Welcome

The VA Northern California Health Care System provided care for 95,203 Veterans in 2015. This is an increase of nearly 4,000 Veterans, compared with 2014. We believe that each of the Veterans who sought and received care from our health care system is a valued patient with real health care needs. Although the majority of our patients are from the Vietnam era, 1 in 10 Veterans who used our health care system last year was a new Veteran from the conflicts in Iraq and Afghanistan. We serve patients who range in age from 19 to 102 years old.

We provide care for our Veterans at 11 different clinics from Oakland to Yreka. Additionally, in 2015, our programs allowed us to provide care to, on average, 750 Veterans per day in their own homes.

Our goal is to engage each Veteran as a unique individual and to provide personal, proactive, patient-centered care. We had 1.2 million outpatient encounters and nearly 7,000 hospital admissions in 2015, and each one of those was with a valued person—a Veteran who served and defended our country and our freedom. We get to serve those who served. We are glad that we are able to serve a growing patient population, but what we really want is to make a lasting difference in the individual lives of our Veteran patients.

We strive to touch the hearts and heal the wounds of our warriors.
As you read this report, you will see that ours is a healthy home. We have served many, the organization is growing in size, and we are attracting more Veterans. Our goal moving forward is to ensure that every Veteran who walks through our doors—all 95,000+ of you!—feels honored, gets treated with respect, has a voice in health care decisions, and leaves feeling uniquely cared for.

**NUMBER OF VETERANS WE PROVIDED CARE FOR**

95,203

1 in 10 new Veterans is from conflicts in Iraq & Afghanistan

**NUMBER OF VETERANS PER DAY WE PROVIDED AT-HOME CARE FOR**

750

**NUMBER OF OUTPATIENT ENCOUNTERS**

1.0 M

**NUMBER OF HOSPITAL ADMISSIONS**

7,000

[Website Link: www.northerncalifornia.va.gov]
FINANCIAL SNAPSHOT AND WORKLOAD

WORKFORCE
Made up of 3,713 employees, of which 1,263 are Veterans

Staffed by 1,061 clinicians, composed of 416 physicians and 645 nurses

WORKLOAD
- Outpatient Visits: 1,077,687
- Prescriptions Filled: 1,869,219
- Surgical Procedures: 7,889
- Veterans Served: 95,203
- Bed Days of Care: 58,923
- Emergency Dept. Urgent Care Visits: 44,379

In 2015, our 1,585 VA volunteers donated more than 112,696 hours of their time to Veterans programs and received $423,993 in donations.

More than 990 homeless Veterans have been placed in permanent housing

Women Veterans accounted for 12,212 patients in 2015
SERVICES BY THE NUMBERS

Operational Budget: **$751,140,216**

<table>
<thead>
<tr>
<th>Category</th>
<th>Costs</th>
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<tr>
<td>LAND &amp; STRUCTURE</td>
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<tr>
<td>VACAA-Funded NRM Projects</td>
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<td>All Other Medications</td>
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<tr>
<td>CONSOLIDATED</td>
<td></td>
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<tr>
<td>MAIL-OUT PHARMACY</td>
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VA Research Budget: **$4,619,316**

Total research expenditures were **$5.3 million**, funded by VA, NIH, DOD, EBIRE, and others

- **47** Principal Investigators
- **89** Active Studies

**UC DAVIS**

**UNIVERSITY OF CALIFORNIA**

**Partnership**

Projects range from...

- **Bench Basic Laboratory Research**
- **Patient-focused clinical trials of investigational new devices**
- **Studies of health care policy, finance & delivery systems**

**NUMBERS FROM FY 2015**
BETTER TECHNOLOGY, BETTER COMMUNICATION

We provide technology and communication tools—like MyHealtheVet—to empower our Veterans.

79% Veteran Population Using MyHealtheVet to check labs, talk to their doctor, and order medication

78,663 Number of Secure Messages

24,708 eConsults

143,568 Telephone Appointments

6,827 Patients Served by Telehealth

Thriving Together—VA and David Grant Medical Center Partnership

Growth and Medical Complexity Has Increased 400% Since 2008

Dialysis Provides Chronic Service to 65 Veterans

More than 250 Veterans Receive Cancer Treatment Each Year*

Cardiothoracic/Vascular Surgery Provides Life-Saving Services

Neurosurgery Performs More Than 20 Cases per Month

More Than 550 Veterans Received Orthopedic Surgery FYs 2013–2015

*Radiation Oncology has provided cancer treatment to more than 250 Veterans per year for the past five years.
BUILDING OUR HEALTHY HOME

We strive to be more than just a hospital—we're your second home.

VA Northern California Health Care System has one of the most successful minor construction programs in the nation, totaling $420 million in projects to expand services for our Veterans at several of our 11 sites of care. Here are a few of our expansion projects.

A new 16-bed Inpatient Behavioral Health unit opened at the Sacramento VA Medical Center in April 2015.

The Sacramento VA Medical Center purchased a Siemens Symbia T2 and T6 SPECT•CT. The Symbia T Series SPECT•CT expands the role of nuclear medicine into routine medical procedures.

Expansion of the CLC for inpatient dialysis at Martinez. The new mental health building opened April 2016 in Martinez.

Began work on the replacement of leased clinics in Redding and Chico. Both clinics are scheduled to open by 2019.

Construction is underway for the New VA Outpatient Clinic, VBA and Columbarium in Alameda, which will replace the Oakland clinic. Construction to be finalized in 2020.

On November 9, 2015, the Sacramento VA Medical Center’s Enrollment & Eligibility office moved to the entrance of Building 650. Just turn right upon entering the building to see the new office.

Opening of the new Emergency expansion at the Sacramento VA Medical Center in March 2016.

Veterans facing challenges may now use their hands to grow vegetables and flowers. The Therapy Garden at McClellan allows Veterans to focus on positive healing. Garden built in 2015.
Facts to Know

- We are the 13th largest VA health care system in the country.
- Our patient growth is above the national average.
- FY 2015 hiring report-out: 183 VACAA hires, 444.6 new full-time employees for end of year.
- In April 2016, more than 96% of our appointments were in 30 days or less.

Value Streams

What are Value Streams?
Value streams are areas of the health care system that we want to improve and focus more of our resources towards.

Goal One: Improve access to care for our Veterans.
Goal Two: Improve the Veteran’s experience to ensure our Veterans feel honored and respected during all interactions.