



Hines Happenings

Edward Hines Jr. VA Hospital (VAH)

5000 South 5th Avenue
Hines, Illinois 60141
708-202-8387 (VETS)
"Serving with Pride"

About Hines: Edward Hines, Jr. VA Hospital is 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 Include:

- 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
- 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
- Operation Enduring and Iraqi Freedom (OEF/OIF) Veteran Case Management

Authorized Beds: 471

Budget: In fiscal year 2011, the Hines VAH budget was approximately \$510 million.

Workload: In fiscal year 2011, more than 56,000 Veterans were treated at Hines. In addition, more than 631,000 patient visits occurred at Hines Hospital or at one of our Community Based Outpatient Clinics. We expect these numbers to increase in 2012.



For more information visit our website www.hines.va.gov

Department of Veterans Affairs Major Initiatives and the Role of Hines VAH:

Eliminate Veteran homelessness:

Healthcare for Homeless Veterans: Hines VAH is committed to assisting our Veterans who are experiencing homelessness. In concert with President Obama and Secretary Shinseki's Directive to end homelessness among Veterans in five years, Hines VAH provides outreach services, transitional and permanent housing options, as well as involvement with the new Veterans' Justice Initiative to all our eligible Veterans. Hines was selected as the site for a new Homeless Veterans/Transitional Living Center on campus. We expect this initiative will come to fruition in 2012 and provide much-needed assistance to our Veterans.

Design a Veteran-centric healthcare model and right-sized infrastructure to help Veterans navigate the healthcare delivery system and receive coordinated care:

Facility Improvements: Hines VAH opened its doors to America's Veterans in 1921. Although many of the buildings on our campus are vintage, modernizing our patient care areas is a top hospital priority. In early 2011, Hines opened a brand new Dental Clinic and cut the ribbon on a new Prosthetics and Orthotics Lab. There are currently more than 200 ongoing construction projects on the Hines campus; totaling \$130 million in projects. The Hospital is redesigning 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. Currently, a major project to completely renovate the front lobby and entrance to the hospital is ongoing.

On Campus Parking: Hines is proud to offer our patients free valet parking. The hospital recently completed construction on an additional 600 parking spots on our campus and we have implemented a golf cart shuttle service to the hospital from the farthest parking lots.

Enhance the Veteran experience and access to health care:

Access: In addition to the services available at the main campus, Hines proudly serves almost 25,000 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.

Telehealth Services: Hines VAH is a leader in the use of telehealth services, which allows us to service Veterans closer to their homes. Hines VAH provides telehealth services for Mental Health, Speech and Audiology, teleretinal, Nutrition counseling, MOVE!, medication management and Polytrauma services in the CBOCs. In 2011, there were more than 8,000 telehealth visits in our Community Veterans Clinics.

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Operation Enduring Freedom/Operation Iraqi Freedom (OEF/OIF) Veteran Care:

Hines VAH is committed to ensuring that Veterans returning from the conflicts in Iraq and Afghanistan are transitioned seamlessly from active duty into the VA system. Case managers are assigned to returning veterans and provide them with personalized assistance and support. Hines VAH outreaches to the veterans through National Guard and Army Reserve Welcome Homes, Yellow Ribbon and Department of Defense events. More than 9,000 OEF/OIF men and women veterans or active duty service personnel are currently registered for care at Hines VAH. Hines treated more than 6,000 OEF/OIF Veterans in fiscal year 2011.

Women's Health Program: Hines VAH provides top level coordinated high-quality comprehensive care to almost 2200 women veterans. Hines VAH opened a new Women's Health Center in our main bed tower building in June of 2010. The new Center more than doubles 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 Women's Health Center also features a special play area for children, a lactation room and private bathrooms adjoining each exam room.



Permanent Transportation Network: Hines VAH recently implemented a transportation network that offers van service for veterans between the main hospital campus and our six Community Based Outpatient Clinics. Drivers, with handicapped accessible vans, are now stationed at each of our CBOCs and make a trip to and from Hines VAH each day. The Hospital is actively working to develop a comprehensive Veteran Transportation System to meet the needs of even more veterans.

Ensure preparedness to meet emergent national needs:

Federal Coordinating Center: Hines VAH is designated as a Federal Coordinating Center (FCC) for national emergencies. In addition, within the Chicago Area VA/DoD Contingency Hospital System Plan, Hines VAH is designated as one of two Primary Receiving Centers for the Chicago area. Hines VAH serves as the lead Primary Receiving Center to coordinate the VA/DoD Contingency Hospital system response for the Chicago area. In concert with this role, Hines VAH was designated as the VISN 12 site for an emergency shelter. Hines is the proud home of the Patriot Mobile Medical Surge Unit, which will be used to triage patients in the event of a community disaster.

Perform research and development to enhance the long-term health and well-being of Veterans:

Research: Hines is proud to house one of the VA's premier Research Programs. Hines VAH researchers 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, C-Diff, ALS, Spinal Cord Injury treatment and much more.

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There are currently 162 investigators working on the approximately 563 ongoing research projects at the facility. \$19 million in Research programs contribute to the hospital's overall budget.

Health Care Efficiency: Improve the quality of health care while reducing cost:

Centers of Excellence: Hines VAH has been designated as a Center of Excellence by the Peripheral Neuropathy Association. Hines is only 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.

Fisher House: In March 2010, Hines VAH was proud to open the first Fisher House in the state of Illinois. Already, more than 1,000 families have stayed in our Fisher House,



which offers free on-campus lodging for patient families as they accompany their loved ones receiving medical treatment at Hines. Patient family members who reside more than 50 miles from the hospital or who have a more than two-hour commute, are eligible to stay in our beautiful Fisher House. The Hines Fisher House was officially dedicated in a ceremony on May

28, 2010. On Memorial Day 2010 President Barack Obama visited the Hines Fisher House where he met with families and Veterans staying in the House and offered his thanks to the Hines staff for the excellent care they provide to America's heroes.

Donations and Voluntary Service: Hines VAH is proud to accept donations that provide benefits and services to our Veterans. In 2011, the hospital received a total of \$1,327,640 in monetary and non-monetary donations (\$447,287 in monetary donations). Also in 2011, Hines had 1121 regularly scheduled volunteers (246 of whom were students ages 12-18 and 178 are volunteers at the Abraham Lincoln National Cemetery). These volunteers donated 168,224 hours of service to our nation's Veterans and provided many important functions throughout the hospital.

Hines VA Hospital Community Outpatient Clinics

Aurora CBOC – 3,094 patients

Clinic is approximately 30 miles from Hines VAH

161 South Lincolnway

North Aurora, IL 60542

Phone: (630) 859-2504

Monday – Friday 8:00 a.m. - 4:30 p.m.

For more information visit our website www.hines.va.gov

Elgin CBOC – 3,123 patients

Clinic is approximately 35 miles from Hines
450 W. Dundee
Elgin, IL 60123
Phone: (847) 742-5920
Monday – Friday 8:00 a.m. - 4:30 p.m.

Joliet CBOC – 4,329 patients

Clinic is approximately 36 miles from Hines
2000 Glenwood Ave
Joliet, IL 60435
Phone: (815) 744-0492
Monday – Friday 8:00 a.m. - 4:30 p.m.

In March 2012, the VA closed on a deal to purchase a new 60,000 square foot Veterans Clinic facility in Joliet, IL. In early 2013, renovations on this new space will be complete and Hines will be proud to offer Veterans specialty care closer to where they live.

LaSalle CBOC - 3,322 patients

Clinic is approximately 90 miles from Hines
Progress Village
4461 N Progress Village
Peru, IL 61354
Phone: (815) 223-9678
Monday – Friday 8:00 a.m. - 4:30 p.m.

Edward Hines Jr. VA Hospital opened a new 9,600 square foot Veterans Clinic location in LaSalle County in early October 2010. The new location offers Veterans new and expanded services in a modern environment with state of the art medical equipment. Some of the services offered in the new LaSalle Clinic location include:

- Physical Therapy
- Geriatrics
- Traumatic Brain Injury Services
- Audiology
- Expanded Mental Health Services
- Retinal Imaging
- MOVE! Program
- Diabetes Group
- My HealtheVet Learning Center
- Women's Health Care
- And more specialty services to come!

For more information visit our website www.hines.va.gov

Kankakee CBOC – 2,584 patients

Clinic is located approximately 62 miles from Hines

Kankakee CBOC

581 William Latham Drive

Bourbonnais, IL 60914-2435

Phone (815)932-3823

Fax (815)932-3827

Monday – Friday 8:00 a.m. - 4:30 p.m.

In November of 2011, Hines opened a new spacious modern Clinic in Bourbonnais.

Oak Lawn CBOC – 5,319 patients

Clinic is located approximately 15 miles from Hines

10201 S. Cicero Avenue

Oak Lawn, IL 60453

Phone: (708) 499-3675

Monday – Friday 8:00 a.m. - 4:30 p.m.

Hines VAH opened a new, spacious modern clinic in Oak Lawn in the spring of 2012.



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Updated 3/26/12

Hines Public Affairs 708-202-5627

For more information visit our website www.hines.va.gov