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<td>Columbia</td>
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<td>Montgomery</td>
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</tr>
<tr>
<td>Tuscaloosa</td>
<td>21-22</td>
</tr>
</tbody>
</table>
This year has been like no other for healthcare organizations in recent memory. We have faced a pandemic of incredible size, one that our nation still battles today - and will undoubtedly continue to be a part of the future for an unforeseeable amount of time. As a team, VISN 7 faced this historic pandemic head-on, successfully balancing the challenge of implementing innovative solutions to ensure America’s heroes continue to receive the best healthcare while fighting every step of the way to ensure our employees’ safety.

We have accomplished so much this year, and I am so very proud of the team here. While I only joined partway through this year, I have seen what the people of VISN 7 are capable of since day one.

You’ll read more about some of our many accomplishments on the following pages. Still, I believe our COVID-19 response has been our most significant effort and one that every team member was committed to seeing through with unwavering dedication displayed by healthcare heroes across the VA enterprise.

Each VISN 7 medical center has significantly expanded its telehealth capabilities and outreach to under-served populations to let every Veteran we are entrusted to serve know that their local VA continues to be there for them during this time. Three of our medical center’s took part in the fourth largest COVID-19 vaccine trial in the nation, an effort that will not only benefit Veterans but the greater community. These are just some of the things we’ve done in response to the pandemic.

In this report, you’ll also find information on each of our healthcare systems. They are all unique, with a vital mission of continuous improvement to exceed their unique Veteran population’s needs. We genuinely pride ourselves on striving to go beyond the expectations of the 1.2 million Veterans served by VISN 7 staff in the states of Alabama, Georgia, and South Carolina.

At VISN 7, we realize that we are only as strong as our community partnerships. I want to take a moment here to thank those who support our VISN and our Veterans daily. Our local, county, state, and national partners both in government and the private sector; and the friends, family, coworkers, and providers of our Veterans are vital to our efforts to serve Veterans. The VA’s mission is critical and vast, and without the support of everyone involved, we could not be successful in our efforts.

Finally, I want to thank the employees and volunteers of VISN 7 for what they do for our Veterans and the support they show to each other through these trying times. Your commitment inspires me. Be kind to each other and stay safe out there.

Sincerely,
Joe Battle
VISN 7 Interim Network Director
During the early stages of COVID-19, the Atlanta VA Health Care System partnered with one of the country’s major airlines to provide personal protective equipment for medical center employees. The partnership resulted in Delta Air Lines leveraging technology to manufacture and donate 5,000 face shields, which are critical for their front-line healthcare staff responding to the pandemic.

In addition, VA received its largest-ever single royalty payment—more than $1.3 million—as a result of Dr. Raymond Schinazi’s past work on a potential hepatitis B treatment at the Atlanta VAMC. The Atlanta VAMC Research Office will receive $1,188,750 to reinvest in research.

Three VISN 7 medical centers—Atlanta, Birmingham and Columbia—were selected as sites for the clinical trial of a single-dose investigational COVID-19 vaccine developed by the Janssen Pharmaceutical Companies of Johnson & Johnson.

This is the fourth large-scale COVID-19 vaccine trial in the U.S.

The Charlie Norwood VA Medical Center Mammography Program in Augusta, Georgia, became one of the few such programs in VA accredited by the American College of Radiology.

The Augusta VA was the first VA hospital to perform a surgery to implant the world’s smallest pacemaker in Georgia. Unlike traditional pacemakers, the device does not require cardiac wires or a surgical “pocket” under the skin to deliver a pacing therapy.

The Department of Veterans Affairs recognized the Columbia VA Health Care System (HCS) for three national VA awards—the VA Patient Experience Award for Cultural Innovation; the Excellence Award in Social Work Leadership; and the 2020 Excellence Award for Voluntary Services.

The Institute for Healthcare Improvement (IHI) recognized Birmingham VA Health Care System, Home-based Primary Care Clinic and the Silver Service Clinics as an Age-Friendly Health System Committed to Care Excellence. BVAHCS is the first VA in the nation to receive this highest level of honor in three separate areas in leading the way in making sure that every day, every older adult receives age-friendly health care.
In 2020, 64 VA medical centers were designated as a Leader, and 34 were designated as a Top Performer, in LGBT Healthcare Equality by the Human Rights Campaign Foundation.

Several VISN 7 facilities made the list. Birmingham, CAVHCS and Tuscaloosa achieved the Leader designation.

Dublin achieved the Top Performer designation.
The VA Southeast Network, Veterans Integrated Service Network (VISN) 7, provides world-class health care to Veterans in Alabama, Georgia and South Carolina, across eight medical centers and 50 Community Based Outpatient Clinics.

Headquartered in Duluth, Georgia, VISN 7 provides oversight of eight Joint Commission-accredited VA medical centers located in Atlanta, Augusta, Dublin, Birmingham, Central Alabama, Tuscaloosa, Charleston and Columbia.

**Fast Facts**

- $4.5 billion annual operating budget
- 1.2 million Veterans served
- Fourth largest health care network in the VHA
- A service area that spans 124,534 square miles
- 22,000+ employees across the network
- Over 7.6 million outpatient visits per year
- 33,078 hospital admissions

**Veterans by age**

- 1. Persian Gulf war - 42%
- 2. Vietnam era - 33.8%
- 3. Post-Vietnam era - 14%
- 4. Korean War - 3.2%
- 5. Post-Korean War - 2.4%
- 6. Non-Veteran - 1.6%
- 7. Other - 1.4%
- 8. World War II - 1.08%
- 9. Active Duty - 0.2%
- 10. Pre-Korean - 0.09%

**Operating Beds**

<table>
<thead>
<tr>
<th>Bed Type</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Beds</td>
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<tr>
<td>Nursing Home</td>
<td>802</td>
</tr>
<tr>
<td>Domiciliary</td>
<td>467</td>
</tr>
<tr>
<td>Internal Med</td>
<td>438</td>
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<tr>
<td>Psychiatry</td>
<td>192</td>
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<tr>
<td>Surgery</td>
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<tr>
<td>Spinal Cord</td>
<td>71</td>
</tr>
<tr>
<td>CWT/TR</td>
<td>47</td>
</tr>
<tr>
<td>Blind</td>
<td>35</td>
</tr>
<tr>
<td>Rehab Med</td>
<td>20</td>
</tr>
<tr>
<td>Neurology</td>
<td>7</td>
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</table>
2020 Strategic Outlook

The VISN 7 Strategic Plan is focused on four primary pillars and guides the VA Southeast Network in long range planning and organizational transformation. Key elements of the plan include achieving national recognition for excellence in healthcare quality and customer service; providing greater choices for care across the VA system at facilities and through community care, virtual care, and collaborative opportunities; providing increased care to diverse Veterans including those who are under-served and in urban and rural settings; transforming VISN 7 into a High Reliability Organization (HRO); and building a culture of shared ownership, accountability, and collaboration.

Make VHA the provider and care coordinator of choice for Veterans
1.1: Increase national recognition of VHA as a high-quality health care service.
1.2: Provide greater choices for care across the VA system at facilities and through community care, virtual care, and collaborative opportunities.
1.3: Provide increased care to diverse Veterans including those who are under-served and in urban and rural settings.
1.4: Increase access to, and use of, a broad spectrum of services that support and encourage lifelong health and wellness.

Deliver comprehensive and integrated whole health care
2.1: Integrate caregivers, families, and other support systems as key members of a Veteran's care team.
2.2: Improve coordination, communication and transparency across VHA Clinical Service Lines and Program Offices.
2.3: Enhancing continuity of care by strengthening and building relationships with internal and external partners.

Innovate as a learning and teaching organization
3.1: Transform VHA into a High Reliability Organization (HRO), building a culture of shared ownership, accountability and collaboration.
3.2: Increase communications that promote the use of learning tools and understanding of available resources to Veterans, employees, and stakeholders.

Increase the efficient use of resources across the enterprise
4.1: Modernize and enhance business and health information systems.
4.2 Optimize the efficient use of physical resources and infrastructure development efforts.
4.3: Provide a comprehensive and robust Human Resources structure that supports employee engagement and develops candidates from recruitment to retirement.
Atlanta VA Health Care System

The Atlanta VA Health Care System (VAHCS), located at 1670 Clairmont Road in Decatur, Georgia, is part of the VA Southeast Network, VISN 7. The Atlanta VAHCS is the largest tertiary facility in VISN 7, with 20 sites of care, and provides highly specialized care for Veterans, including open heart surgery and cancer therapies.

The tertiary medical facility is a Level 1A facility with 465 authorized inpatient beds: 273 medical/surgical beds, 120 community living center (CLC) beds, 61 bed domiciliary and 11 psychosocial residential rehabilitation treatment program beds. Comprehensive health care services are provided through emergency medicine, primary care, tertiary care, and long-term care in the areas of medicine, surgery, mental health, physical medicine and rehabilitation, neurology, oncology, dentistry, geriatrics, and extended care. The Atlanta VAHCS CLC at the Trinka Davis Veterans Village in Carrollton, Georgia, serve Veterans with extended care rehabilitation, psycho-geriatric, and general long term care services. Mental health (MH) services are provided at the Main Hospital, Fort Macpherson, Henderson Mill, South Fulton, and South Cobb locations. In addition, MH services are provided in all locations where the Atlanta VAHCS provides primary care services.

The Atlanta VAHCS has established a program to perform transcatheter aortic heart valve replacement and is the only VA in the VISN to offer this service.

Fast Facts

- $974 million annual operating budget
- 126,259 Veterans served
- 120,000 square miles service area
- 5,000+ employees across the network
- 522 volunteers helping our Veterans
- Over 1.48 million outpatient visits per year
- 6,694 hospital admissions

Veterans by era

1. Persian Gulf war - 45.06%
2. Vietnam era - 31.79%
3. Post-Vietnam era - 15.69%
4. Korean War - 2.42%
5. Post-Korean War - 1.98%
6. Non-Veteran - 1.43%
7. Other - 0.87%
8. World War II - 0.69%
9. Pre-Korean War - 0.06%
10. Active Duty - 0.02%

Veterans by age

- <25: 0.72%
- 25-34: 8.33%
- 35-44: 11.48%
- 45-54: 16.28%
- 55-64: 22.17%
- 65-74: 25.98%
- 75-84: 11.06%
- 85+: 3.97%

Veterans by gender

- 20,174 female - 15.98%
- 106,084 male - 84.02%

Operating Beds

- Total Beds: 337
- Nursing Home: 49
- Domiciliary: 61
- Medical Beds: 176
- Psychiatry: 40
- CWT/TR: 11
Unique to Atlanta

Atlanta VAHCS has one the most productive telehealth programs in the nation. We completed approximately 100,000 appointments FY20. Our efforts to expand telehealth have resulted in an increase in VA Video Connect (VVC) visits from 950 in February to almost 20,000 in July. The Atlanta VAHCS has established a program to perform transcatheter aortic heart valve replacement and is the only VA in the VISN to offer this service.

The Atlanta VAHCS Research program ranks among the top 20 in the nation and is playing an active role in responding to COVID by:

- Enrolling patients in 12 therapeutic or surveillance clinical trials, including studies examining monoclonal antibodies and convalescent serum
- Evaluating an additional 12 trials including a Janssen vaccine trial
- Establishing a “COVID Rapid Response Team” to accelerate the start-up of new COVID studies

Accreditations

- **The Joint Commission**
  - Hospital Program
  - Behavioral Health and Human Services
  - Home Care Program
  - Opioid Agonist Treatment Therapy Clinic
- **Commission on the Accreditation of Rehabilitation Facilities**
  - Behavioral Health: Case Management - Service Coordination
  - Behavioral Health: Residential Treatment
  - Behavioral Health: Community Integration
  - Employment and Community Services
  - Vision Rehabilitation Services
- American College of Surgeons Commission on Cancer Accreditation
- College of American Pathologists
- American Association of Blood Banking
- American College of Radiology on Radiation Oncology Practice Accreditation
- Association for Assessment and Accreditation of Laboratory Animal Care (AAALAC International)
- Accreditation Council for Graduate Medical Education
- Residency Accreditation Committee of the Commission on Collegiate Nursing Education
Charlie Norwood VA Medical Center

Charlie Norwood VA Medical Center, located in Augusta, Georgia, is a made up of two divisions in Augusta, Georgia, and three outpatient clinics in Athens and Statesboro, Georgia, and Aiken, South Carolina.

Charlie Norwood VA employs about 2,500 people and welcomes about 46,000 Veterans each year with a budget of nearly $600 million.

As a level-1a health care system, Charlie Norwood VA is considered a high-complexity hospital system, offering a wide array of Primary Care, Mental Health, and Specialty Care services.

In addition, its Uptown Division in Augusta is home to a 132-bed Community Living Center/nursing home care unit. Charlie Norwood VA also enjoys training affiliations with Augusta University, the University of Georgia, and 43 other academic institutions, providing medical and allied health training to an average of more than 700 students and residents each year.

Fast Facts

- $580 million annual operating budget
- 46,000 Veterans enrolled
- 2,500 employees across 5 sites of care
- Over 590,000 outpatient visits per year
- 4,415 hospital admissions

Veterans by era

- 1. Persian Gulf war - 52%
- 2. Vietnam era - 29.3%
- 3. Post-Vietnam - 12%
- 4. Korean War - 2.6%
- 5. Post-Korean War - 2.3%
- 6. Non-Veteran - 1.6%
- 7. Other - 0.8%
- 8. World War II - 0.9%
- 9. Active Duty - 0%
- 10. Pre-Korean War - 0.0%

Veterans by age

- 25-34: 12.0%
- 35-44: 13.1%
- 45-54: 15.5%
- 55-64: 19.7%
- 65-74: 24.5%
- 75-84: 12.0%
- 85+: 5.1%

Operating Beds

- Total Beds: 430
- Nursing Home: 132
- Domiciliary: 60
- Internal Med: 58
- Psychiatry: 57
- Surgery: 27
- Spinal Cord: 71
- Blind: 15
- Rehab Med: 10

Veterans by gender

- Female: 14.2%
- Male: 85.8%
Charlie Norwood VA Medical Center partners with nearby Dwight D. Eisenhower U.S. Army Medical Center on Fort Gordon through a Joint Venture for Shared Services. The partnership ensures a cost-effective sharing of resources and a wider array of services to Veterans in the Augusta, Georgia, metropolitan area. Charlie Norwood VA Medical Center enjoys a high Veteran Trust Score with 86.6% of Veterans who recently received Primary Care stating “I trust Charlie Norwood VAMC for my health care needs” in official VA surveys.

Charlie Norwood VA Medical Center's recent efforts to improve access to care include opening a Primary Care Same-Day Clinic and launching a 35-person call center.

In the latter half of FY20, average wait times for new Veteran patients decreased from 33 to 17 days for Primary Care and 29 to 26 days for Specialty Care.

Wait times for all clinics are available at https://www.acessstocare.va.gov/PWT/SearchWaitTimes.

### Workforce

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<th>Category</th>
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<tbody>
<tr>
<td>Total Employees</td>
<td>2,522</td>
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<td>Veterans Employed</td>
<td>36%</td>
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<td>New Hires FY19</td>
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<td>Nurses</td>
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<td>Physicians</td>
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<td>MH Providers</td>
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<td>Volunteers</td>
<td>245</td>
</tr>
<tr>
<td>Veteran Volunteers</td>
<td>60%</td>
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</table>

### Unique to Augusta

Charlie Norwood VA Medical Center's recent efforts to improve access to care include opening a Primary Care Same-Day Clinic and launching a 35-person call center.

In the latter half of FY20, average wait times for new Veteran patients decreased from 33 to 17 days for Primary Care and 29 to 26 days for Specialty Care.

Wait times for all clinics are available at https://www.acessstocare.va.gov/PWT/SearchWaitTimes.

### Accreditations

**The Joint Commission**
- Hospital Accreditation
- Behavioral Health Accreditation
- Home Care and Lab Accreditation

**The Commission on Accreditation of Rehabilitation Services**
- Medical Rehab
- Amputee
- Spinal Cord Injury
- Blind Rehab Services
- Community Employment Services/Employee Development Services
- Domiciliary Residential Rehab
- Domiciliary Residential Rehab and Treatment Program
- Mental Health
- Health Care for Homeless Veterans Program
Birmingham VA Health Care System

The Birmingham Veterans Affairs Health Care System (BVAHCS), opened in 1953, consists of one facility located in the historic Southside district of Birmingham, Alabama, serving over 68,000 Veterans in 24 counties and nine Community Based Outpatient Clinics (CBOCs) in the following locations: Anniston/Oxford, Bessemer, Birmingham, Childersburg, Gadsden, Guntersville, Huntsville, Jasper, and Shoals/Florence.

BVAHCS operates a 141-bed tertiary care teaching medical center and is dedicated to providing the highest quality of patient care to Veterans in Alabama. The medical center provides comprehensive primary and tertiary health care in the areas of medicine, surgery, psychiatry, physical medicine and rehabilitation, neurology, oncology, dentistry, geriatrics, blind rehabilitation and is a recognized leader in palliative care and multiple sclerosis.

BVAHCS also strives for excellence with its community-based outreach and counseling centers. The centers provide high quality, efficient, compassionate, and ethical outreach and counseling to all Veterans who have served in combat zones.

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**Fast Facts**

$655 million annual operating budget

68,062 Veterans served

A service area that spans 24,534 square miles

3,036 employees

165 volunteers helping our Veterans

Over 827,000 outpatient visits per year

4,144 hospital admissions

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**Veterans by era**

1. Persian Gulf war - 38%
2. Vietnam era - 37%
3. Post-Vietnam - 13.4%
4. Korean War - 3.8%
5. Post-Korean War - 2.3%
6. Non-Veteran - 1.4%
7. Other - 3%
8. World War II - 1.24%
9. Active Duty - 0.04%
10. Pre-Korean War - 0.7%

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**Veterans by age**

- <25: 0.65%
- 25-34: 6.9%
- 35-44: 9.8%
- 45-54: 14.29%
- 55-64: 21.84%
- 65-74: 30%
- 75-84: 11.2%
- 85+: 5.4%

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**Operating Beds**

Total Beds: 141

- Internal Med: 83
- Surgery: 22
- Transitional Residence: 12
- Blind Rehabilitation: 20
- Neurology: 5

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**Veterans by gender**

- 9,079 female - 14%
- 58,983 male - 86%
Unique to Birmingham

One of seven medical centers around the country that performs kidney transplants.

Southeastern Blind Rehab Center - one of 13 medical centers around the country.

Recognition for 54 doctors listed in the Best Doctors in America® 2019 publication.

Achieved Top-Performer status for attaining a score of 100 in the Healthcare Equality Index (HEI) 2020, administered by the Human Rights Campaign (HRC).

The Birmingham VA was the recipient of the Practice Greenhealth’s Partner for Change Award for the fourth consecutive year in April 2020.

Workforce

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<td>Employees</td>
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<td>Veterans Employed</td>
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<td>New Hires FY20</td>
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<tr>
<td>Nurses</td>
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<td>Physicians</td>
<td>319</td>
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<tr>
<td>Mental Health Providers</td>
<td>153.5</td>
</tr>
<tr>
<td>Volunteers</td>
<td>165</td>
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</table>

Accreditations

2019
Achieved full accreditation status from the Joint Commission in the following programs:
* Hospital
* Home Care
* Behavioral Health Care

2018
Cancer Program achieved full accreditation from the Commission on Cancer.
Employment and Community Services and Mental Health Intensive Case Management (MHICM) programs achieved three-year accreditation from the Commission on Accreditation of Rehabilitation.

2017
BVAHCS Southeastern Blind Rehabilitation Center and achieved three-year accreditation from the Commission on Accreditation of Rehabilitation.

Wait times for all clinics are available at https://www.accesstocare.va.gov/PWT/SearchWaitTimes.

The Birmingham VA Health Care System has two large clinics in Birmingham and Huntsville. These clinics provide multiple services in areas with the fastest growing Veteran populations. In addition, we have seven other Community Based Outpatient Clinics that provide Primary Care and Mental Health Services. Mental Health and Primary Care have same day access to ensure urgent needs are taken care of. For routine care, Veterans can call directly to schedule appointments in-clinic or from the safety of their homes, when clinically appropriate, using VA Video Connect (VVC).
Ralph H. Johnson VA Medical Center

The Ralph H. Johnson VA Medical Center, opened in 1966, is a tertiary care facility located in Charleston, SC, serving more than 72,000 Veterans in 21 counties, encompassing more than 15,000 square miles. Charleston VAMC is a 152 authorized bed tertiary care teaching hospital with 20 operating nursing home care beds, and is dedicated to providing the highest quality of patient care and services to Veterans along the South Carolina and Georgia coasts. The full range of inpatient and outpatient care is provided including Medical and Surgical Intensive Care, and Medical/Surgical.

The Ralph H. Johnson VA Medical Center provides comprehensive health care through primary care, tertiary care, and long-term care in areas of medicine, surgery, psychiatry, physical medicine and rehabilitation, neurology, women's health and dentistry. Specialty services include Cardiothoracic Surgery, Neurosurgery, Orthopedics, Mental Health programs for PTSD, Substance Use Disorders, Military Sexual Trauma, Cardiology, Oncology, Nephrology, Pulmonary and Geriatrics. The VAMC includes five Community Based Outpatient Clinics (CBOC) located in Beaufort, Goose Creek and Myrtle Beach, South Carolina, and Savannah and Hinesville, Georgia, as well as an annex in North Charleston. The Ralph H. Johnson VA Medical Center also supports three Vet Centers located in Charleston and Myrtle Beach, South Carolina, and Savannah, Georgia.

FY20 Fast Facts

$652 million annual operating budget
1.2 million encounters annually
Major teaching hospital
3,000+ employees across the network and 26 active Veteran Service Organizations helping our Veterans
965,707 outpatient visits per year
5,340 hospital admissions
$26 million research budget funding; 100 Research Investigators working on more than 300 studies

Veterans by gender

11,143 female
64,252 male

Veterans by era

1. Persian Gulf War - 36,640
2. Vietnam era - 23,086
3. Post-Vietnam era - 9,705
4. Korean War - 1,737
5. Post-Korean War - 1,689
6. Non-Veteran - 1,244
7. Other - 654
8. World War II - 514
9. Active Duty - 70
10. Pre-Korean War - 50

Veterans by age

Operating Beds
Over the course of FY20, Charleston VAMC completed more than 99 percent of all appointments within 30 days of the patient’s preferred date.

Charleston VAMC utilizes proactive management of resources and daily tracking of data, to ensure maximum utilization of appointments.

Community partnerships and utilization of non-VA care is also part of Charleston VAMC’s strategy to provide access to care.

Wait times for all clinics are available at https://www.acessstocare.va.gov/PWT/SearchWaitTimes.

The Ralph H. Johnson VA Medical Center is currently completing construction on two new large CBOCs to serve the growing population of Veterans in the catchment area. Both clinics were approved through the VA Choice Act of 2014 and are scheduled to open to patients in spring/summer 2021.

The N. Charleston VA Outpatient Health Annex will total 75,000 net usable square feet and focus mainly on primary care, with a special women’s health area, and dental services with select specialty care.

The Myrtle Beach VA Outpatient Clinic will total 84,000 net usable square feet and offer primary care, with a special women’s health area, and mental health, with a variety of specialty care services.

<table>
<thead>
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<th>Workforce</th>
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<td><strong>Total</strong></td>
<td>3,082</td>
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<tr>
<td>Veterans Employed</td>
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<td>New Hires FY20</td>
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<td>Nurses</td>
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<td>Physicians</td>
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<td>Mental Health Providers</td>
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<td>Volunteers</td>
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<thead>
<tr>
<th>Accreditations and Recognition</th>
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<tr>
<td>Commission on Accreditation of Rehabilitation Facilities (CARF)</td>
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<td>Long Term Care Institute (LTCI)</td>
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<td>Commission on Cancer of the American College of Surgeons</td>
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<td>College of American Pathology (Lab Services)</td>
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<td>Commission on Collegiate Nursing Education (Post Baccalaureate Nurse Residency Program)</td>
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<tr>
<td>2020 VHA Community Partnership Award</td>
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<td>2020 National HeRO Award for 3D Printing</td>
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<tr>
<td>2020 American Diabetes Association Education Recognition Award</td>
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<tr>
<td>2020 Practice Greenhealth awards (environmental sustainability in healthcare)</td>
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</tbody>
</table>
Columbia VA Health Care System

The Columbia VA Health Care System opened in 1932 at its current location and has since expanded to include seven community-based outpatient clinics located throughout South Carolina. The seven CBOCs are located in Anderson, Florence, Greenville, Orangeburg, Rock Hill, Spartanburg and Sumter counties, which serve 36 of the state’s 46 counties.

The Columbia VA proudly serves more than 83,000 enrolled veterans with 263,000 veterans within its catchment area. In FY19, the Columbia VA provided more than 1.13 million outpatient visits with an upward trend. The medical center is a level 1C teaching hospital delivering a full range of patient care services utilizing state-of-the-art technology, education, and research.

Comprehensive health care is provided through primary care, tertiary care and long-term care in areas of medicine, surgery, psychiatry, physical medicine and rehabilitation, cardiology, neurology, oncology, dentistry, geriatrics and extended care.

### Fast Facts
- $715 million annual operating budget
- 84,000 Veterans served
- 21,843.57 square miles of service area
- 3,000+ employees
- 247 Volunteers
- More than 1.1 million outpatient visits per year
- 3,575 hospital admissions

### Veterans by era

- 1. Persian Gulf War - 8,797
- 2. Vietnam Era - 8,335
- 3. Post-Vietnam Era - 3,793
- 4. Korean War - 684
- 5. Post-Korean War - 501
- 6. Non-Veteran - 18
- 7. Other - 143
- 8. World War II - 162
- 9. Active Duty - 5
- 10. Pre-Korean War - 16

### Veterans by age

- <25: 0.7%
- 25-34: 7.2%
- 35-44: 10.2%
- 45-54: 14%
- 55-64: 20%
- 65-74: 29.3%
- 75-84: 13%
- 85+: 5.6%

### Veterans by gender

- Male - 87%
- Female - 13%

### Operating Beds

- Total Beds: 204
  - Nursing Home: 94
  - Internal Med: 69
  - Psychiatry: 20
  - Surgery: 23
The Columbia VA is honored to have been recognized by our Veterans with a 92 percent patient satisfaction score for providing them with the greatest quality health care and assistance. The Columbia VA is the only VA with 22 Red Coat Ambassador positions whose sole purpose is to provide compassionate assistance to Veterans with way finding and furnish accurate information. Our program is currently being used by the National Patient Experience Office as a best practice framework to roll out to other VA medical centers. As the second fastest growing state in the nation, in terms of number of projected Veterans, South Carolina continues to experience significant increases to its veteran population, specifically female Veterans. We are proud to be among the top 15 percent of VA's fastest growing Women Veterans Health programs in the country. With more than $160 million in ongoing construction projects, the Columbia VA will provide Veterans with the newest, state-of-the-art medical technology, and will increase Veterans' access to quality health care. The medical center laboratory has conducts tests (e.g. polymerase chain reaction (PCR), HCV Genotype, CT/NG, HPV, etc.) including COVID-19 Roche testing, for all VA medical facilities across VISN 7. The facility and the University of South Carolina School of Medicine recently opened a new Simulation Center that will be used for current and future professionals. The Columbia VA is also involved in several cutting-edge technological advances and research-based initiatives including robotic surgery and various COVID-19 clinical trials. The facility recently began performing robotic surgeries for thoracic cases with great success and has many new upcoming clinical initiatives to provide Veterans with greater choices when it comes to choosing their care.

At the Columbia VA HCS, our most important mission is to provide high-quality health care that Veterans have earned and deserve—when and where they need it. Today, Veterans have unprecedented access to VA care at the Columbia VA. We have been focused on seeing our Veterans faster than ever. In fact, wait times for most services and clinics at the Columbia VA are shorter than, or similar to, wait times in the private-sector. The facility has been growing in proportion to the veteran population and expects the demand for outpatient services to increase. The Columbia VA has numerous modernization projects underway, including four replacement CBOCs, along with various new patient care buildings across the main campus, which will enhance the care provided to Veterans across the state. Although the COVID-19 pandemic offered unique challenges for access, the Columbia VA has met the challenges by expanding use of video connect and telephone visits, and increased face-to-face opportunities while maintaining patient safety.

## Workforce

<table>
<thead>
<tr>
<th>Category</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>3,655</td>
</tr>
<tr>
<td>Employees</td>
<td>3,408</td>
</tr>
<tr>
<td>Veterans Employed</td>
<td>29%</td>
</tr>
<tr>
<td>New Hires FY19</td>
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<tr>
<td>Nurses</td>
<td>634</td>
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<tr>
<td>Physicians</td>
<td>203</td>
</tr>
<tr>
<td>Mental Health Providers</td>
<td>149</td>
</tr>
<tr>
<td>Volunteers</td>
<td>247</td>
</tr>
</tbody>
</table>

## Accreditations

- The American College of Surgeons
- The Commission on Accreditation for Rehabilitation Facilities in the Health Care for Homeless Veteran Program
- The Psychosocial Rehabilitation and Recovery Care
- The Outpatient Interdisciplinary Pain Program
- The Mental Health Intensive Case Management program
- The Commission on Laboratory Accreditation of the College of American Pathologists
Carl Vinson VA Medical Center

The Carl Vinson VA Medical Center (CVVAMC), located in Dublin, Georgia, manages six community-based outpatient clinics (CBOCs) located in Albany, Brunswick, Macon, Milledgeville, Perry, Robins AFB and Tifton, Georgia. In addition to the services expected in a modern medical center, such as primary care, diagnostic, pharmacy, mental health, and acute care, the medical center offers specialty clinics, such as audiology, podiatry, optometry, and other programs that include Home-Based Primary Care (HBPC), HUD-VASH vouchers to address Veteran homelessness, social work, pulmonary, physical therapy, cardiology, urology and palliative care.

The CVVAMC is dedicated to the principles of patient centered care (PCC) that promote a congenial environment for caring for America’s heroes to ensure the best healthcare outcomes. The PCC philosophy includes honoring Veterans’ and their families’ needs, including dietary, environmental, and spiritual. Music, activities, pet therapy, and home-like decor contribute to the aesthetics that have been shown to promote better outcomes for patients and their families.

### Fast Facts

- $372 million annual operating budget
- 38,000 Veterans served
- A service area that spans 24,534 square miles
- 1,800+ employees helping our Veterans
- Over 400,000 outpatient visits per year
- 332 hospital admissions

### Veterans by gender

- 33,617 male - 86.4%
- 5,286 female - 13.5%

### Veterans by age

- 0.7% <25
- 6.6% 25-34
- 10% 35-44
- 14.7% 45-54
- 23.3% 55-64
- 28.2% 65-74
- 11.5% 75-84
- 4.7% 85+

### Veterans by era

- 1. Persian Gulf war - 41.8%
- 2. Vietnam era - 34.2%
- 3. Post-Vietnam era - 15.6%
- 4. Korean War - 2.5%
- 5. Post-Korean War - 2.1%
- 6. Non-Veteran - 2.4%
- 7. Other - 0.2%
- Not shown: Pre-Korean, Active Duty and Merchant Marine

### Operating Beds

- Total Beds 343
- Medical/Surgical 34
- Domiciliary 145
- CLC 164
As the CVVAMC works to transition the entire facility to the PCC model, the newest community-living center (CLC), Building 8A, stands as an exemplar for what 21st century medical care will look like for Veterans, with wood-laminate floors, fireplaces, kitchen facilities, preference of individual or shared rooms, and elimination of visiting hours. 

An integral part of the Dublin-Laurens community, medical center staff participate in community events including parades and St. Patrick’s Day festivities, and the CVVAMC maintains affiliations with a number of colleges and universities.

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**Accreditations**

**The Joint Commission**

**Long Term Care**
Community Living Center

**Commission on Accreditation of Rehabilitation Facilities**
Mental Health Accreditation
Central Alabama Veterans Health Care System

West (Montgomery) campus provides Acute Care and Specialty Medicine, Surgery, Intensive Care Unit, Outpatient Psychiatry and Home-Based Primary Care. East (Tuskegee) Campus operates a 100-bed Community Living Center, which includes a 10-bed Palliative Care Unit and a 10-bed Acute Care Comprehensive Integrated Inpatient Rehabilitation Program and 30-bed High Intensity Psychiatric Inpatient Unit. East Campus provides a Mental Health Residential Treatment Program, consisting of a 43-bed Domiciliary Residential Rehabilitation Therapy Program, a 30-bed Psychosocial Residential Rehabilitation Treatment Program and 12 beds in the community Compensated Work Therapy transitional residents.

Montgomery VA Clinic (MVAC) is an annex to the West Campus providing services to our Veterans. All CBOCs offer Primary Care and Mental Health Services. Columbus, one of the six major Veteran population areas served by CAVHCS, represents the largest growth segment within the catchment area. On Ft. Rucker Army Post in Lyster Army Health Clinic, VA Wiregrass Clinic is a VA/DoD collaboration.

Operating beds

| Total Beds | 316 |
| NURSING HOME | 160 |
| DOMICILIARY | 73 |
| HOSPITAL | 71 |
| CWT/TR | 12 |

Veterans by era

1. Persian Gulf war - 54%
2. Vietnam era - 27%
3. Post-Vietnam era - 12%
4. Korean War - 3%
5. Post-Korean War - 2%
6. Non-Veteran - 0%
7. Other - 0%
8. World War II - 1%
9. Active Duty - 1%
10. Pre-Korean War - 1%

Veterans by gender

40,881 male - 83%
18,130 female - 17%

Fast Facts

$426 million annual operating budget
134,000 Veterans served
A service area that spans 24,534 square miles
Over 433,000 outpatient visits per year
1,316 hospital admissions
CAVHCS is working to reduce barriers to getting our Veterans’ care because we know that people have better health outcomes and live healthier lives when health care is more accessible.

For this reason, we are building a new Columbus CBOC will be a 55,000 sq. ft. clinic that will replace the current clinic located at 13th Street. The clinic will be located at the corner of River Road and Mobley Road at 6900 River Road, Columbus, Ga. Construction started on June 17, 2020 and currently, nearly all of the site has been cleared. The state-of-the-art, $50 million project is expected to be completed in late 2022.
Tuscaloosa VA Medical Center

The Tuscaloosa VA Medical Center is a Level-3 Tertiary Care facility located on 125 acres in west Alabama. We offer Primary Care, Long-Term Care, Mental Health Care and select Specialty Care Services. We are located a few miles from the University of Alabama and are a proud partner within the Tuscaloosa Community as one of the largest employers in the area.

We serve as a referral facility within VISN 7 for Acute Mental Health and Residential Rehabilitation and Treatment. Our Long-Term care facilities include four, 10-bed homes designed after the Greenhouse Model, that is an open floor plan concept that provides the most home-like atmosphere for our residents.

We also have a Community-Based Outpatient Care (CBOC), facility located in Selma, Alabama, that provides both Primary Care and Home-Based Primary Care to Veterans living in our southern catchment area.

Veterans by era

1. Persian Gulf war - 37.8%
2. Vietnam era - 33.2%
3. Post-Vietnam era - 13.5%
4. Korean War - 0.7%
5. Post-Korean War - 2.42%
6. Non-Veteran - 1.66%
7. Other - 1.4%
8. World War II - 1.08%
9. Active Duty - 0.26%
10. Pre-Korean War - 0.99%

Veterans by age

1. 55-64 - 27.6%
2. 65-74 - 11.1%
3. 75-84 - 10.8%
4. 85+ - 8%
5. 45-54 - 7.1%
6. 35-44 - 6.0%
7. 25-34 - 5.2%
8. <25 - 4.9%
9. 3-15.5%
10. 0-2.4%

Veterans by gender

1. 1,542 female - 9%
2. 15,497 male - 91%

Fast Facts

$177.2 Million annual operating budget
14,801 Veterans served
A service area that spans 5,735 square miles
2,000+ employees across the network and 83 volunteers helping our Veterans
Over 179,039 outpatient visits per year

Operating Beds

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
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</thead>
<tbody>
<tr>
<td>Total Beds</td>
<td>317</td>
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<tr>
<td>Nursing Home</td>
<td>134</td>
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<tr>
<td>Domiciliary</td>
<td>52</td>
</tr>
<tr>
<td>Psychiatry</td>
<td>43</td>
</tr>
<tr>
<td>CWT/TR</td>
<td>12</td>
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<tr>
<td>DRRTP</td>
<td>40</td>
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<tr>
<td>RRTP</td>
<td>36</td>
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</table>
Tuscaloosa has a robust and active research department that has six funded studies and received $1.26 million in funding for FY20.

We have also been a member of the VHA Innovator’s Network since 2015. This has allowed our front-line staff to explore and implement innovative solution for the Veterans we serve.

A Mental Health Short-Stay unit is currently under construction & slated to open in early 2021. The unit will serve as a first-of-its-kind referral service for our VISN for hard-to-place, geriatric Veterans needing short-term psychiatric and physical interventions.

Tuscaloosa utilizes a best practice called ‘Access Just Do-It’ each week to determine services that have areas of access that can be improved during the next week.

This allows our clinics to utilize real-time interventions to improve access.

Wait times for all clinics are available at https://www.accesstocare.va.gov/PWT/SearchWaitTimes.

<table>
<thead>
<tr>
<th>Access to Care</th>
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<tbody>
<tr>
<td><strong>Primary Care</strong></td>
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<td>12 days</td>
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<tr>
<td><strong>Mental Health</strong></td>
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<td>10 days</td>
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<tr>
<td><strong>Audiology</strong></td>
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<tr>
<td>4 days</td>
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<tr>
<td><strong>Dermatology</strong></td>
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<td>1-2 days</td>
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<td><strong>Gynecology</strong></td>
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<td>4 days</td>
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<tr>
<td><strong>Optometry</strong></td>
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<tr>
<td>9 days</td>
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<tr>
<td>8 days</td>
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<td>13 days</td>
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<td>10 days</td>
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<table>
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<tr>
<td>Total</td>
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<tr>
<td>Employees</td>
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<tr>
<td>Nurses</td>
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<td>Physicians</td>
<td>200</td>
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<td>Mental Health Providers</td>
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<tr>
<td>Volunteers</td>
<td>600</td>
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<tr>
<td>Veteran Volunteers</td>
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<table>
<thead>
<tr>
<th>Accreditations</th>
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</thead>
<tbody>
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<td><strong>The Joint Commission</strong></td>
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<td>Hospital</td>
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<tr>
<td>Home Care</td>
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<tr>
<td>Laboratory Services</td>
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<tr>
<td><strong>Other</strong></td>
</tr>
<tr>
<td>Commission of Accreditation of Rehabilitation Services (CARF) /Behavioral Heath Accreditation</td>
</tr>
<tr>
<td>Long Term Care Institute/Home Care Accreditation</td>
</tr>
<tr>
<td>College of American Pathology (CAP)</td>
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<tr>
<td>Laboratory Services Accreditation</td>
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<tr>
<td>Nursing Care Center Accreditation</td>
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