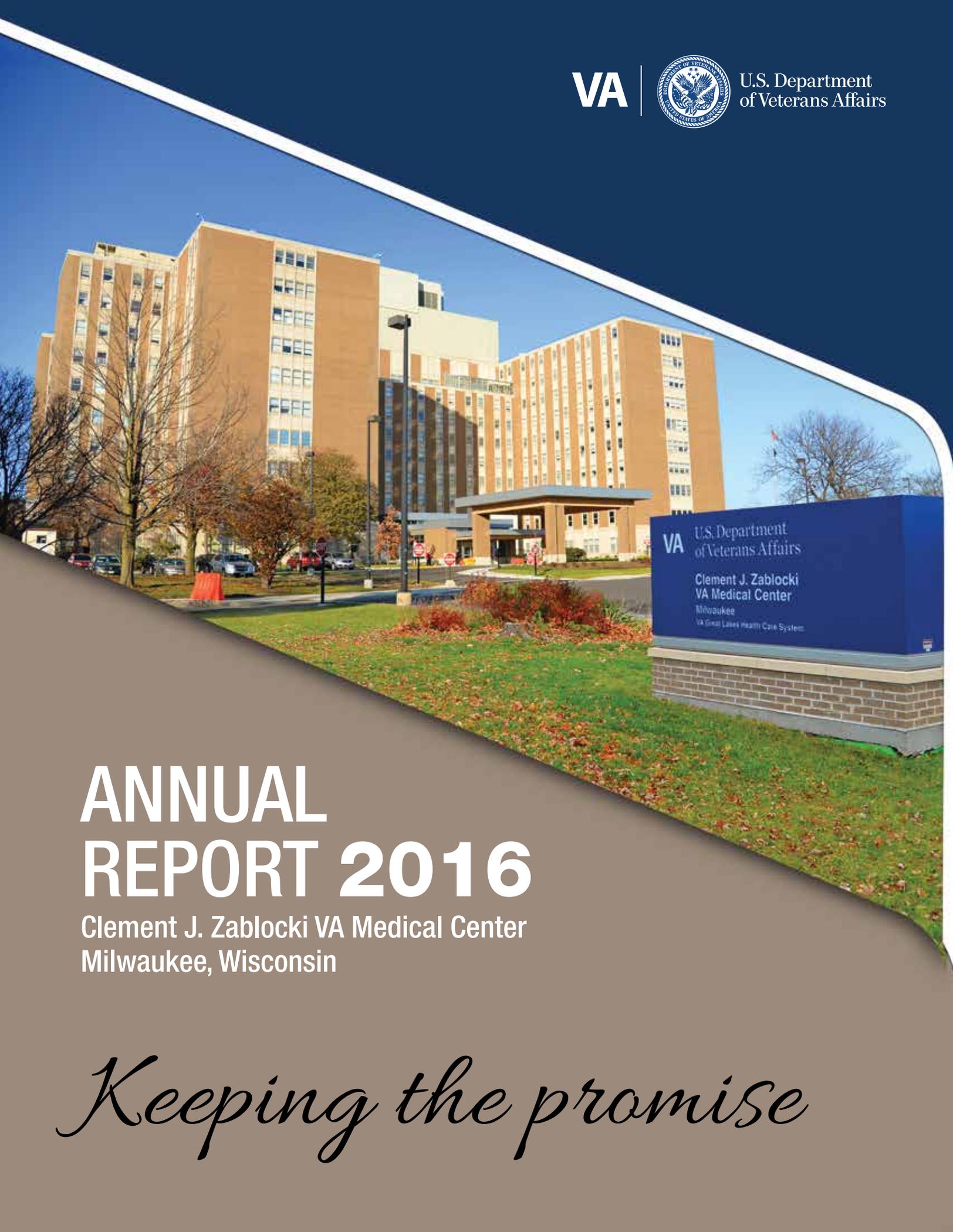


VA



U.S. Department
of Veterans Affairs



ANNUAL REPORT 2016

Clement J. Zablocki VA Medical Center
Milwaukee, Wisconsin

Keeping the promise

KEEPING THE PROMISE AT YOUR ZABLOCKI VA



It's been said nothing stays the same but change. A look around our campus quickly confirms that. Even as I write, we are wrapping up large construction projects such as our much-anticipated South Entrance, and others are just starting, such as our second parking structure, which will provide over 200 additional spaces.

From construction to state-of-the-art clinical care, there's been a plethora of activity since I arrived in June 2016 as Director, but this credit doesn't belong to me. I'd like to give a huge, sincere thanks to my predecessor, Mr. Robert Beller, who served our Veterans for 40 years in VA, eight of them right here in Milwaukee as Director. Mr. Beller's steadfast, strong leadership drove outstanding patient care that our Veterans receive at the facility. I'd also like to recognize Mr. Jim McLain and Dr. Mike Erdmann for serving as acting Directors between Mr. Beller's departure and my arrival. Their leadership was instrumental in continuing the positive momentum Mr. Beller created, and they were critical in developing new initiatives to advance the health of our nation's Heroes.

It is my greatest honor to serve in this position. I'm especially proud that I am part of the Zablocki VA Medical Center, an organization that has a wonderful reputation among the Veterans we serve and in the community. My personal mission is to bring goodness to the world, and I can't imagine a more meaningful way to accomplish this than by serving our Veterans.

Perhaps most importantly, I'd like to highlight the excellence in our employees. In less than six months on the job, I've met the most genuine, caring and skilled health care professionals throughout our organization and I'm repeatedly impressed by the ways staff put Veterans first, often above their own needs. Our employees truly make the difference, as they live and act upon our "I CARE" values of Integrity, Commitment, Advocacy, Respect, and Excellence. I see the greatness of this organization and my commitment is to work as hard as possible to make it even greater.

More than 150 years ago, President Abraham Lincoln gave us our vision, "*To care for him who shall have borne the battle, and for his widow, and his orphan.*" Those words rang true in 1867 when we took care of our first Veterans, and continues today in all we do. Throughout this annual report, we want to share some of our history and some of our larger accomplishments over the past year, all aimed at providing Veterans the best care anywhere.

For the Veterans reading this, thank you for trusting us with your care.

Daniel S. Zomchek, Ph.D., FACHE
Medical Center Director/CEO

MEET THE TEAM

Dr. Daniel S. Zomchek was appointed Director of Zablocki VA Medical Center June 27, 2016.

Prior to Milwaukee, he served as Associate Director of the Edward Hines Jr. VA Hospital since September 2012.

Previously, he served the Edith Nourse Rogers Memorial Veterans Hospital in Bedford, Massachusetts, as Associate Director. Additionally, he served as a health systems specialist for the VA Health Care System of Ohio, where he managed various programs and initiatives across five medical centers. While in this position, Dr. Zomchek spent two months as acting Associate Director of the Iron Mountain VA Medical Center in Iron Mountain, Michigan, and as acting sub-initiative lead for one of the VA Secretary's Major Transformation Initiatives.

Dr. Zomchek's previous VA experience includes several positions of increasing responsibility at the Jesse Brown VA Medical Center in Chicago, Illinois, including staff psychologist, assistant chief of Outpatient Mental Health, and systems redesign coordinator for the facility. He served as acting Hospital Director at Hines VA Hospital from November 2014 to February 2015, and again from June through October 2015.



Daniel S. Zomchek, Ph.D., FACHE
Medical Center Director/CEO



James D. McLain, FACHE
Deputy Medical Center Director

James McLain was appointed Deputy Director in October 2012.

Mr. McLain, a retired Army lieutenant colonel, began his career as a medical platoon leader in the 101st Airborne Division at Fort Campbell, Kentucky. He deployed with the 101st in 1990 for Operations Desert Shield and Desert Storm, and with the 3rd Area Support Medical Battalion in 2003 for Operation Iraqi Freedom.

He has worked in a broad array of health care activities, including finance, research, practice management, contracting, hospital administration, and network development.



Michael D. Erdmann, MD, MS
Chief of Staff

Dr. Michael Erdmann has served as Chief of Staff since April 1998.

Dr. Erdmann oversees the provision of tertiary care clinical services at the Zablocki VA Medical Center. The institution offers expertise in cardiovascular care, spinal cord injuries, medical, surgical and radiation oncology, all medical and surgical subspecialties, mental health, and rehabilitation and geriatrics.

Dr. Erdmann provides clinical leadership to Milwaukee's community clinics in Union Grove, Appleton, Green Bay, and Cleveland.

Dr. Erdmann serves as associate dean for VA Affairs and professor of medicine, Division of General Internal Medicine, at the Medical College of Wisconsin.



Julia Roberts, DNP, MSA, RN, FACHE, NEA-BC
Associate Director for Patient and Nursing Services

Dr. Julia A. Roberts was named Associate Director for Patient Care Services in September 2014 where she is responsible for daily operations of nurses throughout the medical center and off site locations.

Prior to arriving in Milwaukee, Dr. Roberts served as Deputy Associate Director for Patient Care Services for VA North Texas Health Care System since May 2012. She came to VA in 2001 after serving as director of medical and surgical services for Saginaw General Hospital. She has 30 years of nursing experience.



Drew DeWitt, FACHE
Assistant Medical Center Director

Drew DeWitt was appointed Assistant Director in April 2015.

He is responsible for several administrative operations of the health care system, including Medical Information Systems; Human Resources; Occupational Safety and Health; Public Affairs; Veterans Transportation Service; Privacy; and the Community Engagement and Relations Division which includes, Voluntary and Recreational Therapy, as well as the Congressional and Historical Liaisons. In addition, he serves as the medical center liaison with Veterans Canteen Service.

OUR HISTORY

150 YEARS OF CARE



Our hallowed grounds of the Zablocki VA Medical Center can trace its roots back to one of the birthplaces of the modern-day Department of Veterans Affairs.

The West Side Soldiers Aid Society was one of the first groups to help returning Civil War Veterans, and raised more than \$100,000 to build a permanent place of respite.

On March 3, 1865, a month before the Civil War ended, President Abraham Lincoln signed the act that created the National Home for Disabled Volunteer Soldiers. The West Side Soldiers Aid Society provided funding for the construction of a national home to be built in Milwaukee, one of the first three in the country. In May 1867, 60 Veterans moved into existing farm buildings on land that covered 425 acres.

Military Color Guards line up for a parade outside Old Main for our Reclaiming our Heritage event in 2011, which focused on military groups through different eras. The Zablocki VA will hold a living history event June 3, 2017 to celebrate our 150th anniversary.

An aerial overview shows many of our historic buildings on campus. Many of the buildings in this area were designated as National Historic Landmarks.

The original domiciliary, affectionately known as Old Main, was completed in 1869. Using one building to serve all the Veterans' needs was in keeping with the notion of living in a "home." Old Main originally had a 500-bed capacity. Veterans received continuous care there through 1989.

The grounds saw a construction boom of new buildings in the late 1800s, including a hospital, library, chapel, theater and firehouse. Construction continued in 1923 with building 70, originally for tuberculosis patients; and building 43 in 1932 as a hospital annex. Many of these original buildings were designated as National Historic Landmarks in 2011.

The current 10-story hospital building opened in 1966. At the time, with 1,000 beds, it was one of the largest VA hospitals, with numerous modern features such as built-in oxygen, air conditioning and paging systems. In 1984, it was named after Milwaukee Congressman Clement J. Zablocki.

Almost the entire hospital has been modernized over the last few years. Most recent changes include a revamped and spacious East and South Entrance and Emergency Department.

We serve more than 64,000 Veterans annually. Our care continues on these grounds and in the community today with:

- Four additional clinics throughout the state offering care closer to where our Veterans live
- Our Community Resource and Referral Center in the Brewer's Hill neighborhood, which provides assistance to homeless Veterans
- Greenhouse Community Living Center which delivers nursing home-level care in a tranquil, home-like setting
- Spinal Cord Injury Center which provides care to our spinal cord-injured Veterans and gives them a new lease on life with adaptive sports
- Domiciliary care which provides much-needed help for those with post-traumatic stress disorder, substance abuse, and other mental health issues

As we embrace our history and look to the future, this year we announced an Enhanced Use Lease partnership that will soon see Old Main called back to duty, and will be used to provide more housing for homeless Veterans.



Yesterday, today and always, we celebrate the Veteran at your Zablocki VA and look forward to another 150 years of world-class care and treatment.



Green Bay Milo C. Huempfer Health Care Center 2851 University Avenue

We opened the new Green Bay Health Care Center in August 2013, nearly tripling the number of enrolled Veterans in the area!

This breathtaking, 161,525-square-foot facility has 1,200 parking spaces and employs 300 staff. They care for nearly 15,000 Veterans when you include those who get additional care here from Iron Mountain, Michigan, and the surrounding areas. The Green Bay Clinic offers a vast array of services, just short of overnight stays and an Emergency Department.



We are open 8 a.m. to 4:30 p.m., Monday through Friday. For more information, call 920-431-2500.

Services include:

- Primary Care (Disease management, diabetes, lipids, MOVE program, EKGs), etc.
- Mental Health
- Primary Care Integrated Mental Health
- Laboratory
- Imaging, ultrasound, and CT scans
- Podiatry
- Optometry
- Ophthalmology
- Cardiology (Echo scans, and exercise stress testing)
- Gynecology
- Urology
- Orthopedic
- Nephrology
- General surgery
- Pharmacy
- Audiology
- Pulmonary function testing
- Dental (General, periodontal and prosthodontic)
- Oncology
- GI Procedure
- Chemo infusion
- Dialysis
- Telehealth
- Ambulatory surgery (Oral, ophthalmological, general, orthopedic, GYN, and urology).

Starting the first week of March 2017, the Green Bay Health Care Center is happy to announce the return of an MRI that will be available two days a week. VA saw a strong need to return the MRI after consultations with Veterans and other key stakeholders in the area.

Appleton John H. Bradley Clinic

10 Tri-Park Way

We are proud to serve more than 11,000 Veterans in the Fox Valley area, with more than 152 staff members. Our clinic opened in 1994. The original site at building 1 houses Primary Care and support/specialty services. We opened building 2 in 2008, where our Mental Health programs, and Iraq and Afghanistan Veteran case management services are located.

Our clinic is open 7:30 a.m. to 4:30 p.m., Monday through Friday. Extended hours in Primary Care are available until 5:30 p.m. on Thursdays, and 8 a.m. to noon on Saturdays. Earlier and later Mental Health appointments are available based on patient needs. For more information, call 920-831-0070.

Services include:

- Primary Care
- Mental Health
- Pharmacy
- Phlebotomy
- Telehealth
- Optometry
- Basic Radiology
- Laboratory
- HUD/VASH services
- Referrals to Specialty Care at Green Bay HCC and Zablocki VA Medical Center.



Cleveland Clinic

1205 North Avenue

Our clinic opened in 1999, and we currently have 23 staff members. We serve more than 3,500 Veterans from Cleveland and the surrounding areas.

Our clinic is open 8 a.m. to 4:30 p.m., Monday through Friday. For more information, call 920-693-5600.

Services include:

- Primary Care
- Mental Health
- Phlebotomy with limited laboratory services
- Telehealth



- Referrals to Specialty Care at Green Bay HCC and Zablocki VA Medical Center.

Union Grove Clinic

Shemanske Hall, 21425 Spring Street

Our Union Grove Clinic is located on the same grounds as the Southern Wisconsin Center located near Union Grove, Wisconsin. We serve more than 3,500 Veterans in the Racine County area. Our original clinic opened in April 1998, and we moved in May 2015 to our current location.

Our clinic is open 7:30 a.m. to 4:30 p.m., Monday through Friday. For more information, call 262-878-7001.

Services include:

- Primary Care
- Mental Health Care
- Home-Based Primary Care
- Telehealth
- Phlebotomy with limited laboratory services
- Referrals to Specialty Care at the Zablocki VA Medical Center.



THE VETERAN EXPERIENCE



ERIC FIFE

Eric Fife's life changed forever when he became paralyzed after an elevated porch collapsed under him.

His injuries led to addiction, but adaptive sports play a major part in his life and fueled his recovery. He is rarely home due to the activities he participates in around the country. Plus, he works out eight to 10 times a week to stay in shape.

In 2003, Eric was honorably discharged from the Army after 10 years of service, due to his injury. He lived in California where he struggled with substance abuse issues until 2007 when he moved to Milwaukee after learning of the treatment program at the Zablocki VA Medical Center. He began attending AA classes while also receiving care for his injury at the Spinal Cord Injury (SCI) Center.

In 2008, a Zablocki Spinal Cord Injury employee provided Eric with information about various outreach programs.

"SCI keeps you plugged in," he said. "They always go out of their way to keep you informed and ensure you have the equipment you need to participate in the different adaptive sports."

SCI and adaptive sports have now become a major support network for Eric. He still regularly attends AA meetings, but for him, SCI and adaptive sports have been a turning point.

"There is a very strong camaraderie in the program. You meet Veterans inside and outside of VA. Adaptive sports have provided me with a sense of order in my personal life and something to strive for every day. There is nothing that there is an excuse for, you want to do something bad enough you can."

The SCI Center, where Eric gets his care, was completed in 2012 and has 38 ventilator-capable beds and treats 425 patients from 22 states. The SCI Center houses a state-of-the-art inpatient acute rehabilitation center that has the latest progressive equipment such as ceiling lift/mats, OKOMat, Zero G, Ekso and a Bionic Suit. They also have a rehabilitation apartment with adjustable cook and sinktops and offer complimentary alternative medicine such as active acupuncture and healing touch clinics.

Dr. Kenneth Lee, the program manager, is constantly engaging in new activities to keep the SCI patients active. He is involved in 15 community partnerships with 23 additional partnerships in the process, along with the Badgerland Veterans Adaptive Sports Club. Dr. Lee is also a big participant at the National Wheelchair Games, and took 13 of our spinal cord-injured Veterans to the National Wheelchair Games in Utah in 2016.





DEANNA SAVAGE

In 2014, at age 46, Deanna was diagnosed with breast cancer at the Zablocki VA Medical Center. She initially considered receiving treatment outside VA but decided to continue her care here. Looking back, she is happy she made that decision.

At the Zablocki VA, when a person is faced with a diagnosis like this, our team of doctors, nurses and specialists gather in one place to answer patient questions and take away any uncertainty and guesswork. Patients are given all options for treatment, surgery, reconstruction and prosthetics.

“The doctors talked on my level and didn’t condescend because I was a woman,” Deanna says of her treatment at VA. She feels the care she received was superior due to everyone working as a team to determine the best possible solution.

“Staff was proactive and kept communicating new options. Everyone was a team, they were more willing to adapt and consult with each other.”

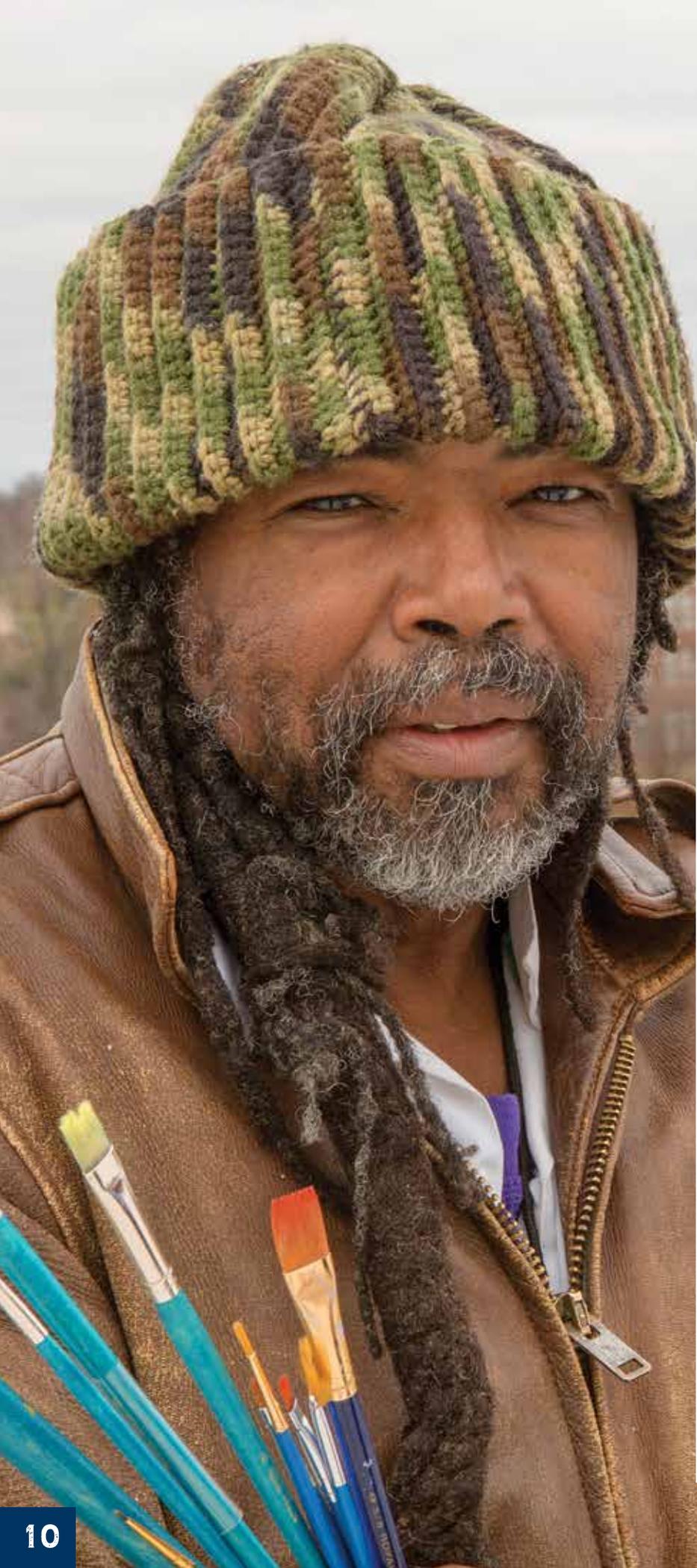
Not only did Deanna appreciate the collaborative environment, she felt staff went out of their way to ensure she was educated.

“They allowed me to understand the procedures I was going to be going through, instead of forcing them upon me. It was so easy going to VA for care. Everything I needed was right there. I didn’t have to drive across town from one appointment to the other, they were able to meet all my needs in one place.”

The VA houses a Breast Cancer Care Team which consists of General Surgery (biopsy), Hematology/Oncology (radiation and chemotherapy), Plastic Surgery (reconstruction), Physical Therapy (lymphedema control) and Mental Health. These clinics work collaboratively to ensure patient’s needs are met through the entire process.

VA is also unique with its concurrent clinic between Plastic Surgery and General Surgery. With the concurrent clinic, the patient meets with the general surgeon and the plastic surgeon at the same time to review their mastectomy and reconstruction options. VA provides 100 percent of female Veterans with their breast reconstruction options prior to surgery. If the Veteran opts for immediate reconstruction, the general and plastic surgeons perform the surgeries together.

Zablocki was the first VA hospital, and the first in this region, to put together a special, Breast Reconstruction Awareness Day — or BRA Day — to explain all the options available to Veterans. Deanna has gone on to start her own nonprofit, Savage Support, to help provide support and day-to-day needs for others faced with breast cancer.



WILLIE WEAVER-BEY

Steel bars, concrete walls and no hope is all Willie Weaver-Bey saw for most of his life after getting out of the Army in 1972, until he escaped. Within two years of his Army hitch, he was in prison, where he stayed for the next 40 years.

He found hope and freedom in some broken-down paint brushes and an old piece of canvas, and he learned how to paint behind bars.

Out of prison since 2015 and with a home, job and therapy thanks to VA, Weaver-Bey figures he has created 10,000 paintings in the last 20 years.

One of his latest – a picture of an older African-American man with a Vietnam hat entitled, “Thank You for Seeing Me as a Veteran and not a Homeless Man,” earned him a spot at the National Veterans Creative Arts Festival in Jackson, Mississippi, this year.

“My incarceration, it was for bad decisions, but it was the culmination of a lot of things,” he said. “It was post-traumatic stress that for years I was not even aware I had. I never even discussed it, because back then you didn’t talk about stuff like that.”

VA and other community resources helped get Weaver-Bey a place to live at Vets Place Central, which offers transitional housing. He has since found permanent housing. But he’s also found a welcoming home at the Zablocki VA Medical Center. Weaver-Bey got a housekeeping job at the Zablocki VA through the Compensated Work Therapy program and got noticed by art therapist, Marisa Straub.

“Well, first time I saw his work, I thought it was very powerful,” she said. “The themes, the colors and the style are all very interesting. I guess I was just impressed that he did this on his own. I told him he had to enter his work in the festival. I just knew it was that good. Willie’s story is powerful because it speaks to the healing that art provides, how it helped him.”

MILWAUKEE FISHER HOUSE



In one of the biggest pieces of construction news on our campus, your Zablocki VA and Fisher House Foundation cut the ribbon April 23, 2016, on a 16-room “home away from home” for families of Veterans getting medical care on our campus.



The Brewers Wives, a community outreach group made up of spouses of ballplayers, cooks a dinner for families during a visit earlier this year to our Fisher House.

May this “home away from home” bring you comfort, support and healing!

Now families have a place to stay, free of charge, on the campus, and close to their loved ones. The 13,000-square-foot home also provides a well-stocked kitchen, living room, library and toys for children.

More than 900 attended the ribbon cutting, one of the largest crowds ever for a new Fisher House.

The Milwaukee Fisher House opening was the culmination of the vision and hard work of Fisher House Wisconsin volunteers and community members, who raised 85 percent of the \$6.2 million cost before the first shovel of dirt. The rest of the

funds were provided by the Fisher House Foundation.

Andrew Roberts, president of Fisher House Wisconsin, said the home will ease the financial and emotional burden associated with an unexpected stay.

“We at Fisher House do not believe the family should have to go through that thought process,” he said. “Come stay with us and we’ll give you all you need. We’ll provide a supportive environment close to your loved one and we’ll take care of getting you home.”

Lynne Geib, whose husband is getting treatment at our Spinal Cord Injury Center, was awestruck by the home.

“I figured it would be nice, but had no idea it would be this nice. This allows me to be closer to Tom when he needs to get care. I couldn’t afford this, staying at a hotel.”

In August 2016, Fisher House Wisconsin also donated a Dodge Caravan that will be used to transport families around the campus, short trips into the community, and to and from the airport. The Caravan donation was made possible by Herb Kohl Philanthropies; Ewald Automotive Group; Milwaukee Armed Services Committee; and the Milwaukee-North Shore and Milwaukee Rotary Clubs.



Judy Radtke, from the Medical College of Wisconsin, practices a difficult intubation on the manikin in our Simulation Center.

He blinks, breathes, talks, sweats, bleeds, cries and coughs.

In fact, the manikin lying on the bed inside the Zablocki VA's Simulation Center is about as lifelike as you can get, and that's how it's intended.

Our 5,000-square-foot Simulation Center opened in May 2016 on the 10th floor of the hospital. It consolidates all simulated patient training in one area and allows nurses, doctors and other medical professionals to practice a variety of skills in real-world situations.

That manikin "can do everything a human can do but stand," said Tina Smith, Simulation Center program manager.

The mission of the new \$1.6 million center is to develop an innovative and interactive learning environment in one location. Simulation training was previously scattered throughout the hospital with little opportunity for adequate monitoring. With the new Simulation Center, everything can be done in

one place, including instruction, practice, coaching, simulation, monitoring, review and live interaction.

The Simulation Center is complete with two multipurpose rooms for lectures and presentations; two simulation theaters that can be changed to mimic an operating room, intensive care room or other patient room; and two other procedure rooms, conjoined by a control room.

"The heart and soul of the Simulation Center are the manikins and the theaters that can be set up for whatever scenario we want. Whatever we want to do, it has extra plug outlets to hook up ventilators, monitors and things like that," said Dr. Jutta Novalija, an anesthesiologist and Simulation Center medical director. "It creates a lot of the stress of a real-world environment, but allows everyone to learn. It makes people better for when they do provide care in the real world. Plus, we love to have the space where everything is in one place and accessible."

OTHER CONSTRUCTION

While construction projects and upgrades are an ongoing process at any medical center, we had several big-ticket items in 2016 to ensure Veterans receive the best care possible from the moment they park, once they come through the doors for care, and until they return home. Some of our biggest this year include:

Parking Structure

This \$8.6 million project opened in September. The new parking structure has 363 parking spots for Veterans and visitors, and made parking much easier and more accessible.

South Entrance

This \$4.6 million project opened in November. The new entrance enhanced our force protection, created more convenient offices for Beneficiary Travel and Agent Cashier, and greatly expanded the amount of space for our Physical Therapy department in the basement. The new entrance has also created easier access and less congestion for patients and visitors.

EP Lab

This \$2.8 million project upgraded the Electrophysiology Lab on 5CS for the installation of new equipment. Work included a new heating, ventilation and air conditioning system and chiller, new finishes, and better air flow for the lab and support areas.

MRI

This \$2 million project prepared the hospital for an upgrade from a 1.5T to 3T MRI, including utility and interior upgrades. This required the removal of a portion of the exterior wall of building 111 on the second floor. The improved MRI allows faster and better imaging of the entire body, and allows us to treat up to 25 percent more Veterans a year.

Sterilized Processing Services

This \$9.5 million project opened in December of 2015. The project completely renovated building 102 with the latest sterilization technology. The new space dramatically increased the area for staff and has made operations more efficient. The project has also created more space within the main hospital for future renovation aimed at providing better service to our Veterans.

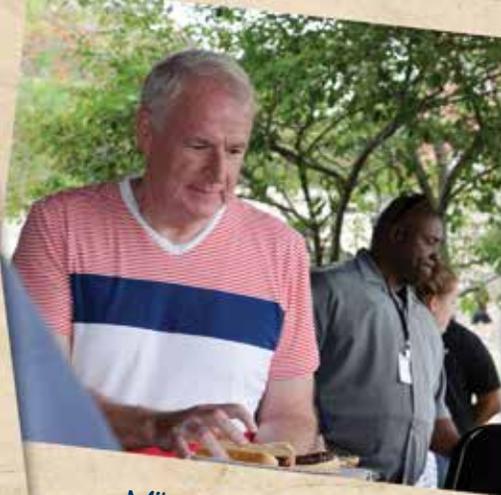


Photos (from top) show the progression of our parking structure in action. The first of its kind here opened in September and provided 363 parking spots for Veterans and visitors.

OUR VISITORS



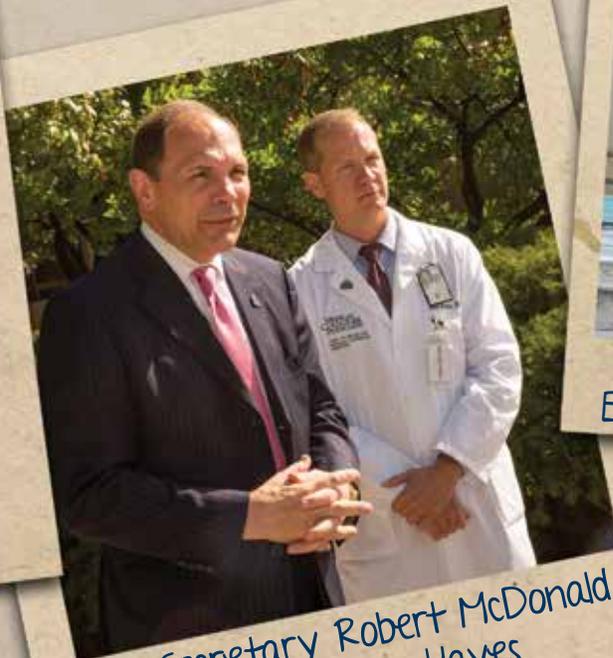
Renee Oshinski, VISN 12 Director,
Dr. David Shulkin,
Under Secretary for Health
and Dr. Daniel Zomchek,
Medical Center Director



Milwaukee Mayor
Tom Barrett



Employee Tiffany Coleman
and Air Force General
Janet C. Wolfenbarger



VA Secretary Robert McDonald
and Dr. John Hayes,
Associate Chief of Staff



Milwaukee County
Executive Chris Abele



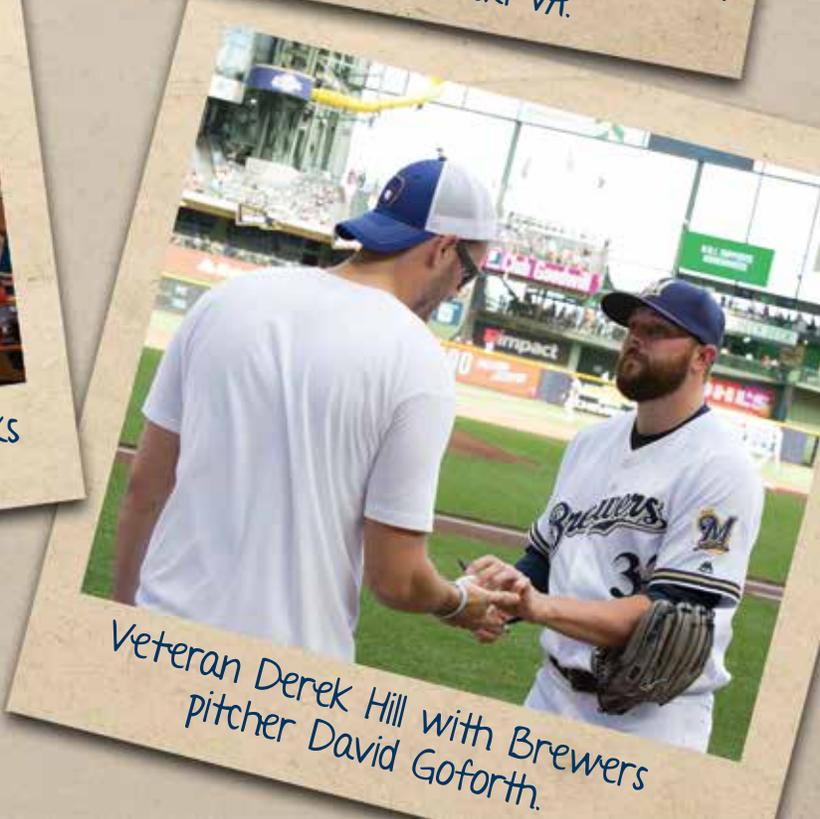
Green Bay Packers visit the Milo C. Huempfer Health Care Center in Green Bay.



Retired Packer great Antonio Freeman visits the Zablocki VA.



Milwaukee Bucks Michael Beasley talks music with Veteran David Shimp.



Veteran Derek Hill with Brewers pitcher David Goforth.

NURSING EXCELLENCE

Your Zablocki VA Medical Center continues to provide world-class Veteran care through nursing training, excellence and research.

We continue to invest in our future and our Veterans' care through our partnership with Marquette University for the VA Nursing Academic Partnership, which has so far introduced more than 600 new nurses to Veteran health care.

Those nursing students work at VA over four college semesters to learn more about Veteran health care. In turn, VA recruits well-trained nurses who have a deeper understanding and love for the job. We are in the fourth year of the five-year, \$5 million grant program from the Office of Academic Affiliations. It pays the salary for two program directors, nine faculty members who teach at Marquette, and funds clinical initiatives at the medical center.

We continue to train nurses as they develop their careers with our Post-Baccalaureate Nursing Residency Program which received national accreditation from the Commission on Collegiate Nursing Education (CCNE).

We offer two residency tracks — one is a federally funded clinical trainee program; the other is designed for new RN employees with less than one year of nursing experience. Both tracks include 12 months of classroom and advanced clinical training that provide an in-depth look at care throughout the medical center including inpatient, outpatient, acute, long-term care, primary care, spinal cord care, behavioral health, surgical and medical subspecialty care. A total of 107 of our nurses participated in the program. Of the 16 trainees who have gone through the program, 14 stayed at the Zablocki VA with full-time positions.

Zablocki is one of only 14 VAs with this uniquely funded program. It is also only one of 10 VAs with a CCNE-accredited Residency program, and one of only 25 accredited Residency programs in the country.

CCNE has a rigorous review which looks at faculty, institutional commitment and resources, curriculum and program effectiveness.



Credit: Marquette Wire

Registered Nurse Kathy Johnson (left), Marquette nursing student Kateri Shampo, and instructor Katherine Tsiampas, work with a Veteran getting care.

This care continues through evidence-based nursing research. Our nurses work closely with a VA nurse scientist, who has a specialty in research and evidence-based practice, to find new and better ways to provide care.

For example, a group of nurses noticed that a certain type of catheter frequently clogged. The group reviewed the literature and recommended a change in the flushing procedure. By giving our nurses a voice in their practice, they found a way to keep the catheters working longer while making them more effective in delivering medication.

Our nurses also work with faculty at the Marquette University College of Nursing for long-term research that will benefit patients nationally. With the help of a \$100,000 grant from the Retirement Research Foundation, the group found that providing education to caregivers before surgery led to improved detection and treatment of post-operative confusion for patients.

These are just some ways our Zablocki nurses work together to continue delivering the phenomenal care our Veterans have earned and deserve.

AWARDS AND ACCOLADES

Your Zablocki VA is part of the Medical College of Wisconsin Affiliated Hospitals, Inc., which was named a winner of the DeWitt C. Baldwin Jr. Award from the Accreditation Council for Graduate Medical Education in 2016. This award recognizes partnerships with accredited residency and fellowship programs that are exemplary in fostering a respectful, supportive environment for medical education and the delivery of patient care. The MCW Affiliated Hospital group was the only recipient in the “large program” category. We are proud of our MCW partnership and the world class doctors it provides our Veterans!

Other notable awards in 2016 include:

Top-Performing Community Living Center

Our CLC was recognized as one of the best in the nation on quality and care by VA's Deputy Under Secretary of Health for Operations and Management. We were honored for providing one-on-one care that treats patients with the utmost respect and dignity.

Gold Cornerstone Recognition

Our medical center earned the National Center for Patient Safety's Gold Cornerstone Recognition for its robust and effective Patient Safety Program during fiscal year 2016. This award is given for outstanding performance in reporting, tracking, and resolving patient issues.

Top Engineers



Our chief engineer, Linda Sue Schwarz, was named National Society of Professional Engineers 2016 Federal Engineer of the Year for the entire Department of Veterans Affairs. Schwarz also won the award in the “Chief Engineer” category for Veterans Health Administration, and Andrew Kusters won in the “Staff Engineer” category.

Schwarz oversees 135 employees who take care of the buildings and grounds. Kusters uses his biomedical skills to make sure the hospital's medical equipment is safe to use.



Disabled Veteran of the Year

Our Spinal Cord Injury Center director, Dr. Kenneth Lee, won the Wisconsin State Disabled Veteran of the Year from the Disabled American Veterans. DAV State Commander John Polk says Lee “demonstrates on a daily basis what can be accomplished by a disabled Veteran. His energy, enthusiasm and dedication has been improving the lives of other severely disabled Veterans for many years. Due to his own experiences, Dr. Lee has an uncommon bond with the Veterans he serves.”



Police Supervisor of the Year

Deputy Chief Martin Runge was named Police Supervisor of the Year for the Department of Veterans Affairs. Runge streamlined operations and received \$500,000 to improve law enforcement. He also obtained funding to add 50 cameras and 100 wireless alarms throughout the medical center. As a result of his efforts, thefts are down 23 percent, vandalism is down 21 percent, and disturbances are down 14 percent.



Improving access and the Veteran experience takes a lot of work behind the scenes. We will always strive for perfection as we earn our Veterans' trust every day.

Looking back at 2016, here are some accomplishments of which we're most proud:

Direct scheduling in Audiology and Optometry

In July 2016, we began offering direct scheduling in our Audiology and Optometry Clinics. Veterans can now contact Audiology and Optometry Clinics directly for routine appointments without a Primary Care appointment or consult. Through October 2016, our VA has seen 1,069 Veterans in Audiology and 885 in Optometry without a Primary Care consult! This streamlined process has led to more Primary Care availability, is better for Veterans, and has saved \$15,638 in labor hours.

Same day Primary Care

When you contact us, we will address your needs that day or schedule follow-up care if appropriate. Same day access may include a face-to-face visit, returning a phone call, arranging a telehealth or video care visit, responding by secure email, or scheduling a future appointment. When you reach out to us, we want you to know we are listening, we care and will do our best to serve you.

Same day services in Mental Health

If you are in crisis or have another need for care right away in Mental Health, you will receive immediate attention from a health care professional at our medical center. Our Mental Health Urgent Care Clinic, located within our Emergency Department, provides Veterans access to care at any time, night or day, 24/7. We are able to provide routine Mental Health treatment within two weeks for our Veterans at our medical center and clinics 97% of the time.

Homeless outreach

Through a series of programs, such as Health Care for Homeless Veterans, Homeless Providers Grant and Per Diem Program, Veteran Stand Downs and HUD/VA Supportive Housing, we helped provide permanent housing in 2016 for 405 Veterans. We realize for every person we help, someone else is in danger of becoming homeless, so we never stop helping those in need. Our Community Resource and Referral Center



With same-day appointments in Audiology and Optometry, we've freed up more clinic time in Primary Care and saved \$15,638 in labor costs.

on Martin Luther King Drive, which opened in December 2014, has so far helped hundreds of homeless and near homeless Veterans with services including housing referral, VA benefits information, as well as Mental Health and substance abuse counseling.

Our Health Care for Re-Entry Veterans Program reached out and worked with 276, VA-eligible, incarcerated Veterans nearing the end of their prison sentence to provide counseling, housing, referrals, job assistance and more. Through Veterans Justice Outreach, we served 341 Veterans with alternate treatment to prevent unnecessary incarceration.

Our quest to permanently eliminate homelessness is one of our most important goals, which is why our staff joins with the city of Milwaukee to do a point-in-time count of homeless Veterans in Milwaukee each year in July and January. During January's count, we found 10 unsheltered Veterans and offered assistance and counseling to all of them.

Looking to the future, permanent homeless housing will soon be a reality right on our campus, as we proudly announced this year a partnership with the Alexander Company that will turn Old Main into permanent housing for up to 100 Veterans.

Veterans Served	63,845
Male	59,762
Female	4,083
Bed Totals	507
Hospital	196
Community Living Center	113
Domiciliary	189
Transitional Residency	9
Total Bed Days of Care	128,358
Hospital Visits	
Outpatient Visits	816,245
ED Visits	22,803
Inpatient Admissions	7,789
Surgical Procedures	4,717
Clinical Laboratory Tests	2,807,250
Prescriptions Filled	1,374,219
Prosthetic Services Received	31,621
FY 16 Expenditures	\$611,764,142
Construction	\$9,015,142
Volunteer Hours	119,266
Donations	\$9,047,120



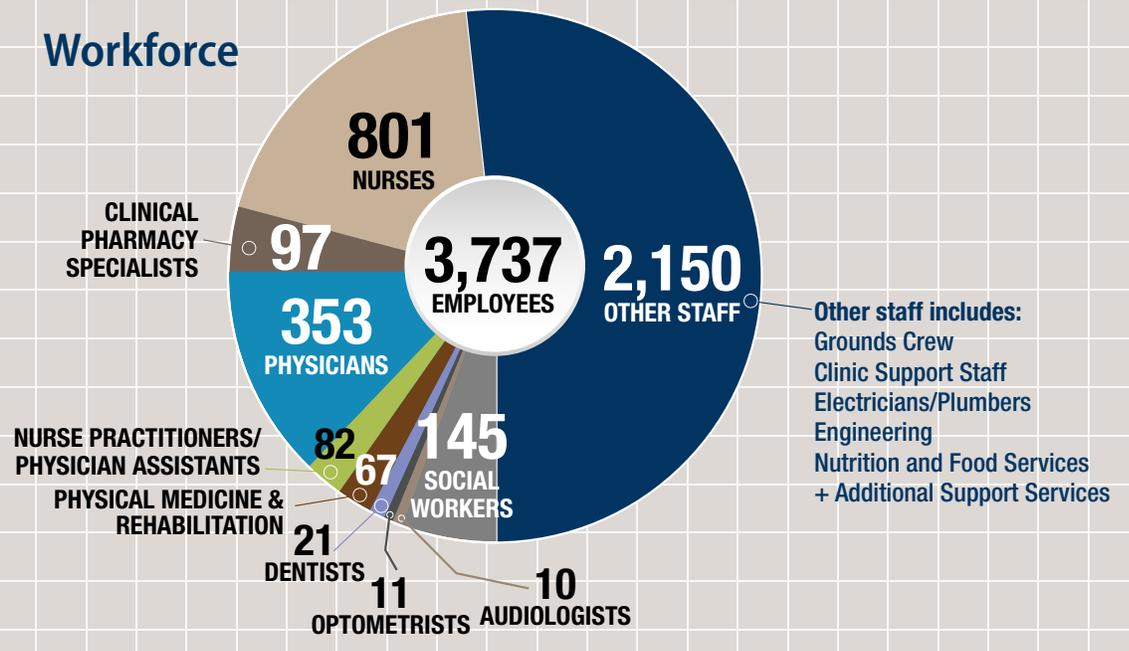
Demographics

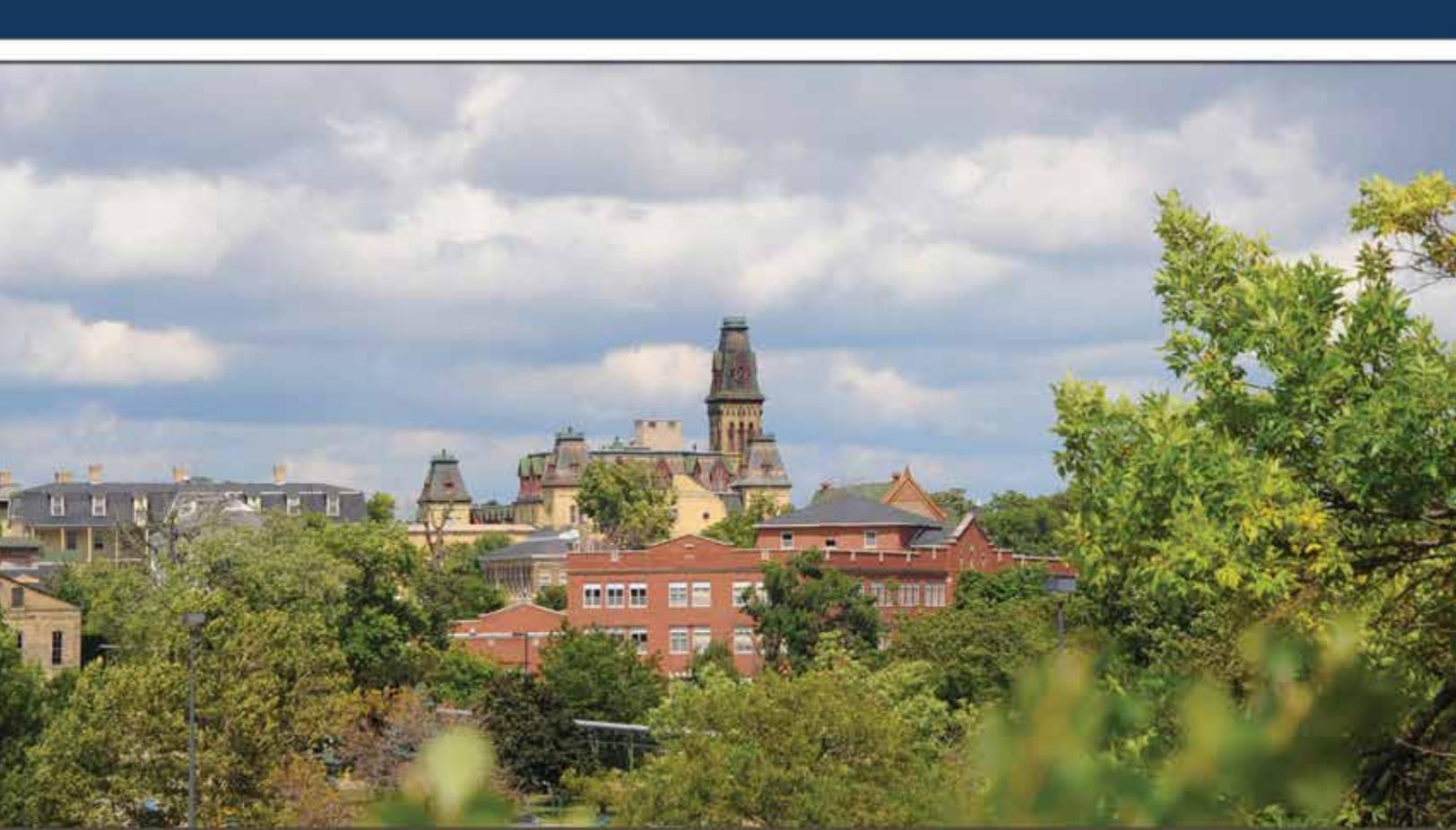
- 16 counties served
- ▲ 7,500 square miles
- ▲ 67,000 enrolled Veterans

Facilities

Milwaukee, Green Bay HCC, Appleton, Cleveland and Union Grove Clinics

Workforce





"TO CARE FOR HIM WHO SHALL
HAVE BORNE THE BATTLE, AND FOR
HIS WIDOW, AND HIS ORPHAN."

A. Lincoln



Clement J. Zablocki VA Medical Center
Milwaukee, WI