I am very privileged to assume the role of Acting Director for the Iowa City VA Health Care System while our Director Barry Sharp supports the Minneapolis VA Health Care System as their Acting Director during their search for a permanent Director. We have made many facility improvements and met many performance measures under his leadership and I look forward to continuing that forward path until his return.

The goal of the Iowa City VA Health Care System is to provide the highest quality health care and services to our patients every time they enter one of our facilities. We recently opened a Women’s Health Center on the 6th floor of the facility. This newly remodeled area offers primary care, psychology, wellness/preventive care and psychosocial services for our women veterans.

A three story addition is close to completion on the front of the facility that will house our poly trauma clinics and comp and pen clinics. Remodeling of our last inpatient ward is nearing completion. When this is finished all of our inpatient units will have private rooms with a private bathroom. Each room will have a patient lift to make moving patients from their bed to a chair or to the bathroom easier on the patient and on the staff.

We have been approved to construct a parking ramp and a new operating room on the fourth floor of the facility. Construction on these should begin this fall. In December 2011, we opened a new Community Based Outpatient Clinic (CBOC) in Sterling, Illinois and in February we opened an Outreach Center in Cedar Rapids, Iowa. In March, we opened a new CBOC in Decorah Iowa. Our Waterloo CBOC recently moved into a new building that is twice the size of the previous clinic. They can now offer physical therapy and general radiology to patients in the clinic.

The staff at the Iowa City VA Health Care System is honored to care for our nations veterans and want to provide high quality of care in a state of the art environment. Enjoy our Fiscal Year 2011 annual report which will highlight many of our accomplishments.
WHO WE ARE AND WHAT WE DO
WHO WE ARE AND WHAT WE DO

MISSION STATEMENT

To fulfill President Lincoln’s promise
“To care for him who shall have borne the battle, and for his widow, and his orphan”
by serving and honoring the men and women who are America’s veterans.

VISION

To provide veterans the world-class benefits and services they have earned – and to do so by adhering to the highest standards of compassion, commitment, excellence, professionalism, integrity, accountability, and stewardship.

CORE VALUES

INTEGRITY: Act with high moral principle. Adhere to the highest professional standards. Maintain the trust and confidence of all with whom I engage.

COMMITMENT: Work diligently to serve veterans and other beneficiaries, be driven by an earnest belief in VA’s mission, fulfill my individual responsibilities & organizational responsibilities.

ADVOCACY: Be truly veteran-centric by identifying, fully considering, and appropriately advancing the interests of veterans and other beneficiaries.

RESPECT: Treat all those I serve and with whom I work with dignity and respect. Show respect to earn it.

EXCELLENCE: Strive for the highest quality and continuous improvement. Be thoughtful and decisive in leadership. Accountable for my actions, willing to admit mistakes, and rigorous in correcting them.
FISCAL YEAR 2011 OBLIGATIONS

1. $28,016,032 | Non-Va Care | 11%
2. $127,569,460 | Salaries | 50%
3. $101,525,518 | All Other | 39%

FISCAL YEAR 2011 VISITS

Outpatient Visits: 400,972
Inpatient Stays: 3,384
Emergency Department Visits: 8,341

Total Visits to our Community Based Outpatient Clinics:

- Bettendorf: 43,358
- Quincy: 9,032
- Waterloo: 16,960
- Dubuque: 11,266
- Galesburg: 12,623
- Cedar Rapids: 14,132
- Ottumwa: 7,342
## FY11 Performance Measures

### Mission Critical Measures

<table>
<thead>
<tr>
<th>Measure</th>
<th>Met Target</th>
<th>Exceed Target</th>
<th>2011 Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Joint Commission Oryx Aggregate Score</td>
<td>91</td>
<td>95</td>
<td>97.2%</td>
</tr>
<tr>
<td>Acute Myocardial Infarction (AMI) Core Measures</td>
<td>90</td>
<td>94</td>
<td>98.5%</td>
</tr>
<tr>
<td>Heart Failure (HF) Core Measures</td>
<td>91</td>
<td>95</td>
<td>97.0%</td>
</tr>
<tr>
<td>Pneumonia (PN) Core Measures</td>
<td>91</td>
<td>95</td>
<td>92.9%</td>
</tr>
<tr>
<td>Surgical Care Improvement Project (SCIP) Core Measures</td>
<td>90</td>
<td>94</td>
<td>98.2%</td>
</tr>
<tr>
<td>HEDIS Aggregate Score</td>
<td>75</td>
<td>80</td>
<td>86.5%</td>
</tr>
<tr>
<td>Prevention and Screening</td>
<td>80</td>
<td>85</td>
<td>86.1%</td>
</tr>
<tr>
<td>Diabetes</td>
<td>78</td>
<td>83</td>
<td>88.3%</td>
</tr>
<tr>
<td>Cardiovascular</td>
<td>83</td>
<td>88</td>
<td>80.8%</td>
</tr>
<tr>
<td>Tobacco Users</td>
<td>68</td>
<td>73</td>
<td>93.8%</td>
</tr>
<tr>
<td>Immunization</td>
<td>68</td>
<td>73</td>
<td>78.5%</td>
</tr>
</tbody>
</table>

### Patient Satisfaction

<table>
<thead>
<tr>
<th>Measure</th>
<th>Met Target</th>
<th>Exceed Target</th>
<th>2011 Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inpatient Overall Satisfaction</td>
<td>64</td>
<td>69</td>
<td>86.5%*</td>
</tr>
<tr>
<td>Outpatient Overall Satisfaction</td>
<td>56</td>
<td>61</td>
<td>81.3%</td>
</tr>
</tbody>
</table>

* Met target but did not meet the exceed target for 2011
* Did not meet target or exceed target for 2011
FACILITY NAME CHANGE
The name change more accurately reflects the expansion of health care services that we provide to our Veterans.

In addition to the medical center in Iowa City, the Health Care System manages nine (9) community-based outpatient clinics located in Bettendorf, Cedar Rapids, Dubuque, Ottumwa, Waterloo and Decorah, Iowa and Galesburg, Quincy and Sterling, Illinois. We also have two outreach centers that serve homeless Veterans in Rock Island, Illinois and Cedar Rapids, Iowa.
The center conducted 37 transplants during FY11, which was the most transplants in a fiscal year since the center was established.
VA Caregiver Support

Significant Events

VA Caregiver Support

Family Caregivers provide crucial support in caring for Veterans. Department of Veterans Affairs recognizes that Family Caregivers in a home environment can enhance the health and well-being of Veterans under VA care. Under the "Caregivers and Veterans Omnibus Health Services Act of 2010," additional VA services are now available to seriously injured post-9/11 Veterans and their Family Caregivers through a new program of Comprehensive Assistance for Family Caregivers. Iowa City VA Health Care System was the first VA facility in the Nation to have an approved caregiver in this new program.

Western Illinois University Virtual Ribbon Cutting

The Transition and Health Center sponsored by the Iowa City VA Health Care System and the Department of Veterans Affairs Office of Rural Health serves as an academic counseling and telemental health clinic to student Veterans attending Western Illinois University in Macomb, Illinois. Western Illinois University (WIU) is a veteran friendly campus with more than 700 student veterans. Though the campus has a strong veteran community, it is located in a highly rural area with limited access to resources.

The Transition and Health Center has two primary functions. First, it provides information and advice to veteran students on academic performance and balancing a military and academic career. Second, it serves as a telemental health clinic providing access to psychiatric evaluation and follow up care through telemedicine. Students at WIU can go to the Transition and Health Clinic and be placed in a private room where they will meet with a VA psychiatrist located in Coralville, Iowa via secure and private desktop video teleconferencing. This is a unique example of collaboration between a VA Health Care System and a non-VA university setting. As more and more veterans are returning from overseas and taking advantage of the VA's educational benefits, such veteran centered solutions are needed.

The physical plant for the clinic was complete in September 2011 and academic guidance for veteran students has been available since that time. The first psychiatric consultation will be completed by April 1, 2012.

September 2011
The Ottumwa Community-Based Outpatient Clinic (CBOC) was the seventh clinic to open under the Iowa City VA Health Care System on October 22, 2010. During Fiscal Year 2011, its first year of establishment, the clinic staff cared for 1,684 patients.

The Ottumwa CBOC has impacted primary care, mental health and specialty care by reducing clinic-waiting times at the Iowa City VA facility and result in an estimated cost savings.
The funding for the research buildings was through normal congressional appropriations. Building 40 was completed in 2005, Building 41 in 2006 and Building 42 in November 2010. The three connected buildings comprise the 60,000 square foot Research Complex.

Research Summary
The research program at the Iowa City VA has been active for over 50 years and has consistently been one of the top ten VA facilities nationwide in terms of funding for research. In the past year support for basic research included $11 million in direct funding from the Department of Veterans Affairs and nearly $31 million from other agencies such as NIH. Presently there are 54 VA-funded projects and 200 active research protocols.

Biomedical Research
Specialized areas of research include infectious diseases, diabetic vascular disease, cancer, cardiovascular, pulmonary and immunology studies.

Health Services Research and Development
Dr. Gary Rosenthal: Center for Comprehensive Access and Delivery Research and Evaluation (CADRE) which focuses on rural health, telehealth and e-health strategies, patient-centered behavioral and self-management interventions, nursing health research, and evidence-based infection prevention.

Rural Health
Dr. Peter Kaboli: In 2008, the Iowa City VA was selected as the lead site of one of 3 Rural Health Resource Centers funded by the VA Office of Rural Health.

Rehabilitation Research and Development
Dr. Randy Kardon: VA Center for the Prevention and Treatment of Visual Loss focuses on the early detection of potential blinding disorders of the Veteran and general population, including retinal disease, glaucoma, and traumatic brain injury.
The project renovated multi-patient rooms with congregate shower room to all single patient rooms with private, Americans With Disabilities Act (ADA) sized rest rooms. The project removed all walls, service lines (i.e. duct work, water piping, electrical conduit, etc) and finishes from floor to ceiling. (This project was funded by the American Recovery and Reinvestment Act (ARRA) funds.)
3rd Floor Canteen Renovation

The Canteen renovation consisted of all new booths, tables, kitchen equipment, wall coverings, floors, a divider wall and countertop area in the dining area.

The Canteen remodel resulted in a better customer flow through the serving and beverage area and cashier counter. After Renovation, the dining area now has a larger seating capacity.
Significant Events & Construction Projects

Future Parking Garage and Construction

Fiscal Year 2012

(Below) Barry Sharp, Medical Center Director, signs the design review concurrence for the future parking garage on August 12, 2011. Dr. Stanley Parker, Acting Chief of Staff, holds the architectural drawings of the future parking garage. Construction is scheduled to begin in fiscal year 2012.

Future Construction

Relocate Surgical Operating Rooms

Renovate Inpatient Wards on 5th Floor East Wing and 4th Floor East Wing

Renovate 8th Floor East Wing for Endoscopy and Cardiology Areas

Renovate 8th Floor West Wing for Hematology/Oncology Areas

Replace Major Roofs on Building 1, Medical Center

Upgrade Bathrooms for Americans with Disability Act (ADA) Compliance

Structural Repairs and Tuck-Pointing on Building 2
The Iowa City VA Health Care System will conduct a ribbon-cutting ceremony, followed by an open house, for its new VA Outreach Center, located at 1535 First Avenue SE in Cedar Rapids, Iowa on February 24 from 11 a.m. - 3 p.m. The Center will assist homeless Veterans and Veterans at-risk of becoming homeless by providing a daytime sanctuary where they can...
60th Anniversary
March 2012
THE 50’s
A Bank Elevators - Main Entrance 1952

1950’s Operating Room

THE 60’s
Director - J. Gordon Spendlove, MD

Front Lobby 1960’s
THE 70's

Dr. Peterson, Chief - Nuclear Medicine

A Bank Elevators - Main Entrance 1970

THE 80's

Clinical Expansion - Radiology

Cardiac Cath Unit - New in 1988
The 80's

National Tee Tournament - 1990's

Research Building 40 Ground Breaking - 2004

Highway 6 West - Flood of 2008