



**Department of Veterans Affairs
Veterans Health Administration**

**Report to the Appropriations Committee
of the U.S. House of Representatives
in response to
House Appropriations Report
No. 110-186, accompanying
Public Law 110-161,
The Consolidated Appropriations Act,
2008**

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Executive Summary

This report responds to the request of the House Appropriations Committee and 40 Members of Congress for a Veterans Health Administration (VHA) Hospital Quality Report Card. In an effort to provide a snapshot of the quality of care provided at VA health care facilities, this report includes information about waiting times, staffing level, infection rates, surgical volumes, quality measures, patient satisfaction, service availability and complexity, accreditation status, and patient safety. The data in this report have been drawn from multiple sources across VHA.

The quality of care assessments are based on VHA's robust inventory of technical quality of care and patient perception of care measures. Many of the VHA outpatient measures are from the Healthcare Effectiveness Data and Information Set (HEDIS). HEDIS measures were developed by the National Commission for Quality Assurance (NCQA) and are used by more than 90 percent of America's health plans to measure performance on important dimensions of outpatient care and services. Many of the inpatient measures presented in this report are ORYX[®] measures, developed by The Joint Commission to determine the quality of inpatient care.

Composite metrics were created using measures applicable to individual facilities to assess various care settings and patient populations. This approach was designed to simplify reporting by condensing many individual measures into a single metric and to avoid undue emphasis on routine, random variation in individual measures that typically occurs over time. Overall outpatient and inpatient composite scores were compared to external benchmark scores created by VHA (see End Notes for details). Because valid statistical comparisons of composite scores that reflect widely variable numbers of both measures and patients are problematical, a reasonable "rule of thumb" for identifying significant variation is five or more percentage points between attribute categories. Data are reported for fiscal year 2007 with the exception of analyses examining quality of care by gender and rural status, which used FY 2006 data sources. Waiting times data are from November, 2007.

Summary:

Overall: VHA facilities provide high quality outpatient and inpatient medical care when compared to national external composite benchmarks developed by VHA. Facility HEDIS outpatient composite scores exceeded the VHA national

outpatient benchmark composite at all VHA facilities (100 per cent). Facility ORYX[®] inpatient composite scores exceeded the national external inpatient composite benchmark score at 123 of 124 VHA facilities (99 per cent).

Different Patient Populations:

- The quality of care for older (≥ 65 years of age) patients is similar to younger patients throughout most VHA facilities.
- The quality of care for patients with and without a mental health diagnoses is similar at most VHA facilities.
- Although there is variation across VHA facilities with respect to services provided to homeless patients, inpatient and outpatient care delivered to disabled patients and to patients receiving emergency care, most facilities are performing well.
- Comparison of the quality of care for rural and urban patients across VHA was similar for 47 of 51 screening and disease based quality measures.

Challenges: This report identifies two challenges for VHA. Unadjusted outpatient quality scores for women were lower than those for men in many facilities. While we do not have system wide clinical quality data which is stratified by ethnic or racial groups, we found that African-American veterans were less satisfied with their health care than white veterans. At present, we cannot determine if differences in patients' perceptions of their health care are correlated with differences in quality of care.

VHA is responding to these challenges in the following ways:

Women Veterans: The medical literature in this area finds that when adjusted for age and health status, there are no substantial differences in rates of appropriate care for women who are treated in VHA as compared to men. Other studies have demonstrated decreased mortality and better surgical outcomes for women treated in VHA hospitals.

VHA has made strong efforts to provide the highest quality medical care to women by:

- locating women's health clinics in a majority of VA medical centers.
- establishing comprehensive women's health clinics in 50 VA medical centers.
- providing a "mini residency" program on women's health for primary care physicians.

- modifying several health promotion programs to specifically target women.
- purchasing additional equipment to meet the healthcare needs of women.
- staffing every community based outpatient clinic with a women's liaison and every VA medical center with a woman veterans program manager.

VHA will continue to support research in disparities in the quality of care associated with gender.

Minority Veterans: The finding of lower satisfaction by non-white veterans with their health care demonstrates that VA shares the same challenges as the private sector in how ethnic minorities perceive their health care. Many studies suggest that, when treated in the VA health care system, whites and non-whites have quite similar clinical outcomes although their satisfaction with their health care is different.

VHA has been in the forefront of documenting the existence of racial disparities in healthcare, understanding the mechanisms producing these disparities and developing interventions to reduce disparities through the Center for Health Equity Research and Promotion (CHERP), established in 2001. Patient perceptions of their health care have root causes in complex and often poorly understood social and cultural factors.

CHERP has been the leader in studying sociocultural dimensions in pain management, patient-provider communication about colorectal cancer screening and racial disparities in joint replacement. In 2007, CHERP researchers published 128 papers in peer-reviewed journals; of these, 19 focused specifically on racial disparities; another 42 focused on other populations at risk for disparities in health or health care.

VHA has recently completed a large systematic review of racial and ethnic disparities in the VA health care system. This research is supporting development and testing of interventions which can reduce either real or perceived disparities.

Among VHA's specific actions in this area are:

- Each VA Medical Center is staffed with a Minority Veteran Program Coordinator who acts as a patient advocate and reduces culture-based communications challenges when they are identified.
- In addition to the research conducted and interventions being developed by CHERP, VHA has developed and is implementing a cultural-

competency program to provide resources to clinicians in understanding the culture-based expectations of patients of differing ethnic backgrounds.

- VHA will identify sites at which non-whites veterans either have high satisfaction scores or scores equivalent to white veterans and evaluate the characteristics of those sites. Using focus groups as appropriate we will identify best practices at those sites. As the best practices are disseminated throughout other VA medical centers, their effectiveness will continue to be monitored.

Conclusion: This Hospital Quality Report Card shows that VHA consistently delivers high-quality healthcare to our nation's veterans. As with any large organization, there are variations in the data which do not represent meaningful differences. We urge caution in comparing any one VA medical center to any other facility or any one medical center to the system as a whole.

Discussion

VHA has a robust inventory of measures that are used to assess clinical or technical quality and patient's perception of care in both the outpatient and inpatient settings. These end notes are essential elements of the data presented in the report.

The information contained in this report is drawn from multiple accreditation, workload, staffing, and measurement sources. In many cases, data from smaller facilities have been consolidated with that of a parent facility to make reporting comparable across the multiple data sources and to increase the ability to make valid statistical comparisons.

Facilities. As of the first quarter, FY 2008, there were 153 VA hospitals. Data for 13 of these hospitals are consolidated with data from a parent facility and are reported with the 139 facilities listed in this report. This is done when two divisions (hospitals) operate under a single leadership team as a single health care system (HCS).

The following facilities are reported with their parent facility [designated in brackets]: Brockton/West Roxbury [VA Boston HCS], Castle Point [VA Hudson Valley HCS], Lincoln [Nebraska/Western Iowa HCS], Lyons VA Medical Center (VAMC) [VA New Jersey HCS], Miles City [VA Montana HCS], Murfreesboro [VA Tennessee Valley HCS], Sepulveda [VA Greater Los Angeles HCS], Tuskegee [Central Alabama Veterans HCS], Leavenworth [VA Eastern Kansas HCS], Los Angeles OPC [VA Greater Los Angeles HCS], Grand Island [Nebraska/W. Iowa HCS], Lake City [N. Florida/ S. Georgia HCS], and Knoxville [VA Central Iowa HCS]. Manila reports no quality data.

Acute Care Facilities. Of the 139 facilities listed in this report card, 124 hospitals offer acute care services and thus report ORYX[®] measures. The following facilities do not offer acute care services: Honolulu, Anchorage, Bedford, Butler, Canandaigua, Manchester, New Orleans, Northampton, St. Cloud, Orlando, Tuscaloosa, Walla Walla, White City, El Paso, and Columbus.

Measurement of Healthcare Quality

Many of the outpatient measures are Healthcare Effectiveness Data and Information Set (HEDIS) measures, developed by the National Commission for Quality Assurance (NCQA) and used by more than 90 percent of America's health plans to measure performance on important dimensions of outpatient care and services. See Appendix A for specific measures.

Many of the VHA inpatient measures are ORYX[®] measures. ORYX[®] is a set of inpatient performance measurement requirements developed by the Joint Commission to support measures of the quality of inpatient care. See Appendix B for specific measures.

VHA has adopted all HEDIS and ORYX[®] measures which are applicable to its patient population. It should be noted that although VHA had adopted the use of HEDIS measures to evaluate the quality of the care, there are some significant differences from the HEDIS requirements in how VHA abstracts the clinical data and in VHA's definition of "established patient." HEDIS data collected in non-VA healthcare settings are collected on an annual basis and primarily from administrative billing data. VHA collects HEDIS outpatient measures on a monthly basis through data abstraction using a contracted service. Data are then rolled up to Veterans Integrated Service Network (VISN) and National level report each quarter. Patients eligible for inclusion in private sector HEDIS measurements include any patient enrolled in that particular plan during the study year. In VHA, an eligible patient is a veteran who had accessed

the system at least once in the 13-24 month period prior to the most recent outpatient encounter. Therefore, the VHA eligibility criteria assure the patient has been seen at least twice in a 24 month period.

The composite score is a weighted average of the individual measures using an “opportunities model” approach: the sum of the number of patients who satisfied each measure criterion divided by the number of patients who were eligible for each of the measures.

Within VHA group comparisons were conducted for gender, geriatrics (age), ethnicity and mental health populations. Specific composites for each metric were created using a subset of HEDIS or ORYX[®] measures that were appropriate and valid for each population group. As examples, the geriatrics composites only included measures eligible to patients of all ages and the gender composites only included measures eligible to both males and females.

Comparisons between facilities using these metrics should be cautiously interpreted. There are many other factors that can account for variations in scores. These factors may include volume of patients, clinical complexity of hospital services and patient clinical characteristics. Additionally, it is not appropriate to roll up facility scores to create a national score, as the method would not accurately account for the differences in the contributing measure denominators as well as the different size and clinical complexity of any facility.

A challenge inherent in interpreting scores on performance measures is determining variations that reflect genuine differences between patient groups or facilities or other causes of variation, i.e., “noise”. Scores vary for many reasons and observed variation may have less to do with the clinical process or outcome being evaluated than limitations on the reliability of the measure, small sample sizes, or simply random variation. This background noise is magnified when assessing a composite metric that incorporates many quality measures aggregated across so many facilities in a complex healthcare system. Based largely upon years of reviewing volumes of data, we have developed a heuristic approach that applying a plus or minus 5 point rule serves to filter out much of the noise in our data and to identify true and important differences. Most of the measures of quality are based on samples drawn from the population of VHA patients. The number of cases available fluctuates considerably by measure and by facility. Because the composite measure for different facilities is derived from differing combinations of applicable measures and widely differing numbers of eligible patients, computation of commonly accepted 95% confidence intervals is technically difficult. Given the small samples sizes for many individual quality measures per facility, however, differences of plus or minus 5 points should usually reasonably indicate a true signal in the data (or true differences between patient groups).

Key to Symbols in the Tables

Where “ * ” is shown, the volume of data is too small to allow for a meaningful calculation or there are no cases at the facility. Thresholds for sufficiency of data vary by metric and where they apply, are set forth in the applicable end note.

Where “ ** ” is shown, please refer to the appropriate end note.

In the columns headed “Hospital Accreditation,” the following applies:

“Y” designates that the facility is accredited by The Joint Commission and, where applicable, by the Commission for Accreditation of Rehabilitation Facilities (CARF).

Where Y^P is shown, The Joint Commission has accredited provisionally; where Y^C is shown, the accreditation is conditional. Each of these is an accredited status.

“AY” is shown where The Joint Commission has issued accreditation as an Ambulatory Facility.

“NR” is shown where the facility does not offer rehabilitation services and, hence, no CARF accreditation will occur.

Notes to the Tables

1. Waiting Times

Methodology: This metric is the percentage of new patient and established appointments in November, 2007 completed within 30 days of request by the veteran. Primary Care appointments include those in primary care clinics, women’s health clinics, geriatric primary care clinics and mental health primary care clinics when available. Appointment information from 46 specialty and subspecialty clinics is used to calculate the subspecialty care metric. Data are reported for the “parent” facility only. Appointment information from Community Based Outpatient Clinics (CBOCs) is consolidated with the VA medical center with which the CBOC is affiliated. It should be noted that there is disagreement between VHA and the VA Inspector General as to how these data are collected.

These data are reported in the Annual Performance and Accountability Report (PAR).

2. Staffing

Staffing: Physicians

Methodology: These data are the numbers of full- and part-time physicians (occupational class 0602) in pay status as of January 31, 2008. This excludes all medical residents and trainees, physicians in without-compensation status, and contract physicians.

Staffing: Nursing

Methodology: These data are the number of full- and part-time registered and practical nurses (occupational classes 0610 and 0612) in pay status as of January 31, 2008. This metric does not include contract nurses.

Staffing: Other Health Professionals

Methodology: These data are the number of other health professionals in pay status as of January 31, 2008. This includes all other 0600 occupational classes: General Health Science (0601), Physician's Assistant (0603), Chiropractor (0604), Nurse Anesthetist (0605), Nursing Assistant (0621), Medical Supply Aide and Technician (0622), Autopsy Assistant (0625), Dietitian and Nutritionist (0630), Occupational Therapist (0631), Physical Therapist (0633), Corrective Therapist (0635), Rehabilitation Therapy Assistant (0636), Manual Arts Therapist (0637), Recreation/Creative Arts Therapist (0638), Educational Therapist (0639), Health Aid and Technician (0640), Nuclear Medicine Technician (0642), Medical Technologist (0644), Medical Technician (0645), Pathology Technician (0646), Diagnostic Radiologic Technologist (0647), Therapeutic Radiologic Technologist (0648), Medical Instrument Technician (0649), Respiratory Therapist (0651), Pharmacist (0660), Pharmacy Technician (0661), Optometrist (0662), Restoration Technician (0664), Speech Pathology and Audiology 0665, Orthotist and Prosthetist

(0667), Podiatrist (0668), Medical Records Administration (0669), Health System Administration (0670), Health System Specialist (0671), Prosthetic Representative (0672), Hospital Housekeeping Management (0673), Medical Records Technician (0675), Medical Support Assistance (0679), Dental Officer (0680), Dental Assistant (0681), Dental Hygiene (0682), Dental Laboratory Aid and Technician (0683), Industrial Hygiene (0690), Environmental Health Technician (0698), and Medical and Health Student Trainee (0699).

3. Nosocomial Infections

Methodology: While nosocomial infections are monitored by local facilities, currently available facility self-reporting of nosocomial infection data are the Intensive Care Unit Ventilator Associated Pneumonia rate, expressed as infections per 1,000 ventilator days, and the Central Line Associated Bacteremia rate, expressed as infections per 1,000 line (catheter) days. Data are for FY 2007.

These data are limited, and may not adequately reflect the complete health care-associated infection picture for VHA. In addition, in two instances involving smaller VA medical centers, a very limited number of ICU ventilator and catheter patients resulted in high apparent infection rates resulting from one and two infections, respectively.

VHA is developing the Healthcare-Associated Infection and Influenza Syndromic Surveillance System (HAISS). HAISS will be a comprehensive, national, electronic surveillance system that will monitor health care-associated infections and antibiotic resistance trends, and influenza and other infectious diseases and syndromes of public health significance. Surveillance will specifically cover ICU device-associated and surgical site infections using definitions compatible with the Center for Disease Control's reporting systems; syndromes, including influenza-like illness and other illnesses potentially characteristic of bioterrorist agents; other significant infections; and antibiotic usage and decision support. The HAISS prototype is currently being tested at a single site (the Palo Alto VA Medical Center) and the system is scheduled for more extensive pilot testing in up to 12 VA sites, beginning in mid-2008. VA-wide implementation is scheduled to be completed in 2011.

4. Procedure Volume

Methodology: This section gives the number of surgical procedures performed in FY 2007 in the following categories: General Surgery, Cardiac Surgery, Orthopedic Surgery, Thoracic (non-Cardiac) surgery, Urology, Vascular, and Other Surgeries. The "Other Surgeries" group includes gynecologic surgery, transplant surgery, ophthalmologic surgery; neurosurgery, Ear, Nose and Throat (ENT) surgery, oral surgery, proctology, podiatry, and anesthesia procedures. These numbers are generated from procedures entered into the VA surgical package. The groupings of surgeries are based on the specialty of the surgeon, not the procedure. Therefore, procedures performed by several specialties may be counted differently by different medical centers depending upon which surgeon does the procedure. For example, back surgery may be performed by either a neurosurgeon or an orthopedic surgeon and thus could be counted as either a neurosurgical or an orthopedic procedure. Surgical procedures done for veterans at affiliate hospitals are not included in these totals although these procedures may be tracked by VA quality programs (e.g. Continuous Improvement in Cardiac Surgery Program (CICSP)).

5. Quality of Care: Gender

Methodology: The gender results provided in this report are based on a special FY 2006 analysis where quality data were oversampled for female veterans. The analysis created a composite of 21 inpatient and outpatient clinical measures that were VHA performance measures in FY 2006. While significant differences in clinical prevention scores by gender were reported, these differences in the composite scores between male and female were not adjusted for age or other health-related factors. Where these adjustments are made, the data suggests no substantial differences in rates of appropriate care¹. VHA is continuing to investigate the possibility of gender disparity in delivery of care through research efforts aimed at further delineating the factors involved. In addition, VHA has increased the number of women veterans reviewed in the External Peer Review Program medical chart reviews from 6,000 in FY 2006 to approximately 30,000 in FY 2008 in order to better assess the quality of care delivered. The VHA Women Veterans Strategic Health Care Group has launched an intensive quality improvement program, examining system factors and patient data involved in preventive health care delivery and designing best practice interventions to improve health care for the growing population of women veterans.

A recent study has demonstrated that after adjusting for their higher prevalence of chronic disease and worse self-reported health, the average female patient cared for in VHA has a 24 per cent decreased risk of death over two years compared to the average female patient in the Medicare Advantage Program². Another study demonstrated that in female general surgical patients, risk-adjusted mortality rates are comparable between VHA and in the private sector³.

References:

1. Jha, et al. (2005) Brief Report: Quality of Ambulatory Care for Women and Men in the Veterans Affairs Health Care System. *J Gen Intern Med* 20:762-765.
2. Selim et al. (2006) "Risk-Adjusted Mortality as an Indicator of Outcomes: Comparison of the Medicare Advantage Program with the Veterans Health Administration" *Med Care* 44(4):359-65.
3. Fink, et al. (2007) "Comparison of Risk-Adjusted 30-day Postoperative Mortality and Morbidity in Department of Veterans Affairs Hospitals and Selected University Medical Centers: General Surgical Operations in Women" *J Am Coll Surg* 204:1127-1136).

6. Quality of Care: Age

Methodology: The geriatric analysis is a comparison of facility performance for a composite of 17 HEDIS or 21 ORYX[®] clinical process measures by age groupings (65 years of age or older and less than 65) using an opportunities approach. These results are based on FY 2007 clinical data.

7. Quality of Care: Disability

Methodology: The disability analysis is an evaluation of facility performance for a composite of 19 HEDIS or 29 ORYX[®] clinical process measures by an eligibility grouping of disabled patients, using an opportunities model approach. (See "Measurement of Healthcare Quality" section above.) Veterans enrolled in priority status groups 1 through 4 were used to form the disability

group presented here. Veterans without a disability can not be defined using eligibility status, since veterans with non-service connected disabilities are also included in Priority Groups 5 through 8. The data presented here are from FY 2007. Priority Groups 1 through 4 are defined as follows:

Priority Group 1: Veterans with VA-rated service-connected disabilities of 50 per cent or more. Veterans determined by VA to be unemployable due to service-connected conditions.

Priority Group 2: Veterans with VA-rated service-connected disabilities of 30 per cent or 40 per cent disabling.

Priority Group 3: Veterans who are Former Prisoners of War (POW). Veterans awarded a Purple Heart medal. Veterans whose discharge was for a disability that was incurred or aggravated in the line of duty. Veterans with VA-rated service-connected disabilities 10 per cent or 20 per cent disabling. Veterans awarded special eligibility classification under Title 38, U.S.C., Section 1151, "benefits for individuals disabled by treatment or vocational rehabilitation."

Priority Group 4: Veterans who are receiving aid and attendance or housebound benefits from VA. Veterans who have been determined by VA to be catastrophically disabled.

8. Quality of Care: Rural and Urban

Methodology: A comparison of the quality of care for rural and urban veterans is not available at the parent facility level at this time because of the complexities of accounting for the geographic mix of patients in community based outpatient clinics (CBOC) attached to a parent facility. However, VHA has conducted a system level comparison of the inpatient and outpatient care provided to rural and urban veterans using FY 2006 data. (See Appendix C.) The on-record home addresses of patients were categorized as urban or rural using definitions established by the National Center for Health Statistics within the CDC, based on population density from U.S. Census Bureau. National comparisons of rural versus urban patients using these urban/rural definitions were conducted for 51 individual screening and disease based quality measures rather than an overall composite measures.

Of these clinical quality measures, there was no meaningful difference in the scores of 47 of 51 quality measures for patients living in rural or urban areas. Only two measures were significantly better for urban patients (ACS - Inpatient Reperfusion and Inpatient Percutaneous Coronary Intervention (Angioplasty) within 120 minutes). Conversely, only two measures were significantly worse for urban patients (Acute Coronary Care Syndrome [ACS] lipid control and tobacco use.) VHA has recently changed its definitions of urban, rural and highly rural areas to provide better stratification of where our veterans live; future analyses will use the new definitions.

9. Quality of Care: Homeless

Methodology: The homeless analysis is an evaluation of facility performance for a composite of the following four measures:

- The homeless population included in the first measure is veterans who had an intake assessment that identifies them as homeless or at imminent risk of being homeless, who are eligible for VHA health care services and who indicate that they are interested in receiving VA psychiatric or substance abuse services. Success for this measure is determined by the number of these homeless patients who had mental health (MH) or substance use disorder (SUD) care either 30 days before the intake assessment or 60 days after it.
- The homeless population included in the second, third, and fourth measures is veterans who enter a Contract Residential Care for Homeless Veterans or Grant and Per Diem Program and participate in the program for at least seven days.
 - Success for the second measure is determined by the number of these participants who receive MH or SUD care within 30 days before to 60 days after the entry date.
 - Success for the third measure is determined by the number of these participants who receive primary care (including a detailed history and physical examination) within 30 days before to 60 days after the entry date.
 - Success for the fourth measure is determined by the number of these participants who receive timely follow-up MH or SUD care within 60 days after discharge from the program.
- The difference between the second and fourth measure recognizes that homeless programs provide long term supportive services which typically last several months and at times may last as many as 24 months. Thus, the second measure determines whether MH and SUD care is provided during participation in the program; the fourth measure determines whether follow up care is provided after discharge.

The score represents the composite percent of success for these performance measures for this population. There is not a valid comparison group.

10. Quality of Care: Mental Health.

Methodology: The mental health analysis is a comparison of facility performance for a composite of outpatient clinical processes measures that equally apply to mental health and non-mental health populations. The mental health cohort was defined by patients with at least one diagnosis of a mental health condition in the past year. The non-mental health cohort was defined by patients without a diagnosis of a mental health condition in the past year. These results are based on FY 2007 clinical data. ORYX[®] measures deal with three inpatient conditions: pneumonia, heart failure and acute myocardial infarction, plus eight surgical procedures. There were not enough patients in the mental health cohort with these conditions to support valid statistical comparisons to the non-mental health cohort.

11. Patient Satisfaction: Ethnicity

Methodology: The race and ethnicity analysis is an evaluation of facility performance using the patient's satisfaction with overall quality of inpatient and outpatient care, by racial/ethnic background. These results are derived from FY 2007 mailed patient satisfaction surveys which

supply the most complete race and ethnicity data for individuals. Racial and ethnic background is not collected as part of routine clinical performance measures; thus, quality of care is not assessed by race or ethnicity based on existing clinical data other than through formal studies.

Racial differences in care in the non-VA healthcare sector are substantial and persistent^{1,2}. Multiple studies have shown that outside VA, blacks are less likely to receive life-saving therapies³ and often have worse outcomes than whites⁴.

VHA has been in the forefront in identifying and working to reduce disparities in treatment for minority populations for several years⁵. Since 2001, VHA has actively funded research into the types and causes for differences in care for different racial and ethnic groups, through its Center for Health Equity Research and Promotion⁶ and other targeted research.

Although the data presented here shows some differences in patient satisfaction at most VA facilities by ethnic background, the differences in the data are not adjusted for age or comorbidities.

A recent journal article systemically collected and analyzed multiple studies in this area⁷. In five studies which primarily examined race and patient satisfaction in VHA, differences in patient perceptions were found in two studies; no differences were found in three. In four studies of the post-treatment views of psychiatric patients, Hispanics had greater satisfaction with the program, even though they had smaller post-treatment gains in employment income than whites⁸. The systemic study also noted an older article which evaluated the results of a large mailed satisfaction survey and found that when adjusted for demographic and institutional characteristics, non-white veterans reported lower satisfaction than whites which the authors suggested may be the result of service level or other social factors⁹.

It is unclear that any differences in patient perceptions of treatment are correlated to actual differences in clinical outcomes. Studies have shown that following treatment by VHA, outcomes for blacks are often quite good or even better than those for whites¹⁰. A recently published study found that black veterans 65 years of age and older who were treated at VHA had significantly lower 30-day mortality than white veterans of the same age for six common, high-severity conditions¹¹. Another study found that differences in outcomes between ethnic groups is smaller within VHA than in the non-VA sector. It compared long term mortality following acute illness in Medicare and VHA patients. For Medicare patients, long term mortality was found to be higher for blacks than whites for five conditions (pneumonia, gastrointestinal bleeding, hip fracture, stroke and acute myocardial infarction). For VHA patients, however, long term mortality was higher for blacks for only one condition (stroke)¹².

These studies also suggest the complexity of the differences in patient perceptions which drive satisfaction scores and appear to be significant to choices patients make about elective treatments. After a VHA-funded study found that non-whites received joint replacements less often than similarly-situated white veterans,¹³ a series of additional studies was funded to determine the causes and develop and test interventions. As summarized in a recent journal article¹⁴ the additional studies suggested that even though non-whites in the VHA system elected joint replacements more often than those in Medicare populations¹⁵, a series of factors – including trust in physicians, knowledge about joint replacement therapies, expectations of outcomes, risk attitudes, and religiosity – play a significant role in the different utilization rates both within VHA and in the non-VA sector¹⁶. These complex factors and the interventions which can mitigate them are the subject of continued evaluation by VHA-funded researchers. Of

interest are findings that even though perceptions about joint replacements may differ between ethnic groups receiving care in VHA, there is no significant difference in clinical outcomes¹⁷.

In summary, these studies suggest that whites and non-whites have quite similar clinical outcomes when treated in the VHA system, observed differences in patient perceptions have root causes in complex social and cultural factors – some of which are poorly understood – and which affect both VA and non-VA health delivery systems.

References:

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6. <http://www.research.va.gov/about/research-health-disparities.cfm>; <http://www.cherp.org/>.
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12. Polsky D, et al. Short- and Long-Term Mortality after an Acute Illness for Elderly Whites and Blacks. *HESR* 2008 Jan 30 [Epub ahead of print]. PMID: 837.
13. Jones A, et al. (2005) Racial disparity in knee arthroplasty utilization in the Veterans Health Administration. *Arthritis Rheum* 53: 979-981.
14. Ibrahim SA (2007) Racial and Ethnic Disparities in Hip and Knee Joint Replacement: A Review of Research in the Veterans Affairs Health Care System. *J Am Acad Orthop Surg* 15 (Supp 1): S87-S94.
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12. Availability of Services: Emergency Room Beds & Intensive Care Units

Methodology: The availability of emergency beds is based on a VHA survey done in 2007, as verified by VA medical centers (VAMCs) in March, 2008. The availability of intensive care units is based on a VHA survey done in 2007, as verified by VAMCs in March, 2008. It should be noted that in VHA facilities without an intensive care unit, ICU services are available to veterans through contract or fee arrangements. These data change from time to time as adjustments are made to meet changing patient needs.

13. Availability of Services: Maternity Care and Specialty Services

Maternity care is available through VAMCs by referral to non-VA community facilities. No maternity care is provided in VAMCs.

Specialty care is available at all VA Medical Centers, either directly from the VAMC staff or through referral to other VAMCs, sharing agreements with academic affiliates, or by referral to non-VA community providers.

14. Hospital Accreditation with any Sanctions if Applicable

Accreditation by The Joint Commission. “Y” is shown where the facility is accredited by The Joint Commission as a Hospital; “AY” is shown where The Joint Commission has issued accreditation as an Ambulatory Facility. There are three types of accreditation currently held by VHA healthcare facilities. All three are considered an accredited status.

Accredited is awarded to a health care organization that is in compliance with all standards at the time of the on-site survey or has successfully addressed requirements for improvement within 90 days following the survey. The Joint Commission reports for all VA facilities can be found at Joint Commission Quality Check web site:

<http://www.qualitycheck.org/Consumer/SearchQCR.aspx>

Provisional Accreditation is awarded to a health care organization that fails to successfully address all requirements for improvement within 45 days following the survey, or fails to achieve an appropriate level of sustained compliance. Where applicable, this is shown as Y^P. Joint Commission reports for VHA facilities with Provisional Accreditation can be found at <http://www.qualitycheck.org/qualityreport.aspx?hcoid=4740>.

Conditional Accreditation is awarded to a health care organization that is not in substantial compliance with the standards, as usually evidenced by a count of the number of standards identified as not compliant at the time of survey. Where applicable, this is shown as Y^C. The Joint Commission reports for VAMCs with conditional accreditation can be found at <http://www.qualitycheck.org/qualityreport.aspx?hcoid=336123> and <http://www.qualitycheck.org/qualityreport.aspx?hcoid=7769>.

Accreditation by CARF. The Commission for Accreditation of Rehabilitation Facilities (CARF) accredits rehabilitation programs, not facilities. There are 212 CARF accredited rehabilitation programs at 89 VHA facilities which offer rehabilitation services. All rehabilitation programs in VHA at the present time are either working towards achieving CARF accreditation or have already achieved accreditation. These programs are not required to obtain CARF accreditation until 2011 or 2012.

Where applicable, “Y” is shown where a facility has a program accredited by the Commission for Accreditation of Rehabilitation Facilities (CARF). “NR” is shown where the facility does not offer rehabilitation services and, hence, no CARF accreditation will occur.

15. Quality of Care in Hospital Settings

See “Measurement of Healthcare Quality” section, above.

Quality of Care (Hospital Settings): Inpatient

Methodology: The inpatient analysis is a comparison of facility performance for a composite of ORYX[®] clinical process measures using the facility scores and the opportunities approach. All indicators with reportable cases were used within each VHA facility. Indicators with no reportable cases were excluded from the VHA facility composite score. In FY 2007, 15 facilities did not report data for any of the ORYX[®] measures. These facilities do not have an inpatient composite score. This is indicated by an asterisk (*) in these cells.

The facility composite scores are created using the opportunities model - meaning, that all instances of eligible, indicated treatment are given equal weight in the composite score. This is done by summing up all denominator cases across the set of ORYX[®] measures (instances of eligible patients), and summing up all numerator cases (instances where indicated care was delivered). The summed numerator is then divided by the summed denominator. This rate can then be interpreted as the percent of instances where the facility delivered the indicated, evidence-based care – across the set of ORYX[®] measures.

VA compares these VHA composite facility rates against a composite benchmark created by the VHA that is locally customized to each facility. This benchmark composite score uses the national average rates on each ORYX[®] measure for all accredited commercial sector hospitals, as reported by the Joint Commission. Only measures where the VA facility had eligible cases in FY 2007 were included in the composite facility benchmark. Then the number of denominator cases available for each measure within a facility, and the proportion of the total, summed denominator cases contributed by each measure within a facility were calculated, and these proportions were used as weights to create the weighted commercial sector aggregate score. For example, if the denominator for a measure in a facility represented 10 per cent of the combined, summed denominator, then the commercial sector rate for that measure was weighted by multiplying the rate by 0.10, and then added to the other commercial sector rates, after their respective weights were also applied.

In FY 2007, 123 of the 124 VHA facilities that had reportable cases to ORYX[®] had a higher composite score than their customized unique benchmark.

VHA’s system-wide ORYX[®] performance, compared to all Joint Commission accredited organizations, is provided in Appendix B.

Quality of Care (Hospital Settings): Outpatient

Methodology: The outpatient analysis is a comparison of facility performance for a composite of HEDIS clinical process measures using VHA facility scores and opportunities approach. The HEDIS measures are based on the national scores for the Medicare population (when reported, otherwise on commercial sector rates), as reported by NCQA. The facility HEDIS composite scores are created using the opportunities model. All instances of eligible, indicated treatment are given equal weight in the composite score. This is done by summing up all denominator cases across the set of HEDIS measures (instances of eligible patients), and summing up all numerator cases (instances where indicated care was delivered). The summed numerator is then divided by the summed denominator. This rate can then be interpreted as the percent of instances where the facility delivered the indicated, evidence-based care across the set of HEDIS measures.

These VHA composite facility rates are compared against a national composite benchmark created by VHA. This national composite benchmark uses the national average rate for each HEDIS measure as calculated by NCQA for all Medicare Advantage plans when available, otherwise on commercial sector rates. VHA composite score is weighted to reflect the proportion of the total, summed denominator cases across the VHA system contributed by each HEDIS measure. For example if the denominator for a HEDIS measure represented 10 per cent of the combined, summed denominator within VHA, then the commercial sector rate for that measure was weighted by multiplying it by 0.10, and then added to the other commercial sector rates, after their respective weights were also applied.

In FY 2007, all 139 VHA facilities that reported data on the HEDIS measures had a higher composite score than the Medicare and commercial sector comparison score of 66.

VHA's system-wide HEDIS performance, compared to commercial plans, Medicare and Medicaid, is provided in Appendix A.

Quality of Care (Hospital Settings): Emergency Care

Methodology: The emergency department analysis is a composite of inpatient clinical processes measures that are most applicable to the emergency room setting. We currently do not have clinical measures that look specifically at care just delivered in the ED. The ED composite is comprised of a subset of inpatient measures that primarily occur in the ED prior to patient admission. These measures include the initial care for patients presenting with Acute Myocardial Infarction and Community Acquired Pneumonia.

16. Quality of Care (Hospital Settings): Maternity Care

Maternity care is typically not provided at VHA facilities, but is purchased from community sources. Quality of maternity care is monitored by the provider of that care. Thus, no VHA data is presented.

17. Quality of Care (Hospital Settings): Intensive Care Units

Methodology: We do not collect ICU specific quality of care measures. However, the data on nosocomial infections presented in columns F and G are from the ICU and can be used to assess the quality of care in these units.

18. Patient Safety

These data represent the findings of The Joint Commission at its most recent survey for each facility's compliance with the National Patient Safety Goals (NPSGs) for Hospitals.

The Joint Commission defines "met" as meaning "that the organization has met the National Patient Safety Goal". The year of the most recent Joint Commission survey (2005, 2006 or 2007) is also shown.

Information provided in the Report Card was taken from the Joint Commission's "Quality Checks" web site (<http://www.qualitycheck.org/consumer/searchQCR.aspx>).

The Joint Commission NPSGs were established in 2003, with six goals and 11 sub-goals (referred to as requirements). Each year the Joint Commission has released new NPSGs and retired some of the previous goals and/or requirements. (Retired NPSGs and requirements do not generally cease to apply; they continue to be surveyed by the Joint Commission under other standards.) In 2005, seven NPSGs and 13 requirements were in place for hospitals. In 2006, there were six goals and 13 requirements. In 2007 there were eight goals and 15 requirements. Several smaller VHA facilities shown on the Report Card provide ambulatory care only. For these facilities, the survey results for Ambulatory Care are shown as there is no Hospital survey performed for these facilities. Detailed information on the NPSGs and the requirements that applied to Hospital and Ambulatory Care settings in each year is available on-line at <http://www.jointcommission.org/PatientSafety/NationalPatientSafetyGoals/>.

Lists of the Joint Commission's NPSGs and requirements that applied to the Hospital and Ambulatory Care Settings for 2005, 2006, and 2007 are attached in the Appendices.

VHA's Initiatives to Address Differences in Care Delivered to Male and Female Veterans

The data in this report show there to be some differences in the care which is delivered to male and female veterans; where differences are found in the composite HEDIS scores, they show higher quality care is delivered to men. See Data, Section 2, Columns O and P, and Note 5 for the scores and a description of how the scores were derived.

The literature described in Note 5 shows that VHA is aware of these differences, which take on increasing importance as contemporary veteran populations contain significantly greater proportions of female veterans; it is estimated that the percentage of women veterans who receive their care from VHA will increase from historical levels of approximately five per cent to in excess of 10%¹.

VHA has taken the following specific steps to address barriers to care for women suggested by the research:

- One barrier to delivery of comprehensive care to women is fragmentation of care, *e.g.*, a primary care clinician such as an internist who handles general health care needs, and a specialist such as a gynecologist who handles gender-specific health needs².
 - VHA has created specialty Women's Health Clinics (WHCs) at a majority of VAMCs to provide focal points for clinical expertise in women's health².
 - More recently, VHA has emphasized the restructuring of specialty WHCs into multidisciplinary Comprehensive Women's Health Clinics (CWHCs) to provide integrated care and reduce the need – inherent in the generalist/specialist delivery structure – for women to schedule separate appointments with specialists¹. CWHCs now exist at 50 VA Medical Centers.
- Another barrier to delivery of care to women veterans is insufficient numbers of clinicians in VHA who have specific training and experience in women's health issues, a natural result in a healthcare system which had a highly male patient population. An FY 2007 needs assessment found many current clinicians would welcome the opportunity to upgrade their skills.
 - VHA is addressing this need via recruitment of clinicians with the needed training and experience; in addition, it has developed and initiated an in-house "mini-residency" program to deliver needed hands-on clinical training to existing primary care providers.
 - One VISN has established a Laboratory Center of Excellence for evaluation of PAP smears and HPV cervical cancer screens, where all reproductive cytology specimens are sent for evaluation by pathologists with specific training and extensive sample review experience.
- An internal assessment suggested that women as a group were receiving fewer influenza vaccinations than men, and that one of the reasons may be gaps in focus by both patients and by clinicians for the need to deliver this preventive health measure to women. In response, VHA modified its patient-oriented influenza campaign materials to better appeal to women veterans and highlighted to clinicians the need to assure that

women received their flu shots. Data following the first complete cycle of these initiatives is being gathered.

- Other internal needs assessments found some VA Medical Centers were limited in the care which could be directly delivered to women veterans because of the need for additional equipment. In response:
 - VHA has established on-site mammography at 32 Medical Centers with significant women veteran populations and replaced older equipment with state-of-the-art Full Field Digital mammography at 16 of these sites. The remaining 16 sites have now purchased these machines for installation in FY 2008.
 - An additional \$7.9 million has been spent to acquire specialized equipment to support clinical follow-up where initial breast screening presents potential positive results. This includes stereotactic imaging technologies, specialized ultrasound and biopsy equipment.
 - VHA has spent \$3.35 million to acquire 35 DEXA Scanners, used to evaluate osteoporosis in all patient populations, particularly women.
 - An additional \$5.9 million has been spent to acquire a variety of other specialized equipment needed for women's health clinics enhancements

Comparison of VHA's experience with male and female patients with health care in the United States finds the differences in HEDIS scores found in the VHA data is also found in health care, generally³. These data notwithstanding, VHA continues to explore and address the complex factors which underlie the observed differences in treatment of men and women.

- VHA's women's health initiatives have been enhanced from a national program to a Strategic Health Care Group. The office has undertaken a comprehensive evaluation of women's health care delivery in VHA. A critical component is the development of quality performance data by gender.
- In broadening the approach to women's health, VHA is addressing factors in diseases which have a high prevalence in women, such as lung cancer. For example, clinical smoking cessation programs were developed specifically for women veterans, aimed at the concerns expressed by women such as weight gain and stress management.

Notes:

1. Bean-Mayberry, BA, et. al, (2007) Organizational Characteristics Associated with the Availability of Women's Health Clinics for Primary Care in the Veterans Health Administration. *Military Medicine* 172: 8:824.
2. Yano, EM, et. al., (2006) Diffusion of Innovation in Women's Health Care Delivery: The Department of Veterans Affairs' Adoption of Women's Health Clinics. *Women's Health Issues* 16: 226-35.
3. Clancy CM, Massion CT (1992), American Women's Health Care, a Patchwork Quilt with Gaps. *JAMA* 268: 1918-20.

VHA's Initiatives to Address Differences in Perceptions of Care Delivered to White and Non-White Ethnic Groups

The data in this report show that there are differences in how white and non-white ethnic groups perceive the quality of care which they receive: where these differences exist, non-whites have lower levels of satisfaction than whites. See Data, Section 2, Columns AA through AF, and End Note 11. As discussed in End Note 11, published studies show that although perceptions of care may differ, many clinical outcomes are equivalent between ethnic groups.

VHA has been in the forefront in identifying and working to reduce disparities in treatment for minority populations for several years¹. Since 2001, VHA has actively funded research into the types and causes for differences in care for different racial and ethnic groups, through its Center for Health Equity Research and Promotion (CHERP)² and other targeted research.

CHERP researchers have followed a well-accepted analytical framework for research on health disparities: 1) identifying or documenting the existence of disparities, 2) assessing the reasons (patient, physician, or system level) for identified disparities, 3) designing interventions that can be rigorously evaluated, *e.g.*, in randomized, controlled clinical trials, and 4) when interventions are found to be effective via these studies, implementation across the integrated VHA system.

End Note 11 cites several of the studies which found disparities in the utilization of joint replacement by white and non-white ethnic groups. As follow up to those findings:

- CHERP researchers are conducting focused research into patient cultural factors which might explain differences in patient perceptions and choices about joint replacement. In particular, the current studies draw upon non-VHA research which suggests that among the factors are patient trust in physicians, risk attitudes, knowledge about the procedure, expectations as to outcomes, and religiosity. VHA research is assessing how the combination of these factors affects veteran willingness to consider joint replacement treatment options. (ECV- 03-201).
- In another ongoing study, CHERP investigators are examining the role of physicians in the observed disparity. This research assesses how communication and interaction between orthopedic surgeons and their patients affects patient decision-making when joint replacement surgery is clinically indicated. (ECV 04-137)

VHA is doing more than just studying the causes for differences in utilization of joint replacement surgery. Based on prior research results which suggested that patient knowledge is a factor in disparate utilization rates, CHERP is assessing the effectiveness of culturally appropriate educational programs in assisting African-American patients to make decisions about clinically-indicated joint replacement. They are also assessing whether this intervention affects the rates of this surgery in this ethnic group. (HR 05-234) Findings from this work will support adjustment to patient education programs to make them more effective, with delivery of this intervention system-wide.

In addition, VHA has taken specific actions in this area:

- Each VA Medical Center is staffed with a Minority Veteran Program Coordinator who acts a patient advocate and who can reduce culture-based communications challenges when they are identified.
- In addition to the research conducted and interventions being developed by CHERP, VHA has developed and is implementing a cultural-competency program to provide resources to clinicians in understanding the culture-based expectations of patients of differing ethnic backgrounds.

References:

1. Oddone EZ, Peterseon LA, Weinberger M, Health-Care Use in the Veterans Health Administration: Racial Trends and the Spirit of Inquiry, America Becoming: Racial Trends and Their Consequences, National Academy Press 2001.
2. <http://www.research.va.gov/about/research-health-disparities.cfm>; <http://www.cherp.org/>.

Tables

Section 1:

* = Insufficient Data ** = See Note					Waiting Times		Medical Center Staffing			Nosocomial Infections		Procedure Volume						
The Notes are essential elements of the data in this report.					Primary care - % seen in 30 days	Specialty care - % seen in 30 days	Staffing: Physicians	Staffing: Nursing	Staffing: Other Health Professionals	Ventilator Associated Pneumonia	Central Line Associated Bacteremia	General Surgery	Cardiac	Orthopedic	Thoracic (non-cardiac)	Urology	Vascular Surgery	Other Surgery
					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Column Designator Note					1		2			3		4						
VISN	Facility Name	City	State	Station														
VA New England Health Care System - VISN 1																		
1	VA Connecticut HCS	West Haven	CT	689	99	96	239	449	580	7.1	2.1	444	82	276	155	1,371	170	1,049
1	Edith Nourse Rogers Memorial Veterans Hospital	Bedford	MA	518	97	99	46	243	270	No ICU	No ICU	0	0	0	0	0	0	0
1	VA Boston HCS‡ W Roxbury, Brockton Jamaica Plns	West Roxbury	MA	523	96	96	256	799	1064	1.3	2.7	734	238	586	263	492	338	2,467
1	VAMC	Northampton	MA	631	98	97	29	119	186	No ICU	No ICU	0	0	0	0	0	0	0
1	VAMC/RO	Togus	ME	402	98	96	74	251	360	2.0	1.0	1,013	1	450	0	776	2	540
1	VAMC	Manchester	NH	608	99	98	34	135	185	No ICU	No ICU	1,454	0	128	0	378	2	201
1	VAMC	Providence	RI	650	100	97	88	212	277	6.8	4.6	552	0	148	34	914	137	670
1	VAM/ROC	White River Junction	VT	405	99	95	69	155	189	3.5	2.0	366	0	102	0	840	164	405
VA Healthcare Network Upstate New York - VISN 2																		
2	Samuel S. Stratton VAMC	Albany	NY	528A8	100	97	112	331	332	5.2	1.8	479	8	222	81	730	99	973
2	VA Western New York HCS‡ Buffalo, Batavia	Buffalo	NY	528	99	97	132	497	482	9.0	2.5	577	185	160	141	1,357	547	827
2	VAMC	Bath	NY	528A6	99	100	18	150	137	0.0	0.0	0	0	0	0	0	0	0
2	VAMC	Canandaigua	NY	528A5	99	98	33	182	231	No ICU	No ICU	0	0	0	0	0	0	0
2	VAMC	Syracuse	NY	528A7	97	96	130	445	333	2.7	4.2	493	0	373	73	1,125	170	732

Column Designator					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Note					1		2			3		4						
VISN	Facility Name	City	State	Station														
VA NY/NJ Veterans Healthcare Network - VISN 3																		
3	VA New Jersey HCS, East Orange Campus	East Orange	NJ	561	100	97	192	580	760	3.4	5.2	526	0	158	42	952	215	815
3	VAMC	Bronx	NY	526	98	99	171	331	555	4.4	5.2	401	0	206	65	312	252	686
3	VA NY Harbor HCS† NY Harbor, Brooklyn	New York Harbor	NY	630	99	99	280	778	1,000	1.0	4.4	695	171	359	190	1,220	419	1,284
3	VA Hudson Valley HCS† Montrose, Castle Pt	Montrose	NY	620	100	99	81	271	427	No ICU	No ICU	0	0	0	0	0	0	0
3	VAMC	Northport	NY	632	97	97	123	366	579	2.4	3.9	790	0	247	53	544	136	701
VA Stars & Stripes Healthcare Network - VISN 4																		
4	VAM&RO	Wilmington	DE	460	99	97	50	238	211	1.0	0.9	368	0	28	49	380	105	307
4	James E. Van Zandt VA Medical Center	Altoona	PA	503	99	98	27	142	142	0.0	0.0	642	0	0	0	23	0	55
4	VAMC	Butler	PA	529	99	100	18	119	129	No ICU	No ICU	0	0	0	0	0	0	0
4	VAMC	Coatesville	PA	542	100	98	36	267	325	No ICU	No ICU	0	0	0	0	0	0	0
4	VAMC	Erie	PA	562	98	99	31	158	134	9.8	0.0	883	0	198	0	752	0	12
4	VAMC	Lebanon	PA	595	100	99	63	276	389	0.0	0.0	1,938	0	251	0	431	8	1,370
4	VAMC	Philadelphia	PA	642	99	97	228	478	470	14.7	4.8	411	0	418	24	312	156	1,136
4	VA Pittsburgh HCS† Heinz, Univ Dr, Highld Dr	Pittsburgh	PA	646	98	97	176	831	829	5.5	3.3	666	215	503	149	454	436	2,220
4	VAMC	Wilkes-Barre	PA	693	100	100	78	223	323	5.7	5.4	765	4	101	99	446	18	418
4	Louis A. Johnson VAMC	Clarksburg	WV	540	99	97	45	185	214	0.0	7.7	1,475	9	0	56	171	160	533
VA Capitol Health Care Network - VISN 5																		
5	VAMC	Washington	DC	688	99	98	179	515	621	2.7	3.9	559	163	376	62	848	290	1,085
5	VA Maryland HCS† Baltimore, Perry Pt	Baltimore	MD	512	98	98	198	667	749	3.6	2.5	394	0	384	66	292	173	1,059
5	VAMC	Martinsburg	WV	613	99	96	60	315	367	9.8	1.8	2,536	26	331	0	684	2	423
VA Mid-Atlantic Health Care Network - VISN 6																		
6	VAMC	Asheville	NC	637	98	96	88	368	395	12.1	3.8	550	215	886	76	375	262	1,079
6	VAMC	Durham	NC	558	92	94	206	553	680	4.5	4.0	572	155	613	145	445	303	1,732
6	VAMC	Fayetteville	NC	565	100	93	73	229	245	11.0	0.0	2,082	0	86	0	53	2	250
6	W.G. (Bill) Hefner VA Medical Center	Salisbury	NC	659	98	95	144	370	559	3.2	0.0	1,740	0	0	0	101	23	946

Column Designator Note					A	B	C	D	E	F	G	H	I	J	K	L	M	N
					1		2			3		4						
VISN	Facility Name	City	State	Station														
6	VAMC	Hampton	VA	590	99	97	87	373	378	1.8	3.6	483	0	172	26	234	239	343
6	Hunter Holmes McGuire VAMC	Richmond	VA	652	98	96	175	636	644	5.0	5.2	618	194	421	63	1,488	376	1,478
6	VAMC	Salem	VA	658	98	97	91	396	455	14.0	4.8	1,173	0	328	30	370	184	1,073
6	VAMC	Beckley	WV	517	99	99	28	140	188	0.0	0.0	1,074	0	81	0	172	0	49
VA Southeast Network - VISN 7																		
7	VAMC	Birmingham	AL	521	99	96	177	433	503	6.7	5.3	473	73	334	60	385	287	1,273
7	Central Alabama Veterans HCS; Tuskegee, Montgomery	Montgomery	AL	619	99	98	68	300	399	0.0	0.0	2,139	0	192	0	228	0	345
7	VAMC	Tuscaloosa	AL	679	100	100	26	218	240	No ICU	No ICU	0	0	0	0	0	0	0
7	VAMC	Atlanta	GA	508	99	98	233	599	635	1.7	3.6	613	104	335	121	1,966	311	1,375
7	VAMC	Augusta	GA	509	100	95	130	566	617	6.5	3.3	494	0	309	45	447	192	1,238
7	Carl Vinson VA Medical Center	Dublin	GA	557	98	96	32	154	261	0.0	0.0	2,003	0	0	0	334	2	134
7	Ralph H. Johnson VAMC	Charleston	SC	534	100	98	130	361	336	4.9	1.4	381	151	450	63	366	258	1,149
7	Wm. Jennings Bryan Dorn VAMC	Columbia	SC	544	99	94	112	381	512	1.4	5.1	384	1	519	38	141	313	1,416
VA Sunshine Healthcare Network - VISN 8																		
8	VAMC	Bay Pines	FL	516	100	98	258	771	765	3.9	0.8	850	1	656	122	604	366	1,100
8	N FLA/S GA Veterans HS; Gainesville, Lake Cty	Gainesville	FL	573	98	94	314	1050	1361	5.7	3.4	934	178	636	102	910	493	2,776
8	VAMC	Miami	FL	546	100	98	195	553	812	4.2	6.8	654	52	559	27	942	158	1,903
8	East Central Florida HCS	Orlando	FL	675	99	98	122	297	499	No ICU	No ICU	328	0	492	0	362	2	618
8	James A. Haley VA Medical Center	Tampa	FL	673	99	97	313	1,128	1,254	10.3	3.6	939	202	459	155	1,027	467	1,853
8	VAMC	West Palm Beach	FL	548	100	99	166	398	691	3.8	7.6	775	0	614	95	1,468	52	778
8	VAMC	San Juan	PR	672	95	98	298	822	894	8.2	2.3	1,588	114	614	33	1,903	179	1,674

Column Designator					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Note					1		2			3		4						
VISN	Facility Name	City	State	Station														
VA Mid South Healthcare Network - VISN 9																		
9	VAMC	Lexington	KY	596	99	97	104	400	458	7.3	3.1	740	3	338	139	1,073	290	1,598
9	VAMC	Louisville	KY	603	100	99	113	387	368	3.5	7.7	792	1	382	119	236	150	1,194
9	VAMC	Memphis	TN	614	99	99	144	401	612	7.8	1.8	615	224	335	79	600	295	917
9	VAMC	Mountain Home	TN	621	100	98	127	414	403	1.5	2.1	2,192	45	570	68	282	156	1,212
9	Tennessee Valley HCS† Nashville, Murfreesboro	Nashville	TN	626	96	96	271	890	814	3.8	1.3	750	136	413	65	1,002	289	2,163
9	VAMC	Huntington	WV	581	100	99	77	233	301	2.8	1.2	697	30	482	117	514	144	474
10 VA Health Care System of Ohio - VISN 10																		
10	VAMC	Chillicothe	OH	538	99	97	40	284	281	No ICU	No ICU	0	0	0	0	0	0	0
10	VAMC	Cincinnati	OH	539	100	99	149	421	420	7.7	11.0	812	30	461	76	1,189	153	715
10	Louis Stokes VA Medical Center‡ Cleveland, Brecksville	Cleveland	OH	541	100	98	256	903	906	8.0	1.3	650	241	527	107	414	375	1,312
10	Chalmers Wylie Outpatient Clinic	Columbus	OH	757	96	93	49	98	141	No ICU	No ICU	416	0	5	0	336	0	134
10	VAMC	Dayton	OH	552	98	97	99	417	499	5.3	2.5	516	0	419	105	318	83	636
Veterans In Partnership - VISN 11																		
11	VA Illiana HCS	Danville	IL	550	100	97	56	321	422	0.0	0.0	359	0	179	0	167	2	152
11	VA Northern Indiana HCS‡ Marion, Ft Wayne	Marion	IN	610	99	99	45	267	356	0.0	0.0	518	0	0	0	400	3	330
11	Richard L. Roudebush VA Medical Center	Indianapolis	IN	583	89	91	146	560	585	4.5	7.2	783	137	658	82	457	554	2,965
11	Ann Arbor: VA Ann Arbor HCS	Ann Arbor	MI	506	91	95	184	408	445	7.7	5.0	590	158	296	50	471	276	1,895
11	VAMC	Battle Creek	MI	515	95	95	49	229	400	No ICU	No ICU	0	0	0	0	0	0	0
11	John D. Dingell VA Medical Center	Detroit	MI	553	95	96	134	376	551	6.6	8.8	587	0	111	59	266	242	1,140
11	Aleda E. Lutz VA Medical Center	Saginaw	MI	655	99	99	30	194	186	0.0	0.0	1,311	0	0	0	368	0	43

Column Designator					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Note					1		2			3		4						
VISN	Facility Name	City	State	Station														
The Great Lakes Health Care System - VISN 12																		
12	VA Chicago HCS; (Jessie Brown)	Chicago, West Side	IL	537	99	99	213	467	501	7.8	6.3	669	0	371	76	433	241	979
12	Edward Hines Jr. VA Hospital	Hines	IL	578	98	99	224	694	852	6.2	2.1	535	239	375	85	1,611	226	1,990
12	VAMC	North Chicago	IL	556	100	100	99	265	420	9.7	4.3	419	0	321	0	332	4	824
12	VAMC	Iron Mountain	MI	585	89	94	27	127	107	0.0	0.0	1,077	0	96	0	304	6	20
12	William S. Middleton Memorial Veterans Hospital	Madison	WI	607	100	97	122	358	385	16.0	1.0	393	54	327	68	275	265	558
12	Clement J. Zablocki VAMC	Milwaukee	WI	695	99	96	229	701	706	5.3	2.3	471	205	508	104	539	239	1,182
12	VAMC	Tomah	WI	676	99	99	28	158	272	No ICU	No ICU	0	0	0	0	0	0	0
VA Heartland Network - VISN 15																		
15	VA Eastern Kansas HCS† Topeka, Leavenworth	Topeka	KS	589A5	99	96	82	328	555	0.0	2.2	2,380	0	161	26	303	61	395
15	Robert J. Dole Department of Veterans Affairs Medical and Regional Office Center	Wichita	KS	589A7	100	99	47	198	251	0.0	0.0	2,609	13	261	22	271	93	480
15	Harry S. Truman Memorial	Columbia	MO	589A4	99	94	70	252	409	6.0	3.6	392	156	211	139	379	119	654
15	VAMC	Kansas City	MO	589	100	97	102	301	406	3.7	3.3	430	0	412	21	474	259	1,350
15	VAMC	Marion	IL	657A5	98	97	60	223	313	0.0	0.0	2,705	0	121	22	524	74	411
15	John J. Pershing VA Medical Center	Poplar Bluff	MO	657A4	100	98	24	84	153	No ICU	No ICU	0	0	0	0	0	0	0
15	St Louis VAMC† St Louis, Jefferson Barracks	St. Louis	MO	657	98	97	196	411	664	2.2	0.0	737	0	424	0	1,265	145	912
South Central VA Health Care Network - VISN 16																		
16	VAMC	Fayetteville	AR	564	100	100	75	272	310	0.0	4.5	1,493	0	355	0	1,293	3	78
16	Central Arkansas Veterans HCS† Little Rock, Little Rock N	Little Rock	AR	598	99	97	222	759	817	5.8	3.3	2,010	478	1,169	134	595	434	1,930
16	VAMC	Alexandria	LA	502	100	96	60	356	283	0.0	0.0	1,357	0	32	0	234	2	540

Column Designator					A	B	C	D	E	F	G	H	I	J	K	L	M	N
Note					1		2			3		4						
VISN	Facility Name	City	State	Station														
16	VAMC	New Orleans	LA	629	96	94	98	183	199	No ICU	No ICU	0	0	0	0	0	0	0
16	Overton Brooks VA Medical Center	Shreveport	LA	667	95	96	107	364	375	0.8	4.7	641	1	318	34	279	117	1,160
16	VA Gulf Coast Veterans HCS	Biloxi	MS	520	100	98	103	345	569	0.0	3.9	2,035	0	0	39	98	93	711
16	G.V. (Sonny) Montgomery VA Medical Center	Jackson	MS	586	100	98	137	462	595	3.6	1.7	866	0	599	84	488	239	1,431
16	VAMC	Muskogee	OK	623	90	92	67	228	209	0.0	2.4	386	0	336	0	418	4	294
16	VAMC	Oklahoma City	OK	635	99	96	164	426	457	3.4	3.0	673	148	808	65	515	304	1,290
16	VAMC	Houston	TX	580	98	97	271	926	995	4.6	2.2	1,086	358	988	148	538	814	3,420
VA Heart of Texas Health Care Network - VISN 17																		
17	VA North Texas HCS	Dallas	TX	549	99	98	261	960	1,372	0.8	1.6	1,187	194	598	162	494	515	2,991
17	South Texas Veterans HCS‡ San Antonio Kerrville	San Antonio	TX	671	100	97	383	904	703	3.8	0.7	814	226	555	171	627	600	1,564
17	Central Texas Veterans HCS‡ Temple, Waco, Marlin	Temple	TX	674	99	98	192	65	761	5.6	5.2	581	0	530	77	321	173	947
VA Southwest Health Care Network - VISN 18																		
18	Carl T. Hayden VA Medical Center	Phoenix	AZ	644	95	96	156	554	612	6.7	4.0	1,277	1	457	48	343	305	1,465
18	Northern Arizona VA HCS	Prescott	AZ	649	100	99	29	162	185	0.0	0.0	0	0	0	0	0	0	0
18	Southern Arizona VA HCS	Tucson	AZ	678	99	99	126	481	595	4.9	2.1	872	188	473	106	646	290	1,182
18	New Mexico HCS	Albuquerque	NM	501	99	97	152	458	579	13.5	4.1	544	131	768	57	493	354	1,163
18	Amarillo VA HCS	Amarillo	TX	504	99	98	51	231	260	3.0	3.5	670	0	219	60	224	16	50
18	West Texas VA HCS	Big Spring	TX	519	99	99	18	114	107	No ICU	No ICU	59	0	0	0	0	0	624
18	El Paso VA HCS	El Paso	TX	756	100	96	41	73	97	No ICU	No ICU	1,160	0	23	0	396	0	348
Rocky Mountain Network - VISN 19																		
19	Eastern Colorado HCS‡ Denver, Pueblo	Denver	CO	554	99	98	178	413	508	10.0	6.0	377	87	785	77	1,174	205	1,543
19	VAMC	Grand Junction	CO	575	100	100	27	127	107	0.0	0.0	1,077	0	323	0	126	3	118

Column Designator Note					A	B	C	D	E	F	G	H	I	J	K	L	M	N
					1		2			3		4						
VISN	Facility Name	City	State	Station														
19	VA Montana HCS	Fort Harrison	MT	436	99	99	55	193	139	28.6	0.0	415	0	469	0	122	56	370
19	VA Salt Lake City HCS	Salt Lake City	UT	660	99	98	158	396	378	5.5	3.4	512	59	502	42	458	166	1,338
19	VAM/ROC	Cheyenne	WY	442	99	99	28	100	116	0.0	11.7	368	0	144	0	357	2	601
19	VAMC	Sheridan	WY	666	99	99	21	116	145	No ICU	No ICU	0	0	0	0	0	0	0
20 Northwest Network - VISN 20																		
20	Alaska VA HCS and Regional Office	Anchorage	AK	463	99	91	32	119	113	No ICU	No ICU	189	0	111	0	27	0	48
20	VAMC	Boise	ID	531	96	93	52	178	219	3.2	0.0	408	0	294	0	1,005	74	504
20	VAMC	Portland	OR	648	99	96	223	664	715	1.9	1.0	1,140	209	598	102	1,096	471	1,677
20	VA Roseburg HCS	Roseburg	OR	653	85	93	36	212	228	11.0	2.4	364	0	0	0	148	3	193
20	Southern Oregon Rehab Ctr & Clinics	White City	OR	692	97	92	20	63	102	No ICU	No ICU	0	0	0	0	0	0	0
20	VA Puget Sound HCS‡ Seattle, American Lake	Seattle	WA	663	97	93	219	759	868	6.1	1.6	595	138	928	170	1,461	245	2,139
20	VAMC	Spokane	WA	668	94	93	48	208	193	0.0	0.0	463	0	194	22	250	0	31
20	Jonathan M. Wainwright Memorial VA Medical Center	Walla Walla	WA	687	71	89	13	76	112	No ICU	No ICU	0	0	0	0	0	0	0
Sierra Pacific Network - VISN 21																		
21	VA Central California HCS	Fresno	CA	570	99	97	74	191	304	4.1	0.0	616	0	187	2	834	145	959
21	VA Northern California HCS‡ Martinez, Sacramento	Martinez, East Bay	CA	612	97	98	216	449	471	0.0	2.3	701	2	269	79	371	214	1,682
21	VA Palo Alto HCS‡ PaloAlto, MenloPk, Livermore	Palo Alto	CA	640	91	98	276	922	974	1.9	3.4	790	156	610	47	529	208	1,425
21	VAMC	San Francisco	CA	662	98	97	220	496	515	3.5	0.6	520	159	409	196	347	356	1,339
21	VA Pacific Islands HCSSpark M. Matsunaga VA Medical & Regional Office Center	Honolulu	HI	459	98	94	52	123	140	No ICU	No ICU	0	0	0	0	0	0	0
21	VA Sierra Nevada HCS	Reno	NV	654	99	96	61	244	230	11.1	6.5	591	0	324	31	461	205	548

Column Designator Note					A	B	C	D	E	F	G	H	I	J	K	L	M	N
					1		2			3		4						
VISN	Facility Name	City	State	Station														
Desert Pacific Healthcare Network - VISN 22																		
22	VA Loma Linda HCS	Loma Linda	CA	605	98	97	166	535	625	5.4	4.8	944	0	1,001	27	459	440	1,962
22	VA Long Beach HCS	Long Beach	CA	600	96	97	177	521	631	6.7	1.9	882	0	532	62	1,295	453	1,298
22	VA Greater Los Angeles HCS (GLA)	Los Angeles	CA	691	96	96	376	970	1,157	1.2	5.8	682	173	531	83	490	166	1,678
22	VA San Diego HCS	San Diego	CA	664	100	97	271	685	613	4.3	5.2	615	156	715	47	1,145	200	1,607
22	VA Southern Nevada HCS	Las Vegas	NV	593	100	98	114	231	353	6.5	6.5	628	0	124	5	114	350	73
VA Midwest Health Care Network - VISN 23																		
23	VA Nebraska Western Iowa HCS† Omaha, Grand Is, Lincoln	Omaha	NE	636	97	95	165	725	878	5.1	3.7	699	0	445	59	377	168	1,478
23	VA Central Iowa HCS† Des Moines, Knoxville	Des Moines	IA	636A6	99	97	+	+	+	16.3	1.8	621	8	252	19	668	51	796
23	VAMC	Iowa City	IA	636A8	99	89	145	344	441	2.6	2.7	482	59	414	54	993	153	1,053
23	VAMC	Minneapolis	MN	618	99	96	216	902	988	5.9	2.9	555	428	1,143	104	804	226	2,159
23	VAMC	St. Cloud	MN	656	100	98	30	319	325	No ICU	No ICU	0	0	0	0	0	0	0
23	VAM/RO	Fargo	ND	437	99	93	52	221	173	0.0	2.4	1,020	0	232	60	585	77	153
23	VA Black Hills HCS† Ft Meade, Hot Springs	Fort Meade	SD	568	99	96	44	254	240	0.0	0.0	868	0	521	49	786	51	369
23	VAM/ROC	Sioux Falls	SD	438	99	98	44	239	213	0.0	3.6	1,114	25	293	9	684	58	436

Section 2:

* = Insufficient Data ** = See Note					Quality of Care - Populations								Patient Satisfaction									
					Gender		Geriatric			Disabled		Rural		Mental Hlth		Ethnicity						
The Notes are essential elements of the data in this report.					Female (outpatient)	Male (outpatient)	≥ 65 yo (inpatient)	<65yo (inpatient)	≥ 65 yo (outpatient)	<65yo (outpatient)	P1-P4 (inpatient)	P1-P4 (outpatient)	Rural	Homeless (outpatient)	Mental Health (outpatient)	Non - Mental Health (outpatient)	White (inpatient)	African American (inpatient)	Other (inpatient)	White (outpatient)	African American (outpatient)	Other (outpatient)
					Column Designator	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	AC	AD	AE
Note	5		6			7		8	9	10		11										
VISN	Facility Name	City	State	Station																		
VA New England Health Care System - VISN 1																						
1	VA Connecticut HCS	West Haven	CT	689	78	83	87	89	85	82	89	85	**	89	84	85	78	59	*	84	48	64
1	Edith Nourse Rogers Memorial Veterans Hospital	Bedford	MA	518	79	79	*	*	79	82	*	82	**	89	81	83	63	*	*	87	*	85
1	VA Boston HCS‡ W Roxbury, Brockton Jamaica Plns	West Roxbury	MA	523	80	82	95	95	82	79	95	81	**	86	83	83	83	73	81	86	76	82
1	VAMC	Northampton	MA	631	73	79	*	*	87	79	*	82	**	83	80	92	83	*	*	83	*	84
1	VAMC/RO	Togus	ME	402	76	79	89	92	84	78	89	81	**	88	83	82	80	*	*	84	*	69
1	VAMC	Manchester	NH	608	79	84	*	*	85	82	*	85	**	98	85	85	*	*	*	87	*	74
1	VAMC	Providence	RI	650	81	84	96	96	84	81	97	83	**	88	82	84	86	*	*	82	72	78
1	VAM/ROC	White River Junction	VT	405	77	82	91	89	82	81	92	84	**	96	83	86	87	*	*	89	*	83
VA Healthcare Network Upstate New York - VISN 2																						
2	Samuel S. Stratton VAMC	Albany	NY	528A8	73	82	92	94	85	79	93	79	**	84	81	84	80	*	*	83	79	77
2	VA Western New York HCS‡ Buffalo, Batavia	Buffalo	NY	528	76	82	93	91	84	81	92	82	**	84	81	85	81	72	*	78	75	79
2	VAMC	Bath	NY	528A6	78	81	94	96	82	84	93	85	**	*	83	83	85	*	*	83	*	*
2	VAMC	Canandaigua	NY	528A5	75	79	*	*	83	80	*	80	**	90	82	86	*	*	*	86	68	*
2	VAMC	Syracuse	NY	528A7	73	80	94	95	82	80	94	83	**	85	83	83	84	*	*	86	71	90

Column Designator					O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	AC	AD	AE	AF	
Note					5		6				7		8	9	10			11					
VISN	Facility Name	City	State	Station																			
VA NY/NJ Veterans Healthcare Network - VISN 3																							
3	VA New Jersey HCS, East Orange Campus	East Orange	NJ	561	73	82	92	93	83	80	92	82	**	80	83	85	79	72	67	78	62	60	
3	VAMC	Bronx	NY	526	71	78	89	92	83	81	91	83	**	95	83	84	73	64	70	70	72	67	
3	VA NY Harbor HCS† NY Harbor, Brooklyn	New York Harbor	NY	630	70	78	93	95	84	76	95	79	**	83	78	83	78	76	76	81	72	74	
3	VA Hudson Valley HCS† Montrose, Castle Pt	Montrose	NY	620	75	82	86	87	86	80	88	82	**	93	83	86	88	*	*	84	87	77	
3	VAMC	Northport	NY	632	73	82	92	93	81	80	92	83	**	85	80	87	84	73	*	85	81	63	
VA Stars & Stripes Healthcare Network - VISN 4																							
4	VAM&RO	Wilmington	DE	460	76	82	94	94	86	80	95	84	**	78	83	85	85	65	*	83	78	58	
4	James E. Van Zandt VA Medical Center	Altoona	PA	503	76	85	97	95	89	84	96	87	**	100	86	87	82	*	*	87	*	64	
4	VAMC	Butler	PA	529	76	80	*	*	83	77	*	79	**	67	80	86	*	*	*	80	*	62	
4	VAMC	Coatesville	PA	542	77	84	94	91	84	80	94	78	**	85	82	86	*	*	*	89	68	84	
4	VAMC	Erie	PA	562	79	82	95	97	83	82	98	85	**	90	85	87	87	*	*	87	*	83	
4	VAMC	Lebanon	PA	595	77	80	91	90	80	75	92	79	**	91	81	81	91	*	*	88	71	99	
4	VAMC	Philadelphia	PA	642	78	81	93	91	82	79	91	82	**	88	83	84	76	66	*	86	63	66	
4	VA Pittsburgh HCS† Heinz, Univ Dr, Highld Dr	Pittsburgh	PA	646	76	79	93	93	83	82	93	80	**	85	82	85	81	66	*	80	60	82	
4	VAMC	Wilkes-Barre	PA	693	81	85	91	90	85	79	91	84	**	91	81	83	78	*	*	80	*	81	
4	Louis A. Johnson VAMC	Clarksburg	WV	540	79	82	93	90	86	84	91	84	**	100	84	86	82	*	*	84	*	68	
VA Capitol Health Care Network - VISN 5																							
5	VAMC	Washington	DC	688	73	78	92	95	84	81	93	83	**	96	82	84	82	70	70	78	71	67	
5	VA Maryland HCS† Baltimore, Perry Pt	Baltimore	MD	512	74	78	92	92	83	76	93	79	**	79	78	84	82	77	69	81	65	58	
5	VAMC	Martinsburg	WV	613	76	80	96	94	82	80	96	81	**	86	80	82	83	65	*	83	88	82	
VA Mid-Atlantic Health Care Network - VISN 6																							
6	VAMC	Asheville	NC	637	75	82	91	93	86	84	92	86	**	95	86	86	81	81	*	83	*	*	
6	VAMC	Durham	NC	558	75	79	94	96	79	79	95	81	**	92	81	82	82	72	68	73	61	51	
6	VAMC	Fayetteville	NC	565	76	79	94	92	81	79	94	80	**	65	80	81	75	67	74	76	63	58	
6	W.G. (Bill) Hefner VA Medical Center	Salisbury	NC	659	70	80	95	96	82	79	96	81	**	90	81	84	76	75	*	74	63	72	

Column Designator					O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	AC	AD	AE	AF	
Note					5		6				7		8	9	10			11					
VISN	Facility Name	City	State	Station																			
6	VAMC	Hampton	VA	590	80	80	94	97	83	82	94	83	**	91	81	84	80	64	*	71	55	*	
6	Hunter Holmes McGuire VAMC	Richmond	VA	652	81	83	93	94	85	83	94	85	**	84	83	86	75	69	74	75	60	72	
6	VAMC	Salem	VA	658	84	81	95	97	79	80	95	81	**	100	81	78	79	73	72	73	66	60	
6	VAMC	Beckley	WV	517	73	80	92	94	81	80	92	81	**	100	81	81	78	*	*	71	*	*	
VA Southeast Network - VISN 7																							
7	VAMC	Birmingham	AL	521	72	81	91	92	83	82	92	85	**	91	83	82	82	76	74	77	58	71	
7	Central Alabama Veterans HCS; Tuskegee, Montgomery	Montgomery	AL	619	77	76	93	90	82	81	90	82	**	85	81	84	65	63	*	71	64	50	
7	VAMC	Tuscaloosa	AL	679	72	79	*	*	89	82	*	84	**	83	84	87	*	*	*	86	78	*	
7	VAMC	Atlanta	GA	508	73	80	94	93	85	80	93	82	**	89	80	85	73	70	*	75	71	58	
7	VAMC	Augusta	GA	509	76	80	91	90	84	85	92	85	**	83	82	87	72	62	65	75	66	*	
7	Carl Vinson VA Medical Center	Dublin	GA	557	80	80	94	91	86	83	94	85	**	97	84	85	67	74	*	75	67	61	
7	Ralph H. Johnson VAMC	Charleston	SC	534	78	78	95	97	81	80	97	82	**	88	80	81	80	79	70	77	77	76	
7	Wm. Jennings Bryan Dorn VAMC	Columbia	SC	544	77	83	91	94	85	82	91	84	**	84	82	84	72	72	*	76	63	77	
VA Sunshine Healthcare Network - VISN 8																							
8	VAMC	Bay Pines	FL	516	79	83	94	95	88	82	94	85	**	96	81	87	83	80	70	84	79	87	
8	N FLA/S GA Veterans HS; Gainesville, Lake Cty	Gainesville	FL	573	79	83	93	94	88	83	94	86	**	75	86	86	76	76	75	81	78	69	
8	VAMC	Miami	FL	546	75	78	95	96	82	82	96	87	**	87	85	84	81	80	73	77	62	74	
8	East Central Florida HCS	Orlando	FL	675	73	78	*	*	84	83	*	84	**	81	84	85	*	*	*	84	70	81	
8	James A. Haley VA Medical Center	Tampa	FL	673	80	82	93	92	85	82	94	84	**	73	84	85	78	77	60	84	69	77	
8	VAMC	West Palm Beach	FL	548	79	86	96	94	88	85	96	89	**	89	89	88	77	83	*	77	74	89	
8	VAMC	San Juan	PR	672	76	83	90	90	79	79	89	81	**	99	79	81	72	83	71	69	71	62	

Column Designator					O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	AC	AD	AE	AF	
Note					5		6				7		8	9	10			11					
VISN	Facility Name	City	State	Station																			
VA Mid South Healthcare Network - VISN 9																							
9	VAMC	Lexington	KY	596	72	78	94	95	84	82	94	83	**	81	82	82	73	75	63	85	51	77	
9	VAMC	Louisville	KY	603	72	82	93	94	82	76	94	80	**	91	78	82	83	70	60	79	70	75	
9	VAMC	Memphis	TN	614	72	76	87	89	82	79	87	81	**	88	79	80	71	68	73	74	58	54	
9	VAMC	Mountain Home	TN	621	73	73	95	97	80	81	96	83	**	85	82	78	79	*	*	77	*	80	
9	Tennessee Valley HCS† Nashville, Murfreesboro	Nashville	TN	626	74	76	92	91	78	75	91	76	**	90	74	77	77	68	66	77	68	76	
9	VAMC	Huntington	WV	581	80	82	96	96	85	87	96	86	**	94	85	87	77	*	*	80	*	71	
10 VA Health Care System of Ohio - VISN 10																							
10	VAMC	Chillicothe	OH	538	73	75	93	92	78	73	92	76	**	93	76	77	68	*	*	77	*	85	
10	VAMC	Cincinnati	OH	539	72	75	94	96	81	82	95	83	**	84	82	83	78	77	88	79	82	63	
10	Louis Stokes VA Medical Center† Cleveland, Brecksville	Cleveland	OH	541	74	81	93	95	83	77	96	80	**	84	80	84	76	67	80	85	64	80	
10	Chalmers Wylie Outpatient Clinic	Columbus	OH	757	68	77	*	*	83	78	*	81	**	90	78	82	*	*	*	77	77	90	
10	VAMC	Dayton	OH	552	74	80	93	94	83	80	93	82	**	87	81	84	75	73	*	76	64	65	
Veterans In Partnership - VISN 11																							
11	VA Illiana HCS	Danville	IL	550	74	80	95	97	81	82	97	82	**	100	81	85	72	*	*	79	77	71	
11	VA Northern Indiana HCS† Marion, Ft Wayne	Marion	IN	610	75	80	91	89	79	81	88	83	**	93	81	82	72	*	*	79	75	71	
11	Richard L. Roudebush VA Medical Center	Indianapolis	IN	583	74	77	91	93	86	80	92	83	**	81	81	84	72	72	75	77	61	60	
11	Ann Arbor: VA Ann Arbor HCS	Ann Arbor	MI	506	75	79	93	91	81	81	92	82	**	88	82	81	85	*	*	85	62	76	
11	VAMC	Battle Creek	MI	515	73	78	92	89	82	79	87	81	**	92	81	83	75	*	*	80	66	75	
11	John D. Dingell VA Medical Center	Detroit	MI	553	71	72	92	94	83	78	93	77	**	79	75	81	72	74	54	73	63	75	
11	Aleda E. Lutz VA Medical Center	Saginaw	MI	655	74	80	93	97	86	84	97	84	**	*	83	85	85	*	*	79	*	78	

Column Designator					O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	AC	AD	AE	AF
Note					5		6				7		8	9	10		11					
VISN	Facility Name	City	State	Station																		
The Great Lakes Health Care System - VISN 12																						
12	VA Chicago HCS; (Jessie Brown)	Chicago, West Side	IL	537	73	75	95	95	85	80	94	81	**	76	79	84	77	70	80	81	69	53
12	Edward Hines Jr. VA Hospital	Hines	IL	578	77	82	92	91	86	81	92	82	**	92	79	86	80	67	67	78	65	80
12	VAMC	North Chicago	IL	556	78	82	92	89	87	79	92	84	**	82	83	84	78	52	*	83	45	96
12	VAMC	Iron Mountain	MI	585	76	81	85	80	82	75	84	77	**	86	74	81	82	*	*	83	*	85
12	William S. Middleton Memorial Veterans Hospital	Madison	WI	607	73	82	94	90	85	83	94	86	**	81	82	85	88	*	*	84	*	72
12	Clement J. Zablocki VAMC	Milwaukee	WI	695	76	82	92	91	84	80	92	82	**	82	80	83	86	57	*	83	74	84
12	VAMC	Tomah	WI	676	74	84	94	93	83	83	95	84	**	87	84	87	84	*	*	80	*	78
VA VA Heartland Network - VISN 15																						
15	VA Eastern Kansas HCS† Topeka, Leavenworth	Topeka	KS	589A5	76	80	95	96	84	81	95	84	**	80	79	83	80	86	82	79	77	71
15	Robert J. Dole Department of Veterans Affairs Medical and Regional Office Center	Wichita	KS	589A7	79	83	95	93	83	83	92	83	**	90	84	85	75	*	*	78	*	76
15	Harry S. Truman Memorial	Columbia	MO	589A4	77	79	94	96	81	76	95	79	**	92	78	81	75	*	*	81	*	77
15	VAMC	Kansas City	MO	589	77	79	91	91	85	83	92	85	**	76	83	84	76	73	89	78	71	85
15	VAMC	Marion	IL	657A5	73	78	89	89	80	79	89	80	**	*	82	83	83	*	*	76	71	56
15	John J. Pershing VA Medical Center	Poplar Bluff	MO	657A4	76	80	98	96	75	75	95	77	**	100	78	78	73	*	*	67	*	68
15	St Louis VAMC† St Louis, Jefferson Barracks	St. Louis	MO	657	77	75	92	90	80	76	90	78	**	61	76	80	66	51	*	73	74	71
South Central VA Health Care Network - VISN 16																						
16	VAMC	Fayetteville	AR	564	80	81	94	94	83	81	93	83	**	93	80	82	80	*	86	85	*	77
16	Central Arkansas Veterans HCS† Little Rock, Little Rock N	Little Rock	AR	598	73	80	93	94	84	82	94	83	**	93	81	83	73	62	82	78	62	71
16	VAMC	Alexandria	LA	502	73	78	92	95	83	78	92	78	**	75	80	82	77	64	*	74	52	59

Column Designator					O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	AC	AD	AE	AF	
Note					5		6				7		8	9	10			11					
VISN	Facility Name	City	State	Station																			
16	VAMC	New Orleans	LA	629	65	72	*	*	79	73	*	76	**	83	75	76	*	*	*	72	66	65	
16	Overton Brooks VA Medical Center	Shreveport	LA	667	74	80	94	93	85	77	93	80	**	92	79	82	80	66	*	78	74	67	
16	VA Gulf Coast Veterans HCS	Biloxi	MS	520	78	80	93	96	89	84	95	88	**	80	84	87	79	71	*	77	69	69	
16	G.V. (Sonny) Montgomery VA Medical Center	Jackson	MS	586	76	83	96	95	82	84	95	85	**	91	83	86	77	77	60	81	69	67	
16	VAMC	Muskogee	OK	623	73	77	92	92	85	81	92	85	**	96	84	86	84	*	84	80	68	71	
16	VAMC	Oklahoma City	OK	635	76	79	95	95	82	80	96	80	**	91	79	83	71	64	66	73	68	63	
16	VAMC	Houston	TX	580	73	76	89	89	78	77	89	78	**	83	78	78	76	72	66	70	66	66	
VA Heart of Texas Health Care Network - VISN 17																							
17	VA North Texas HCS	Dallas	TX	549	73	76	90	91	80	74	90	77	**	77	76	79	67	58	74	68	55	50	
17	South Texas Veterans HCS‡ San Antonio Kerrville	San Antonio	TX	671	75	79	91	93	84	79	92	82	**	92	81	83	76	66	70	74	71	64	
17	Central Texas Veterans HCS‡ Temple, Waco, Marlin	Temple	TX	674	73	78	92	90	84	79	90	81	**	94	80	83	77	67	68	76	63	73	
VA Southwest Health Care Network - VISN 18																							
18	Carl T. Hayden VA Medical Center	Phoenix	AZ	644	73	78	94	92	82	81	94	82	**	93	81	84	77	*	77	73	53	59	
18	Northern Arizona VA HCS	Prescott	AZ	649	73	73	95	95	82	78	95	79	**	75	77	82	85	*	*	84	*	78	
18	Southern Arizona VA HCS	Tucson	AZ	678	73	80	93	93	81	77	93	80	**	90	79	81	84	*	79	80	49	76	
18	New Mexico HCS	Albuquerque	NM	501	72	74	91	92	76	70	92	75	**	79	73	73	78	*	70	79	77	62	
18	Amarillo VA HCS	Amarillo	TX	504	69	77	92	92	80	80	90	83	**	*	77	84	83	*	*	82	46	60	
18	West Texas VA HCS	Big Spring	TX	519	69	79	96	93	82	77	97	79	**	100	80	79	80	*	*	74	73	60	
18	El Paso VA HCS	El Paso	TX	756	75	79	*	*	76	71	*	74	**	90	73	76	*	*	*	75	*	66	
Rocky Mountain Network - VISN 19																							
19	Eastern Colorado HCS‡ Denver, Pueblo	Denver	CO	554	77	77	95	95	79	81	95	81	**	76	81	80	80	71	80	75	82	76	
19	VAMC	Grand Junction	CO	575	68	78	94	96	80	78	94	80	**	*	80	80	94	*	*	84	*	86	

Column Designator					O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	AC	AD	AE	AF
Note					5		6				7		8	9	10		11					
VISN	Facility Name	City	State	Station																		
19	VA Montana HCS	Fort Harrison	MT	436	75	80	96	96	83	79	96	79	**	53	84	81	88	*	*	80	*	71
19	VA Salt Lake City HCS	Salt Lake City	UT	660	77	80	93	91	82	82	92	82	**	71	82	83	86	*	81	80	*	63
19	VAM/ROC	Cheyenne	WY	442	78	78	92	89	78	79	90	81	**	91	79	82	89	*	*	87	*	85
19	VAMC	Sheridan	WY	666	78	78	86	92	80	79	85	81	**	81	80	83	85	*	*	85	*	88
20 Northwest Network - VISN 20																						
20	Alaska VA HCS and Regional Office	Anchorage	AK	463	76	82	*	*	81	81	*	80	**	65	82	80	*	*	*	80	*	69
20	VAMC	Boise	ID	531	73	78	90	90	83	74	90	77	**	100	80	78	84	*	*	85	*	91
20	VAMC	Portland	OR	648	76	80	92	90	80	78	91	80	**	77	79	79	83	*	81	79	*	79
20	VA Roseburg HCS	Roseburg	OR	653	69	74	92	93	80	76	92	78	**	64	79	78	83	*	85	76	*	65
20	Southern Oregon Rehab Ctr & Clinics	White City	OR	692	67	79	*	*	81	78	*	80	**	92	75	82	78	*	*	72	*	62
20	VA Puget Sound HCS‡ Seattle, American Lake	Seattle	WA	663	74	78	93	94	84	80	93	82	**	90	80	83	82	82	85	81	67	64
20	VAMC	Spokane	WA	668	69	75	93	87	81	77	90	79	**	70	77	83	89	*	*	84	*	50
20	Jonathan M. Wainwright Memorial VA Medical Center	Walla Walla	WA	687	76	76	*	*	82	79	*	81	**	88	78	78	*	*	*	78	*	80
Sierra Pacific Network - VISN 21																						
21	VA Central California HCS	Fresno	CA	570	77	78	90	91	86	79	89	84	**	88	81	84	81	*	94	79	67	75
21	VA Northern California HCS‡ Martinez, Sacramento	Martinez, East Bay	CA	612	72	80	93	90	83	77	93	81	**	87	79	82	80	*	92	84	78	72
21	VA Palo Alto HCS‡ PaloAlto, MenloPk, Livermore	Palo Alto	CA	640	78	82	95	97	81	81	97	83	**	86	84	81	84	73	83	87	75	84
21	VAMC	San Francisco	CA	662	74	79	93	93	79	76	92	79	**	86	76	81	82	79	79	85	79	72
21	VA Pacific Islands HCSSpark M. Matsunaga VA Medical & Regional Office Center	Honolulu	HI	459	72	78	*	*	76	77	*	78	**	91	79	80	*	*	*	89	*	75
21	VA Sierra Nevada HCS	Reno	NV	654	73	76	93	90	84	81	92	83	**	90	80	82	81	*	*	83	*	67

Column Designator					O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	AC	AD	AE	AF	
Note					5		6				7		8	9	10			11					
VISN	Facility Name	City	State	Station																			
Desert Pacific Healthcare Network - VISN 22																							
22	VA Loma Linda HCS	Loma Linda	CA	605	78	76	96	95	79	77	96	77	**	94	79	80	80	77	85	78	79	75	
22	VA Long Beach HCS	Long Beach	CA	600	76	80	90	92	84	79	90	81	**	92	79	82	76	73	76	77	72	67	
22	VA Greater Los Angeles HCS (GLA)	Los Angeles	CA	691	75	79	90	89	79	75	89	77	**	79	75	78	79	75	73	77	62	71	
22	VA San Diego HCS	San Diego	CA	664	76	80	92	92	81	77	92	80	**	81	80	79	90	75	90	85	84	65	
22	VA Southern Nevada HCS	Las Vegas	NV	593	83	80	91	94	84	80	94	82	**	74	81	85	78	*	*	81	78	71	
VA Midwest Health Care Network - VISN 23																							
23	VA Nebraska Western Iowa HCS† Omaha, Grand Is, Lincoln	Omaha	NE	636	72	79	92	94	78	79	92	79	**	66	79	81	78	85	68	79	*	65	
23	VA Central Iowa HCS† Des Moines, Knoxville	Des Moines	IA	636A6	75	82	93	94	84	80	93	84	**	79	79	85	81	*	*	85	*	64	
23	VAMC	Iowa City	IA	636A8	70	79	89	91	82	78	88	81	**	86	78	80	83	*	*	83	82	74	
23	VAMC	Minneapolis	MN	618	81	81	91	92	81	81	92	82	**	92	82	83	86	*	*	82	*	83	
23	VAMC	St. Cloud	MN	656	73	82	*	*	86	78	*	81	**	*	77	86	60	*	*	83	*	*	
23	VAM/RO	Fargo	ND	437	74	78	93	85	79	80	90	79	**	83	82	81	89	*	*	87	*	70	
23	VA Black Hills HCS† Ft Meade, Hot Springs	Fort Meade	SD	568	72	76	90	90	80	77	88	79	**	71	77	82	91	*	*	87	*	75	
23	VAM/ROC	Sioux Falls	SD	438	81	80	88	87	79	77	89	79	**	97	78	79	78	*	*	84	*	97	

Section 3:

* = Insufficient Data ** = See Note					Availability of Services				Hospital Accreditation		Quality of Care - Hospital Settings					Patient Safety			
The Notes are essential elements of the data in this report.					Emergency Room Beds	Intensive Care Unit	Maternity Care Available	Speciality Services	Joint Commission Accreditation?	CARF Accreditation?	Inpatient	Outpatient	Emergency	Maternity	Intensive Care Units	Patient Safety Standards: Joint Commission Findings	Joint Commission Survey Year		
					AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS		
Column Designator Note					12		13		14		15			16		17		18	
VISN	Facility Name	City	State	Station															
VA New England Health Care System - VISN 1																			
1	VA Connecticut HCS	West Haven	CT	689	8	Yes	Yes	Yes	Y	Y	86	79	90	**	**	Met	2006		
1	Edith Nourse Rogers Memorial Veterans Hospital	Bedford	MA	518	0	No	Yes	Yes	Y	Y	*	76	*	**	No ICU	Met	2006		
1	VA Boston HCS‡ W Roxbury, Brockton Jamaica Plns	West Roxbury	MA	523	5	Yes	Yes	Yes	Y	Y	95	77	91	**	**	Met	2006		
1	VAMC	Northampton	MA	631	0	No	Yes	Yes	Y	Y	*	81	*	**	No ICU	Met	2006		
1	VAMC/RO	Togus	ME	402	6	Yes	Yes	Yes	Y	NR	90	75	90	**	**	Met	2006		
1	VAMC	Manchester	NH	608	0	No	Yes	Yes	AY	NR	*	80	*	**	No ICU	Met	2006		
1	VAMC	Providence	RI	650	9	Yes	Yes	Yes	Y	Y	96	79	95	**	**	Met	2006		
1	VAM/ROC	White River Junction	VT	405	5	Yes	Yes	Yes	Y	NR	89	77	88	**	**	Met	2006		
VA Healthcare Network Upstate New York - VISN 2																			
2	Samuel S. Stratton VAMC	Albany	NY	528A8	11	Yes	Yes	Yes	Y	Y	93	79	93	**	**	Met	2006		
2	VA Western New York HCS‡ Buffalo, Batavia	Buffalo	NY	528	8	Yes	Yes	Yes	Y	Y	93	79	93	**	**	Met	2006		
2	VAMC	Bath	NY	528A6	2	Yes	Yes	Yes	Y	Y	94	80	97	**	**	Met	2006		
2	VAMC	Canandaigua	NY	528A5	0	No	Yes	Yes	Y	Y	*	80	*	**	No ICU	Met	2006		
2	VAMC	Syracuse	NY	528A7	15	Yes	Yes	Yes	Y	Y	94	78	96	**	**	Met	2006		

Column Designator					AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS
Note					12		13		14		15			16	17	18	
VISN	Facility Name	City	State	Station													
VA NY/NJ Veterans Healthcare Network - VISN 3																	
3	VA New Jersey HCS, East Orange Campus	East Orange	NJ	561	13	Yes	Yes	Yes	Y	Y	93	78	94	**	**	Met	2007
3	VAMC	Bronx	NY	526	10	Yes	Yes	Yes	Y	Y	91	79	92	**	**	Met	2006
3	VA NY Harbor HCS† NY Harbor, Brooklyn	New York Harbor	NY	630	27	Yes	Yes	Yes	Y	Y	94	75	93	**	**	Met	2006
3	VA Hudson Valley HCS† Montrose, Castle Pt	Montrose	NY	620	4	No	Yes	Yes	Y	Y	87	78	94	**	No ICU	Met	2007
3	VAMC	Northport	NY	632	8	Yes	Yes	Yes	Y	Y	93	77	96	**	**	Met	2006
VA Stars & Stripes Healthcare Network - VISN 4																	
4	VAM&RO	Wilmington	DE	460	4	Yes	Yes	Yes	Y	NR	94	79	93	**	**	Met	2005
4	James E. Van Zandt VA Medical Center	Altoona	PA	503	6	Yes	Yes	Yes	Y	NR	99	81	97	**	**	Met	2005
4	VAMC	Butler	PA	529	0	No	Yes	Yes	AY	Y	*	78	*	**	No ICU	Met	2005
4	VAMC	Coatesville	PA	542	0	No	Yes	Yes	Y	Y	92	79	100	**	No ICU	Met	2005
4	VAMC	Erie	PA	562	6	Yes	Yes	Yes	Y	NR	96	80	96	**	**	Met	2005
4	VAMC	Lebanon	PA	595	6	Yes	Yes	Yes	Y	Y	91	74	93	**	**	Met	2006
4	VAMC	Philadelphia	PA	642	7	Yes	Yes	Yes	Y	Y	94	78	90	**	**	Met	2005
4	VA Pittsburgh HCS† Heinz, Univ Dr, Highld Dr	Pittsburgh	PA	646	13	Yes	Yes	Yes	Y	Y	93	78	91	**	**	Met	2005
4	VAMC	Wilkes-Barre	PA	693	7	Yes	Yes	Yes	Y	Y	91	79	93	**	**	Met	2005
4	Louis A. Johnson VAMC	Clarksburg	WV	540	7	Yes	Yes	Yes	Y	NR	94	80	93	**	**	Met	2005
VA Capitol Health Care Network - VISN 5																	
5	VAMC	Washington	DC	688	11	Yes	Yes	Yes	Y	Y	94	79	92	**	**	Met	2005
5	VA Maryland HCS† Baltimore, Perry Pt	Baltimore	MD	512	22	Yes	Yes	Yes	Y	Y	93	77	92	**	**	Met	2005
5	VAMC	Martinsburg	WV	613	5	Yes	Yes	Yes	Y	Y	95	76	92	**	**	Met	2005
VA Mid-Atlantic Health Care Network - VISN 6																	
6	VAMC	Asheville	NC	637	7	Yes	Yes	Yes	Y	Y	92	82	96	**	**	Met	2005
6	VAMC	Durham	NC	558	6	Yes	Yes	Yes	Y	NR	96	77	94	**	**	Met	2005
6	VAMC	Fayetteville	NC	565	5	Yes	Yes	Yes	Y	NR	94	77	94	**	**	Met	2005
6	W.G. (Bill) Hefner VA Medical Center	Salisbury	NC	659	7	Yes	Yes	Yes	Y	Y	96	77	96	**	**	Met	2005

Column Designator					AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS
Note					12		13		14		15			16	17	18	
VISN	Facility Name	City	State	Station													
6	VAMC	Hampton	VA	590	10	Yes	Yes	Yes	Y	Y	98	79	92	**	**	Met	2005
6	Hunter Holmes McGuire VAMC	Richmond	VA	652	15	Yes	Yes	Yes	Y	Y	94	80	93	**	**	Met	2005
6	VAMC	Salem	VA	658	16	Yes	Yes	Yes	Y	NR	96	76	96	**	**	Met	2006
6	VAMC	Beckley	WV	517	6	Yes	Yes	Yes	Y	NR	95	79	95	**	**	Met	2005
VA Southeast Network - VISN 7																	
7	VAMC	Birmingham	AL	521	9	Yes	Yes	Yes	Y	Y	92	78	94	**	**	Met	2007
7	Central Alabama Veterans HCS; Tuskegee, Montgomery	Montgomery	AL	619	6	Yes	Yes	Yes	Y	Y	94	78	95	**	**	Met	2007
7	VAMC	Tuscaloosa	AL	679	+	No	Yes	Yes	Y	Y	*	80	*	**	No ICU	Met	2007
7	VAMC	Atlanta	GA	508	12	Yes	Yes	Yes	Y	Y	94	77	96	**	**	Met	2007
7	VAMC	Augusta	GA	509	9	Yes	Yes	Yes	Y	Y	92	80	95	**	**	Met	2007
7	Carl Vinson VA Medical Center	Dublin	GA	557	0	Yes	Yes	Yes	Y	Y	94	81	94	**	**	Met	2007
7	Ralph H. Johnson VAMC	Charleston	SC	534	9	Yes	Yes	Yes	Y	NR	97	77	94	**	**	Met	2007
7	Wm. Jennings Bryan Dom VAMC	Columbia	SC	544	11	Yes	Yes	Yes	Y	Y	91	78	92	**	**	Met	2007
VA Sunshine Healthcare Network - VISN 8																	
8	VAMC	Bay Pines	FL	516	11	Yes	Yes	Yes	Y	Y	95	80	92	**	**	Met	2007
8	N FLA/S GA Veterans HS; Gainesville, Lake Cty	Gainesville	FL	573	11	Yes	Yes	Yes	Y	Y	94	80	88	**	**	Met	2007
8	VAMC	Miami	FL	546	11	Yes	Yes	Yes	Y	Y	96	77	95	**	**	Met	2007
8	East Central Florida HCS	Orlando	FL	675	0	No	Yes	Yes	Y	Y	*	80	*	**	No ICU	Met	2007
8	James A. Haley VA Medical Center	Tampa	FL	673	15	Yes	Yes	Yes	Y	Y	94	77	94	**	**	Met	2007
8	VAMC	West Palm Beach	FL	548	10	Yes	Yes	Yes	Y	Y	96	84	96	**	**	Met	2007
8	VAMC	San Juan	PR	672	23	Yes	Yes	Yes	Y	Y	91	73	90	**	**	Met	2007

Column Designator					AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS
Note					12		13		14		15			16	17	18	
VISN	Facility Name	City	State	Station													
VA Mid South Healthcare Network - VISN 9																	
9	VAMC	Lexington	KY	596	10	Yes	Yes	Yes	Y	NR	96	77	95	**	**	Met	2007
9	VAMC	Louisville	KY	603	15	Yes	Yes	Yes	Y ^C	Y	93	74	96	**	**	Met	2007
9	VAMC	Memphis	TN	614	19	Yes	Yes	Yes	Y	Y	90	74	89	**	**	Met	2007
9	VAMC	Mountain Home	TN	621	10	Yes	Yes	Yes	Y	NR	97	76	95	**	**	Met	2007
9	Tennessee Valley HCS† Nashville, Murfreesboro	Nashville	TN	626	10	Yes	Yes	Yes	Y	NR	92	70	94	**	**	Met	2007
9	VAMC	Huntington	WV	581	8	Yes	Yes	Yes	Y	NR	96	79	97	**	**	Met	2007
10 VA Health Care System of Ohio - VISN 10																	
10	VAMC	Chillicothe	OH	538	0	No	Yes	Yes	Y	Y	91	73	96	**	No ICU	Met	2007
10	VAMC	Cincinnati	OH	539	14	Yes	Yes	Yes	Y	Y	95	77	96	**	**	Met	2007
10	Louis Stokes VA Medical Center† Cleveland, Brecksville	Cleveland	OH	541	12	Yes	Yes	Yes	Y	Y	93	76	90	**	**	Met	2007
10	Chalmers Wylie Outpatient Clinic	Columbus	OH	757	0	No	Yes	Yes	AY	Y	*	76	*	**	No ICU	Met	2007
10	VAMC	Dayton	OH	552	16	Yes	Yes	Yes	Y	Y	94	77	89	**	**	Met	2007
Veterans In Partnership - VISN 11																	
11	VA Illiana HCS	Danville	IL	550	2	Yes	Yes	Yes	Y	Y	96	78	96	**	**	Met	2006
11	VA Northern Indiana HCS† Marion, Ft Wayne	Marion	IN	610	4	Yes	Yes	Yes	Y	NR	92	73	91	**	**	Met	2007
11	Richard L. Roudebush VA Medical Center	Indianapolis	IN	583	15	Yes	Yes	Yes	Y	Y	91	78	87	**	**	Met	2006
11	Ann Arbor: VA Ann Arbor HCS	Ann Arbor	MI	506	7	Yes	Yes	Yes	Y	Y	91	76	92	**	**	Met	2006
11	VAMC	Battle Creek	MI	515	4	No	Yes	Yes	Y	Y	94	77	91	**	No ICU	Met	2006
11	John D. Dingell VA Medical Center	Detroit	MI	553	11	Yes	Yes	Yes	Y	Y	92	74	89	**	**	Met	2006
11	Aleda E. Lutz VA Medical Center	Saginaw	MI	655	5	Yes	Yes	Yes	Y	NR	96	81	98	**	**	Met	2006

Column Designator					AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS
Note					12		13		14		15			16	17	18	
VISN	Facility Name	City	State	Station													
The Great Lakes Health Care System - VISN 12																	
12	VA Chicago HCS; (Jessie Brown)	Chicago, West Side	IL	537	15	Yes	Yes	Yes	Y	Y	96	77	90	**	**	Met	2006
12	Edward Hines Jr. VA Hospital	Hines	IL	578	13	Yes	Yes	Yes	Y	Y	93	77	88	**	**	Met	2006
12	VAMC	North Chicago	IL	556	15	Yes	Yes	Yes	Y	Y	93	79	92	**	**	Met	2006
12	VAMC	Iron Mountain	MI	585	5	Yes	Yes	Yes	Y	NR	84	71	81	**	**	Met	2006
12	William S. Middleton Memorial Veterans Hospital	Madison	WI	607	7	Yes	Yes	Yes	Y	Y	92	77	87	**	**	Met	2006
12	Clement J. Zablocki VAMC	Milwaukee	WI	695	7	Yes	Yes	Yes	Y	Y	92	75	85	**	**	Met	2006
12	VAMC	Tomah	WI	676	4	No	Yes	Yes	Y	Y	94	81	91	**	No ICU	Met	2006
VA Heartland Network - VISN 15																	
15	VA Eastern Kansas HCS† Topeka, Leavenworth	Topeka	KS	589A5	4	Yes	Yes	Yes	Y ^C	NR	96	78	95	**	**	Not met	2007
15	Robert J. Dole Department of Veterans Affairs Medical and Regional Office Center	Wichita	KS	589A7	8	Yes	Yes	Yes	Y	NR	93	79	92	**	**	Met	2007
15	Harry S. Truman Memorial	Columbia	MO	589A4	10	Yes	Yes	Yes	Y	NR	94	75	93	**	**	Met	2007
15	VAMC	Kansas City	MO	589	10	Yes	Yes	Yes	Y	NR	92	79	94	**	**	Met	2007
15	VAMC	Marion	IL	657A5	8	Yes	Yes	Yes	Y	NR	89	75	93	**	**	Met	2007
15	John J. Pershing VA Medical Center	Poplar Bluff	MO	657A4	3	No	Yes	Yes	Y	NR	96	73	92	**	No ICU	Met	2007
15	St Louis VAMC† St Louis, Jefferson Barracks	St. Louis	MO	657	12	Yes	Yes	Yes	Y	Y	92	72	90	**	**	Met	2007
South Central VA Health Care Network - VISN 16																	
16	VAMC	Fayetteville	AR	564	9	Yes	Yes	Yes	Y	NR	94	75	97	**	**	Met	2005
16	Central Arkansas Veterans HCS† Little Rock, Little Rock N	Little Rock	AR	598	15	Yes	Yes	Yes	Y	Y	93	76	93	**	**	Met	2005
16	VAMC	Alexandria	LA	502	10	Yes	Yes	Yes	Y	NR	94	75	95	**	**	Met	2005

Column Designator					AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS
Note					12	13	14	15	16	17	18						
VISN	Facility Name	City	State	Station													
16	VAMC	New Orleans	LA	629	0	No	Yes	Yes	AY	NR	*	72	*	**	No ICU	Met	2005
16	Overton Brooks VA Medical Center	Shreveport	LA	667	10	Yes	Yes	Yes	Y	Y	95	75	96	**	**	Met	2005
16	VA Gulf Coast Veterans HCS	Biloxi	MS	520	8	Yes	Yes	Yes	Y	Y	94	83	92	**	**	Met	2006
16	G.V. (Sonny) Montgomery VA Medical Center	Jackson	MS	586	17	Yes	Yes	Yes	Y	NR	97	80	91	**	**	Met	2005
16	VAMC	Muskogee	OK	623	5	Yes	Yes	Yes	Y	NR	93	79	96	**	**	Met	2005
16	VAMC	Oklahoma City	OK	635	10	Yes	Yes	Yes	Y	Y	95	78	91	**	**	Met	2005
16	VAMC	Houston	TX	580	15	Yes	Yes	Yes	Y	Y	91	72	93	**	**	Met	2005
VA Heart of Texas Health Care Network - VISN 17																	
17	VA North Texas HCS	Dallas	TX	549	14	Yes	Yes	Yes	Y	Y	91	70	82	**	**	Met	2005
17	South Texas Veterans HCS† San Antonio Kernville	San Antonio	TX	671	15	Yes	Yes	Yes	Y	Y	92	76	93	**	**	Met	2006
17	Central Texas Veterans HCS† Temple, Waco, Marlin	Temple	TX	674	8	Yes	Yes	Yes	Y	Y	92	76	95	**	**	Met	2005
VA Southwest Health Care Network - VISN 18																	
18	Carl T. Hayden VA Medical Center	Phoenix	AZ	644	8	Yes	Yes	Yes	Y	Y	92	77	95	**	**	Met	2005
18	Northern Arizona VA HCS	Prescott	AZ	649	3	Yes	Yes	Yes	Y	NR	93	77	98	**	**	Met	2005
18	Southern Arizona VA HCS	Tucson	AZ	678	12	Yes	Yes	Yes	Y	Y	94	75	94	**	**	Met	2005
18	New Mexico HCS	Albuquerque	NM	501	13	Yes	Yes	Yes	Y	Y	93	67	91	**	**	Met	2005
18	Amarillo VA HCS	Amarillo	TX	504	6	Yes	Yes	Yes	Y	NR	90	77	93	**	**	Met	2005
18	West Texas VA HCS	Big Spring	TX	519	0	No	Yes	Yes	Y	NR	97	74	92	**	No ICU	Met	2005
18	El Paso VA HCS	El Paso	TX	756	0	No	Yes	Yes	AY	NR	*	70	*	**	No ICU	Met	2006
Rocky Mountain Network - VISN 19																	
19	Eastern Colorado HCS† Denver, Pueblo	Denver	CO	554	11	Yes	Yes	Yes	Y	Y	96	77	94	**	**	Met	2006
19	VAMC	Grand Junction	CO	575	3	Yes	Yes	Yes	Y	NR	94	76	96	**	**	Met	2007

Column Designator					AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS
Note					12	13	14			15			16	17	18		
VISN	Facility Name	City	State	Station													
19	VA Montana HCS	Fort Harrison	MT	436	2	Yes	Yes	Yes	Y	NR	95	78	96	**	**	Met	2007
19	VA Salt Lake City HCS	Salt Lake City	UT	660	12	Yes	Yes	Yes	Y	Y	93	77	93	**	**	Met	2007
19	VAM/ROC	Cheyenne	WY	442	3	Yes	Yes	Yes	Y	NR	87	76	93	**	**	Met	2007
19	VAMC	Sheridan	WY	666	0	No	Yes	Yes	Y	NR	89	78	94	**	No ICU	Met	2007
20 Northwest Network - VISN 20																	
20	Alaska VA HCS and Regional Office	Anchorage	AK	463	0	No	Yes	Yes	AY	Y	*	76	*	**	No ICU	Met	2007
20	VAMC	Boise	ID	531	7	Yes	Yes	Yes	Y ^P	NR	89	73	92	**	**	Met	2007
20	VAMC	Portland	OR	648	20	Yes	Yes	Yes	Y	NR	91	74	93	**	**	Met	2007
20	VA Roseburg HCS	Roseburg	OR	653	4	Yes	Yes	Yes	Y	Y	93	73	93	**	**	Met	2007
20	Southern Oregon Rehab Ctr & Clinics	White City	OR	692	0	No	Yes	Yes	AY	Y	*	74	*	**	No ICU	Met	2007
20	VA Puget Sound HCS‡ Seattle, American Lake	Seattle	WA	663	4	Yes	Yes	Yes	Y	Y	94	77	91	**	**	Met	2007
20	VAMC	Spokane	WA	668	6	Yes	Yes	Yes	Y	NR	93	74	89	**	**	Met	2007
20	Jonathan M. Wainwright Memorial VA Medical Center	Walla Walla	WA	687	0	No	Yes	Yes	Y	NR	*	75	*	**	No ICU	Met	2007
Sierra Pacific Network - VISN 21																	
21	VA Central California HCS	Fresno	CA	570	7	Yes	Yes	Yes	Y	NR	91	79	91	**	**	Met	2007
21	VA Northern California HCS‡ Martinez, Sacramento	Martinez, East Bay	CA	612	11	Yes	Yes	NR	Y	Y	93	75	91	**	**	Met	2007
21	VA Palo Alto HCS‡ Palo Alto, MenloPk, Livermore	Palo Alto	CA	640	8	Yes	Yes	Yes	Y	Y	95	77	95	**	**	Met	2007
21	VAMC	San Francisco	CA	662	7	Yes	Yes	Yes	Y	Y	93	74	91	**	**	Met	2007
21	VA Pacific Islands HCSSpark M. Matsunaga VA Medical & Regional Office Center	Honolulu	HI	459	0	No	Yes	Yes	AY	NR	*	74	*	**	No ICU	Met	2007
21	VA Sierra Nevada HCS	Reno	NV	654	10	Yes	Yes	Yes	Y	NR	93	76	92	**	**	Met	2007

Column Designator					AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS
Note					12		13		14		15			16	17	18	
VISN	Facility Name	City	State	Station													
Desert Pacific Healthcare Network - VISN 22																	
22	VA Loma Linda HCS	Loma Linda	CA	605	12	Yes	Yes	Yes	Y	Y	96	74	96	**	**	Met	2007
22	VA Long Beach HCS	Long Beach	CA	600	8	Yes	Yes	Yes	Y	Y	92	76	93	**	**	Met	2007
22	VA Greater Los Angeles HCS (GLA)	Los Angeles	CA	691	29	Yes	Yes	Yes	Y	Y	91	69	86	**	**	Met	2007
22	VA San Diego HCS	San Diego	CA	664	15	Yes	Yes	Yes	Y	Y	94	74	92	**	**	Met	2007
22	VA Southern Nevada HCS	Las Vegas	NV	593	18	Yes	Yes	Yes	Y	NR	93	78	92	**	**	Met	2007
VA Midwest Health Care Network - VISN 23																	
23	VA Nebraska Western Iowa HCS† Omaha, Grand Is, Lincoln	Omaha	NE	636	4	Yes	Yes	Yes	Y	NR	94	74	85	**	**	Met	2007
23	VA Central Iowa HCS† Des Moines, Knoxville	Des Moines	IA	636A6	5	Yes	Yes	Yes	Y	Y	91	75	94	**	**	Met	2007
23	VAMC	Iowa City	IA	636A8	3	Yes	Yes	Yes	Y	NR	90	72	83	**	**	Met	2007
23	VAMC	Minneapolis	MN	618	18	Yes	Yes	Yes	Y	Y	93	76	86	**	**	Met	2007
23	VAMC	St. Cloud	MN	656	0	No	Yes	Yes	Y	Y	*	77	*	**	No ICU	Met	2007
23	VAM/RO	Fargo	ND	437	4	Yes	Yes	Yes	Y	NR	89	75	95	**	**	Met	2007
23	VA Black Hills HCS† Ft Meade, Hot Springs	Fort Meade	SD	568	3	Yes	Yes	Yes	Y	Y	86	72	93	**	**	Met	2007
23	VAM/ROC	Sioux Falls	SD	438	3	Yes	Yes	Yes	Y	NR	87	72	84	**	**	Met	2007

Appendix A: Healthcare Effectiveness Data and Information Set (HEDIS) Measures and Comparison of VHA National HEDIS Scores with Commercial Health Plan and Medicare Populations

HEDIS is a tool used by health plans to measure performance on important dimensions of care and service. VHA uses a subset of measures applicable to the VA population of all available HEDIS measures. The measures currently available are divided into dimensions of care with the individual measures within each dimension defined.

PREVENTION AND SCREENING FOR CANCER:

- Breast cancer screening rate estimates the percentage of women between 40 and 69 years old who had at least one mammogram in the past two years.
- Cervical cancer screening rate estimates the percentage of women aged 21 to 64 enrolled in a health plan who had at least one Pap test in the past three years.
- Colorectal cancer screening measure estimates the percentage of adults 50 to 80 years of age who have had appropriate screening for colorectal cancer

CARDIOVASCULAR CARE:

- Cholesterol management assesses the percentage of members 18-75 years of age who were alive at discharge for acute myocardial infarction (AMI), coronary artery bypass graft (CABG), percutaneous transluminal coronary angioplasty (PTCA), or who had a diagnosis of ischemic vascular disease (IVD) who received an LDL-Cholesterol (LDL-C) screening (blood test) and whose LDL-C concentration was controlled to <100mg/dL .
- Blood Pressure <140/90 estimates the percentage of hypertensive adults ages 18 to 85 whose blood pressure was controlled. Adequate control is defined as a blood pressure reading less than 140/90 mmHg during the past year. Both systolic and diastolic pressure must be at or under this threshold for blood pressure to be considered controlled. (two measures)

COMPREHENSIVE DIABETES CARE:

These measures assess several important features of effective, multi-risk factor management of diabetes and its potential complications. These measures estimate the percentage of veterans 18 to 75 years of age with diabetes (type 1 and type 2) who had each of the following:

- HbA1c testing (Blood Test)
- poorly controlled diabetes mellitus as assessed by a HbA1c >9
- LDL-C screening (Blood Test)
- LDL-C controlled to less than 100 mg/dL
- Retinal eye exam. Patients receiving any retinal screening during the report period, or a documented refusal of a diabetic eye exam.

- Monitoring nephropathy. Patients who received nephropathy (kidney) screening, defined as patients who have had a positive urine protein test or any microalbuminuria test result during the current report period.
- Diabetic blood pressure <140/90 estimates the percentage of hypertensive adults ages 18 to 85 whose blood pressure was controlled. Adequate control is defined as a blood pressure reading less than 140/90 mmHg during the previous year. Both systolic and diastolic pressure must be at or under this threshold for blood pressure to be considered controlled.

IMMUNIZATIONS:

- Influenza measure estimates the percentage of adults 50 years of age and older who received an influenza vaccination during the most recent flu season.

SMOKING CESSATION MEASURES:

- Advising smokers to quit percentage of current smokers 18 and older who received advice to quit smoking from their practitioner within the past year.
- Discussing smoking cessation medications percentage of current smokers 18 and older whose practitioner discussed or recommended smoking cessation medications with them over the past year.
- Discussing smoking cessation strategies percentage of current smokers 18 and older whose practitioner discussed or recommended smoking cessation methods or strategies with them over the past year.

VHA HEDIS Scores Compared with Commercial Health Plan, Medicare and Medicaid Populations

CLINICAL PERFORMANCE INDICATOR	VHA FY 07 ⁽¹⁾	VHA FY 06 ⁽¹⁾	HEDIS ⁽²⁾ Commercial 2006	HEDIS ⁽²⁾ Medicare 2006	HEDIS ⁽²⁾ Medicaid 2006
Breast cancer screening	86%	85%	69%	70%	49%
Cervical cancer screening	91%	91%	81%	NA	66%
Colorectal cancer screening	78%	76%	55%	53%	NA
LDL Screening after AMI, PTCA, CABG	93%	92%	87%	88%	76%
LDL Cholesterol < 100 after AMI, PTCA, CABG	62%	60%	57%	56%	36%
Beta blocker on discharge after AMI	98%	98%	98%	94%	88%
Diabetes: HgbA1c done past year	97%	96%	88%	87%	78%
Diabetes: Poor control HbA1c > 9.0% (lower is better)	16%	17%	27%	27%	49%
Diabetes: Cholesterol (LDL-C) Screening	92%	96%	83%	85%	71%
Diabetes: Cholesterol (LDL-C) controlled (<100)	64%	61%	43%	47%	31%
Diabetes: Good Control HbA1c <7	48%	47%	42%	46%	30%
Diabetes: Eye Exam	85%	85%	55%	62%	51%
Diabetes: Renal Exam	91%	66%	80%	85%	75%
Diabetes: BP < 140/90	77%	78%	61%	58%	57%
Hypertension: BP < 140/90 most recent visit	76%	75%	60%	57%	53%
Smoking Cessation Counseling ⁽³⁾	83%	80%	74%	44%	43%
CLINICAL PERFORMANCE INDICATOR	VA FY 2007 ⁽¹⁾	VA FY 2006 ⁽¹⁾	HEDIS ⁽²⁾ Commercial 2006	HEDIS ⁽²⁾ Medicare 2006	BRFSS ⁽⁴⁾ 2006
Immunizations: influenza, (note patients age groups HEDIS 50-64)	72% (age50-64 match HEDIS)	71% (age 65 and older or high risk)	46%	NA	69.6% (age 65 and older or high risk)
Immunizations: pneumococcal, (note patients age groups) ^{(4) (5)}	90% (all ages at risk)	89% (all ages at risk)	Not Reported	Not Reported	67%

SOURCE: VHA Office of Quality and Performance: updated 11-20-07. Due to population differences and methodology variations not all HEDIS measures are comparable to VA measures - therefore this is not a comprehensive list of indicators. This comparison does contain those indicators that are closely aligned in content and methodology.

1) VA comparison data is obtained by abstracting medical record data using similar methodologies to matched HEDIS methodologies.

2) HEDIS Data was obtained from the 2007 "State of Health Care Quality Report" available on the NCQA web site: www.ncqa.org

3) Advised to quit - does not include medication or referral. HEDIS is obtained by survey, VA is obtained by medical record abstraction.

4) CDC's Behavioral Risk Factor Surveillance System (BRFSS) reports are available on the CDC website: www.cdc.gov

Appendix B: ORYX[®] Measures and VHA-ORYX[®] Comparisons

ORYX[®] data measurement requirements are intended to support Joint Commission accredited organizations in its quality improvement efforts. A component of the ORYX[®] initiative is the identification and use of standardized—or “core”—performance measures. For VHA, there are four applicable “core” measurement sets: Acute Myocardial Infarction, Congestive Heart Failure, Community Acquired Pneumonia and Surgical Infection Prevention. The definitions of each measure that make up each of the four core measurement sets are given below.

ACUTE MYOCARDIAL INFARCTION (AMI):

- (AMI-1) Aspirin at Arrival. Acute myocardial infarction (AMI) patients without aspirin contraindications who received aspirin within 24 hours before or after hospital arrival.
- (AMI-2) Aspirin Prescribed at Discharge. Acute myocardial infarction (AMI) patients without aspirin contraindications who are prescribed aspirin at hospital discharge.
- (AMI-3) ACEI or ARB for LVSD. Acute myocardial infarction (AMI) patients with left ventricular systolic dysfunction (LVSD) and without both angiotensin converting enzyme inhibitor (ACEI) and angiotensin receptor blocker (ARB) contraindications who are prescribed an ACEI or ARB at hospital discharge. For purposes of this measure, LVSD is defined as chart documentation of a left ventricular ejection fraction (LVEF) less than 40 per cent or a narrative description of left ventricular function (LVF) consistent with moderate or severe systolic dysfunction.
- (AMI-4) Adult Smoking Cessation Advice/Counseling. Acute myocardial infarction (AMI) patients with a history of smoking cigarettes who are given smoking cessation advice or counseling during hospital stay. For purposes of this measure, a smoker is defined as someone who has smoked cigarettes anytime during the year prior to hospital arrival.
- (AMI-5) Beta Blocker Prescribed at Discharge. Acute myocardial infarction (AMI) patients without beta blocker contraindications who are prescribed a beta blocker at hospital discharge.
- (AMI-6) Beta Blocker at Arrival. Acute myocardial infarction (AMI) patients without beta blocker contraindications who received a beta blocker within 24 hours after hospital arrival.
- (AMI-7) Median Time to Thrombolysis. Median time from arrival to administration of a thrombolytic agent in patients with ST segment elevation or left bundle branch block (LBBB) on the electrocardiogram (ECG) performed closest to hospital arrival time.
- (AMI-7a) Thrombolytic Agent Received Within 30 Minutes of Hospital Arrival. Acute myocardial infarction (AMI) patients receiving thrombolytic therapy during the hospital stay and having a time from hospital arrival to thrombolysis of 30 minutes or less.
- (AMI-8) Median Time to PTCA. Median time from arrival to percutaneous transluminal coronary angioplasty (PTCA) in patients with ST segment elevation or left bundle branch block (LBBB) on the electrocardiogram (ECG) performed closest to hospital arrival time.

- (AMI-8a) PCI received within 90 minutes of hospital arrival. Acute myocardial infarction (AMI) patients receiving primary percutaneous coronary intervention (PCI) during the hospital stay with a time from hospital arrival to PCI of 90 minutes or less.
- (AMI-9) The Joint Commission Only Inpatient Mortality. AMI patients who expire during hospital stay.

HEART FAILURE:

- (HF-1) Discharge Instructions. Heart failure patients discharged home with written discharge instructions or educational material given to patient or caregiver at discharge or during the hospital stay addressing all of the following:
 - activity level
 - diet
 - discharge medications
 - follow-up appointment
 - weight monitoring
 - what to do if symptoms worsen.
- (HF-2) LVF Assessment. Heart failure patients with documentation in the hospital record that left ventricular function (LVF) was assessed before arrival, during hospitalization, or is planned for after discharge.
- (HF-3) ACEI or ARB for LVSD. Heart failure patients with left ventricular systolic dysfunction (LVSD) and without both angiotensin converting enzyme inhibitor (ACEI) and angiotensin receptor blocker (ARB) contraindications who are prescribed an ACEI or ARB at hospital discharge. For purposes of this measure, LVSD is defined as chart documentation of a left ventricular ejection fraction (LVEF) less than 40 per cent or a narrative description of left ventricular function (LVF) consistent with moderate or severe systolic dysfunction.
- (HF-4) Adult Smoking Cessation Advice/Counseling. Heart failure patients with a history of smoking cigarettes who are given smoking cessation advice or counseling during hospital stay. For purposes of this measure, a smoker is defined as someone who has smoked cigarettes anytime during the year prior to hospital arrival.

PNEUMONIA :

- (PN-1) Oxygenation assessment. Pneumonia patients who had an assessment of arterial oxygenation by arterial blood gas measurement or pulse oximetry within 24 hours prior to or after arrival at the hospital.
- (PN-2) Pneumococcal screening and/or vaccination. Pneumonia patients age 65 and older who were screened for pneumococcal vaccine status and were administered the vaccine prior to discharge, if indicated.
- (PN-3a) Blood Cultures Performed Within 24 Hours Prior to or 24 Hours After Hospital Arrival for Patients Who Were Transferred or Admitted to the ICU Within 24 Hours of Hospital Arrival. Pneumonia patients transferred or admitted to the ICU within 24 hours

of hospital arrival, who had blood cultures performed within 24 hours prior to or 24 hours after hospital arrival.

- (PN-3b) Blood Cultures Performed in the Emergency Department Prior to Initial Antibiotic Received in Hospital. Pneumonia patients whose initial emergency room blood culture specimen was collected prior to first hospital dose of antibiotics
- (PN-4) Adult smoking cessation advice/counseling. Pneumonia patients with a history of smoking cigarettes who are given smoking cessation advice or counseling during hospital stay.

Pneumonia patients who receive their first dose of antibiotics within 8 hours after arrival at the hospital:

- (PN-5) Antibiotic timing. The time from hospital arrival to administration of first antibiotic for inpatients with pneumonia.
- (PN-5a) Initial antibiotic received within 8 hours of hospital arrival.
- (PN-5b) Initial antibiotic received within 4 hours of hospital arrival.
- (PN-6) Immunocompetent patients with Community-Acquired Pneumonia who receive an initial antibiotic regimen during the first 24 hours that is consistent with current guidelines.
- (PN-6a) Immunocompetent ICU patients with Community-Acquired Pneumonia who receive an initial antibiotic regimen during the first 24 hours that is consistent with current guidelines.
- (PN-6b) Immunocompetent non-Intensive Care Unit (ICU) patients with Community-Acquired Pneumonia who receive an initial antibiotic regimen during the first 24 hours that is consistent with current guidelines.
- (PN-7) Influenza vaccination - Pneumonia patients age 50 years and older, hospitalized during October, November, December, January, or February who were screened for influenza vaccine status and were vaccinated prior to discharge, if indicated.

SURGICAL INFECTION PREVENTION:

- (SCIP- Inf-1) Prophylactic Antibiotic Received Within 1 Hour Prior to Surgical Incision. Surgical patients who received prophylactic antibiotics within one hour prior to surgical incision. (Patients who received vancomycin or a fluoroquinolone for prophylactic antibiotics should have the antibiotics administered within two hours prior to surgical incision. Due to the longer infusion time required for vancomycin or a fluoroquinolone, it is acceptable to start antibiotics within two hours prior to incision time.)
- (SCIP- Inf-2) Prophylactic Antibiotic Selection for Surgical Patients. Surgical patients who received prophylactic antibiotics consistent with current guidelines (specific to each type of surgical procedure).

- (SCIP- Inf-3) Prophylactic Antibiotics Discontinued Within 24 Hours After Surgery End Time. Surgical patients whose prophylactic antibiotics were discontinued within 24 hours after surgery end time.
- (SCIP- Inf-4) Cardiac Surgery Patients With Controlled 6 A.M. Postoperative Serum Glucose. Cardiac surgery patients with controlled 6 A.M. serum glucose (< 200 mg/dL) on postoperative day one (POD 1) and postoperative day two (POD 2) with surgery end date being postoperative day zero (POD 0).
- (SCIP- Inf-6) Surgery Patients with Appropriate Hair Removal. Surgery patients with appropriate surgical site hair removal. No hair removal, or hair removal with clippers or depilatory is considered appropriate. Shaving is considered inappropriate.
- (SCIP- Inf-7) Colorectal Surgery Patients with Immediate Postoperative Normothermia. Colorectal surgery patients with immediate normothermia (96.8-100.4° F) within the first hour after leaving the operating room.

VHA-ORYX® Comparisons

	Number of Score in Category	Total Possible*	Per cent in Scored Category**
Acute Myocardial Infarction Indicators:			
a) Number of times VHA scores 100%:	80	300	27%
b) Number of times VHA exceeded TJC mean	3	300	1%
c) Number of times VHA equaled TJC mean	211	300	70%
d) Number of times VHA below TJC mean	6	300	2%
e) Number of facilities with denominators too small to assess	365	NA	NA
Heart Failure Indicators:			
	Number	Total Possible*	Per Cent in Scored Category**
a) Number of times VHA scores 100%:	79	412	19%
b) Number of times VHA exceeded TJC mean	122	412	30%
c) Number of times VHA equaled TJC mean	192	412	47%
d) Number of times VHA below TJC mean	19	412	5%
e) Number of facilities with denominators too small to assess	59	NA	NA
Pneumonia Indicators:			
	Number	Total Possible*	Per Cent in Scored Category**
a) Number of times VHA scores 100%:	145	995	15%
b) Number of times VHA exceeded TJC mean	97	995	10%
c) Number of times VHA equaled TJC mean	655	995	66%
d) Number of times VHA below TJC mean	98	995	10%
e) Number of facilities with denominators too small to assess	313	NA	NA
Overall - All Indicators:			
	Number	Total Possible*	Per Cent in Scored Category**
a) Number of times VHA scores 100%:	304	1707	18%
b) Number of times VHA exceeded TJC mean	222	1707	13%
c) Number of times VHA equaled TJC mean	1058	1707	62%
d) Number of times VHA below TJC mean	123	1707	7%
e) Number of facilities with denominators too small to assess	737	NA	NA

* Total Possible Measures is equal to the total number of individual measures scored multiplied by the number of facilities reporting those measures (excludes measures that were reported as “too small”).

** Percent in Scored Category is the per cent of scored measures that fell within the corresponding category of exceeded, equaled or below all The Joint Commission (TJC) accredited organizations reporting the same measure.

Facilities having less than 25 cases were not reported (too small to assess).

Appendix C: Comparison of Rural and Urban Health Care

Measure Description	Rural %	Urban %
AMI - Outpatient LDL-c < 100 on most recent test AND having full lipid panel in past 2 yr	65%	70%
SUD - Outpatient Treatment continuity for at least 90 days YTD CUM	35%	39%
HF - Inpatient Discharge instructions for diet/wt/meds	85%	89%
Tobacco - Outpatient Used in the past twelve months - SCI	27%	29%
Tobacco Outpatient Used in the past twelve months - Nexus MH	40%	42%
CAP - Inpatient - Blood cult before first antibiotic dose	89%	92%
DM - Outpatient - HbA1>9 or not done (poor control) in past year	12%	14%
CAP - Inpatient - Initial antibiotic within 4 hours of arrival	79%	81%
DM - Outpatient - HbA1c>9 or not done in past year SCI&D	8%	10%
Immunizations - Influenza Outpatient - SCI	69%	71%
DM - Outpatient - LDLc < 120 most recent test & full lipid panel in past 2 yrs SCI&D	78%	80%
Tobacco - Outpatient Counsel in past yr - Nexus - Non MH	97%	98%
Tobacco - Inpatient Counseling - CAP	91%	92%
ResSup - Inpatient - Timely attending note for resident admit for Surgery	87%	87%
HF - Inpatient - LVEF <40 on ACEI or ARB prior to Inpatient admission	82%	83%
DM - Outpatient - BP > or = 160/100 or not done	5%	6%
ACS - Inpatient Risk STEMI and Mod-high risk NSTEMI pts who receive a dx cath prior to discharge	97%	98%
CA - Breast Screen (HEDIS)	86%	86%
Immunizations - Outpatient - Influenza - Nexus Clinics	71%	71%
DM - Outpatient - BP > or = 160/100 or not done SCI&D	4%	4%
HTN - Outpatient - Dx HTN BP > or = to 160/100 or not recorded	6%	6%
ResSup - Inpatient - Timely attending note for resident admission to Medicine	97%	97%
DM - Outpatient - BP < or = 140/90	79%	79%
Immunizations - Pneumococcal Outpatient - Nexus	89%	89%
CA - Cervical Screen (HEDIS)	91%	90%
ResSup - Inpatient - Timely attending note for resident admit to Psychiatry	98%	98%
DM - Outpatient - LDL-C < 120	79%	79%

ACS - Inpatient ECG in hospital within 10 minutes of arrival or 15 minutes prior	73%	73%
Tobacco - Outpatient - Counsel in past yr - Nexus - MH	98%	98%
HTN - Outpatient - DX HTN and BP < or = to 140/90	76%	76%
ACS - Inpatient Risk Cardiology involvement in 24 hours STEMI and Mod-high risk	87%	87%
Tobacco - Outpatient - Counsel in the past yr - SCI	98%	98%
DM - Outpatient - Retinal exam, timely by disease SCI&D	80%	80%
CAP - Outpatient - Influenza - Immunization Prior to Admit	75%	75%
Immunizations - Pneumococcal Outpatient - SCI	87%	87%
Tobacco - Inpatient Counseling - AMI All	94%	94%
Tobacco - Inpatient Counseling - HF	93%	92%
SUD - Outpatient Alcohol Tx or Screen AUDITc	95%	95%
SIP - Inpatient - Prophylactic antibiotics started timely	92%	91%
ACS - Inpatient - Troponin returned within 60 minutes of order	86%	85%
DM - Outpatient Foot sensory exam using monofilament	85%	84%
DM - Outpatient - Retinal exam, timely by disease (HEDIS)	86%	85%
CA - Colorectal Screen (HEDIS)	77%	76%
AMI - Outpatient LDL-c > or = 120	19%	17%
HF - Inpatient Weight instruction prior to admission	89%	88%
CAP - Outpatient - Pneumococcal - Immunization Prior to Admit	92%	90%
SIP - Inpatient - Prophylactic antibiotics dc ed timely	82%	79%
DM - Outpatient - BP < or = 140/90 SCI&D	84%	82%
Tobacco - Outpatient Used in the past twelve months - Nexus - non MH	23%	18%
ACS - Inpatient PCI in 120 min STEMI	51%	44%
ACS - Inpatient Reperfusion when appropriate STEMI	93%	85%

Appendix D: 2005 National Patient Safety Goals and Requirements

HOSP	AMC	2005 NATIONAL PATIENT SAFETY GOALS AND REQUIREMENTS
		Goal 1 - Improve the accuracy of patient identification
X	X	Requirement 1a (expanded): Use at least two patient identifiers (neither to be the patient's room number) whenever administering medications or blood products; taking blood samples, collecting laboratory samples, and other specimens for clinical testing, or provides
		Goal 2 - Improve the effectiveness of communication among caregivers
X	X	Requirement 2a: For verbal or telephone orders or for telephonic reporting of critical test results, verify the complete order or test result by having the person receiving the order or test result read-back the complete order or test results.
X	X	Requirement 2b: Standardize a list of abbreviations, acronyms, symbols that are not to be used throughout the organizations.
XX	XX	Requirement 2c (new): Measure, assess and, if appropriate, take action to improve the timeliness of reporting of critical test results and values.
		Goal 3 - Improve the safety of using medications
X	X	Requirement 3a: Remove concentrated electrolytes (including but not limited to, potassium chloride, potassium phosphate, sodium chloride >0/9%) from patient care units.
X	X	Requirement 3b: Standardize and limit the number drug concentrations available in the organization.
XX	XX	Requirement 3c (new): Identify and, at a minimum, annually review a list of look-alike/sound-alike drugs used in the organization, and take action to prevent errors involving the interchange of these drugs.
*	*	Goal 4 (retired) - Eliminate wrong site, wrong patient, and wrong procedure surgery (Covered Under Universal Protocol)
		Goal 5 - Improve the safety of using infusion pumps
X	X	Requirement 5a: Ensure free-flow protection on all general-use intravenous infusion pumps used in the organization.
*	*	Goal 6 (retired) - Improve the effectiveness of clinical alarm systems (Covered under the Environmental Care Standards)
		Goal 7 - Reduce the risk of health care - associated infections
X	X	Requirement 7a: Comply with current Centers for Disease Control and Prevention (CDC) and hand hygiene guidelines - http://www1.va.gov/vhapublications/ViewPublication.asp?pub_ID=1214
X	X	Requirement 7b: Manage as sentinel events all identified cases of unanticipated death or major permanent loss of function associated with a health care-associated infection.
		Goal 8 (new) - Accurate and completely reconcile medications across the continuum of care
XX	XX	Requirement 8a: Implement a process for obtaining and documenting a complete list of the patient's/resident's/client's current medications upon the patient's/resident's/client's admission to the organization and with the involvement of the patient/resident/client. This process includes a comparison of the medications the organization provides to those on the list.
XX	XX	Requirement 8b: A complete list of the patient's medications is communicated to the next provider of service when it refers or transfers a patient to another setting, service, practitioner or level of care within or outside the organization.
		Goal 9 (new) - Reduce the risk of patient harm resulting from falls.
XX		Requirement 9a: Assess and periodically reassess each patient's risk for falling, including the potential risk associated with the patient's medication regimen, and take action to address any identified risks.
		Goal 11 - Reduce the risk of surgical fires.
	X	Requirement 11a: Educate staff, including operating licensed independent practitioners and anesthesia providers, on how to control heat sources and manage fuels with enough time for patient preparation, and establish guidelines to minimize oxygen concentration.

Appendix E: 2006 National Patient Safety Goals and Requirements

HOSP	AMC	2006 NATIONAL PATIENT SAFETY GOALS AND REQUIREMENTS
		Goal 1 - Improve the accuracy of patient identification
X	X	Requirement 1a: Use at least two patient identifiers (neither to be the patient's room number) whenever administering medications or blood products; taking blood samples, collecting laboratory samples, and other specimens for clinical testing, or providing any other treatments or procedures and the use of two identifiers to label sample collection containers in the presence of the patient. Processes are established to maintain samples' identity throughout the pre-analytical, analytical and post-analytical processes.
		Goal 2 - Improve the effectiveness of communication among caregivers
X	X	Requirement 2a: For verbal or telephone orders or for telephonic reporting of critical test results, verify the complete order or test result by having the person receiving the order or test result read-back the complete order or test results.
X	X	Requirement 2b: Standardize a list of abbreviations, acronyms, symbols that are not to be used throughout the organizations.
X	X	Requirement 2c: Measure, assess and, if appropriate, take action to improve the timeliness of reporting of critical test results and values.
XX	XX	Requirement 2e (new): Implement a standardized approach to "hand off" communications, including an opportunity to ask and respond to questions.
		Goal 3 - Improve the safety of using medications
X	X	Requirement 3b: Standardize and limit the number drug concentrations available in the organization.
X	X	Requirement 3c: Identify and, at a minimum, annually review a list of look-alike/sound-alike drugs used in the organization, and take action to prevent errors involving the interchange of these drugs.
XX	XX	Requirement 3d (new): Label all medications, medication containers (e.g., syringes, medicine cups, basins), or other solutions on and off the sterile field in perioperative and other procedural settings.
*	*	Goal 4 (retired) - Eliminate wrong site, wrong patient, and wrong procedure surgery (Covered Under Universal Protocol)
*	*	Goal 5 (retired) - Improve the safety of using infusion pumps
*	*	Goal 6 (retired) - Improve the effectiveness of clinical alarm systems (Covered under the Environmental Care Standards)
		Goal 7 - Reduce the risk of health care - associated infections
X	X	Requirement 7a: Comply with current Centers for Disease Control and Prevention (CDC) and hand hygiene guidelines - http://www1.va.gov/vhapublications/ViewPublication.asp?pub_ID=1214
X	X	Requirement 7b: Manage as sentinel events all identified cases of unanticipated death or major permanent loss of function associated with a health care-associated infection.
		Goal 8 - Accurate and completely reconcile medications across the continuum of care
X	X	Requirement 8a: Implement a process for obtaining and documenting a complete list of the patient's/resident's/clients current medications upon the patient's/resident's/client's admission to the organization and with the involvement of the patient/resident/client. This process includes a comparison of the medications the organization provides to those on the list.
X	X	Requirement 8b: A complete list of the patient's medications is communicated to the next provider of service when it refers or transfers a patient to another setting, service, practitioner or level of care within or outside the organization.
		Goal 9 - Reduce the risk of patient harm resulting from falls.
X		Requirement 9b (Replaced requirement 9A): Implement a fall reduction program and evaluate the effectiveness of the program.

		Goal 11 - Reduce the risk of surgical fires.
	X	Requirement 11a: Educate staff, including operating licensed independent practitioners and anesthesia providers, on how to control heat sources and manage fuels with enough time for patient preparation, and establish guidelines to minimize oxygen concentration under drapes.

X = Active

XX = New

* = Retired

January / February 2006 TIPS Newsletter: http://www.patientsafety.gov/TIPS/Docs/TIPS_JanFeb06.pdf
Centerfold for 2006 NPSG: http://www.patientsafety.gov/TIPS/Docs/TIPS_JanFeb06Poster.pdf

Appendix F: 2007 National Patient Safety Goals and Requirements

HOSP	AMC	2007 NATIONAL PATIENT SAFETY GOALS AND REQUIREMENTS
		Goal 1 - Improve the accuracy of patient identification.
X	X	Requirement 1a: Use at least two patient identifiers (neither to be the patient's room number) whenever administering medications or blood products; taking blood samples, collecting laboratory samples, and other specimens for clinical testing, or providing any other treatments or procedures and the use of two identifiers to label sample collection containers in the presence of the patient. Processes are established to maintain samples' identity throughout the pre-analytical, analytical and post-analytical processes.
		Goal 2 - Improve the effectiveness of communication among caregivers.
X	X	Requirement 2a (changes in CAPS): For verbal or telephone orders or for telephonic reporting of critical test results, verify the complete order or test result by having the person receiving the INFORMATION RECORD AND "read-back" the complete order or test results.
X	X	Requirement 2b (changes in CAPS): Standardize a list of abbreviations, acronyms, symbols AND DOSE DESIGNATIONS that are not to be used throughout the organizations.
X	X	Requirement 2c: Measure, assess and, if appropriate, take action to improve the timeliness of reporting of critical test results and values.
X	X	Requirement 2e: Implement a standardized approach to "hand off" communications, including an opportunity to ask and respond to questions.
		Goal 3 - Improve the safety of using medications.
X	X	Requirement 3b: Standardize and limit the number drug concentrations available in the organization.
X	X	Requirement 3c: Identify and, at a minimum, annually review a list of look-alike/sound-alike drugs used in the organization, and take action to prevent errors involving the interchange of these drugs.
X	X	Requirement 3d: Label all medications, medication containers (e.g., syringes, medicine cups, basins), or other solutions on and off the sterile field in perioperative and other procedural settings.
*	*	Goal 4 (retired) - Eliminate wrong site, wrong patient, and wrong procedure surgery (Covered Under Universal Protocol).
*	*	Goal 5 (retired) - Improve the safety of using infusion pumps
*	*	Goal 6 (retired) - Improve the effectiveness of clinical alarm systems (Covered under the Environmental Care Standards).
		Goal 7 - Reduce the risk of health care - associated infections.
X	X	Requirement 7a: Comply with current Centers for Disease Control and Prevention (CDC) and hand hygiene guidelines - http://www1.va.gov/vhapublications/ViewPublication.asp?pub_ID=1214
X	X	Requirement 7b: Manage as sentinel events all identified cases of unanticipated death or major permanent loss of function associated with a health care-associated infection.
		Goal 8 - Accurate and completely reconcile medications across the continuum of care.
X	X	Requirement 8a: There is a process for comparing the [patient's] current medications with those ordered for the patient while under the care of the organization.

X	X	Requirement 8b (changes in CAPS): A complete list of the patient's medications is communicated to the next provider of service when it refers or transfers a patient to another setting, service, practitioner or level of care within or outside the organization. THE COMPLETE LIST OF MEDICATIONS IS ALSO PROVIDED TO THE PATIENT ON DISCHARGE FROM THE FACILITY.
		Goal 9 - Reduce the risk of patient harm resulting from falls.
X		Requirement 9b: Implement a fall reduction program and evaluate the effectiveness of the program.
		Goal 11 - Reduce the risk of surgical fires.
	X	Requirement 11a: Educate staff, including operating licensed independent practitioners and anesthesia providers, on how to control heat sources and manage fuels with enough time for patient preparation, and establish guidelines to minimize oxygen concentration under drapes.
		Goal 13 - Encourage the active involvement of patients and their families in the patient's own care as a patient safety strategy.
X	X	Requirement 13a: Define and communicate the means for patients and their families to report concerns about safety, and encourage them to do so.
		Goal 15 (new): The organization identifies safety risks inherent in its patient population.
XX		Requirement 15A: The organization identifies patients at risk for suicide. <i>*Applicable to psychiatric hospitals and patients being treated for emotional or behavioral disorders in general hospitals.</i>
<p>X = Active XX = New * = Retired</p> <p>January / February 2007 TIPS Newsletter: http://www.patientsafety.gov/TIPS/Docs/TIPS_JanFeb07.pdf Centerfold for 2007 NPSG: http://www.patientsafety.gov/TIPS/Docs/TIPS_JanFeb07Poster.pdf</p>		