

**COUNTY OF SAN DIEGO
HEALTH AND HUMAN SERVICES AGENCY
SAN DIEGO MILITARY AND VETERANS ADVISORY COUNCIL MEETING**

**MEETING NOTICE: In Person
North Central Live Well Center
5055 Ruffin Road, 2nd Floor Conference Room, San Diego CA 92123
Phone (858) 694-3222**

Public Video Viewing/Comment Option:

<https://sdcounty-ca-gov.zoom.us/j/82147798087>

**December 19, 2024
1:00 p.m. to 3:00 p.m.**

AGENDA

- | | |
|-------------|--|
| 1:00 - 1:01 | 1. Call to Order |
| 1:01 - 1:02 | 2. Pledge of Allegiance |
| 1:02 - 1:03 | 3. Roll Call |
| 1:03 - 1:05 | 4. Action Item: Approval of October 17, 2024, Meeting Minutes |

PUBLIC COMMENTS

- | | |
|-------------|--|
| 1:05 - 1:15 | 5. <u>Guidelines for Public Comment on Items not listed on the agenda:</u> <ul style="list-style-type: none">➤ Members of the public may request to speak about any issue within the purview of the Board.➤ Each speaker will be limited to three (3) minutes.➤ Board members may not discuss or take action on issues raised during public comment unless the issue is listed in this Agenda. |
|-------------|--|

PRESENTATIONS/DISCUSSION ITEMS

- | | |
|-------------|---|
| 1:15 – 1:25 | 6. Discussion Item: New Community Connections: SDMVAC Council Members share community events they had recently attended |
| 1:25 – 2:05 | 7. Presentation Item: VA San Diego Healthcare System, Dr. Frank Pearson, Director of the VA San Diego Healthcare System. |
| 2:05 – 2:45 | 8. Presentation Item: San Diego Pro Sports Military Alliance, Russ Thompson, Director of San Diego Pro Sports Military Alliance. |

- 2:45 – 3:00 9. **Discussion Item:** Suggested topic for future meetings: All San Diego Military and Veterans Advisory Council Members

ADJOURNMENT/ NEXT MEETING

The next regular meeting will be held on February 20, 2025, 1:00 – 3:00 pm, at 5055 Ruffin Road, 2nd Floor Conference Room, San Diego, CA 92123.

ASSISTANCE FOR THE DISABLED:

Agendas and records are available in alternative formats upon request. Contact the San Diego Military and Veterans Advisory Council Meeting staff contact at (858) 694-3222 with questions or to request a disability-related accommodation. To the extent reasonably possible, requests for accommodation or assistance should be submitted at least 24 hours in advance of the meeting so that arrangements may be made. Additional information can be found on the San Diego Military and Veterans Advisory Council (SDMVAC) website:

https://www.sandiegocounty.gov/content/sdc/hhsa/programs/ssp/veterans_advisory_council.html

**COUNTY OF SAN DIEGO
HEALTH AND HUMAN SERVICES AGENCY
SAN DIEGO MILITARY AND VETERANS
ADVISORY COUNCIL (SDMVAC)**

**Held In Person
North Central Live Well Center
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<https://sdcounty-ca-gov.zoom.us/j/84777426706>

**SDMVAC Meeting Minutes
October 17, 2024**

Members

Present

Danny Jackson
Tony Teravainen
Jaime Yslas
Paula Jansen

Staff Present

Alberto Banuelos, Asst. Director, Self-Sufficiency Services
Amy Klock, OMVA
Ray Flores, OMVA

Guests

Todd Gilje – President, Triple B Adventures
William Felty – Vice President, Triple B Adventures
Jon Asted – Program Coordinator, Veteran Engagement
Vic Martin – San Diego Veterans Coalition
Lisa Marcolongo – Elizabeth Hospice

Members Absent

Philip Kendro
Mark Gracyk
Jude Litzenberger

1. Meeting called to order at 1:05pm by Danny Jackson, Vice Chair
2. Pledge of Allegiance
3. Roll Call
 - SDMVAC present members noted above.
4. The August 15, 2024, meeting minutes were approved with all Council Members present voting yes.
5. Public Comments:
 - No public comment.

6. **Discussion Item:** Acknowledgement of the Passing of Former Council Member RADM Mark Balmert, USN (Ret). The Council held a moment of silence to honor the memory and contribution of former SDMVAC Council member Mark Balmert.
7. **Discussion Item:** New Community Connections: SDMVAC Council members share community events they had recently attended. The Council members recap their participation in a recent community event honoring Veterans and provide updates on the forthcoming Veterans Day activities in November.
8. **Presentation Item:** Triple B Adventures, Todd Gilje, USN (Ret) President of Triple B Adventures and William Felty, USMC (Vet) Vice President of Triple B Adventures. Todd Gilje and William Felty provided an overview of their mission to help Veterans reduce isolation and improve mental health. Their programs, including 'Campfire Therapy' and outdoor activities, create a supportive environment for Veterans to connect and heal. Their efforts are concentrated in Southern California.
9. **Presentation Item:** San Diego Military, Veterans and Families Advisory Council, Jon Aasted, Program Coordinator – Veteran Engagement, City of San Diego. Jon Aasted, Program Coordinator for Veteran Engagement with the City of San Diego, helps Veterans transition into civilian jobs, focusing on city employment opportunities. He draws on extensive experience in recruitment from both local government and private sectors. His work emphasizes career development, mentoring, and utilizing networks.
10. **Discussion Item:** Suggested topic for future meetings: All San Diego Military and Veterans Advisory Council. Ray Flores informed the council that for the December meeting, Dr. Frank Pearson, VA Director, will be invited to present. Council member Jaime Yslas suggested extending an invitation to representative from the Chula Vista Veterans Home organization to participate in the future Council meetings.

ADJOURNMENT/SET NEXT MEETING:

The meeting was adjourned at 2:19 p.m. The next regular meeting will be held on December 19, 2024

ITEM #6 New Community Connections: SDMVAC Council members share community events they had recently attended

All San Diego Military and Veterans Advisory Council Members



ITEM #7 VA San Diego Healthcare System

Dr. Frank Pearson, Director of the VA San Diego Healthcare System





Welcome to VA San Diego Healthcare System

VA



U.S. Department of Veterans Affairs

VA San Diego Healthcare System



VA
HEALTH CARE | Defining
EXCELLENCE
in the 21st Century

VA Mission Statement, Vision, and Values

- **Mission Statement:** Honor America's Veterans by providing exceptional health care that improves their health and well-being.
- **Vision Statement:** VHA will continue to be the benchmark of excellence and value in health care and benefits by providing exemplary services that are both patient-centered and evidence-based.

This care will be delivered by engaged, collaborative teams in an integrated environment that supports learning, discovery and continuous improvement.

It will emphasize prevention and populations health and contribute to the Nation's well-being through education, research and service in national emergencies.

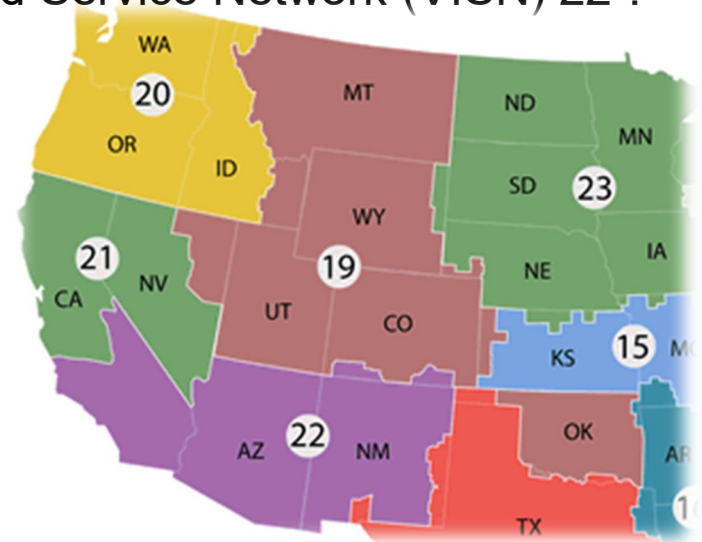
- **Core Values:** Integrity, Commitment, Advocacy, Respect, Excellence (ICARE)

VHA National Organizational Structure

- Congress is considered our “Board of Directors”, the authority from which passes through VHA to the VISN to the VA San Diego Healthcare System (VASDHS).
- This organizational structure provides the framework for most of our performance measures and strategic goals.

VASDHS is part of the VHA and is aligned with eight other VHA healthcare delivery systems in Southern California, Arizona, and New Mexico known as VA Desert Pacific Healthcare Network or “Veteran’s Integrated Service Network (VISN) 22”.

- VA Greater Los Angeles Healthcare System
- VA Loma Linda Healthcare System
- VA Long Beach Healthcare System
- VA San Diego Healthcare System
- New Mexico VA Healthcare System (Albuquerque, NM)
- Northern Arizona VA Healthcare System (Prescott, AZ)
- Phoenix VA Healthcare System
- Southern Arizona VA Healthcare System (Tucson, AZ)



VASDHS Executive Leadership



Cynthia Abair, MHA
Associate Director



Frank P. Pearson, DPT, PA-C
Director



Adrian Dollarhide MD, FACP
Chief of Staff



Teresa Waterbury-Clark, MSN, RN
Acting ADPCS/Nurse Executive



AnneMarie Sachs, LCSW
Assistant Director

VASDHS Overview

- Exemplifies excellence in Veteran health care; exceeds CMS averages in all inpatient and outpatient metrics.
- One of the largest Research programs in the VA with a budget of \$47.6M and 639 projects in FY2023.
- One of the largest training programs in VA; affiliated with UCSD School of Medicine and other institutions.
- One of largest VA/DoD Sharing/Collaboration sites.
- VISN 22 referral site for various specialty services.
- VISN 22 lead site for High Reliability Organization implementation.

VA San Diego Sites of Care

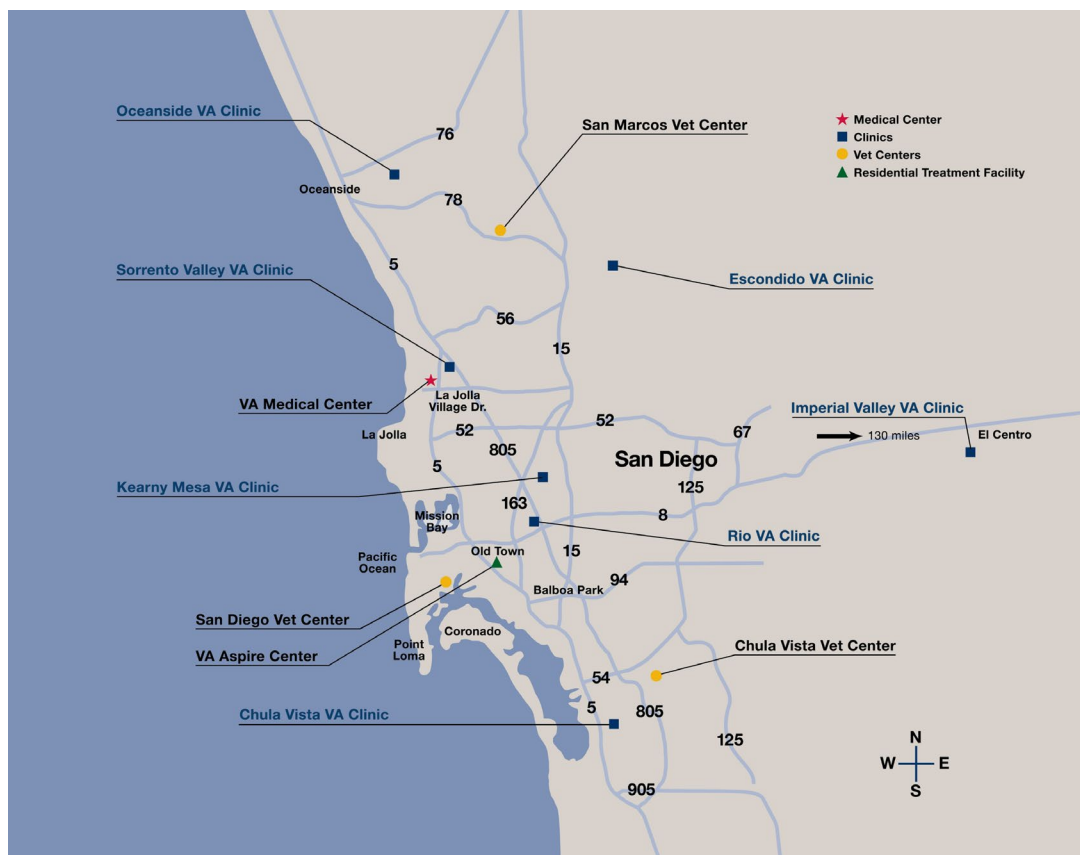
*Jennifer Moreno VA Medical Center (LJ)

*Health Clinic Locations

- Oceanside (NC)
- Escondido (NC)
- Sorrento Valley
- Imperial Valley
- Rio San Diego
- Aspire Center
- Kearny Mesa (SC)
- Chula Vista (SC)

*Vet Centers

- San Diego Vet Center.
- San Marcos Vet Center.
- Chula Vista Vet Center.



VASDHS Key Demographics

	FY2020	FY2021	FY2022	FY2023	FY2024
Veterans Enrolled	120,815	121,074	119,361	120,249	122,449
Unique Patients Treated	84,572	86,192	93,461	91,649	94,560
Hospitalizations	6,319	6,594	6,242	6,323	6,842
Outpatient visits	890,986	1,059,990	1,055,181	1,060,932	1,146,919
Surgeries	2,749	4,659	4,712	4,801	4,853
Women Veterans Served	11.3%	11.5%	11.8%	12.6%	13.1%

VASDHS Financial

	FY2022	FY2023	FY2024
Medical Care Budget	\$1,170,086,185	\$1,260,927,093	\$1,358,777,789
Community Care Cost	\$214,568,014	\$216,200,000	\$257,805,824
Budget (Operating Expenses)	\$955,518,171	\$1,044,727,093	\$1,087,552,354
Salaries, Wages & Benefits	\$543,922,948	\$623,570,579	\$718,240,027
All Other (Services, Supplies, Equipment)	\$411,624,291	\$420,858,498	\$369,312,327

VASDHS Medical Center Inpatient/Bed Capacity

Total Authorized Beds	296
Acute	134
Spinal Cord Injury	50
Community Living Center	43
Domiciliary	69



Level 1a Complexity Health Care System with Comprehensive Services

- Women Veterans Health
- Spinal Cord Injury & Disorders
- Polytrauma/Amputee Network Site (PANS)
- ASPIRE Center (Residential Treatment Program for PTSD/TBI)
- Comprehensive Substance Abuse Program (outpatient and residential)
- Geropsychiatry
- Community Living Center
- Homeless Veterans Care
- Readjustment Counseling
- Treatment for the Seriously Mentally Ill (SMI)
- Seamless Transition Program
- Transition and Care Management
- Neuromodulation Program (ECT, TMS, Ketamine)

VA San Diego HS: Priorities

- Zero Patient Harm
- Engaging and Empowering Employees
- Outstanding Customer Service
- Timeliness of Care & Optimization of Community Care
- Eliminating Veteran Suicide
- Modernization of Systems (including Space Utilization & Renovations)

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VA San Diego HS: Priorities

VASDHS CULTURE OF EXCELLENCE STRATEGIC GOALS FY24

ZERO HARM

QUALITY	VETERAN EXPERIENCE	SAFETY	EMPLOYEE EXPERIENCE	EFFICIENCY / VALUE
<p>Goal 1 Improve Quality of Care SAIL Clinical Measures</p> <p>1.1 Improvement in Zero Harm Measures:</p> <ul style="list-style-type: none"> • Pressure ulcers (PSI03) • Patient Safety Indicators • Patient Falls • Hospital Acquired Infections <p>1.2 Meaningful Improvement in SAIL:</p> <ul style="list-style-type: none"> • Hospital Flow • Specialty Care Access • PCMH Days Waited • Tobacco Use Cessation <p>1.3 Composite score for Breast Cancer Screening and Colorectal Cancer Screening improves by 5%</p> <p>Goal 2 Ensure Regulatory Readiness and Compliance</p> <p>2.1 Mock tracer team member participation 100%</p>	<p>Goal 1 Improve Veteran Trust 1.1 VSignals Trust Score > 90%</p> <p>Goal 2 Improve Veteran Experience</p> <p>2.1 Care Transition/Coordination</p> <ul style="list-style-type: none"> • SHEP IP – 60% • SHEP PC & SC – 62% <p>2.2 Communication</p> <ul style="list-style-type: none"> • SHEP IP MD & RN – 80% • SHEP PC & SC – 80% • VSignals My provider explained things in a way I could understand > 90% • VSignals My provider listened carefully to me > 90% <p>2.3 Improve Access Perception</p> <ul style="list-style-type: none"> • VSignals I got my appointment on a date and time that worked for me > 80% <p>2.4 Increase Access to Veteran Directed Care Program by 70%</p> <p>2.5 PACT Act Outreach</p> <ul style="list-style-type: none"> • Increase Enrollments by 3%/Uniques Utilizing Care by 1% <p>Goal 3 Increase Veteran Whole Health Delivery</p> <p>3.1 Veterans accessing Whole Health > 13.49%</p>	<p>Goal 1 Prevent Veteran Suicide 1.1 Relative Improvement of 22% in eCSRE1 adherence for score > 91.49%</p> <p>Goal 2 Improve Safety Culture</p> <p>2.1 Patient Safety Culture Survey composites maintain at AES > 4.0 or above:</p> <ul style="list-style-type: none"> • Teamwork Cohesion & Engagement • Risk Identification & Just Culture • Supervisor Communication & Trust • Error Transparency & Risk Mitigation <p>Goal 3 Commitment to Zero-Harm: Expand HRO Execution</p> <p>3.1 Implement HRO Four Foundation Tools</p> <ul style="list-style-type: none"> • AES – Supervisor Addresses Concerns 4.05 • Leader Rounding 80% weekly <p>3.2 Implement and utilize Just Culture Decision Tool and Accountability Framework</p> <ul style="list-style-type: none"> • AES: No Fear of Reprisal 4.4 • AES: Accountability < 11% 	<p>Goal 1 Promote Employee Wellbeing and Whole Health</p> <p>1.1 AES No Burnout Symptoms < 45% 0 symptoms < 20% 1 or 2 symptoms</p> <ul style="list-style-type: none"> • 5 EWH offerings/month • AES Workload < 20% <p>1.2 I-DEA AES</p> <ul style="list-style-type: none"> • Discrimination < 10.1% • Inclusivity > 4.1 • Opportunity > 4.1 <p>1.3 Disability Hiring</p> <ul style="list-style-type: none"> • Persons with disabilities >12% • Persons with targeted disabilities >2% <p>1.4 Whistleblower Protection</p> <ul style="list-style-type: none"> • AES Workplace Psychological Safety > 4.2 <p>Goal 2 Increase Employee Engagement and Growth</p> <p>2.1 AES SAIL</p> <ul style="list-style-type: none"> • AES Data Share > 67% • AES Data Use > 46% <p>2.2 AES Priority</p> <ul style="list-style-type: none"> • AES Growth < 10% <p>Goal 3 Employee Health & Safety</p> <p>3.1 Workplace illness/injuries reported in ECOMP 100%</p>	<p>Goal 1 Optimize Recruitment and Retention and Recognition</p> <p>1.1 Decrease vacancy rate and reduce median Time to Fill (T2F)</p> <p>Goal 2 Improve Workflow and Workload</p> <p>2.1 Implementation of process improvement to increase direct care capacity and utilization</p> <p>2.2 Implement RCI in 3 specialties with high Community Care utilization increasing in-house encounters relative to FY23</p> <p>Goal 3 Implement Clinic Practice Optimization</p> <p>3.1 Established Primary Care panels at 100% capacity</p> <p>3.2 Increase number of PACT Teams with support staff ratio of 3:1</p> <p>3.3 Increase Physician RVUs</p>

Healthcare System Performance

- **Effective Care:**

- We are exceeding CMS averages in Risk Adjusted Mortality Rate for Heart Attack, Heart Failure, Pneumonia, and COPD.
- We are exceeding NCQA HEDIS benchmarks in Hemoglobin A1c, Blood Pressure Control, Breast Cancer Screening, and Medical Assistance with Smoking and Tobacco Use Cessation.

- **Safe Care:**

- We are exceeding NCQA HEDIS benchmarks in Catheter-Associated Urinary Tract Infections and Central Line Associated Bloodstream Infections.

- **Veteran-Centered Care:**

- We are meeting the VA benchmark in Overall Rating of Hospital
- We are exceeding CMS Hospital Compare benchmarks in Care Transition and Overall Rating of Hospital.

VA San Diego HS: Quality of Care

Survey (Inspection) Results



CARF 3-year Accreditation for:

- ASPIRE/SARRTP
- SCI



ASCELLON – Successful Survey with
no Clinical Findings

VA San Diego HS: Quality of Care

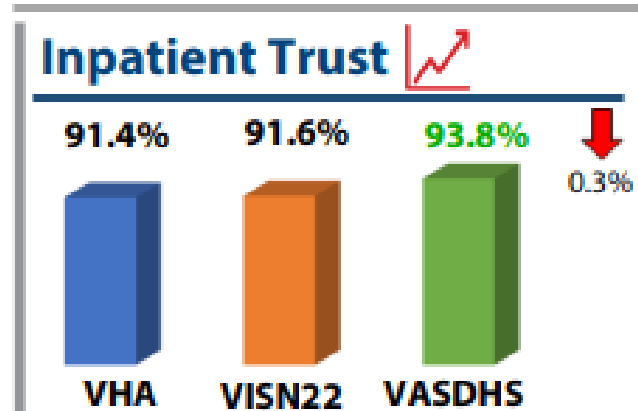
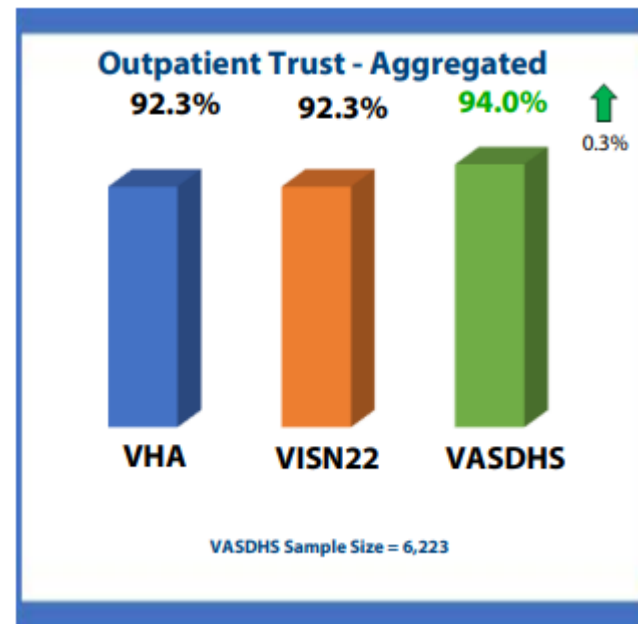
Veteran Trust Scores

Dashboard illustrates Veteran trust in VA San Diego for their healthcare needs over the past 90 days.

Score = Agree (4) and Strongly Agree (5). Goal is > 90%.

Outpatient Trust = 94.0%
(1st in VISN)

Inpatient Trust = 93.8%
(4th in VISN)



VA San Diego HS: Quality of Care



VA San Diego Receives 5-Star CMS Quality Rating

For the second year in a row, VA San Diego has been named a 5-star healthcare system by the Centers for Medicare & Medicaid Services (CMS) in their annual Overall Hospital Quality Star Ratings.



The CMS uses 5 categories – mortality, safety of care, readmission, patient experience, and timely and effective care – to award a quality rating for each hospital.

- One of six 5-Star Hospitals in San Diego
- One of 36 California 5-Star Hospitals
- One of 381 5-Star Hospitals Nationwide

VA San Diego HS: Quality of Care

BECKER'S
HOSPITAL REVIEW

Top-10 Nationally

#6 in the Nation

- Lowest 30-day mortality rate post heart attack

#7 in the Country

- Lowest heart attack death rate

VA San Diego HS: Quality of Care



Mobile Medical Unit

Available services include Medical, Pharmacy, Social Work, Telehealth, Benefits, Enrollment, Recovery, and Housing

Homeless Veteran Milestone

More than 2,000 homeless Veterans permanently housed

VA San Diego HS: Community Outreach

Stand Down 2024

Community Event to Support Homeless Veterans



August 9-11, 2024

94 Veterans received housing services

188 Veterans received enrollment help

VA San Diego HS: Community Outreach

Veterans Day Parade



VA San Diego HS: Community Outreach

PACT Act Outreach Events



Campo, CA

Rincon IHS



Imperial, CA



San Diego, CA



Kearny Mesa VA Clinic

VA San Diego HS: Community Outreach

- VA San Diego enrolled **7,183 NEW VETERANS** in FY24
- Saw a **5.97% increase** in enrollment in FY24 (largest in VISN 22)
- Hosted 25 outreach/retention events (averaging 2 per month)
- Current Enrollment Data (as of 9/30/24):
 - 127,432 Enrollees
 - 94,431 Unique Enrollments
- VISN 22 led the nation in enrollment every month (except Feb.) in FY24



New SCI/CLC & Parking Garage Construction Update

SCI/CLC Major Project (+ Parking Garage)

Features:

- **83 inpatient beds**
 - 50 SCI (30 acute & 20 LTC)
 - 33 CLC beds
- **Parking Garage**
 - 906 spaces

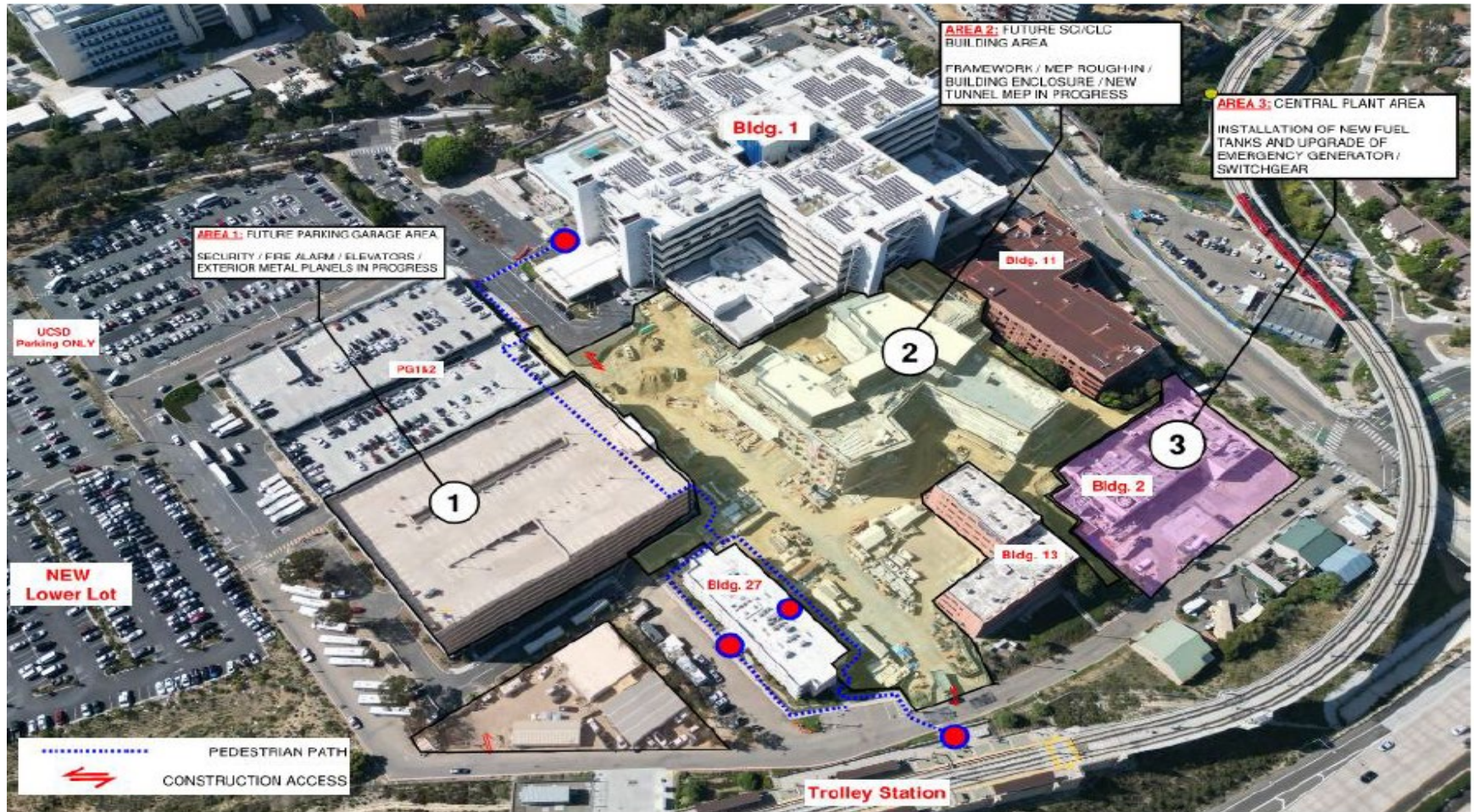
Schedule:

- **New SCI/CLC Building**
Construction Substantial
Completion: Feb. 2025
- **Parking Garage Completed:**
Opened on Nov. 6, 2023



New SCI/CLC & Parking Garage 3 Projects Progress

SCI/CLC Building and Parking Garage 3 Aerial View



New SCI/CLC Building: Floor 2 – Area C – SCI Acute Room



Our Culture of Excellence is about...



Putting **Veterans' interest first.**

Empowering employees and helping them deliver excellent customer service to improve the Veteran experience.

Improving or eliminating processes that impede good customer service.

Rethinking our internal structures and processes to become more Veteran-centric and productive.



THANK YOU!

QUESTIONS

ITEM #8 San Diego Pro Sports Military Alliance

Russ Thompson, Director of San Diego Pro Sports Military Alliance



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LIVE WELL
SAN DIEGO

San Diego Sports Alliance for Heroes



Alliance Teams



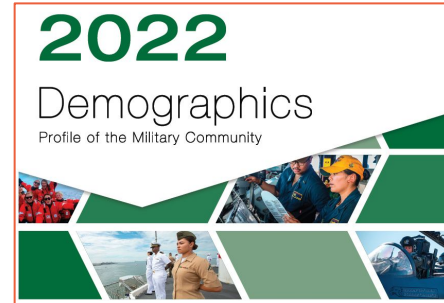
Our Why



- **Recognize & Reward the Service and Sacrifice of Active Duty, Veteran, and Retired Service Members and their Families.**
- **Acknowledge the Contributions of Military Personnel and Their Families to San Diego and Its Communities**
- **Further Cement San Diego's Reputation as a Military City**
- **It's the Right Thing to Do**



Military Demographics in San Diego



500K San Diego Residents with Direct Military Tie



198K Veterans



117K Active Duty/Reserve Service Members



105K Family Members



41K Military Retirees



34K Civilian Dept of Defense and VA Employees

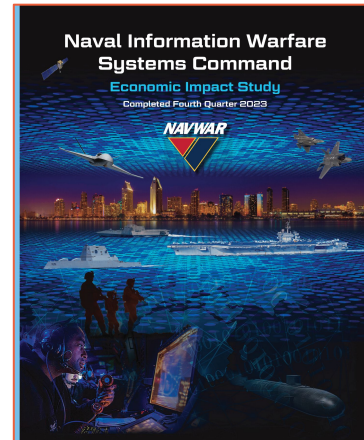
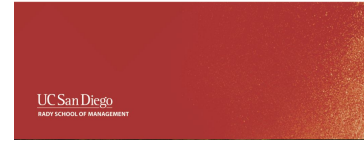


Economic Contributions

- 24.5% of Regional Gross Product
- 374,000 Jobs
- 2,000+ Companies in San Diego with DoD contracts



SDMAC | **2024** MILITARY ECONOMIC
IMPACT REPORT



We understand
our audience



Major Installations



Navy

- Naval Base Coronado (NAS North Island, NOLF Imperial Beach, NAB Coronado, NSW Compound)
- Naval Base Point Loma (ASW Annex)
- Naval Base San Diego (NMC Balboa, NAVWAR, Broadway)



Marine Corps

- Marine Corps Recruit Depot San Diego
- Marine Corps Air Station Miramar
- Marine Corps Base Camp Pendleton



Coast Guard Sector San Diego

- Coast Guard Sector San Diego Facility By San Diego International Airport





How We Reach Them

- On Base Activities
- In Game Activations
- Quality of Life/Quality of Service Initiatives



On Base Presence



- **Currently**
 - Staff/Player
 - Tours/Experiences/Interactions
 - Clinics
 - Youth Leagues
 - Base Events
- **In the Future**
 - Deployment Homecomings
 - Intramural Sponsorships
 - Field Rehabs
 - Merch Sales



In Game Activations



- Ticket Discounts Every Game - www.sdmilitarytix.com
- Administered through ID.me or GOVX
- Ticket Donations (Vet Tix/MSOs/VSOs)
- National Anthem Presentation (Color Guard, Anthem Performers)
- In Game Recognition
 - Hero of the Game - Active Duty (First Responder/Veterans when appropriate)
 - Group Outings (re-enlistments, swearing-ins, retirements, promotions, hail and farewells, tailgates, hero cams, etc. Provide buses when able and appropriate)
 - Sponsor Activations
 - Special Occasions (Month of the Military Child, Gold Star Spouse Day, etc.)



Quality of Life/Quality of Service



- Service member quality of life/quality of service initiatives
- Military family quality of life initiatives
- Military Service/Veteran Service Organizations - volunteer/support/donations/sponsorships
- Transition assistance (Skillbridge/Hiring Our Heroes/hiring events and conferences)
- Military spouse employment



Military Community Partners



- Armed Forces YMCA SD/ASYMCA Camp Pendleton
- Support the Enlisted Project
- SDMAC
- Gary Sinise Foundation
- Vet Tix
- Pacific Beacon
- Blue Star Families
- Hiring Our Heroes
- San Diego Fleet Week Foundation



**PACIFIC
BEACON**



Quick Story



ITEM #9 Suggested topic for future meetings

All San Diego Military and Veterans Advisory Council Members

