



Alaska VA Healthcare System
Office of the Director
1201 North Muldoon Road
Anchorage Alaska 99504
(907) 257-5460



LEADERSHIP:

Director: Susan Yeager

Associate Director: Greg Puckett

Chief of Staff: Dr. Cynthia Joe

Associate Director, Nursing and Patient Care: Linda Boyle, RN

Service Area: 586,400 Square Miles, Over Twice the Size Of Texas

Number of Employees: 542 VHA Employees and 51 VBA Employees

Facility: 2 story structure opened in May 2010 with a total area of approximately 191,000 sq. feet. 67,000 sq. feet comprises clinical/surgical/dental and laboratory space with the remainder of the space is administrative, educational, services, and utility spaces.

Operating Budget: FY14 \$206 million.

Source of Funds: Federal

Types of Service: Primary, Medical and Behavior Health Care, Homeless Domiciliary and Inpatient Healthcare with 673rd, MDG Joint Base Elmendorf Richardson

Accreditation: The Joint Commission for Ambulatory Care, Mental Health, and Home Care Services, College of American Pathologists (CAP) and Commission on Accreditation of Rehabilitation Facilities (CARF)

Specific: Primary Care Service, Mental Health Services, Surgical Services, Home Based Primary Care, Dental Service, Nursing Service, Rehabilitation Service, Homeless Program, Joint Venture Services, Fairbanks VA Medical Clinic (CBOC), Kenai Community Based Outpatient Clinic (CBOC), Matanuska-Susitna (MatSu) VA Medical Clinic (CBOC), Juneau Outreach Clinic, Pharmacy Service, Laboratory/Radiology Service, Clinical Informatics Service, Quality Management Service, Prosthetics and Sensory Aids Service (P&SAS), Integrated Care Service (ICS)

Mission: Honor America's Veterans by providing exceptional health care that improves their health and well-being.

Vision: VHA will continue to be the benchmark of excellence and value in health care and benefits by providing exemplary services that are both patient-centered and evidence-based. This care will be delivered by engaged, collaborative teams in an integrated environment that supports learning, discovery and continuous improvement. It will emphasize prevention and population health and contribute to the Nation's well-being through education, research and service in national emergencies.

Strategic Goals:

- Provide Veterans Personalized, Proactive, Patient-Driven Health Care
- Achieve Measureable Improvements in Health Outcomes
- Align Resources to Deliver Sustained Value to Veterans

ALASKA VA HEALTHCARE SYSTEM BACKGROUND

The Alaska VA Healthcare System (AVAHS) is a Joint Commission accredited, complexity level 3 facility serving Veterans throughout Alaska. The parent facility is located in Anchorage, Alaska and is adjacent to the 673d MDG, Joint Base Elmendorf Richardson which is one of ten VA/DoD Joint Venture Hospitals nationwide. Alaska VA Healthcare System also maintains a VA/DoD sharing agreement with Bassett Army Community Hospital, Fort Wainwright; and the U.S. Coast Guard, Juneau, AK.

Three VA Community Based Outpatient Clinics (CBOC) are located in Fairbanks (358 miles north of Anchorage), Kenai (158 miles south of Anchorage), and Wasilla (41 miles north of Anchorage). The Fairbanks VA CBOC is embedded in Bassett Army Community Hospital under a VA/DoD interagency sharing agreement. In addition, there are two VA Outreach Clinics. One is located in Homer and served by staff from the Kenai VA CBOC, and the second is located in Juneau (569 air miles from Anchorage). The Juneau VA Outreach Clinic operates with a sharing agreement with the U.S. Coast Guard both of which are located in the Juneau Federal Building.

The AVAHS provides administrative support to four Vet Centers and two National Cemeteries. Vet Centers are located in Anchorage, Kenai, Fairbanks, and Wasilla. The two National Cemeteries are located on Joint Base Elmendorf Richardson (adjacent to Anchorage) and in Sitka, Alaska.

Operation Enduring Freedom (OEF)/ Operation Induring Freedom (OIF) / Operation New Dawn (OND) Transition Patient Advocate and Program Manager provide point of contact for assistance in gaining transitional care for service members separating or being medically boarded from the military and needing assistance in gaining access to the VHA medical appointments.

The Health Care for Homeless Veterans (HCHV) program participated in a CARF Accreditation survey in March 2013, receiving a full, three-year accreditation for Service Coordination, Community Housing, Community Employment and Employee Development under CARF Employment and Community Services Standards. There are presently 210 HUD/VASH vouchers available for use by homeless Veterans in the state.

26 Sharing Agreements were awarded to Alaska Native Healthcare Organizations for VA to reimburse for direct services delivered to eligible Native and non-Native Veterans seen in Native Organizations throughout Alaska. We also collaborate with the South Central Foundation in the Anchorage/MatSu area and the Tanana Chiefs Conference in Fairbanks to make care available for waiting Veterans (Native and non-Native) via our existing Alaska Tribal Health Program sharing agreements.

The Alaska VHA provides Telehealth clinical care via three modalities: Home Telehealth (“HT”- in home program that promotes Veteran self management of chronic diseases), Store & Forward (“S&F”- trained staff take images and forward to specialists for reading), and Clinical Video Telehealth (“CVT”-real-time interaction between a patient and provider who are in different locations). There are two types of Clinical Video Telehealth – clinic to clinic (“CVTC”) and from the clinic into the patient’s home (“CVTH”). Currently there are thirteen Telehealth clinical programs available in Alaska, including Home Telehealth (which reaches Veterans in twenty-five towns), Teleretinal Imaging (screening exams for diabetic retinopathy), Teledermatology Imaging, Cardiology and Pacemaker monitoring, Diabetes and Liver Education, Weight Loss, Endocrine Care, Spinal Cord Injury, Traumatic Brain Injury, Smoking Cessation, Vascular Consultations, and Mental Health, which includes individual and group therapy, social work, dual diagnosis, and PTSD therapy.

The AVAHS is also the site of the Veterans Benefits Administration (VBA) Regional Office for the state. The VBA is remotely managed by the Salt Lake City, Utah Regional Office. The VBA Regional Office component serves the entire state and has worked very proactively to address the needs of Alaska’s Veterans.