Mission

“To care for him who shall have borne the battle, and for his widow and his orphan.”

-Abraham Lincoln

www.va.gov
In 2009, VA treated more than 5.7 million Veterans.

8,000,000+ Enrollees
600,000+ 85 years or older
490,000+ Women
Providing Care Coast to Coast

- 153 Hospitals
- 951 Outpatient Clinics*
- 134 Community Living Centers
- 50 Domiciliaries**
- 232 Vet Centers

*Includes Hospital-Based Clinics, Independent Outpatient Clinics, Mobile Outpatient Clinics and Community-Based Outpatient Clinics

** Residential Rehabilitation Treatment Programs
Employing the Nation

The Veterans Health Administration has more than 235,000 employees. It is the largest civilian employer in the federal government.

19,000+ Physicians
6,000+ Pharmacists
76,000+ Nurses
900+ Dentists

www.va.gov
VA Strategic Goal #1

- Improve the quality and accessibility of health care, benefits and memorial services while optimizing value.
Transforming Care

VHA Contribution to VA Transformation

New models of Care

Expand outreach and access for Veterans, including women and rural populations.

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

Eliminate Veteran homelessness

Improve quality and access for Mental Health Services

VA Transformation

www.va.gov
Design a Veteran-centric health care model and right-sized infrastructure to help Veterans navigate the health care delivery system and receive coordinated care.
Veteran-Centered Care

Keys to VHA Transformation

- Team Care
- Evidence Based
- Continuous Improvement
- Patient Centered Approaches

www.va.gov
Improving Outreach/Access

- **Readjustment Counseling for Women Veterans**
- **Transport for Immobilized & Rural Veterans**
- **Access to Care in Rural Areas**
- **Timely Access by Implementing Best Practices (Systems Re-Design)**
Preventing Suicide

- In just two years, the VA Suicide Prevention Hotline has helped more than 100,000 Veterans.
Preventing Suicide

- We recently expanded the Veterans Suicide Hotline. Now, up to 350 callers a day can access the hotline.

- The addition of Veterans Chat has expanded the reach of the Suicide Prevention program to Veterans who may prefer to communicate via the internet.

www.va.gov
Reaching Rural Veterans

Community Based Outpatient Clinics

Telehome Health

Telemedicine

Fee Basis
Improving Wait Times
Improving Access & Satisfaction

Both access and satisfaction improved

- Patients waiting 31-60 days (70,000 in 2006 to 20,000 in 2009)
- Patients waiting 61-90 days (30,000 in 2006 to 5,000 in 2009)
- As access has improved, patient satisfaction scores have also increased from 70% in 2003 to nearly 90% in 2008.
www.oefoif.va.gov
Welcome home and thank you for your service to our country! VA is ready to provide health care and more to our newest veterans returning from the armed services. Here are some of the benefits VA provides that you need to know about:

Health Care Eligibility for 5 years — Enroll for health care at any VA Medical Center or clinic for 5 years following your military separation date. When you enroll, you may start receiving your health care at the VA right away, or not - the choice is yours! Once you enroll, the VA will be available to help serve your health care needs for years to come - but you must enroll within 5 years from separation!

Dental Benefits — We provide dental examinations and benefits to veterans with service related dental conditions. You may be eligible for one-time dental care but you must apply for a dental exam within the first 180 days of your separation date. Visit the Office of Dentistry for more information.

OEF/OIF Programs — every VA Medical Center has a team ready to welcome OEF/OIF service members and help coordinate their care. Visit How Do I Get Help? for more information.
Call Center Statistics

- Made contact with 504,189 Veterans (74.6%)
- Spoke with 176,904 Veterans (24.5%)
- Phone calls to 700,000 Veterans
- Sent 40,651 information packages to Veterans
Yellow Ribbon Program YRRP

Post Deployment Health Reassessment
Demobilization Briefings
Individual Ready Reserve Musters
Transition Assistance Advocates

VA and National Guard Partnership and State Coalitions
HONORING ALL WHO SERVED

Questions