Grade	138	131	133	133
Admin and Clerical	300	278	295	313
Other Staff	27	28	27	27
Physicians FT/PT	78	85	86	91
Allied Health	293	289	296	314
Total	1,109	1,081	1,129	1,172

(Does not include non-VA staff)

Volunteers - 480

NEW Staff

Associate Director
Judy McKee

Assistant Director
Kevin Inkley

Surgery Chief
Jeffrey Reese, MD

Facilities Chief
George Hazel

Police & Security
Wayne Nesmith

EMS Chief
Larry Clayton

Clinical Support Chief
Jim Bolton

Human Resources Manager
Paula Buechele

ISO
Scott Mahoney

OUR STAFF

WELLNESS COMMITTEE

KCVAMC has a very active and strong Employee Wellness Program. The committee initiates numerous events each year to promote a healthier lifestyle for our employees.

Events for 2007

- Farmers' Market
- Four Health Fairs
- Lunch & Learns (Depression, Dressing for Work, Breast Cancer Survivor Luncheon)
- Virtual Walking Program
- Published for activities for the National Health and Fitness Day
- Subcommittee for the decreased smoking areas
- Sponsored a healthy choice day in the canteen and healthy soup cook-off
- Enrolled participants (staff/patients/family members) in the National US Healthier Vet program
- Teams for the Susan Komen Walk and Arthritis Foundation
- Improvements in the Fitness Center with new up-to-date, state-of-the-art equipment

EEO Special Emphasis

Special Emphasis Programs:

- Dr. Martin Luther King, Jr.'s Birthday (1/12/07). Guest speaker: Shelli Lockhart, Fox 4 News
- Black History Month Observance (2/28/07). Guest speaker: Dr. Carmaletta Williams, Metropolitan Community College
- Women's History Month (3/29/07). This program announced the 2007 KC VAMC Distinguished Woman of the Year – Jill Beck
- Take Our Daughters and Sons To Work Day (4/26/07)
- School At Work Graduation Ceremony (7/23/07). Guest speaker: Dr. James Sanders, Chief Medical Officer, VISN 15.
- Women's Equality Day (8/27/07). Guest speaker: Ms. Alberta Daw, KC Chapter of the National Organization of Women.
- Hispanic Heritage Month (10/2/07). Guest speaker: Maria Antonia, KMBC 9 News.
- Disability Awareness Month (10/18/07). Guest speaker: Michele Ohmes, ADA and Diversity Training Consultant.
- Native American Heritage Month (11/15/07). Guest speaker: Mr. Ronald McMillian.
- Diversity Day (12/18/07), an annual event at the KC VAMC. For this observance all employees have an opportunity to share their diversity. This year's theme was, "Holidays Around the World," which featured displays of different ways the holidays are celebrated throughout the world.

Accolades

■ *Dr. Joseph Maino*

The Blinded Veterans Association held its annual convention in Albuquerque, New Mexico. Dr. Joseph Maino was a guest speaker. He also was awarded the President's Award for Excellence in Eye Care.

■ *GI and Primary Care*

Director of the National Colorectal Cancer Improvement Project, Washington, DC, informed GI that the KCVAMC is ranked in the top five VAs in the country (4/132) for fecal occult blood testing (FOBT). Their office has asked Dr. Pandya to participate in a national teleconference to share some of KCVAs work, templates, etc. Sherril Segó, Women Veteran Program Manager, was instrumental in the KCVAMC's FOBT initiative.

■ *Health Sciences Library Network Award*

Elizabeth Burns, MLS, librarian in the KCVAMC Medical Library, received an award from the Health Sciences Library Network, Kansas City, for "Outstanding One-Person Health Sciences Library."

■ *Combined Federal Campaign Marketing Award*

KCVAMC received an "Oscar" at the CFC Awards Ceremony for "Best Marketing in 2006 Heartland CFC using *Charlie's Angels* theme. Congratulations *Angels* – Jill Beck, Tina Schuenemann, Patty Jones – and photographer, Jim Spaw, who created the posters for the campaign.

■ *Dr. Thomas Wiegmann*

Dr. Thomas Wiegmann has been asked to serve as an abstract reviewer/selector for the chronic kidney disease section of the annual meeting of the ASN (American Society of Nephrology). This is a very nice recognition for the work done in our Nephrology Section.

■ *Teaching Technologist of the Year*

Jim Lane was selected by the 2007 Clinical Laboratory Science Students from the School of Allied Health at the University of Kansas Medical Center as the "Teaching Technologist of the Year." Jim is a Medical Technologist in the Hematology Section of the Laboratory and was recognized by the students for his enthusiasm and outstanding teaching skills.

Employee of the Month

January



Kathy Koenig

February



Karen Talley

March



Phillip Keller

April



Lesley Andrews
James Farrow

May



Jim Williams

June



Sue Ulrich

July



Nicole Laidlaw

August



Shauna Leonard

September



Malvita Hearn

October



Shauna Finney

November



David Anderson

December



Kristy Adkins

Awards

INSTALLED BRAGGING WALL AT KCVAMC FOR EMPLOYEE RECOGNITION

DISTINGUISHED WOMAN OF THE YEAR



Jill Beck, EDUCATION

HANDS & HEART AWARD



SHARUD MATHUR, M.D.,
CHIEF, PATHOLOGY AND
LABORATORY SERVICE

ADMINISTRATIVE PROFESSIONAL OF THE YEAR



RENEE SAVAGE, BUSINESS

EMPLOYEE OF THE YEAR



SHAUNA LEONARD,
PHARMACY

STAFF EDUCATION INITIATIVES

School At Work (SAW)

A VISN 15 diversity initiative, School at Work is an 8-month workforce development program. The Kansas City VA Medical Center had 18 employees successfully complete the 8-month course. The overall class grade average, based on their final exams, was 94%. A formal ceremony was held to celebrate the accomplishments of the graduates.



SAW GRADUATE SUCCESSES:

- One employee was promoted from Housekeeping Aide to a Program Assistant in the Emergency Room. She has since qualified for a grant from the Full Employment Council as well as the KCVAMC tuition reimbursement program, and has been accepted into the nursing program at Penn Valley Community College beginning August, 2008.
- One was promoted from EMS to a GS-5 position at the Census Bureau.
- One employee was promoted to a supervisory position in EMS
- Three employees rotated every 30 days from Medical Records through the Patient Information Service (which is one grade higher). Once a position became available, one of those employees applied for, qualified, and received the promotion.
- One participant shadowed in the Tumor Registry Service and applied for a clerk position.

CAREER DEVELOPMENT PROGRAM (CDP)

The CDP was designed for employees in grades GS/WG 1-8 in order to form the basis for progressing to other leadership/career development programs within VISN 15. 20 employees participated in this nine week course.

CDP SUCCESSES:

- 45% continued on to enroll in to other educational programs.
- 45% participated in the School at Work program
- 10% accepted into the Facility LEAD program.
- 25% of the participants have been promoted to higher positions in this medical center, to include supervisory and admin positions.

Development Opportunities Available for Staff:

- SAW
- Career Development
- Health Unit Coordinator Certificate
- LEAD (local)
- LEAD (VISN)
- Executive Career Field

SUPERVISORS RECOGNITION



A special recognition for supervisors of the KCVAMC was held at the Kauffman Foundation Conference Center on May 24.

WE LISTEN TO OUR EMPLOYEES

Employee morale is a strategic priority for the KCVA. Each year the medical center participates in the national all employee survey. The results are shared with the leadership at all levels of the organization, and results drive initiatives to improve morale.

Initiatives that have been implemented include:

- **Annual Employee/Patient Appreciation Day**
- **Wellness Committee** – health fairs; fitness center; farmers’ market
- **Employee development and training** – education fairs; School at Work; Career Development Program and Health Unit Coordinator training
- **Employee Development Team** – lunch and learns; guest speakers
- **Bragging Wall** – employee recognition
- **Awards Program** – Annual Team awards ceremony; Employee of the Month; Heart of Gold; CARES; and Goal Sharing
- **Suggestion Team**
- **Improved Communication** – Communication Team; *NotePad* newsletter; Employee Town Halls; External Website; Town Hall recordings available on desk top



All Employee Satisfaction Survey

All Employee Satisfaction Survey	2006	2007
Type of Work	3.99	4.09
Amount of Work	3.47	3.53
Pay Satisfaction	3.07	3.13
Co-Worker	3.82	3.84
Promotion	2.54	2.61
Work Condition	3.11	3.25
Customer Satisfaction	3.8	3.86
Praise	2.96	2.99
Direct Supervision	3.47	3.49
Senior Management	2.89	3.07
Quality of Work	4.37	4.39
Overall Satisfaction (now)	3.6	3.67
Satisfaction vs 2 yrs ago	2.9	3.07
Cooperation	3.25	3.41
Conflict	3.03	3.13
Diversity	3.48	3.59
Supervisory Support	3.43	3.4
Customer Service	3.47	3.6
Safety Climate	3.47	3.63
Leadership	3.12	3.27
Rewards	3.15	3.24
Employee Development	3.21	3.32
Work/Family Balance	3.68	3.72
Job Control	3	2.97
Demands	3.4	3.69
Retention	3.34	3.35
Engagement	3.46	3.52
Psych Safety	3.09	3.14
Resources	3.54	3.69
Innovation	3.13	3.24
Civility	3.37	3.47
Planning/Evaluation	3.29	3.49

Facility ENHANCEMENTS

PARKING LOT IMPROVEMENTS

Upgraded parking lots with new paving and striping. Opened a new lot adding 100 spaces.



Sidewalk IMPROVEMENTS

Eliminating Tripping Hazards project provided upgraded sidewalks



- Upgraded ELEVATOR CONTROL
- Replaced NURSE CALL SYSTEM
- Eliminated TRIPPING HAZARDS
- New MRI
- Additional Pyxis MACHINES (MEDICATION DISPENSING)
- FURNITURE REPLACEMENT AND UPGRADES
- PHARMACY UPGRADE
- PATIENT BED REPLACEMENTS
- CORRIDOR windows REPLACED
- Added space TO BEHAVIORAL Health – PRRC

SMOKE FREE

Effective November 1, smoking on the grounds at the KCVAMC will only be allowed in designated smoking shelters.

YOU ARE
NOW
ENTERING A
SMOKE FREE
AREA

COMMUNITY BASED OUTPATIENT CLINICS

Kansas City VAMC has five community based clinics (CBOC), serving veterans in Nevada, Cameron, Warrensburg, and Belton, Missouri, and in Paola, Kansas. During FY07, all but one CBOC saw growth in the number of veterans served.

Enhanced Service:

- Added Mental Health presence in each CBOC

CAMERON, MO

Opened September 2002

Outpatient Visits

- FY03 = 3,225
- FY04 = 3,825
- FY05 = 2,915
- FY06 = 3,056
- FY07 = 2,925

BELTON, MO

Opened August 1999

Outpatient Visits

- FY03 = 2,043
- FY04 = 3,143
- FY05 = 3,073
- FY06 = 3,053
- FY07 = 3,078

PAOLA, KS

Opened August 2000

Outpatient Visits

- FY03 = 1,768
- FY04 = 2,457
- FY05 = 2,793
- FY06 = 2,834
- FY07 = 2,884

NEVADA, MO

Opened October 2000

Outpatient Visits

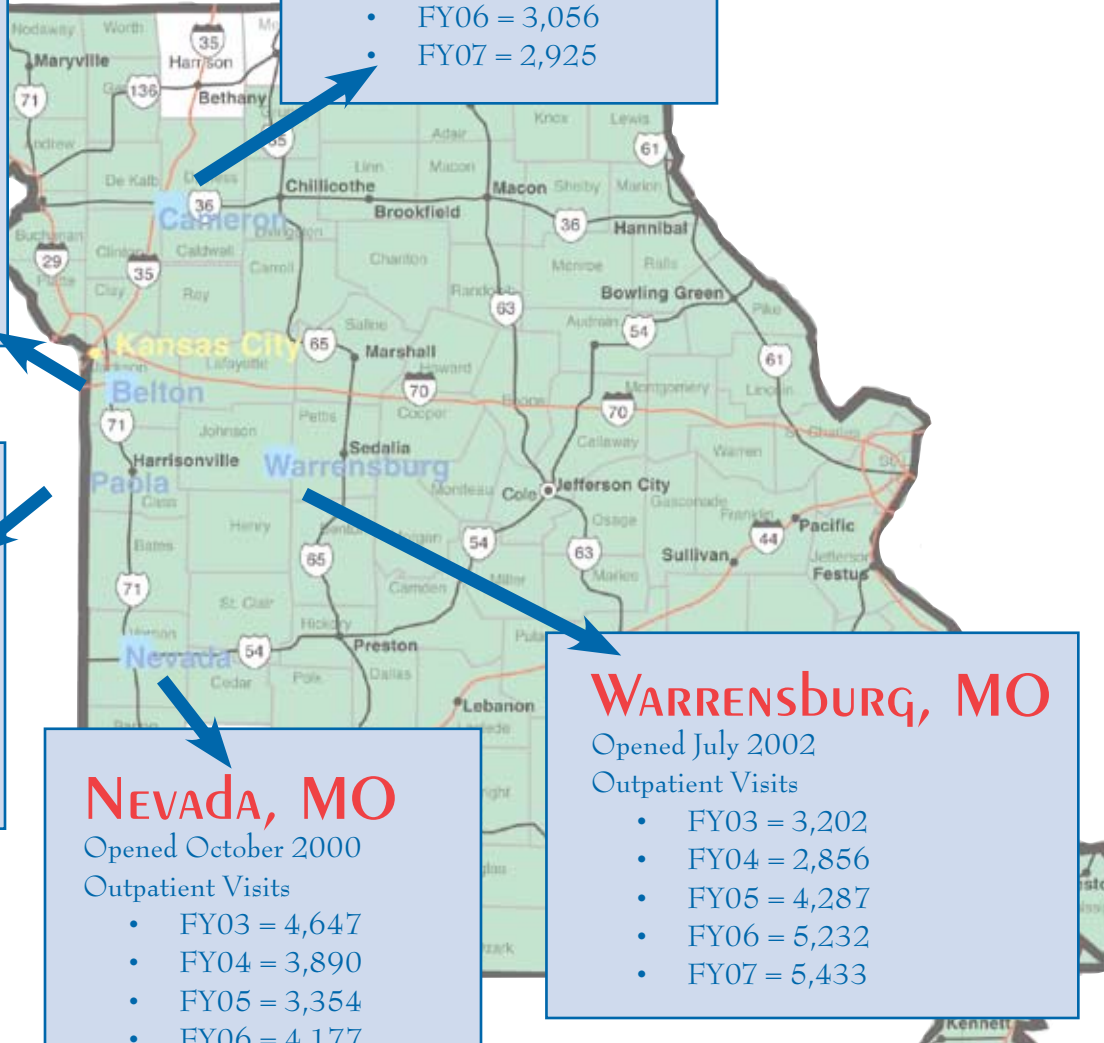
- FY03 = 4,647
- FY04 = 3,890
- FY05 = 3,354
- FY06 = 4,177
- FY07 = 5,236

WARRENSBURG, MO

Opened July 2002

Outpatient Visits

- FY03 = 3,202
- FY04 = 2,856
- FY05 = 4,287
- FY06 = 5,232
- FY07 = 5,433



Community Outreach Efforts

In an effort to create awareness of veteran benefits, medical center and VBA staff held three outreach events:

- Lamar, Missouri – a community near the Nevada CBOC. Approximately 60 veterans attended the event; several enrolled, including two Iraqi combat veterans
- Trenton, Missouri – a community located in north central Missouri. With over 80 veterans in attendance, many were unaware of their benefits and chose to enroll for healthcare.
- The third event was held in the inner-city of Kansas City and focused on creating awareness for minority veterans.



As a teaching hospital, the medical center provides a full range of services, with state-of-the-art technology to include education.

RESEARCH

FY07

- 42 Investigators
- \$3.08 million total funding

Areas of Research:

- Alzheimer's Disease
- VICTORS (blindness and other visual disorders)
- Post-stroke Rehab
- Cancer – breast, prostate, esophageal, and pancreatic
- Kidney Disease
- Substance Abuse
- Peer Review Studies:
 - Evaluation of new drug treatment for Hep C
 - Determination of whether medications can modify drug-induced craving in cocaine dependent patients

Affiliations

Key Medical School Affiliations

- University of Kansas
- University of Missouri at Kansas City
- 86 Resident Slots
- Active GME

Affiliations with more than 40 schools

Training is also provided to over 200 nursing and associated health trainees.

Additional disciplines:

- Pharmacy
- Optometry
- Chaplain
- Psychology
- Social Work
- Audiology

