



System Worth Saving Site Visit Report

- **Date:** April 28, 2021
- **Location:** Virtual Meeting
- **Attendees:**
 - Rehab Committee Members*- Chairman Wilson Spence, Gary Munkholm, Daniel Tengwall, Carol Gilbertson and Jim Finley
 - *Department Service Officer*- Jeremy Wolfsteller
 - *Fargo VA Health Care System*– Director Dr. Weintraub and Executive Leadership Team
- **Purpose**

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 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.

Fargo VA Healthcare System Overview:

The Fargo VA Health Care System is a Joint Commission accredited medical/surgical Medical Center with more than 36 acute care beds, a 38-bed Community Living Center, Primary Care and Specialty Clinics, 10 Community Based Outpatient Clinics (CBOCs), and one Community Resource and Referral Center (CRRC).

The Fargo VA HCS oversees the provision of health care to more than 34,000 Veterans living in North Dakota, 17 counties in northwest Minnesota, and one northeast South Dakota county. The Fargo VA HCS has approximately 333,000 outpatient visits annually. The Medical Center is affiliated with the University of North Dakota School of Medicine and Health Sciences, providing training to medical students, and Internal Medicine, Psychiatry, and Surgery resident physicians. The facility is also a training facility for nursing and allied health care students.





Overview Continued:

The Medical Center is located in a quiet north Fargo neighborhood near the Red River within walking distance to a bus stop, parks, walking/bike paths, and a golf course. Our outdoor healing garden provides a place for recreation and therapy for Veterans and their families. The healing garden features walking paths, pergolas, gazebos, trees, flowers, and ample space to relax and enjoy the beautiful scenery and fresh air. The Medical Center is also just down the street from North Dakota State University, the Fargodome, restaurants, hotels, and downtown Fargo.

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

Meeting Minutes:

- **Patient Wait Times:** *(Fargo VA HCS Only, not CBOC's)*
 - **Primary care:** New Patients: 10 days from create date Established patients from indicated date: 1.6 days
 - **Specialty care:** New Patients: 6.6 days from indicated date Established Patients: 7.9 days from indicated date
 - **Mental health:** New Patients: 17.1 from create date Established Patients: 3.3 days from indicated date.
 - **Medical Service with Longer Wait Times:** Urology, Dermatology, Cardiology and GI





Fort Snelling National Cemetery Site Visit

Meeting Minutes Continued:

- **Primary Care Panel Sizes:** VHA patient centered management module (PCMM) standard via Directive 1406 for primary care range 1,000-1,400. Recommended baseline for FTE Physician PACT is 1200. For mid- level FTE PA or NP, recommended range is 800-900. Panel sizes refer to the assigned veterans a PCP has per year.
 - Fargo VA HCS including CBOC's (*Did not report any panels over recommended levels*)
 - MD's – 1200
 - NP/PA's – 1000
- **Funding:** (last three fiscal years)
 - **FY20 Total** \$219,971,011 (Salaries \$137,422,439)
 - **FY19 Total** \$222,453,743 (Salaries \$129,301,293)
 - **FY18 Total** \$208,169,526 (Salaries \$124,550,319)
 - **Community Care** (*Separate from general operating budget*)
 - **Preauthorized (MISSION ACT)**
 - **FY20** \$126,110,305.40
 - **FY19** \$44,679,259.77
 - **FY18** \$76,645,123.54
 - **Unauthorized Emergency Care**
 - **FY20** \$3,442,222.73
 - **FY19** \$2,302,499.07
 - **FY18** \$3,085,109.43
- **Facility Demographics:**
 - Bed capacity:
 - CLC 38 ADC 23
 - 3M 22 ADC 18
 - ICU 4 ADC 2
 - 4B 4 (due to facility maintenance usually 10) ADC 5
- **Outreach Activities:**
 - Over 260 since February 2020
 - FY21 there has been 119 outreach events so far, with 25 more expected.





- **Enrollment:**

- All counties in ND are in Fargo VA HCS catchment except for Slope, Bowman and Adams.
- Fargo VA Healthcare System covers 17 Counties in MN: Clay, Wilkin, Traverse, Otter Tail, Becker, Mahnomon, Norman, Polk, Red Lake, Pennington, Marshall, Kittson, Roseau, Lake of the Woods, Beltrami, Clearwater and Hubbard.
- Total number of Veterans in Fargo VA HCS market: 56,485
- Total number of enrolled Veterans in market: 39,586
- Men: 37,257/Women: 2,329
- Total number of Veteran Users (unique) in market: 34,732
- Total outpatient visits in FY20: 317,715

- **Community Based Outpatient Clinics Users**

**(Disclaimer FY18 estimate)*

- 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





- **Staff Vacancies:**

- A total of 69 clinical positions are currently vacant along with 41 nonclinical positions.
- Vacant positions on average can be vacant anywhere from a few days to a few months.
- Majority of the clinical positions vacant are due to VA's "Plus Up" for COVID19. Because of the clinical demand and the short-term incentives of the private sector, Fargo has had a challenge filling these new vacant clinical positions.

- **Female Veterans:**

- Fargo VA HCS Has a Women's Health PCP with a panel of 626 veterans which is full based on her FTE assignment.
- The total of women veterans enrolled is 728. The remaining 102 female veterans are being seen by a training women's veterans PCP.
- 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

- **Fargo VA All Employee Survey *Disclaimer based on FY18***

- 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%.

Department Rehabilitation Chairman: Wilson Spence III

Department Service Officer & Committee Secretary: Jeremy Wolfsteller

