

My VA 2014 ANNUAL REPORT



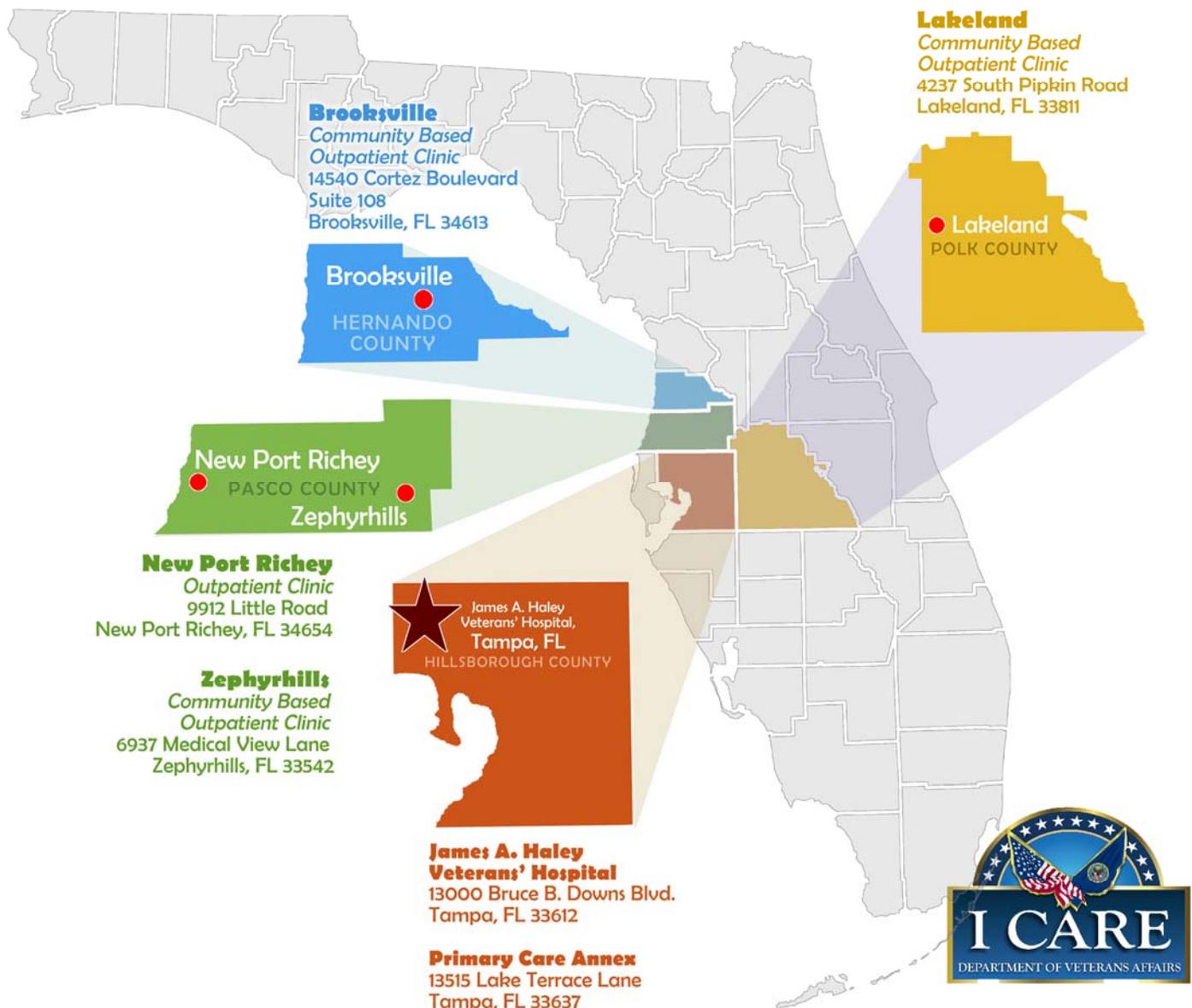
**James A. Haley
Veterans' Hospital**
and Clinics

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At James A. Haley Veterans' Hospital and Clinics our vision is to honor those we serve by providing 5-star primary to quaternary health care. James A. Haley Veterans' Hospital and Clinics (JAHVH) is a clinical referral, level 1a facility in Tampa serving a four-county area of west central Florida, including Hillsborough, Pasco, Hernando and Polk counties.

The facility is comprised of a 504 operating bed medical center, which includes medical and surgical inpatient, acute psychiatry, pain/rehabilitation units and a community living center. JAHVH is one of five Polytrauma Centers within the VA system and is the only VA medical center that has a dedicated ventilation unit for long-term care located in its 100 bed Spinal Cord Injury/Disorder Center. JAHVH also has an off-site domiciliary approximately 10 miles from the campus.

JAHVH has multiple outpatient primary and specialty care services. In addition to the four community-based outpatient clinics there are several outpatient off-site locations within a five-mile driving distance of the main hospital campus including a new primary care annex, mental health clinic and a drive-through pharmacy.





Letter From the *Director*

Fiscal Year 2014 was a very busy and successful year for James A. Haley Veterans' Hospital and Clinics. Throughout this report you will see evidence of our achievements, including opening almost 300,000 additional square feet of modern space to care for patients, adding early morning, evening and weekend hours to improve access in both our primary care clinics and some specialties services, and increasing providers at the Lakeland Community-Based Outpatient Clinic and in the Women's Center at the new Primary Care Annex.

Throughout the year we strengthened relationships with our stakeholders and collaborated with our community partners to improve services for our patients and their caregivers. We hosted Mental Health Summits in Hernando, Hillsborough and Pasco counties. We worked with our community partners to end homelessness among Veterans as part of the VA's 25 Cities Initiative. We collaborated with our congressional delegates by sharing information and participating in town hall meetings and exploring even more effective ways to prevent Veteran suicide. There were many more efforts and initiatives throughout the year and we will continue to work with you to leverage these opportunities to improve care for all our Veteran and Active Duty patients.

I am proud of the James A. Haley Veterans' Hospital and Clinic staff for all they have accomplished and the care and commitment they have shown to our nation's heroes. Every day I see evidence of our employees, not just exhibiting, but living the VA's I CARE values of Integrity, Commitment, Advocacy, Respect and Excellence. Some of that evidence is captured on the pages of this report, but most of it you see when you walk our halls and witness the impact each individual has on our Veterans.

Thank you for your continued, and future, interest and support for our mission to "Honor America's Veterans by providing exceptional health care that improves their health and well-being" as we strive to achieve our vision of providing 5-star primary to quaternary health care.

Sincerely,

Kathleen R. Fogarty

FY 14 *at a Glance*

JAHVH ended FY 14 with a balanced \$844.5 million budget. JAHVH full-time equivalent employee (FTEE) staffing levels increased from 4,204 in FY 13 to 4,386 in FY 14— about a four percent increase. Employee salaries and related costs continue to make up approximately 55 percent of our total expenses.

BY THE NUMBERS



Unique Veterans Treated
90K



Outpatient Visits
1.225M



Admissions
12K



Bed Days of Care
135K



Service Area Population
216K



Full Time Equivalent Employees
4,386



Research Funding/Studies
\$13M/207



Medical Center Budget
\$844.5M

EXPENDITURES



Total Salaries
\$467M



Supplies/Contract Services/Etc.
\$152.5M



Non-VA Care Medical
\$71M



Pharmacy
\$69M



Prosthetics
\$52M



Equipment
\$21M



Non-Recurring Maintenance
\$12M

5 Star Initiatives

JAHVH's strategic goals and operational objectives align with VA's Blueprint for Excellence and our ultimate mission of honoring America's Veterans by providing exceptional health care that improves their health and well-being. The JAHVH 5-Star Performance Plan has five steps on the path to success including Quality and Safety, Patient Satisfaction and Engagement, Workforce, Finance and Infrastructure. JAHVH worked on several initiatives this year in each of these areas to improve patient safety, access to care and overall patient satisfaction. Some FY 14 5-star initiatives include:

- The Patient Centered Care Council (PCCC) developed a robust operational plan for FY 14 to enhance patient-driven care that focuses on staff education and extending patient-centered care. The PCCC has also formed two task forces to reduce noise throughout the medical center, using the Shhh... campaign, and improving customer service, including refocusing on the 5/10 rule of customer service.
- Nursing Service chartered a team to improve responsiveness of staff on the medical/surgical units to rapidly respond to patient needs.
- Building on last year's initiative from the pharmacy call center, the Pharmacy Service has expanded into two call centers. There is now one for pharmacists (to assist patients requiring review and activation of new and renewed medications) and one for call center technicians (to assist with general pharmacy questions, renewal requests to providers, and refills). Using six sigma techniques and processes, we have streamlined the process and maintained a less than two percent abandonment rate while averaging over 6,000 calls per week.
- Valet service was expanded to include the entrance located at the Spinal Cord Injury/Polytrauma and Rehabilitation Centers.
- The Audiology Clinic now provides daily walk-in access for hearing aid repair services and ototoxic monitoring.
- Patient Centered Care and Civility, Advocacy, Respect and Empathy (CARE) training is now required for all new employees within the first 90 days of hire.



"I've always been impressed about the openness of the staff here at the VA to new ideas to really provide patient-centered care and to move ahead with developing new programs."

Susan Hagan - Nurse Practitioner

Quality

In FY 14 JAHVH maintained accreditation in four Joint Commission programs and 19 Commission on Accreditation of Rehabilitation Facilities (CARF) programs. Additionally, JAHVH was named a 2013 Joint Commission Top Performer on Key Quality Measures® for attaining and sustaining excellence in accountability measures for heart attack, heart failure, pneumonia and surgical care. JAHVH received several additional awards throughout FY 14, including:

- VA's National Center for Patient Safety Cornerstone Gold Recipient Award for FY 14 (fifth year in a row) for meeting the criteria for quality, timeliness and quantity of its individual root cause analysis (RCA) reviews.
- The JAHVH Cardiac Intensive Care Unit (ICU) received a 2013 Beacon Award for Critical Care Excellence from the American Association of Critical Care Nurses for the second time. This award was created to recognize individual units that distinguish themselves by improving all aspects of patient care. Of the approximately 6,000 ICUs across the country, only 271 currently have Beacon status, or less than five percent of all Intensive Care Units. We are one of seven VAMCs with Beacon units nationwide.
- 2014 HRC/HEI National Leader Status (second year in a row) - JAHVH met all of the "Core Four" criteria for lesbian, gay, bisexual and transgender (LGBT) patient-centered care, earning the coveted status of 2014 Leader in LGBT Healthcare Equality.
- JAHVH received the 2013 Get With The Guidelines®-Stroke Silver-Plus Quality Achievement Award for implementing specific quality improvement measures outlined by the American Heart Association/ American Stroke Association for the treatment of stroke patients.
- The Florida Disabled Outdoor Association 2014 Active Leisure For Life Award was presented to the JAHVH Adaptive Sports Program for outstanding service to the disability community.



Excellence

One way public trust is maintained is by continuously exhibiting organizational excellence, which is one of VA's core values. At JAHVH, we strive to provide the highest quality care and customer service and to continually look for ways to improve services for our nation's heroes using data and evidence-based results.

This annual report showcases just some of the many JAHVH initiatives, achievements and results from FY 14 that represent the progress we have made toward achieving our vision of becoming a 5-star health care organization that provides a full range of services from the most basic preventative care to the most complex surgical cures. Some of these in FY 14, include:

- Opened a Stereotactic Breast Biopsy program, which helps further our goal of becoming a "Quaternary Care Referral Center" for other medical centers within VISN 8.
- Developed a tertiary/quaternary care center for Thoracic Surgery.
- Expanded capabilities of the new procedure rooms in the Urology Clinic so they can function as standard operating rooms.
- Established an Endovascular Team and developed plans for an endovascular suite to provide tertiary/quaternary care for Cardiac and Vascular Surgery.
- Implemented a Cardiovascular on-call team.
- Audiology developed education modules for tinnitus education that were adopted nation-wide.
- The MOVE!® program established a women-only group to provide female Veterans with the opportunity to relate to fellow females about nutrition, exercise, stress management and weight management. Additionally, the MOVE!® Program was recognized for the second time with a national Bright Spot Award, which focuses on quality improvement in a health promotion disease prevention program



Top Performer on
Joint Commission
Key Quality
Measures
2013

Heart Attack
Heart Failure
Pneumonia
Surgical Care



Patient Education

Empowering individuals to achieve patient-centered and patient-driven care is a goal of the Veterans Health Administration and patient education is a necessary tool to make this happen. Patient education ranges from clinical teaching, based on a specific patient's needs, to general health promotion and disease prevention and teaching can be individual or in a group. In FY 14, thousands of Veteran and Active Duty patients participated in some form of educational opportunity. Some highlights are:

- Opened a Patient Education Resource Center (PERC) Library at the Primary Care Annex with associated classrooms for patient and staff education.
- Launched a new Pre-op Joint Replacement class to better prepare patients for knee and hip replacement surgery.
- The JAHVH Audiology Clinic holds daily classes such as Hearing Loss Management classes for new hearing aid users, Hearing Aid Accessory classes to learn ways to help communicate easier with supplementary devices, Tinnitus Management classes to help Veterans' manage their reactions to tinnitus and Aural Rehabilitation classes for Veterans with severe hearing loss to maximize communication function. In addition, the Audiology Clinic holds quarterly Cochlear Implant Recipient Workshops.
- Cardiac Rehabilitation offers a 12-week outpatient program that incorporates exercise, nutrition, support and activities for learning. More than 90 percent of patients are satisfied with the program and 95 percent felt the program helped them meet their goals.
- Since its restructure in 2013, 160 Veterans have participated in the MOVE!® program. Their average weight loss is over 15 pounds. Other health indices such as improvement in lipids, cholesterol, glucose and physical activity have also been achieved.
- About 1,200 people have used the GetWellNetwork system and over 750 health videos were viewed January through September 2014.



and Engagement

GetWellNetwork Empowers Veterans and Families in the Care Process

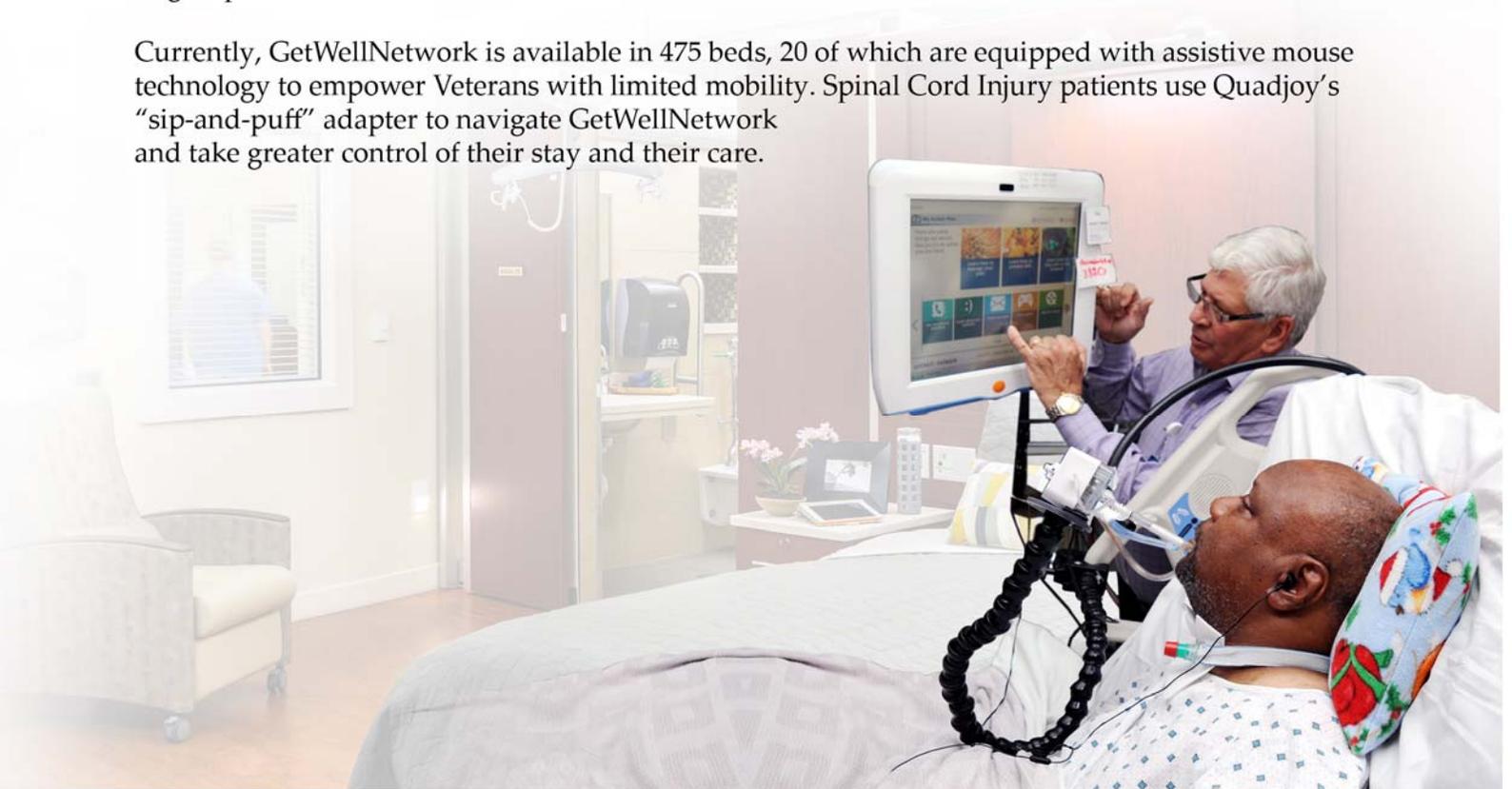
As part of JAHVH's commitment to quality care for Veterans across VISN 8, we launched GetWellNetwork's Interactive Patient Care™ (IPC) system, which leverages technology and content to engage patients and families in their care.

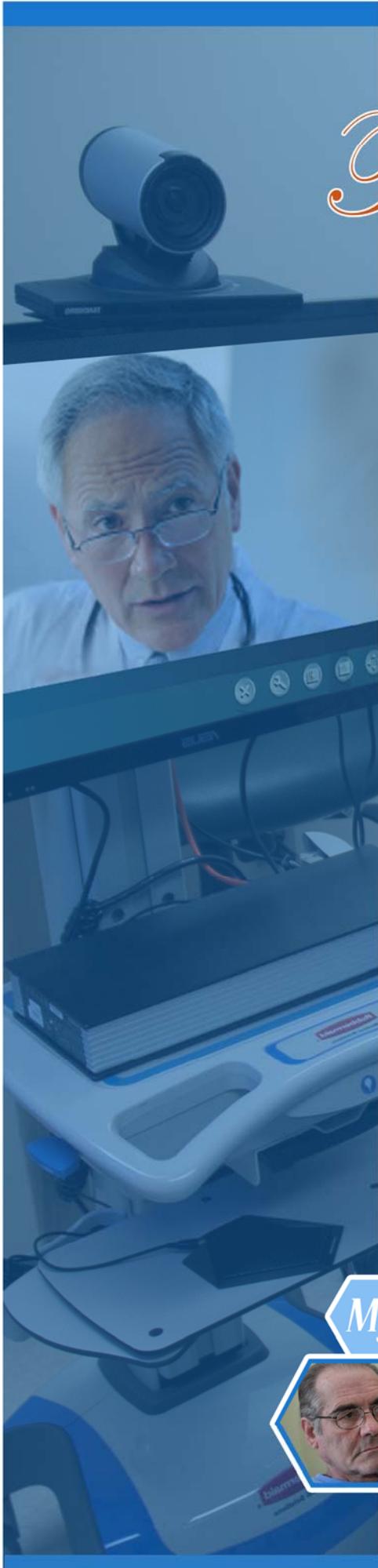
Transforming the TV at the patient's bedside, GetWellNetwork delivers personalized health education as well as information on hospital services, medications, patient safety and pain management. With more than 400 videos in the system's library, nurses can prescribe content specific to each Veteran's condition, helping to keep them safer in the hospital and understand how to manage their health at home.

In addition to patient education, GetWellNetwork aligns with the hospital's priority initiatives around patient satisfaction. Veterans can enjoy several entertainment features through the system. Veterans can also stay in touch with family and friends online and enjoy Hollywood movies, music, video games and TV shows.

In the future, patients will be able to provide instantaneous feedback about the room and inpatient experience, and have access to hospital services such as food and housekeeping—all at the patient's fingertips.

Currently, GetWellNetwork is available in 475 beds, 20 of which are equipped with assistive mouse technology to empower Veterans with limited mobility. Spinal Cord Injury patients use Quadjoy's "sip-and-puff" adapter to navigate GetWellNetwork and take greater control of their stay and their care.





Technology

Telehealth uses technology to improve access to care, improving the health of Veterans. Telehealth changes the location where health care services are routinely provided. The value of telehealth is that it uses health informatics and disease management to target care and provide case management in the right place at the right time ensuring Veteran patients get the care they need – in their homes whenever possible. Some telehealth requires the presence of both parties at the same time and a communication link between them that allows a real-time interaction to take place, while other cases involve collecting health information like medical images, biosignals and voice recordings for the doctor or medical specialist to review at a later time. In FY 14, JAHVH expanded telehealth with 28 new video clinics, including:

- Established VISN 8 Clinical Video Telehealth agreement to provide Assistive Technology consultation that gives patients and staff at other VISN 8 facilities access to JAHVH Speech Pathology and Occupational Therapy subject matter experts.
- Implemented the TeleRetina (TR) program at the Brooksville, Lakeland and New Port Richey clinics, which has been identified as a best practice for the creation of a TR service level agreement.
- Telehealth clinical technicians have access to the “Due Diabetic – Eye Exam Reminder” report to help maximize clinic availability at the Eye Clinic.
- TeleRenal program was recognized nationally as a VA best practice.
- Conducted JAHVH’s first interdisciplinary clinical video telehealth from Veterans’ homes in collaboration with the Nephrology Service.
- General Surgery began implementation of telehealth preoperative assessments to improve patient satisfaction and streamline care.

My

VA



“Quite frankly, the VA saved me... I want everybody to know that as far as my treatment here at the hospital, it’s been nothing short of stellar”

Lawrence P. Benedict - U.S. Army Retired

Convenience

After much preparation and anticipation, 42 self-serve kiosks were installed at JAHVH in September 2014. About 10 percent of all appointment check-ins are now being done at the kiosks by Veterans of all skill levels – from the technologically savvy to the computer novice. Some have used the kiosks at other VA facilities and are proficient in using them, while others are navigating through the touch screen messages for the first time. JAHVH has many trained VA staff and volunteers on-site to offer assistance.

Once signed in, patients may check-in for scheduled appointments, print out a list of future appointments and update their personal demographics. This reduces the need to wait in line to speak with a registration clerk. At this time, not all check-in locations have kiosks and some Veterans prefer to forego self-service and wait for a clerk's willing assistance, preferring the personal touch.

In addition to the patient kiosk system in the clinics, staff and providers have adopted the web-based application VetLink for viewing check-ins in real time. This system streamlines clinic workflow, automatic document printing (if desired) and providers are alerted to patient check-ins in real time without having to receive unnecessary calls or messages. VA employees can also use VetLink to approve patient demographics update requests with a single mouse click.



Expanding

JAHVH held a ribbon cutting ceremony in April of 2014 for its new 170,000 square foot **Polytrauma and Rehabilitation Center**. The Polytrauma and Rehabilitation Center is an example of modern, award-winning architecture that creates a home-like, healing environment. It features natural light, day rooms, an atrium with a “town center” and a “main street,” and an exterior deck for patients and their families to socialize and relax. The 56 patient rooms are grouped into “neighborhoods” and given military-inspired names including Duty, Patriot, Valor, Motivation, Bravery, Honor, and Courage. The center also has a therapeutic climbing wall, a virtual reality simulation center, a multi-surface mobility training area, and an outdoor recreational therapeutic activity space including a basketball court, putting green and horseshoe pit, and a soon to be opened aquatic center including a treadmill therapy pool.

The VA Polytrauma/TBI program is an integrated system of care that provides the highest level of comprehensive inpatient and outpatient medical and rehabilitative services for the most complex and severely injured. The new JAHVH Polytrauma and Rehabilitation Center will help Veterans readjust to society in a family-focused facility that combines all of their rehabilitation needs in one place. Rehabilitation efforts focus on successful community re-integration, vocational rehabilitation and educational support.

The JAHVH **Primary Care Annex (PCA)**, opened in September of 2014, is the first outpatient clinic within the VA system of care designed around the Patient Aligned Care Team (PACT) model to provide quality health care services to our Veterans. This state-of-the-art facility has 106,000 square feet of space, which includes expanded Dental Services and a comprehensive Women’s Center with a separate entrance. The five PACTs (Alpha, Bravo, Charlie, Delta and Homeless), located at the PCA at Fletcher Avenue and Hwy. 75, provide comprehensive, patient-centered, primary care services.

Other services located at the PCA include free Valet Service, Canteen Services (breakfast and lunch items with hot and cold beverages available), Clinical Pharmacy (includes consultation and comprehensive medication management but dispensing will be completed at the JAHVH drive-through pharmacy), Mental Health, Patient Advocates, Pathology & Laboratory, Library & Patient Education, Prosthetics & Sensory Aids, Radiology, Telehealth, and Sterile Processing to clean reusable medical equipment located and used at the PCA for exams and procedures.

and Improving



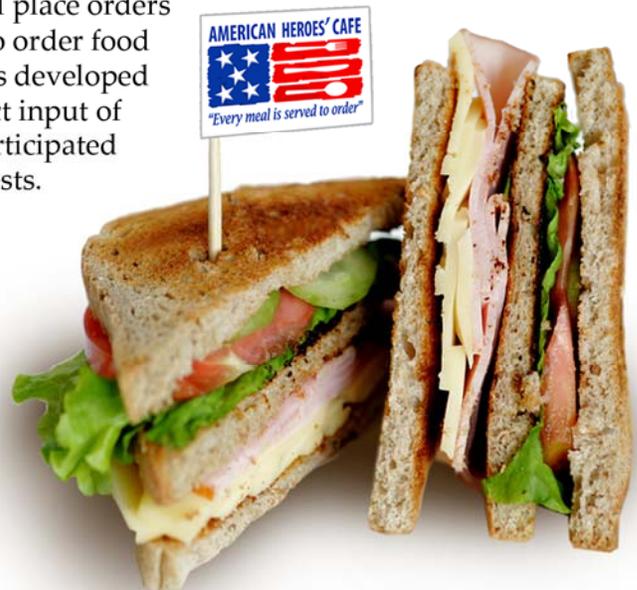
Pictured above: Polytrauma & Rehabilitation Center; Pictured below: Primary Care Annex



Unique to JAHVH

On July 1, 2014, JAHVH held a ribbon cutting ceremony for the first **USO Day Room** located inside a VA medical center. The USO Day Room features a large screen television, gaming system, recreation equipment including pool and air hockey tables, and a children's play area. The USO Day Room not only provides a relaxing space, it also helps in the healing and rehabilitation of the patients through socialization, recreation and engagement and is staffed by USO and VA volunteers.

The **American Heroes' Cafe**, opened in May 2014, is the first dining experience of its kind in VA for inpatients and it serves as an example of patient-centered care that makes a real difference in the lives of all our ill and wounded heroes. It is a place where patients and their families can eat and socialize with each other in a restaurant-like setting, which is less clinical than eating bedside and allows those in recovery an opportunity to see how they may function outside of the medical center. Patients can walk up, roll up, or call up and place orders for fresh, made to order food from daily menus developed through the direct input of Veterans who participated in weekly taste tests.



Increasing Services



JAHVH opened its new **Urology Suite** in May of 2014. This suite centrally locates all urology care and includes five new rooms that can function as full operating rooms.

The **Progressive Care Unit** at JAHVH opened in August of 2014 to bridge intensive care units and medical-surgical units. The PCU is a 12-bed unit with all private rooms and bathrooms, ceiling lifts in all rooms that can take the patient from the bed to the shower, and is fully set-up as an ICU capable unit, with a plan to use as overflow ICU space if necessary.



Advocacy

Advocacy is one of the VA's core I CARE values. To help support our Patient Advocates and to facilitate the needs of our Veterans and trouble shoot issues at the time they occur, JAHVH identified more than 70 Customer Service Liaisons in Primary and Specialty Care Services as well as in our administrative services. More Customer Service Liaisons are currently being recruited to better serve our Veterans.

The Veteran and Family Advisory Council (VFAC) is an important member of our advocacy team. It serves as a forum to systematically include patient and family preferences into clinical care delivery, policy creation and quality improvement. JAHVH staff meets with the Council to gather unfiltered, direct feedback from Veterans and family members. VFAC also teaches military culture and shares experiences with staff.

In FY 14, the VFAC was busy in many different areas of the medical center. They attended Service Staff meetings to discuss customer service, courtesy, respect, I CARE, and empathy from the Veterans and families perspective, including the Social Work, Geriatrics and Extended Care, Police, Mental Health, Specialty Clinics, Dental and Spinal Cord Injury services. Members of the VFAC visited work areas to discuss the "5/10 rule" of customer courtesy and share positive messages with staff in appreciation of all that they do. Additionally, the VFAC was instrumental in the development and implementation of a hospital policy on professional appearance and personal hygiene for the staff.



Ending Homelessness

The VA and JAHVH are committed to ending homelessness among Veterans by the end of 2015. To help communities like the Tampa Bay area with high concentrations of homeless Veterans, the VA joined forces with local homeless advocacy groups (including city government, housing authorities, community providers), the U.S. Department of Housing and Urban Development, the U.S. Interagency Council on Homelessness in the "25 Cities Initiative." The goal is to work together to identify by name all of the remaining homeless Veterans in the area and to find permanent housing solutions for the Veterans who are chronically homeless.

In FY 14, JAHVH participated in Homeless Stand Downs held in three counties in partnership with other community agencies and providers, including sponsorship of the Hillsborough County Stand Down.

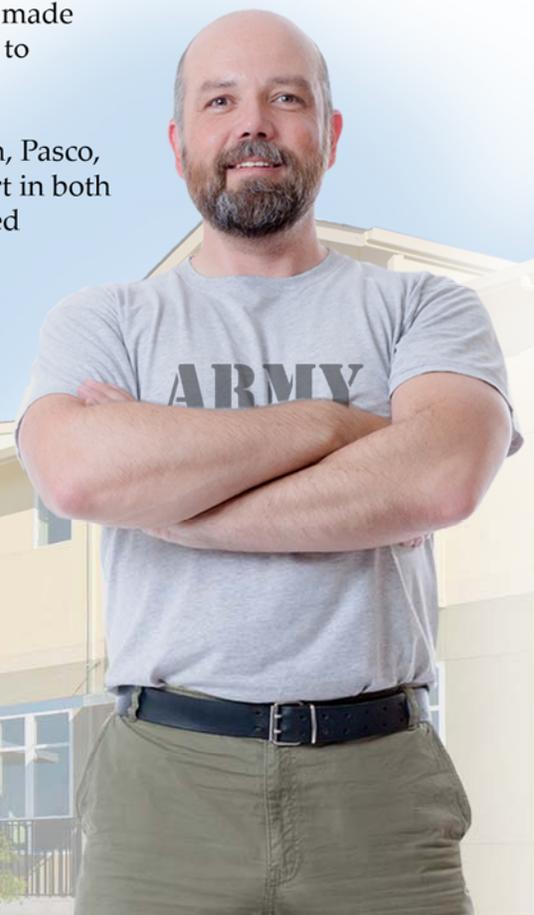
The JAHVH Homeless Program currently has 814 government sponsored housing vouchers for the three-county area of Hillsborough, Polk, and Pasco. In FY 14, 765 of the 814 awarded vouchers had been processed.

The Homeless PACT currently has 463 Veterans enrolled and sees an average of 8-10 patients in the clinic each daily.

There were 3,423 unique contacts made with homeless Veterans in FY 14 through various homeless programs. Of those, 1,985 contacts were made by the Health Care for Homeless Veterans (HCHV) Outreach team to explore housing and recovery options for those Veterans.

Veterans Justice Outreach (VJO) Program now covers Hillsborough, Pasco, Polk, and Hernando Counties with the addition of a Veterans Court in both Hillsborough and Polk Counties. VJO contacted 307 justice-involved Veterans during FY 14 and have prevented homelessness upon release from jail in one-third of those cases.

The JAHVH Grant and Per Diem Program provides transitional housing for up to 76 Veterans at a time. Veterans can stay housed in this program for up to 24 months while they work on goals and objectives related to their substance abuse or mental health issues. The long-term goal is to get Veterans stabilized, and then assist them with finding independent housing. In FY 14, more than 70 percent of discharges resulted in positive outcomes.



Collaboration

JAHVH collaborates with many governmental and community organizations. These collaborations cover a wide range of programs aimed to assist our Veteran and Active Duty patients and their caregivers, from hosting community-wide Mental Health Summits to Vocational Rehabilitation working with community employers to the JAHVH Enrollment and Post Deployment Clinic working with military treatment facilities, military bases, the Department of Defense and the Florida Department of Veteran Affairs to develop a system to provide a seamless transition into the VA health care system.

JAHVH leads the nation in disability and rehabilitation research. We collaborate with Malcom Randall VAMC in Gainesville, Fla. to form the The Center of Innovation of Disability and Rehabilitation Research (CINDRR). The CINDRR's mission is to identify and develop strategies for improving inpatient and outpatient rehabilitation services, as well as the long-term management of disability, including issues that impact family members, with a focus on community reintegration. The CINDRR is affiliated with the University of Florida and the University of South Florida (USF).

JAHVH has many additional research studies in collaboration with USF and USF Health has greater than 223 full and part-time appointed faculty, which ensures high caliber education to deliver the highly specialized care our Veterans need to achieve the best outcomes.

JAHVH is also one of 21 nationwide VA Nursing Academy Partnerships (VANAP) in conjunction with USF. VANAP offers VA nurses the opportunity to learn the role of faculty, gain critical expertise in teaching and curricula design, and help shape the nursing profession both clinically and academically. In the past three years, 1,892 students have gained experience in the VHA system of health care. The partnership has also created the first of its kind undergraduate three-credit Introduction to Military and Veteran Health course open to students university-wide.



"As an employee and a Veteran who receives care at the VA, I have found everybody to be courteous, caring and to take a genuine interest in my health care and the health care of the Veterans that they serve."

Chava Litwin - Veteran Service Officer & Vocational Rehabilitation Specialist

Community

The VA Voluntary Service (VAVS) program has a significant positive impact on health care services for our patients and caregivers. JAHVH volunteers are an integral part of delivering value added quality services to enhance Veterans' experiences.

JAHVH's VAVS currently has 35 Veteran and Community organizations supporting the program. The VAVS program strives to strengthen its collaborations with the corporate sector, institutions of higher learning, VSOs and military groups and had more than 1,800 active volunteers in FY 14 who provided 124,433 hours of service. This time is equivalent to 66 full time employees.

Additionally Volunteers provided donations, activities, programs and other support services that contributed more than \$3 million to enhance patient satisfaction and engagement. These significant contributions help to improve customer service and access to health care. Volunteers and donors often fill gaps in service not authorized by our current funding resources.

VAVS FY 14 at a Glance



Volunteers
1,804



Volunteers Hours
124,433 = \$2.8M value



Full Time Employee Equivalent
66



Total Donations (Monetary & In-kind):
\$1M



Total Resource Impact
\$3.8M



The Next Generation

JAHVH is committed to hiring Veterans. That's why about one out of every three of our employees is a Veteran. Our goal is for 40 percent of our new hires to have previous military experience.

One way we do this is by collaborating with the Bay Pines VA Medical Center to host our 2014 2nd Annual Veteran Job and Information Fair. During the event Veterans, their families and other health care workers had the opportunity to meet with representatives from Veterans Health Administration, Veterans Benefits Administration, National Cemetery Administration and 27 other community and federal employers.

Over 1,500 Veterans and non-Veterans attended the Job and Information Fair. According to registration and survey data, the majority of the Veteran attendees this year were from the OEF/OIF/OND era followed by those from the Desert Storm era.



James A. Haley Veterans' Hospital
JOB FAIR
CONNECTING VETERANS

of VA Leaders

JAHVH has embedded education throughout all levels of the organization and learning takes place throughout the medical center. We have three key areas coordinating learning including the Education Office, Nursing Education and Human Resource Development. Continuing education is also offered throughout the facility for clinical disciplines and there are a wide variety of professional development opportunities available to staff.

Throughout the year, JAHVH's Education Office offers many opportunities to the staff for professional and leadership development. The JAHVH Competency Development for Leaders in the 21st Century students participated in VISN 8 team projects including one to develop a website to assist new employees through the on-boarding process. The Stepping with PRIDE class completed three important facility improvement projects.

As a teaching hospital, JAHVH is affiliated with the University of South Florida and has about 100 additional active affiliations with a total of 144 programs. During FY 14, JAHVH trained over 1,500 students, including 455 residents and 241 nursing students.

Medical Training Programs: Academic Year 2013-14

455....Medical Residents Trained
 475....Medical Students Trained
 332....Allied Health Professionals Trained
 241....Nursing Students Trained
 1,500+....Total Clinical Students Trained



The thing I like about the Tampa VA is the knowledge of the employees and how all the departments within seem to be on the same page when it comes to helping and directing the Veteran"

Michael Jenkins - Work Study Student, U.S. Army Veteran



To Honor...

Throughout the year, JAHVH plans projects and hosts many events to honor those we serve and remind our staff why we come to work and who it is we care for each and every day. This includes 33 percent of our workforce who have themselves served in the military and continue to serve their fellow Veterans. Each employee is committed to excellence and to achieving our vision to honor those we serve by providing 5-star primary to quaternary health care.



...and Respect



"What I like about the VA Hospital is that they have treated me with respect. They have given me first class service regardless of my rank. They have treated me as if I was an Admiral."

Ramon R. Montalvo - U.S. Navy Retired





HONORING SERVICE
**EMPOWERING
HEALTH**

CONNECT
WITH US



For more information go to www.tampa.va.gov

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