2011 annual report

Providing a Positive Healthcare Experience
In a Healing Environment

VA Greater Los Angeles Healthcare System
WE EXPERIENCED ANOTHER PRODUCTIVE YEAR FOR GLA WITH MANY SUCCESSES, CHALLENGES, AND ACCOMPLISHMENTS.

Probably the most noteworthy accomplishment was the approval of our GLA Master Plan after ten years in the making. This plan enables proper planning for future use of the property in accordance with the plan’s guiding principles.

Another major success story is the outstanding work pertaining to homeless programs for Veterans. We have over 250 staff working on homeless programs. We will continue our work to end Veteran homelessness by expanding our homeless programs and increasing the number of “street medicine” teams.

In terms of our goal to be more “green”, we continued our initiatives to implement solar panels at WLA, Sepulveda, and LAACC. When completed, the eco-friendly panels will save GLA an estimated $2.5 million per year.

We are also very proud of GLA’s selection as a VHA National Center of Innovation for patient-centered care (PCC). This designation involves GLA piloting PCC initiatives for future implementation in other VAs across the country. Leading GLA’s innovations is the scheduled stand-up of VA’s first Integrative Health and Healing Center.

Another exciting transformational initiative is the implementation of New Models of Care. This encompasses: Patient Aligned Care Teams where the patient is at the center of the medical team with a personalized health plan and health coaching; integrating mental health into primary care; and leveraging technology via virtual care modalities such as home telehealth, e-consults, and secure messaging.

We are also working on implementing a surgery robotics program, expanding telehealth medicine to reduce patient travel, enhancing social media, creating a new employee wellness program, designing our new bed tower, and starting construction of building 209 to provide supportive housing for homeless Veterans.

At GLA we are dedicated to our core values: integrity, commitment, advocacy, respect, and excellence. We continue to provide the highest standards of health care, research, innovations, and customer service. We are privileged to serve America’s Veterans! We thank our community members, neighbors, VSOs, our partners in government including, local, state, and federal, and our stakeholders. We value your ongoing steadfastness and support. As always, our success is measured by your satisfaction, and our commitment is leading excellence in health care in the 21st century.

Sincerely,

Donna M. Beiter
Director, VA Greater Los Angeles Healthcare System
VA Desert Pacific Healthcare Network

Awards and Recognition

DONNA BEITER received an Honorary Doctorate of Human Letters from her Alma Mater, D’Youville College in Buffalo, New York.

Congratulations to JILL REDGATE, an inpatient Registered Dietitian, for winning the American Dietetic Association Recognized Young Dietitian of the Year Award.

NURSING RESEARCH/EDUCATION received a $5,000 public health grant for the past three years to continue the work on Environmental Tobacco Smoke AKA second hand smoke.

STEPHANIE ARNOLD, MSN, RN-BC, was recognized by the UCLA School of Nursing for her service in the mental health clinical education of pre-licensure undergraduate BSN and graduate MEdN nursing students.

SEYMOUR BLOOM was a candidate for VA National Volunteer of the Year. Bloom, who came in third, was selected as a candidate by the Jewish War Veteran national Veteran Service Organization.

The William E. Simon Olympic Endowment for the Support of Athletics awarded to our own DAPHNE WRIGHT, Olympic and Paralympic hopeful.

Congrats PETE HOWESTIN for receiving the Legion Award. Pete is a long-term volunteer at SACC. His decorations include: Bronze Star Medal, Purple Heart, and the Combat Infantryman Badge.

GLA won an Astor excellence medical award for the Patient Welcome Bag project. The award was presented to GLA for their marketing efforts.

RASHAYE FREEMAN, NP, Diabetes Education Program Manager, received the 2011 Nurse Week Nursing Excellence Awards, California Regional level, at the annual awards ceremony.

Our long-term volunteer, HY ARBESTY (American Legion, JWV) was named Veteran of the Year for 2011 by the Los Angeles County Veterans Advisory Board.

GLA Neurologist, DR. ERIC CHENG mentioned in the magazine American Academy of Neurologist for his work in quality measures for epilepsy, Parkinson’s disease, and dementia.

DR. JENNIFER MARTIN won the VHA Merit Review Award for a study in implementing cognitive behavioral therapy for Female Veterans with insomnia.

GLA Office of Nursing Service received an honorable mention innovation award for a project called ‘Somewhere over the Rainbow’ which is integrating novice nurses into clinical nurse leader roles.

DR. JEROME HERSHMAN received the Distinguished Alumni award at the University of Illinois, College of Medicine.

GLA’s Web Team received a VHA Communications award for the Old Soldier’s Home chapel website.

USC’s School of Pharmacy named PATRICK SHIN Resident of the Year.

VA Under Secretary’s Health Services Research award was presented to DR. PAUL SHEKELLE for his research on clinical topics that influenced how VA develops, monitors, and updates practices guidelines.

DR. JEROME SEGEL, received the William S. Middleton Award, VA’s most prestigious award in Biomedical Laboratory Research and Development for studies in sleep physiology.

GLA Receives the Institute for Medical Quality/ California Medical Association Cultural & Linguistic Competency Award for Advance- ment in Integrating Cultural and Linguistic Competency.

VHA Mission
Honor America’s Veterans by providing exceptional health care that improves their health and well being.

VHA Vision
VHA will continue to be the benchmark of excellence and value in health care and benefits by providing exemplary services that are both patient-centered and evidence-based.

This care will be delivered by engaged, collaborative teams in an integrated environment that supports learning, discovery and continuous improvement.

It will emphasize prevention and population health and contribute to the Nation’s well-being through education, research and service in national emergencies.
their intake from 40 to 80-100 Veterans a day. Services include housing, medical care, pharmacy, social work, and psychology. In addition to these services, GLA has dedicated itself to sponsor its own free-standing medical residencies.

We introduced the recreational therapy of dragon boat racing to our patient population and directed educational activities. We also introduced our first Twitter parties covering topics such as: immunizations, women’s health, and safety. We continued the PCC journey and engaged with Veterans on social media sites. Services for our female Veterans have increased in number and type, and we have heard the voice of the Veteran loud and clear. The council, consisting of patient advocates, service providers, and community representatives, has identified the needs of our patients and is working to meet them.

Innovative programs, such as: immunizations, women’s health, and safety, have been introduced and have been well received. The use of social media has allowed us to further our communication efforts, and the GLA has ramped up its social media efforts. Demand for these services has exceeded expectations, and the need for the “housing first” approach has been recognized.

The American Legion was engaged in the work diligently to serve Veterans, and the American Legion, together with the Department of Veteran Affairs, has allocated approximately $100,000 for the purchase of a Single Balloon Enteroscope System. In the future, we will continue to participate in the Institute of Medicine, the Department of Veterans Affairs, and the American Legion to develop and implement a “housing first” approach.

According to a recent social media survey, our Facebook page is ranked number one out of VA five medical centers with over 877 ‘likes’. The social media survey also revealed that the average age of our followers is 49 years old, with the majority being male (61%), followed by female (39%).

We have continued to support the Glendale VA’s ‘like’ career counseling and education programs. We have provided ongoing training of GLA’s staff through planned activities, and we have increased our interactions with patients and caregivers. We have maintained the trust of all with whom we interact, and we have act with high moral principles.

The American Legion and the Department of Veteran Affairs have been engaged in the work diligently to serve Veterans, and the American Legion, together with the Department of Veteran Affairs, has allocated approximately $100,000 for the purchase of a Single Balloon Enteroscope System. We have continued our efforts to engage the Veterans we serve and have provided ongoing training of GLA’s staff through planned activities. We have increased our interactions with patients and caregivers, and we have maintained the trust of all with whom we interact, and we have act with high moral principles.

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GLA FACILITIES

West Los Angeles Medical Center
310-478-3711

Sepulveda Ambulatory Care Center
818-891-7711

Los Angeles Ambulatory Care Center
213-253-2677

Santa Maria CBOC
805-354-6000

Bakersfield CBOC
661-632-1800

East Los Angeles CBOC
323-725-7557

Gardena CBOC
310-851-4705

Lancaster CBOC
661-729-8655

Oxnard CBOC
805-604-6960

San Luis Obispo CBOC
805-543-1233

Santa Barbara CBOC
805-683-1491

VET CENTERS

East Los Angeles
323-728-9966

Culver City
310-641-0326

Gardena
310-767-1221

Sepulveda
818-892-9227

Ventura
805-585-1860

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