

WJB Dorn VAMC Updates 10/28/2016

Long Term Care Institute (LTCI) Survey

LTCI is the accrediting body for our Community Living Center and a survey occurs every 1-2 years. Dorn had its unannounced survey October 18– 20, 2016. We had the best survey we have ever had and received only two recommendations for improvement. The surveyors were very complimentary and praised staff for stringent infection control practices, facility-wide dementia education, restorative program, comprehensive pharmacy reviews, and progress in wound care.

The Joint Commission (TJC)

TJC is the accrediting body for our inpatient and outpatient services, including our Community Based Outpatient Clinics (CBOCs). The facility earned full accreditation in January 2016 by The Joint Commission in the Hospital, Behavioral Health, Home Care, and Long-Term Care programs.

Quality Performance Measures – Healthcare Effectiveness Data and Information Set (HEDIS) and Oryx

HEDIS and Oryx are quality measures from The Joint Commission (TJC). HEDIS consists of outpatient measures and Oryx consists of inpatient measures. As of FY16Q3, Dorn is in the Top 10% of all VAs for HEDIS and Oryx. HEDIS is ranked #45 out of 128 with a score of 88.13% and Oryx is ranked #10 out of 128 with a score of 87.83% (TJC target is >85%). Even though Dorn is in the Top 10% of all VAs and better than community hospitals, we have several process improvement teams working to continuously improve the quality of care that we provide.

Call Center

Dorn has made a concerted effort to improve the Call Center and the Veteran experience by expanding staffing and enhancing training. In FY16 we received over 300,000 calls in the Call Center with an average speed of response of 26 seconds (National target is <30 seconds) with an average abandonment rate of 3.9% (National target is <5%). On average, our call center receives 1200 calls daily.

Access

- Office of Rural Health Grants: Dorn applied for 9 FY17 Rural Health Grants of which 7 were approved with an estimated \$3.68M in funding
- Expanding Tele-Primary care and Tele-Mental Health
- New CBOC facilities planned for Rock Hill, Orangeburg, Sumter, and Florence
- Increase in number of care modalities including Secure Messaging, Telephonic visits, Tele-Primary Care and Tele-Mental Health

Staffing

- Recruitment: Over 528 hiring actions were completed in FY16. Currently there are 19 with approved enter on duty dates (EOD) and 119 with tentative selections.
- Retention: Total losses through PP15: 258 including 100 retirements, 48 transfer to another VA, and 97 resignations.
- The Facility's 2016 Workforce Succession Strategic Plan identified the following as the Top Ten Mission Critical Occupations:
 1. Medical Officer (0602)
 2. Nurse (0610)
 3. Human Resources Management (0201)
 4. Psychologist (0180)
 5. Occupational Therapist (0631)
 6. Physical Therapist (0633)
 7. Diagnostic Radiologic Technologist (0647)
 8. Pharmacist (0660)
 9. Police (0083)
 10. Food Service Worker (7408)

Care Statistics

- Over 81,500 unique patient visits in FY16, of which 7,977 were female Veterans
- Over 1,050,891 outpatient visits and 3,882 inpatient admissions

Projects

- **Parking Garage** – Awarded to the US Army Corps of Engineers. Milestone Schedule due by November 10, 2016
- **Prosthetics and Sensory Aid Center** – Modifications being made to classification of project. 65% designed
- **Center for Rehabilitation Services** – Currently at 65% design, classification of project also being modified to allow more useable square footage
- **Outpatient Clinic** – Discussions under way to possibly award to the US Army Corps of Engineers in FY17 Q1. Planned for 25,000 sq. ft.
- **Mental Health Clinic** – 35% design review held on October 17. Anticipate 65% design review meeting on December 13, 2016