



## Fargo VA Health Care System SWS Site Visit Report



**Date:** May 30, 2019

**Location:** Fargo VA Health Care System

**Dept. Rehab Committee Members:** Wilson Spence, Gary Munkholm, Bill Brockberg, Roy Bressler, Dan Tengwall and Dept. Service Officer, Jeremy Wolfsteller.

**RE:** The American Legion Dept. Rehabilitation Committee is tasked with staying engaged with agencies that aid Minnesota veterans. The committee does this by conducting System Worth Saving Site Visits throughout the year. These locations include Sioux Falls, Fargo, St. Cloud and Minneapolis VA Health Care Systems, St. Paul and Fargo Regional Offices, Minneapolis, Hastings, Luverne, Fergus Falls and Silver Bay Veterans Homes. Additional Site Visits are conducted at VA CBOC's, Vets Centers, and Minnesota nonprofits that serve veterans when the budget allows.

**Meeting Attendance:** Chairman Bill Brockberg, Roy Bressler, Wilson Spence, Gary Munkholm, and DSO Jeremy Wolfsteller. Director Liversage and Executive Leadership Team.

## **Fargo VA Healthcare System Overview:**

Since 1929, the Fargo VA Health Care System has been improving the health of the men and women who have so proudly served our nation. We consider it our privilege to serve your health care needs in any way we can. Services are available to more than 90,000 Veterans living in North Dakota, northwest Minnesota, and South Dakota.

### Community-Based Outpatient Clinics

In addition to our main facility in Fargo, we offer services in 10 Community Based Outpatient Clinics:

- [Bemidji, Minnesota](#)
- [Bismarck, North Dakota](#)
- [Devils Lake, North Dakota](#)
- [Dickinson, North Dakota](#)
- [Fergus Falls, Minnesota](#)
- [Grafton, North Dakota](#)
- [Grand Forks, North Dakota](#)
- [Jamestown, North Dakota](#)
- [Minot, North Dakota](#)
- [Williston, North Dakota](#)

### Mission

The Fargo VA Health Care System exists to honor America's Veterans by providing exceptional health care that improves their health and well-being. The Fargo VA Health Care System strives to be a patient-centered, integrated health care organization for Veterans providing excellent health care, research and education; an organization where people choose to work; a community partner and a back-up for national emergencies.

### Key Business Drivers

Our key business drivers are quality, financial integrity, patient satisfaction, and employee satisfaction.

### Values

We value "**I Care**": Integrity, **C**ommitment, **A**dvocacy, **R**espect, **E**xcellence

## FY19 Fargo VA System Worth Saving Site Visit

### Meeting Minutes:

- **Demographics**
  - Fargo VA Healthcare System covers 17 Counties in MN
  - Total number of Veterans in Fargo VA HCS market: 72,720
  - Total number of eligible Veterans in market: 60,421
  - Total number of enrolled Veterans in market: 42,729
  - Men: 39,976/Women: 2,753
  - Total number of Veteran Users (unique) in market: 33,386
  - Outpatient visits in FY18: 321,206 (232K in Fargo; 89K in CBOCs)
  
- **Wait Times**
  - Average wait times for primary care patients • New: 19.57 • Established: 2.61
  - Average wait times for specialty care patients • New: 24.38 • Established: 4.19
  - Average wait times for mental health patients • New: 11.60 • Established: 1.88
  
- ❖ All new patients are from create date – all established patients are from patient indicated date. Longest wait times – Urology, Dermatology, Cardiology and GI
  
- **Female Veterans**
  - Women Veterans fastest growing segment of Veterans
  - 13 Designated Women's Health primary care providers, 12 are female
  - Women can request a female provider, psychologist or psychiatrist at our main facility or through Non-VA care
  - One part time male Gynecologist is on staff in Fargo
  
- **Outreach Activities:**
  - 126 Outreach Activities in FY18
  - Annual Veterans Creative Arts Festival (February)
  - Monthly Intro to Whole Health Classes
  - Quarterly New Veteran Orientation Sessions/Tours ➤ Annual Mental Health Summit

## FY19 Fargo VA System Worth Saving Site Visit

### Meeting Minutes Cont.

- **Fargo VA All Employee Survey**
  - 92% trust, benchmark
  - 86%. Best places to work was
  - 74% benchmark 67%
  - Veterans received appointments on the date and time that worked for them 90% of the time. Benchmark 85%.
  
- **Miscellaneous**
  - Lavonne Liversage retiring 6/7; Dale DeKrey Interim Director
  - Construction – Completing CLC and ED/Reception Area
  - Leases – CRRC, Grand Forks, Fergus Falls
  - Whole Health
  - Fargo National Cemetery – September 2019
  - Tobacco Free Campus –Effective today
  - Bend the cost curve for CITC
  
- **Community Based Outpatient Clinics Users**
  - Minot: 2,580
  - Grafton: 855
  - Bismarck: 4,433
  - Williston: 1,187
  - Dickinson: 1,101
  - Bemidji: 3,175
  - Grand Forks: 3,421
  - Fergus Falls: 1,859
  - Jamestown: 1,804
  - Devils Lake: 567

**Chairman:** *Bill Brockberg*

**Secretary:** *Jeremy Wolfsteller*