

# EDWARD HINES, JR. VA HOSPITAL



2010 ANNUAL  
REPORT

Serving with Pride

# Message from the Director

**Dear Veterans, Employees, Volunteers and Friends of the Edward Hines Jr. VA Hospital,**

Good health. Better quality of life. These are the things all of us want for our nation's heroes who have entrusted their care to us. At the Hines VA Hospital, we are making it happen. We are committed to enhancing Veterans' lives through personalized health care.

We are passionate about our work to care for America's heroes. We work as a team to provide an integrated system of care. We rely on each other to provide the best care, because no one of us alone can satisfy every need of the Veteran patient. Health care is very complex, and it takes skilled, disciplined teamwork to accomplish our collective desired outcomes. All of us — employees, volunteers, Veterans, family members, and community members — are united in our vision to partner with each other as we focus on the needs of our Veterans. We collaborate to provide them with the care they need, the care they want, and the care they deserve.

We pride ourselves in being the best, in being the first, in not only leading excellence in health care, but defining excellence in health care. We do that by conducting research and perpetually seeking new approaches. Further, we lead excellence by training our nation's future health care providers. We serve as a model for others of integrated, innovative and compassionate care.

That's who we are, and what we aspire to be - the best employees anywhere providing our Veterans with the best care anywhere. We have created this annual report to provide our stakeholders with a very general snapshot of our accomplishments this year. I hope that you find it as impressive as the high quality of the care we provide. Thank you for your support of the Hines VA Hospital and more importantly, your commitment to our nation's Veterans.

Sincerely,

Sharon M. Helman  
Hospital Director



---

## **Edward Hines, Jr. VA Hospital leadership**

Associate Director — Peter Dancy

Assistant Director — Jennifer Gutowski

Acting Chief of Staff—Dr. Jack Bulmash

Associate Director for Patient Care Services — Dr. Carol Gouty

# Patient Centered Care

Hines VAH is committed to pursuing several new and innovative ways to provide care to our Veterans. Our Patient Centered Care focuses on using multiple forms of communication to improve access to care, increase Veteran and family involvement in care, and improve the quality and safety of the care provided. Secure messaging, Veteran access to individual medical records, and My HealthVet are just a few of the communication and media tools being developed to improve the delivery and coordination of care at Hines VAH.

**Mission** Proudly serving our Veterans by providing compassionate, comprehensive care of the highest quality supported by education and research.



**Vision** Edward Hines, Jr. VA Hospital is committed to providing the highest quality compassionate, timely care through evidenced based, patient centered, integrated health care. Hines VAH is educating the leaders of tomorrow's health care delivery through academic affiliations and the pursuit of the most advanced medical practices through world renowned research programs. Hines VAH is an employer of choice, an active community partner and a participant in national emergencies.



## Values

**P—Professionalism:** Our success depends on creating a highly-skilled, involved and diverse workforce. We create a culture that fosters collaborative practice and innovation in a healthy work environment that allows staff to excel.

**R—Respect:** We respect Veterans, their families, guests, stakeholders and each other.

**I—Integrity:** We practice open, truthful and timely communication with Veterans, employees and external stakeholders.

**D—Dedication:** We are dedicated to increase our service to Veterans, both in volume and method and to promote wellness of our patients and interdisciplinary teamwork.

**E—Excellence:** We strive to exceed the expectations of Veterans and their families. We strive to perform at the highest level of competence and take pride in our accomplishments.



# About

Edward Hines, Jr. VA Hospital is a 471 bed hospital located 12 miles west of downtown Chicago on a 147-acre campus. Hines is the largest VA in the state of Illinois, where more than one million Veterans live.

## Specialty Services Offered

- ◆ Interventional Cardiology and Cardiovascular Surgery
- ◆ Substance Abuse Programs
- ◆ Post Traumatic Stress Disorder Program
- ◆ Homeless Programs
- ◆ Polytrauma Center for severely injured Veterans
- ◆ Blind Rehabilitation Center
- ◆ Home Based Primary Care
- ◆ Spinal Cord Injury Acute Care and Residential Care Facility
- ◆ Community Living Center
- ◆ Women's Health, including co-located gynecological services, social work services, and mental health services.
- ◆ Preservation, Amputation, Care and Treatment Program (PACT)
- ◆ Hospice Care and Respite Care
- ◆ Operation Enduring and Iraqi Freedom (OEF/OIF) Veteran Case Management



## Budget

In fiscal year 2009, the Hines VAH budget was approximately \$372 million.

## Workload

Hines VAH treats 56,000 Veterans annually. In addition, more than 631,000 patient visits occurred at Hines Hospital or at one of our Community Based Outpatient Clinics last year.



# Hines VAH

## Accreditations

Hines VAH continues in a state of positive transition as evidenced by the full accreditation status that was received by the Joint Commission for the survey conducted in 2009. Additionally, Hines VAH received a full three-year accreditation from the Commission on Accreditation for Rehabilitation Facilities. Hines VAH achieved a National Committee for Quality Assurance (NCQA) score of 96 and a three-year accreditation for its Human Studies Protection Program (Research) and achieved ABC Facility Accreditation in Prosthetics and Orthotics. The Chemotherapy program received its 3 year certification from the American College of Surgeons Commission on Cancer. Hines VAH received its initial accreditation site visit from the American College of Radiation Oncology that was very successful. The Office of the Inspector General (OIG) conducted a CAP survey for Hines VAH. The outcome of the survey was very positive.

## Community Based Veteran Resources

In addition to the services available at the main campus, Hines proudly serves Veterans through six Community Based Outpatient Clinics (CBOCs). Our goal is provide Veterans with top quality health care as close to their homes as possible. Services include comprehensive primary care, mental health, EKG, telehealth, and laboratory services at all six clinics. Additional resources are available for Veterans through Vet Centers and the Illinois Department of Veterans Affairs.

### Aurora CBOC

161 South Lincolnway  
North Aurora, IL 60542  
Phone: (630) 859-2504

Monday – Friday  
8:00 a.m. - 4:30 p.m.

### Elgin CBOC

450 W. Dundee  
Elgin, IL 60123  
Phone: (847) 742-5920

Monday – Friday  
8:00 a.m. - 4:30 p.m.

### Joliet CBOC

2000 Glenwood Ave  
Joliet, IL 60435  
Phone: (815) 744-0492

Monday – Friday  
8:00 a.m. - 4:30 p.m.

### La Salle CBOC

4461 North Progress Blvd.  
Peru, IL 61354  
Phone: (815) 223-9678

Monday – Friday  
8:00 a.m. - 4:30 p.m.

### Manteno CBOC

Illinois Veterans Home  
One Veterans Drive  
Manteno, IL 60950  
Phone: (815) 468-1027

Monday – Friday  
8:00 a.m. - 4:30 p.m.

### Oak Lawn CBOC

4700 W. 95th Street  
Oak Lawn, IL 60453  
Phone: (708) 499-3675

Monday – Friday  
8:00 a.m. - 4:30 p.m.

## Vet Centers

Orland Park Vet Center  
8651 West 159th Street, Ste. 1  
Orland Park, IL 60462  
Phone: (708) 444-0561

DuPage County Vet Center  
750 Shoreline Drive, Ste. 150  
Aurora, IL 60504  
Phone: (630) 585-1853

Oak Park Vet Center  
155 S. Oak Park Avenue  
Oak Park, IL 60302  
Phone: (708) 383-3225

## Illinois Department of Veterans Affairs

Chicago Office  
James R. Thompson Center  
100 West Randolph, Suite 5-570  
Chicago, IL 60601-3219  
Phone: (312) 814-2460

Visit IDVA online to learn more about  
local Veteran Service Offices, Programs,  
and Benefits available for Veterans

<http://www.veterans.illinois.gov/>



# Hines VAH



Fisher House on Hines VAH Campus

In March of 2010, Hines VAH was proud to open the first Fisher House in the state of Illinois. Already, more than 200 families have stayed in our Fisher House. With 20 bedrooms, a fully stocked kitchen and several common living and dining rooms, the Fisher House allows families to gather and offer each other support and friendship while their loved ones are hospitalized at Hines. Family members of Veterans who reside more than 50 miles from the hospital or who have more than a two-hour commute are eligible for free lodging in our beautiful new Fisher House.

Hines VAH kicked off Memorial Day weekend 2010 with a very special ceremony marking the official opening of the Hines VA Fisher House. Illinois Governor Pat Quinn, Senator Richard Durbin, Lieutenant General David H. Huntoon, Jr., Director of the Army Staff, Tammy Duckworth, VA's Assistant Secretary for Public and Intergovernmental Affairs, and Mr. Kenneth Fisher, Chairman of the Board of Trustees of the Fisher House Foundation, joined a crowd of almost 800 who witnessed the official dedication of the Fisher House to the Hines VAH. Holly Wright, Fisher House Manager, accepted a ceremonial key to the house from Dave Coker, President of the Fisher House Foundation.

---

***"It really brought home to me how much our country appreciates the sacrifices of our military men and women."***

***Fisher House Resident***

---

"It is a proud day for the state of Illinois," said Governor Quinn. "I want you all to know that there are some very special people at the Hines VA Hospital who treat the heroes from our state who put their lives on the line for our country. Opening this Fisher House in Illinois is a dream in which I feel lucky to play just a small part."



Lieutenant General David H. Huntoon, Jr., Director of the Army Staff, visiting with a veteran at the Fisher House dedication

Feedback from families staying in the house has been overwhelmingly positive. "I was overwhelmed by the generosity and compassion that I felt every day that I stayed in the Fisher House," said Ellie Whiteman, the daughter of a World War II POW Veteran and former resident of the Hines Fisher House.

Hundreds of Veterans, veterans service organizations and community supporters of the Hines Fisher House attended the Fisher House dedication ceremony. Many of these groups have pledged their ongoing financial support to the Hines Fisher House in the future.

# Fisher House

## Presidential Visit



President Barack Obama visited the Edward Hines Jr. VA Hospital Fisher House on Memorial Day, Monday, May 31st. The President met with the Veterans and families staying in the Fisher House and thanked them for the sacrifices they made in their service to our nation. The President expressed his sincere appreciation to Veterans and their families staying in the house.

President Obama joined the Hines staff and Fisher House residents for a Memorial Day barbecue. Although the visit was closed to the public and the media, more than 1,000 news stories around the country mentioned his visit to the Hines VAH Fisher House.



During the visit, President Obama thanked Hines VA Hospital staff for the "amazing work they do in caring for our country's heroes." He said that on Memorial Day we pause to recognize those Veterans who are no longer with us, but we should also remember to thank the Veterans who are still with us. He also expressed his appreciation to Hines staff for "giving back to those who have given us our freedom".



President Barack Obama visiting with a Fisher House family and veteran

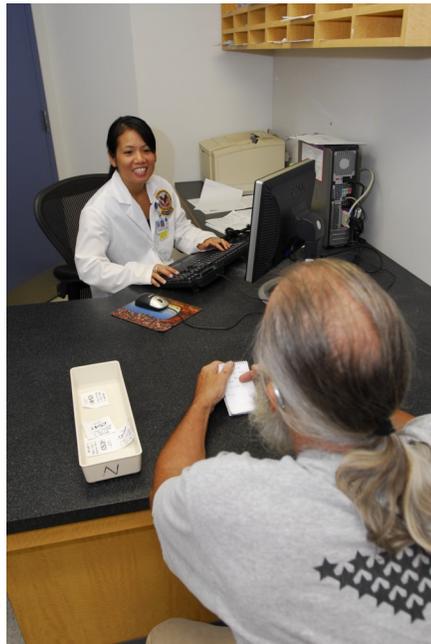
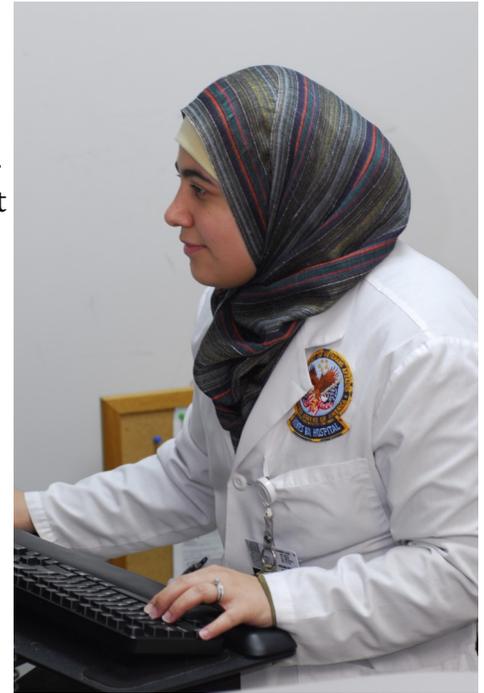
This was the first Presidential visit to the Hines campus, as well as President Obama's first visit to any of the Fisher Houses during this Presidency.



# Telehealth Services

Hines VAH is a leader in the use of telehealth services. This allows us to serve Veterans closer to their homes. Hines VAH provides telehealth services for Mental Health (psychology, psychiatry, and social work), Speech Therapy, Nutrition counseling, Medication Management and Polytrauma. These services are provided to Veterans both in the hospital's community based outpatient clinics as well as to Veterans in their homes.

Hines VAH is considering expansion of telehealth services for retinal imaging, Audiology, Dermatology, Cardiology, GI, MOVE!, Endocrinology, Respiratory Therapy, Renal Services, and the Pain Program. This expansion of services will allow Hines VAH to deliver high quality care to Veterans unable to travel to the hospital.



## Telehealth in SCI

The Hines VAH Spinal Cord Injury/Disorder (SCI/D) program routinely uses telehealth technology. The SCI/D program has used telehealth to remotely provide patient care, conduct clinical educational programs and participate in Telehealth discharge planning with the spoke sites to assure optimal continuity of care. Telehealth discharge planning allows Hines VAH providers to continue to track the progress of their Veterans even after they are discharged from the hospital.



# Women's Health

Hines VAH provides coordinated, high-quality, comprehensive care to our women Veteran population. Hines VAH opened a new Women's Health Center in our main bed tower building on June 7, 2010. The new Center more than doubled the existing space of the previous Women's Clinic and offers female Veterans a modernized, private environment in which to receive our top quality care.



The new Women's Health Center also features a special play area for children, a lactation room and private bathrooms adjoining each exam room.

***"We are committed to providing our Veterans with exemplary care that is both comprehensive and convenient."***

***Dr. Sudha Bhoopalam  
Medical Director  
Women's Health Center***



With a spacious waiting room and more patient exam rooms, the new Hines VAH Women's Health Center is designed to accommodate the hospital's growing female Veteran population.

The Hines VAH Women's Health Center staff consists of an interdisciplinary team dedicated to addressing women-specific health care needs. The expanded Center provides a range of co-located services including comprehensive Primary Care, Urogynecology, Mental Health services, Nutrition services, Social Work services, PharmD services and Gynecology services including major and minor surgeries provided onsite, colposcopy, LEEP procedures, and a full range of reproductive health options (such as IUDs, birth control pills, Nuva Ring, etc).



Dedication of Women's Health Center

# Patient Centered Care

## Blind Rehabilitation

Hines VAH is the proud home of a 34-bed Central Blind Rehabilitation Center (CBRC) that serves the needs of Veterans with visual impairments. As one of only ten VA Blind Centers in the country, the facility serves a 14 state region and provides care to Veterans ranging in age from 18 to 98. Veterans have access to a professional staff that includes Blind Rehabilitation Specialists, a staff Optometrist, Polytrauma Blind Rehabilitations Outpatient Specialists, nurses, a Nurse Practitioner and an auxiliary staff representing Research, Social Work, Psychology, Recreation Therapy and program support. The Blind Rehabilitation program was successfully re-accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) in 2009. The state-of-the-art training facility, communication between staff, veterans, and families, and the quality of interactions with local services and community groups were just a few of the many positive aspects of the program highlighted during the survey.



**Research & Education** The Hines VAH Blind Rehabilitation program is actively involved in multiple research projects and maintains affiliations with a number of universities. Current research efforts are focused on low vision and Polytrauma/TBI visual impairments.

*“Overall it brings out skills that you were unaware that you had. But most of all the courtesy and care of the staff is beyond reproach.”*

**CBRC Veteran**

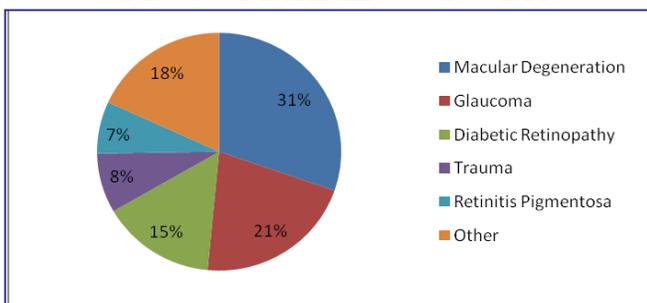
*“I only have the greatest praise for the entire program at Hines.”*

**CBRC Veteran**

### Hines VAH Blind Rehabilitation at a Glance (2009)

Number of Patients Admitted to BRC	345
Number of OIF/OEF Patients Served	18
Average Daily Census	29
Average Length of Stay (days)	32

### Causes of Blindness at CBRC



### Patient Statistics

Age Group	# of Patients	Percent
20-39	14	4%
40-59	90	26%
60-69	103	29.8%
70-79	59	17.10%
80-89	71	20.5%
90-99	8	2.3%
<b>Total</b>	<b>345</b>	<b>100%</b>

# at Hines VAH

**Recreation Program** With both community-based recreation and leisure program activities, CBRC Veterans have ample opportunities to participate in a wide variety of activities that suit their interests. Activities range from in-house exercise programs/weight training, adaptive games and Nintendo Wii tournaments, to weekly golf, swimming and horseback riding. The CBRC has also worked with the Diveheart Foundation to coordinate scuba diving trips to the Florida Keys and Cozumel.



Diveheart Trip to Cozumel



CBRC Veteran making a bowl during a woodworking course

**Skills Training** The Hines VAH CBRC offers Veterans the opportunity to participate in a number of skills programs. The Manual Skills, Computer Access Training, Visual Skills, Living Skills and Orientation & Mobility departments have all been expanding the scope of services they provide. The CBRC has adopted new GPS units, screen readers, and a number of other new technologies to provide the greatest benefit to Veterans.

**Polytrauma/TBI** As a part of the Hines VAH Level II Polytrauma Team, the Blind Center continues to meet the needs of the unique patient population generated by the current conflict in Afghanistan and Iraq. Polytrauma and Traumatic Brain Injury (TBI) is recognized as a significant consequence of warfare that often impacts vision. The CBRC has been busy planning services and coordinating programs for this group of patients. Many of the services include TBI rehabilitation and addressing memory difficulties, vision problems (both legal and functional blindness), mental health issues and missing limbs. The Polytrauma Blind Rehabilitation Outpatient Specialists continue to complete functional vision screenings on each returning service member and provide training in vision therapy. The CBRC is proud to be a part of the Hines Polytrauma team.



CBRC Golf Outing



# Patient Centered Care

## Healthcare for

The purpose of the HCHV Program is to help homeless Veterans access stable housing, obtain a regular source of income, and to establish medical and mental health services. For Fiscal Year (FY)10 through July, the HCHV Program has seen an average of 54 new Veterans each month. For this same period, and with two months remaining in FY10, the HCHV Program has provided services to 1045 unique Veterans, an 11% increase from the prior year (946).

Hospital and Program Leadership attended Secretary Shinseki's Summit to End Homelessness where VHA's Five Year Plan to End Homelessness Among Veterans was unveiled; upon returning, the Hines HCHV Program developed and began implementing the Hines Five Year Plan to End Homelessness.

HCHV staff met with Social Security (SS) officials from the local and regional offices to begin discussions on a new initiative involving cooperative efforts between HCHV and SS to better assist Veterans in completing SS claims and gather supporting paperwork. This should lead to expedited claims, fewer appeals and increased favorable outcomes.

HCHV staff were key participants in planning and delivering both the summer (June) and winter (November) Chicago Stand Downs where over 1200 Veterans were provided information on housing, employment, education, and legal issues in addition to dental and medical screenings, eye exams, glasses, hair-cuts, meals and clothing. Staff also participated in Stand Downs in Elgin and Richton Park.

The Grant and Per Diem (GPD) Program increased its transitional housing beds to 71 with the activation of new provider, Family & Friends Veterans Home in Joliet, IL; so far this FY, 93 Veterans have been served for a total of 12,071 bed days of care by the four Hines GPD community providers.

---

### HCHV Supportive Services

- Referrals to the Homeless Veterans Dental Program
- Referrals to the "One Sight" Prescription Eyewear Program
- Monthly Support Groups
- Access to Telephones, Informative Handouts and Bulletin Boards
- Meal Tickets
- Showers and Personal Hygiene Supplies
- Access to a Washer, Dryer and Detergent
- Clothing
- Transportation Fare Assistance



# at Hines VAH

## Homeless Veterans

Hines HCHV Program was one of nine VA programs in the U.S. that partnered with the U.S. Department of Health and Human Services (HHS) Office of Child Support Enforcement (OCSE) and the American Bar Association (ABA) to start pilot programs to help homeless Veterans impacted by child support issues. The main goals include:

- Reducing homelessness
- Improving compliance with child support
- Reducing criminal recidivism
- Improving overall employment

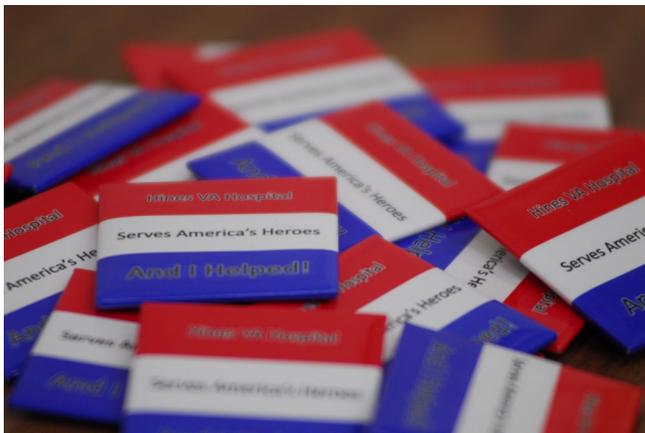


In the first month, June 2010, HCHV referred nine Veterans and all met with representatives from the OCSE and the Attorney General's Office. These cases are still in active resolution but successes already include: reinstated drivers licenses, payment modifications, arrearage settlement, state debt reduction, bank account freeze lifted, etc. Participating Veterans have all expressed gratitude and stated their renewed hope of being able to make their child support payments again while still affording their basic living expenses.

In 2010, the HCHV Program strengthened its relations with two community partners, Sharing Connections, a local furniture bank who provides Veterans who have obtained independent community housing with furniture and household goods, and Thresholds, who conducts mobile outreach to homeless persons and referrals of homeless Veterans to the HCHV Program.

The HCHV Supported Housing Program (SHP) case manages 45 beds, 15 at each of the following facilities: Cornerstone, Inc in Joliet, IL, individual apartments for Veterans with mental health issues; Manteno Prince Home, Manteno, IL, an Illinois Department of Veterans Affairs operated facility for both male and female homeless Veterans; and Ordered Steps, Chicago Heights, IL, a transitional housing facility for up to two years who accepts Veteran's with zero income.

Hines VAH HUD-VASH staff have been successful in assisting 100 Veterans sign leases into apartments in suburban Cook County. The HUD-VASH Program has received 105 vouchers and is expecting an additional 25 vouchers each in August and September. Two social work case managers, a substance use disorder specialist and a program assistant were added to the HUD-VASH staff.

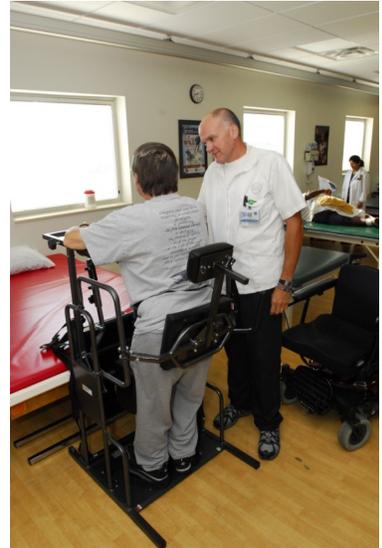


# Patient Centered Care

## Spinal Cord Injury Center

Hines VAH is home to a renowned Spinal Cord Injury/Disorder (SCI/D) program that provides rehabilitation services for paraplegic, tetraplegic, and ventilator-dependant spinal cord disorders. The SCI/D Center at Hines also cares for Veterans with non-traumatic spinal problems, such as MS and spinal infections resulting in paraplegia or tetraplegia. The facility has two 30-bed acute care inpatient units, fully staffed by a dedicated multidisciplinary treatment team including medicine, nursing, nutrition, social work, physical and occupational therapy, psychology, spiritual support, educational therapy and recreational therapy.

Other services important to a spinal cord injured Veteran, such as speech, psychiatry, urology, neurology and surgery are available through in-house consultants. The SCI/D program also offers a range of outpatient services and a Hospital Based Home Care program including telemedicine consultations and follow up.



Hines VA Hospital has embraced computer technology and medical applications of information transfer with marked success. Hines SCI/D has repeatedly been selected as the pilot or initiation site for new programs and we are committed to offering our patients the most technologically advanced care available today.



## Spinal Cord Injury (SCI) QUERI Research

Spinal Cord Injury (SCI) QUERI was established in 1998 as part of the VA HSR&D's Quality Enhancement Research Initiative (QUERI) to improve the quality of healthcare for Veterans by implementing research findings into routine clinical practice. The program's primary areas of focus are pressure ulcers and obesity. Additionally, in response to clinically important, time-sensitive issues the program is currently working on projects in the areas of MRSA and H1N1 influenza.

### SCI/D Patient Survey Outcomes

- 100% of outpatients rated staff courtesy and overall quality of care as "Very Good" or "Excellent".
- 92% of Veterans completing the Acute Rehabilitation Program rated the rehabilitation Services as "Very Good" or "Excellent".
- 66% of discharged patients reported their overall care they received as "Very Good" or "Excellent".
- 63% of discharged patients reported staff courtesy as "Very Good" or "Excellent".
- 94% of Veterans returned home to live independently in the community after completing the acute rehabilitation program.
- The average length of time to complete the SCI acute rehabilitation program was 45 days.



# at Hines VAH

## National Veterans Wheelchair Games 2010



This year, 11 Hines VAH Veterans traveled to Denver, Colorado to compete in the National Veterans Wheelchair Games. The majority of participants in this national event have a spinal cord injury requiring that they use wheelchairs

most or all of the time. These include paraplegic and quadriplegic athletes. Many of the athletes use manual wheelchairs; however, a large number of the quadriplegic athletes use motorized (power) wheelchairs. The Hines VAH team returned with 37 medals (21 gold, 9 silver, and 7 bronze).

### 2010 Highlights for SCI/D at Hines VAH

- Successful 3 year re-accreditation from the Commission on Accreditation of Rehabilitation Facilities (CARF)
- Restructuring of the SCI/D Outpatient Clinic
- Full achievement of clinic wait time monitor for new and established patients
- Wound care nurse dedicated to SCI/D patients
- Increase in annual evaluations of patients
- Implementation of the primary nursing team model in the SCI/D Inpatient units
- Co-sponsoring of the VA Midwest Regional Training Conference
- Continued development of staff knowledge and skills in special interest areas related to SCI/D
- Redesign of the SCI/D website
- Implementation of SCI/D Telehealth initiative with training for spoke sites
- Utilization of SCI/D Home Care Program for Veterans with high-risk medical conditions
- Continued increase in communication with spoke sites
- Improvements in the discharge planning process through a Hines VAH System Redesign project



# Compensated Work Therapy

The Compensated Work Therapy (CWT) Program at Hines VAH provides Veterans with vocational rehabilitation services, job matching support, case management, job training and a number of other critical services that help work-ready veterans reintegrate into the employment community. The Hines VAH CWT program is accredited by the Commission on Accreditation of Rehabilitation Facilities and underwent a review from VA Central Office for "Fidelity to Evidence Based Practice in Supported Employment."



The Hines VAH CWT program achieved the fifth highest score on this measure in the country, placing the program in the 86th percentile nationwide. Supported Employment programs identify the strengths of Veterans and matches those skills and abilities to job requirements.

Another component of CWT at Hines VAH is the Transitional Work program. Veterans are screened by a Hines Vocational Rehabilitation Specialist, assessed and matched to a work assignment for a limited time. This "temp to hire" program allows a company the opportunity to pre-screen Veterans and observe them working before making a decision regarding competitive employment.

The Hines VAH CWT Program was identified by VA Central Office as a leader in utilizing special hiring procedures for disabled veterans. In the past year, CWT has placed nearly 30 significantly disabled veterans into full-time federal employment.



Demand for the services provided by the CWT program continues to grow and the number of participants obtaining employment in the community has risen steadily over time. In June, the CWT program hosted a job fair for Chicago-area Veterans. The program was hugely successful as almost 600 veterans came to the job fair and received leads on jobs.



Hines VAH Veterans at a CWT course



# OEF/OIF Program

Hines VAH is proud to welcome transitioning Veterans from Operation Enduring Freedom (OEF) in Afghanistan and Operation Iraqi Freedom (OIF). The hospital has a specialized team that is committed to making their care as seamless and patient-centered as possible.

The primary role of Hines OIF/OEF team is to assist active duty military and OEF/OIF Veterans with accessing medical, psychological and social support to ease transition from military to civilian life.

Since 2003, more than 8,000 OEF/OIF era veterans have registered for care at Hines VA Hospital or one of our outpatient clinics. Of this, approximately 4,000 of these veterans served on the ground in Iraq or Afghanistan.

---

***“I would like to take this opportunity to express my respect and gratitude to your OEF/OIF program manager and staff for exemplary dedication and service to our returning veterans...”***

***LeAnn E. Bruce, LCSW  
VA Liaison for Health Care  
Fort Knox, Kentucky***

---



Hines' goal is to provide all returning OEF/OIF Veterans with: Seamless Transition & Coordination of Care, and Care Management; Reduce Stress to Veterans and Families through Ongoing Family Support; Benefits & Resource Counseling; Outreach to Returning Troops; Compassion and Respect.

The Hines VAH OEF/OIF team does extensive outreach to educate returning service members, active duty military, OEF/OIF veterans and their families on VHA health care, VA benefits, claims processing, and accessing medical and mental health services. This is accomplished at Illinois National Guard and Army Reserves events and at DOD events such as Post Deployment Health Reassessments, Yellow Ribbon Reintegration events and IRR Musters. Returning soldiers and veterans are educated on Hines VHA care, VA eligibility and enrollment process, and special programs. These special programs include: Post Deployment Primary care, Women Veterans Health Program, Suicide Prevention, Dental services, Mental Health/ Trauma Services, TBI/Poly Trauma care, OEF/OIF Case Management, filing claims, VA /State educational program, loan program, employment and Vocational Rehab. Other outreach events include: Welcome Home events, OEF/OIF Focus Groups, classes and presentations at community colleges, universities, community agencies, job fairs and health fairs.

---

***“Thanks for going above and beyond the call of duty.”***

***OEF/OIF Veteran***

---

Hines VAH has sponsored 19 outreach events and enrolled 693 new OEF/OIF veterans since the beginning of 2010, which contributed to over 2,000 unique OEF/OIF veterans being seen at Hines VAH this fiscal year.

---

***“I really appreciated all the hard work, care and support you give.”***

***OEF/OIF Veteran***

---



VHA Outreach at IRR Muster in Arlington Heights, IL

**National Performance Measures** Hines VAH ranked third in addressing national performance measures in FY '09 for VA Medical Centers of similar complexity level (1A). We continue to improve our services and expect to stay at the top of this ranking indefinitely.



## Magnet Status

Hines VAH is actively pursuing Magnet Status for Nursing. Since the Let's Get Certified Campaign began, specialty certifications in nursing have increased over 200%. RN Satisfaction Survey results show that 25% of nurses increased their "Overall Satisfaction" rating from Somewhat Satisfied to Very Satisfied in 2010,



## Excellence in Social Work Leadership

Tony Spillie, Social Work Executive, was honored as the 2010 recipient of the Under Secretary for Health's Excellence in Social Work Leadership Award. This national

award, which is given to one Social Work leader each year, recognizes Tony's strong leadership and tireless dedication to our Veterans. Throughout his career, Tony has been involved in multiple Mental Health Service Line programs, championed hospital-wide initiatives, and served as an example to those he works with. Hines VAH is proud of Tony and his recognition as one of the best in VA Social Work.



# Excellence

## Education

Hines VAH is affiliated with approximately 70 colleges and universities for the purpose of educating technicians, undergraduate and graduate students in 40 different associated health professions. Hines VAH is institutionally affiliated with Loyola University of Chicago, Stritch School of Medicine, and also maintains affiliations with the University of Illinois College of Medicine, Chicago, and Northwestern University Feinberg School of Medicine. Hines VAH educates over 1,300 students each year which encompasses Medical, Surgical, Podiatry and Ophthalmology residents, numerous other medical specialties and associated health professions. Hines VAH continues to broadly interact in continuing education opportunities with departments of many and varied educational institutions.



## Center of Excellence

Hines VAH has been designated as a Center of Excellence by the Peripheral Neuropathy Association. Hines VAH is one of 14 other such Centers in the United States so designated by the Association and is the only VA Hospital.



There are over 400 patients with diabetic neuropathies being treated at the Hines VAH.



# Research Programs

Hines VAH is proud to house one of the VA's premier Research Programs. Researchers at Hines VAH have been published in medical journals and received national and international news media attention for their groundbreaking research on traumatic brain injury treatment, Parkinson's, ALS, Spinal Cord Injury treatment and much more. There are currently 159 investigators working on the approximately 553 ongoing research projects at the facility. The nearly \$20 million Research Service annual budget is divided amongst a number of premier research programs.

## Recognizing Hines VAH Researchers

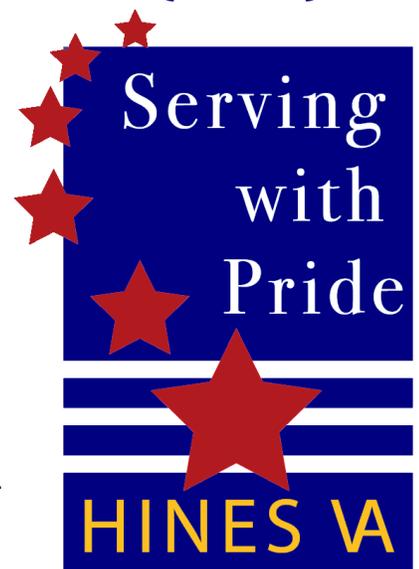
Several researchers and R&D programs have received national recognition over the past year. Dr. Dale Gerding and Dr. Stuart Johnson were recognized for their work on *Clostridium difficile*, a common hospital-acquired infection that can be fatal to patients. Dr. Theresa Pape received recognition for her research on Traumatic Brain Injury and Dr. Frances Weaver was recognized for work on Deep Brain Stimulation for Parkinson's Disease.

## Health Services R&D Program – Center for the Management of Complex Chronic Care (CMC<sup>3</sup>)

CMC3 is the nucleus for a group of dynamic health services research professionals who share a common focus on complex chronic care. Program research interests include: pharmacy issues, economics, quality of life and behavioral interventions as they relate to complex chronic care and ultimately better care for our Veterans.

## VA Information Resource Center (VIREC)

VIREC develops information about data and informatics systems relevant to research; shares knowledge about data and clinical informatics; provides support to researchers and others who require information about data, clinical informatics, or information systems; and provides and coordinates educational programs about data and clinical informatics. VIREC scientists & staff include experts in health services research, clinical research, sociology, epidemiology, pharmacoeconomics, health economics, statistical analysis, database methods and use, informatics methods and use, & specific database content areas.



# at Hines VAH

## Rehabilitation R&D

Rehabilitation Research focuses on discovering knowledge and creating innovations that restore disabled veterans to their greatest possible functional capacity. The greatest concentration of program research is in the area of neurological diseases, spinal cord injury, stroke, exercise training and traumatic brain injury. The latter is of particular importance because of the frequent exposure of Iraq and Afghanistan veterans to blast injuries.



## Biomedical Laboratory R&D

Biomedical Laboratory Research focuses on preclinical or basic laboratory efforts to understand life processes from the basic molecular, genomic, and physiologic level in regard to diseases affecting Veterans. This program includes research on animal models and investigations of tissues, blood and other human biological specimens but does not include studies in people.

## Cooperative Studies Program (CSP) Coordinating Center

The CSP provides collaboration for research design, statistical analysis, data management, and administrative coordination for clinical trials involving various scientific areas of research. The multi-site trials involve drugs, device and treatment methodologies and are conducted nationally and internationally. The structure of the CSP is based on strong multi-disciplinary collaborations, partnering clinical investigators with biostatistical/methodological expertise.



### FY 2009 Research and Development Service Expenditure Budget \$19.8 million

Type of Research (Source of Funds)	Amount in Millions
Biomedical Research and Development (VA)	\$3.2
Rehabilitation Research and Development (VA)	\$2.5
Health Services Research (VA)	\$2.9
Cooperative Studies & Clinical Science (VA)	\$3.1
QUERI & Data Merge (VA Medical Care)	\$2.1
CARES (Industry, NIH, State, Foundations)	\$4.5
Affiliated University (NIH, DoD, State, others)	\$1.0
Other Sources	\$0.5

# Special Events

## Chief Petty Officer Visit

Hines VAH hosted more than 100 Chief Petty Officers from the nearby

Great Lakes Naval Training Center. The Petty Officers came to visit Hines Veteran patients and thank them for their service. Hines patients were thrilled to meet their fellow men and women in uniform and this enthusiastic group of future Veterans made a very positive difference in the lives of hundreds of Veterans.



## Illinois Adaptive Activities Day

Hines hosted the Illinois Adaptive Activities Day on our hospital campus. The event featured the latest in adaptive equipment for disabled Veterans, including,

rowing, handcycling, scuba diving programs and much more. There were more than 25 vendor participants in this event, which was sponsored by the Illinois Department of Veterans Affairs and the Chicago Park District.



## Health Fair

Hines VAH employees and Veterans gathered for a health fair that featured prizes, giveaways, health screenings and much more. Veterans and employees had the opportunity to learn more about MOVE! Weight Management Program, My HealthVet, OEF/OIF Programs, Women's Health, Healthcare for Homeless Veterans, and a number of other resources available.



## Classic Car Show

Hundreds of community members, Veterans, employees and car show enthusiasts came together for the annual Hines Classic Car Show, which was sponsored by Thunder Road Productions.



# Patient Aligned Care Teams

Patient Aligned Care Teams (PACT) are a system of healthcare delivery that is meant to improve patient involvement in his or her healthcare, improve care coordination and transitions, improve access to care and increase patient satisfaction. All of this is done by a panel based team of providers who have an ongoing relationship with the patient, collaborate on healthcare decisions and take into consideration the patient's individual and cultural preferences for care.

Hines VAH is implementing PACT through a transition team which will lead the transformation to this new way of delivering care. Hines VAH received \$1.9 million in special purpose funding for this initiative. In 2010, Hines VAH sent 12 staff to the national Patient Centered Medical Home conference and has launched a sub-committee to aggressively implement this new model of care.

We are very excited about what this new delivery system will mean to our Veterans and look forward to implementing this fully in the coming months.



## The Department of Veterans Affairs National Objectives for Patient Centered Care

- Honor Veteran's expectations of safe, high quality and accessible care
- Enhance the quality of human interactions and therapeutics alliances
- Solicit and respect the Veteran's values, preferences and needs
- Systemize the coordination, continuity and integration of care
- Empower Veterans through information and education
- Incorporate the nutritional, cultural and nurturing aspects of food
- Provide for physical comfort and management of pain
- Ensure emotional and spiritual support
- Encourage involvement of family and friends
- Provide and architectural layout and design conducive to health and healing
- Introduce creative arts into the healing environment
- Support and sustain an engaged workforce as key to providing care



# Expanding

## Outreach to Our Veterans

A new outreach initiative, specifically aimed at educating eligible Veterans in the more rural areas about their benefits and encouraging them to sign up for VA healthcare, is underway at Hines VAH. Hines Director Sharon Helman kicked off the new initiative by traveling to Kankakee, Illinois in April to meet with a group of 100 Veterans and Veterans Service Organizations. The meeting was covered extensively by media in the Kankakee area and resulted in a number of Veterans signing up for VA healthcare. Raising the VA's profile in the rural areas will help encourage Veterans to sign up for VA services.



All Veterans, no matter what their income level is, should be encouraged to apply for VA healthcare. Hines has established a dedicated phone line (708-202-4486) to field calls from new patients and our eligibility staff is committed to looking for ways to apply VA eligibility criteria to allow us to register as many of these Veterans as possible for care.

To further this effort, Hines is planning to unroll a new transportation network between the main campus and the hospital's six Community Based Outpatient Clinics (CBOCs). Drivers, with handicapped accessible vans, will be stationed at each CBOC and will make a trip to and from Hines VAH each day. Hines will be proud to offer our Veterans the use of this transportation network by the end of the calendar year.

The staff in Hines CBOCs has taken a very active role in outreach to the Veterans in rural areas. The staff routinely participate in community events like Gun Show and a "Pause for Patriotism" parade on Armed Forces Day to reach out to Veterans.



Manteno CBOC staff at the Pause for Patriotism/Armed Forces Day event



# Access to Care

## Facility Improvements

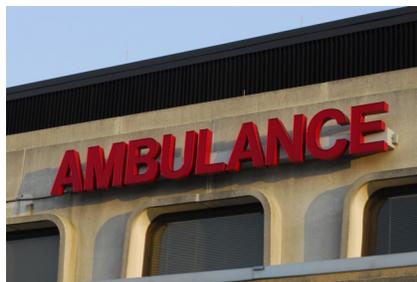
There are currently more than 170 ongoing construction projects on the Hines VAH campus, including renovation of the 12<sup>th</sup> floor to establish a new Dental Clinic, renovation of the 5<sup>th</sup> floor Bldg. 228 to establish modernized space for Prosthetics/Orthotics and redesign of two buildings on campus to accommodate returning Veterans in a brand new OEF/OIF Center and Compensation and Pension Exam Department. Plans call for these buildings to include a new Psychosocial Rehabilitation and Recovery Program (PRRC), a Veteran and Employee Wellness Center and a state-of-the-art Simulation Center. Hines VAH is also creating an inpatient hospice/palliative care unit with dedicated staff and private rooms. Several projects were recently completed, including the renovation of the Emergency Department, renovation of the 5<sup>th</sup> floor to establish state of the art surgical outpatient clinics, renovation of the 6<sup>th</sup> floor for a new dialysis unit and renovation of the 12<sup>th</sup> floor to establish a new Women's Health Center.



Renovated Outpatient Surgical Clinics



Waiting Area in Renovated Women's Health Center



# Hines VAH

## Committed to Serving

Since the hospital opened in 1921, Hines VAH employees have been proud to serve our nation's heroes. Today, approximately 4,000 individuals are employed on the Hines campus (including tenants, trainees, and others). The staff are committed to providing "the best care anywhere" to our Veterans.

### Appreciating Diversity



Black History Celebration

In support of diversity in the workplace, Hines VAH holds an annual Diversity Day picnic where all hospital employees gather to learn about special emphasis programs. This year's picnic provided employees with an opportunity to learn about various programs, enjoy live entertainment, and sample food from a number of different cultures.

Hines VAH has a chapter of Blacks in Government and has conducted and sponsored a Women's Equality Day and Women's Veterans Preventive Health Seminar. Hines VAH also sponsored a Hispanic Awareness Program, as well as events honoring Black History this year.



Diversity Day Picnic 2010

### CREW

In January 2008, Hines VAH launched a program known as CREW: Civility, Respect and Engagement in the Workplace. CREW facilitators work with hospital employees to address a number of workplace issues. Communication, conflict resolution, teambuilding, problem solving, building and maintaining respect, and employee morale/

support are the primary focus areas of the program. Since the program's inception in 2008, 450 employees have successfully completed CREW. Several additional hospital service lines are planning to begin CREW training soon. The 30% decline in EEO complaints is just one of the many signs of the success of the CREW program at Hines VAH.



CREW facilitators receiving awards during a Director's Staff meeting



---

***"I want you all to know that there are some very special people at the Hines VA Hospital who treat the heroes from our state who put their lives on the line for our country."***

***Illinois Governor Pat Quinn***

---

# Employees

## Those Who Served

### Employee Programs and Events

To provide continuing education and supplemental succession planning efforts, Hines VAH has established a very dynamic Leadership Development Program. This program provides didactic and experiential learning to interested employees, as well as opportunities to shadow senior management.

The Hines EEO Advisory Committee sponsors literacy and computer training, as well as mentorship to a multitude of employees. The EEO Advisory Committee also provides performance-based interview training, while the Human Resources Management Service provides monthly supervisory workshops. Hines VAH has also established a very active Toastmasters Program.

The Employee Wellness Committee sponsors daily fitness classes, monthly lunch and learns on wellness topics and a weekly farmers' market for patients and staff during the summer.

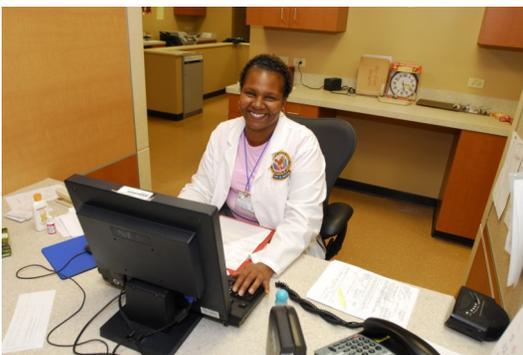


Hines VAH Farmers' Market

Hines VAH employees have the opportunity to recognize one another for their hard work, excellent customer service, and commitment to Veterans through the Employee of the Quarter program. Winners of this award are selected by a special awards committee and receive a cash award as well as recognition around the facility.

Employee Veteran Recognition Ceremonies are being held every other year to honor Hines staff that served their country and now serve fellow veterans. Over 200 employees were recognized at the this year's ceremony.

The Hines VAH Employer of Choice Committee is a multi-disciplinary group of employees that meets monthly to discuss and implement various initiatives to make Hines VA Hospital an Employer of Choice. Some of the committee's recent initiatives include: Employee Suggestion Program, Lunch with Leadership, Supervisor Fun Fair, Hines Spring Fling, All Employee Service Fair, Service Level Award Budgets,





**H I N E S   V A**  
serving with pride

Edward Hines, Jr. VA Hospital  
Public Affairs  
5000 South Fifth Avenue  
Hines, IL 60141  
(708) 202-5627  
<http://www.hines.va.gov/>