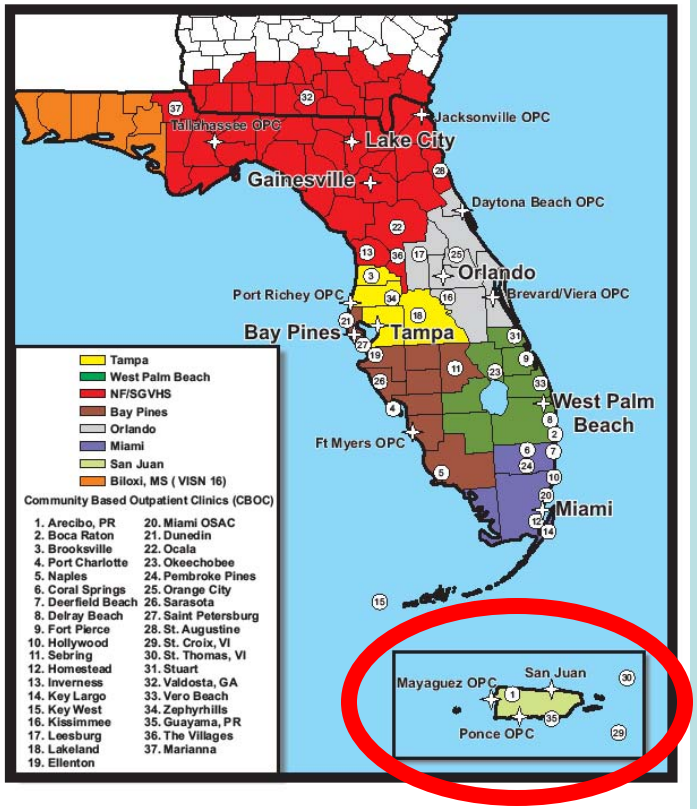
VA

Caribbean Healthcare System



Part of the VISN 8 Network System

Profile
1a Complexity level

1 Hospital: *San Juan VA Medical Center*

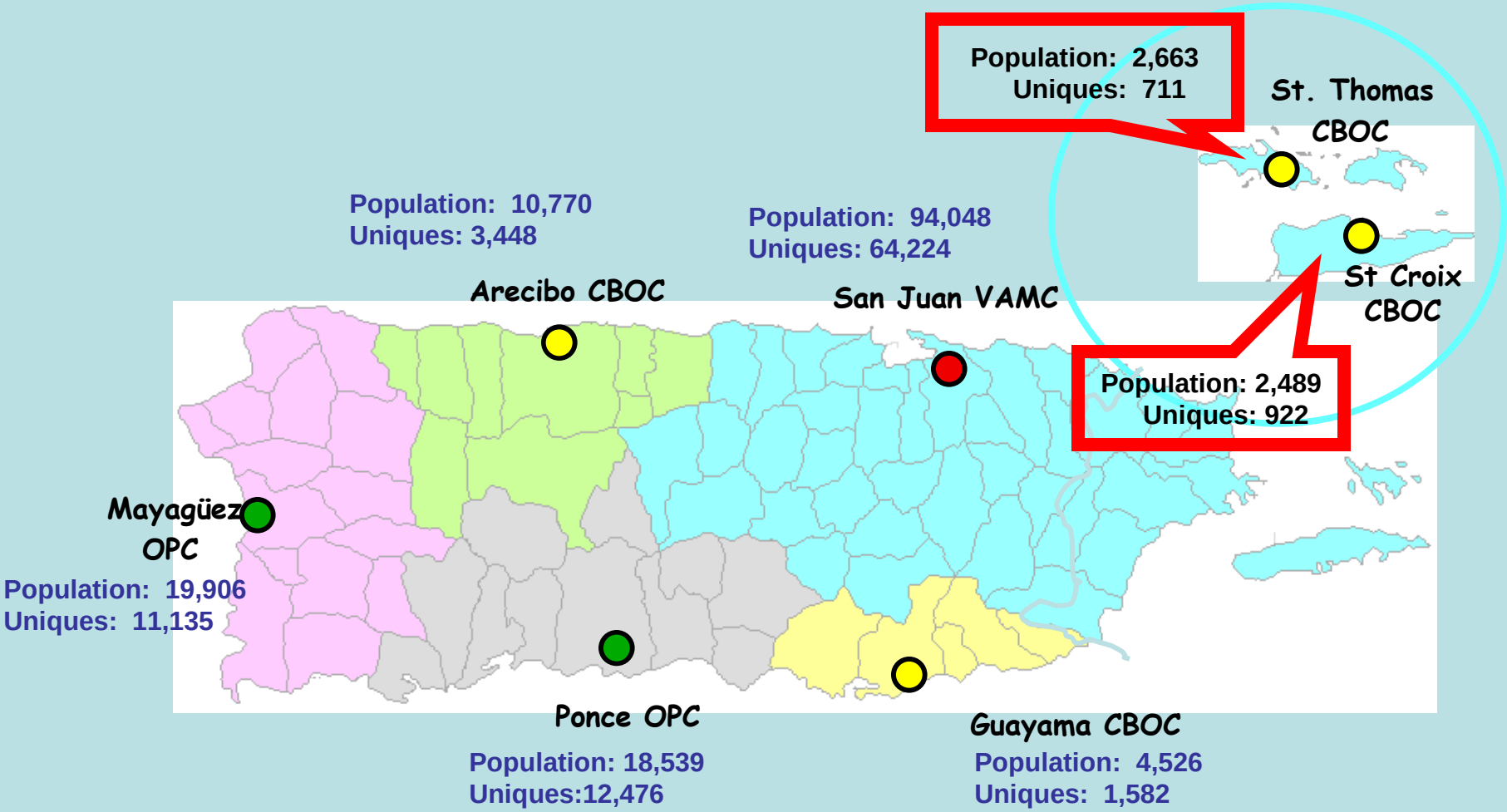
- ✓ Multi-disciplinary ambulatory services
- ✓ 331 acute care beds
  - *308 operational*
  - *23 out of service (medicine)*
  - *12 blind rehabilitation beds*
- ✓ 149 nursing home beds
  - *100 nursing home*
  - *20 out of service (due to construction)*
  - *29 transitional beds*

2 Multi-disciplinary Satellite Clinics (OPC)

4 Community Based Out Patient Clinics (CBOC)

UNIQUES BY CATCHMENT AREAS – FY07

Total Population: 150,883 Uniques: 66,668



PERIOD OF SERVICE VETERAN USERS VIRGIN ISLANDS FY07

Period of Service	St. Croix VI	St. Thomas VI
WWII	52	35
PRE-KOREA	9	3
KOREA	104	42
POST-KOREA	118	69
VIETNAM	327	298
POST VIETNAM	141	120
OTHER	30	11
DES. STORM (VET)	64	40
OEF/OIF	74	93

USVI Fee Basis referrals FY08:

- UROLOGY
- SURGERY
- ★ RADIOLOGY
- ★ PM&R
- OPHTHALMOLOGY
- NEUROLOGY
- GASTROENTEROLOGY
- DIALYSIS
- CARDIOLOGY
- GYNECOLOGY
- RADIOTHERAPY
- ★ HOSPITALIZATIONS: Acute & Long Term Care

USVI Fee Basis referrals FY08:

DRILL DOWN

CPT CATEGORY	FY08	FY08
DIAGNOSTIC RADIOLOGY (DIAGNOSTIC IMAGING)	$104,818.26	354
INPT PYMTS	$72,183.62	11
RADIATION ONCOLOGY	$46,544.67	4
PHYSICAL MEDICINE AND REHABILITATION	$45,031.89	58
MUSCULOSKELETAL SYSTEM	$24,034.03	26
CARDIOVASCULAR	$19,234.27	61
OPHTHALMOLOGY	$17,280.97	167
DIAGNOSTIC ULTRASOUND	$16,179.22	120

Gap analysis of services we provide in the Pacific and the USVI

We have identified an opportunity to outreach those veterans living in St. John, as they need to take a ferry to St. Thomas.

We are in the process of evaluating the best options to offer services in that island.

Overarching Issues in the USVI

The following issues/concerns are common throughout the Caribbean for both VA and other healthcare providers:

- ✓ Improved access to medical care services.
- ✓ Availability of accredited healthcare facilities for specialty care.
- ✓ Limited number of trained healthcare professionals.
- ✓ Travel is expensive (airfare) for veterans not otherwise eligible for beneficiary travel support.
- ✓ Significant expenditure of funding for both non-VA provided care and beneficiary travel support.
- ✓ Continued identification/enhancement of distance technology/telemedicine to extend the reach of VA services.

Overarching Issues in the USVI

- ✓ **Language Barrier**

The VA Caribbean Healthcare System has established priority for all USVI Veterans visiting the San Juan VA Medical Center. The patients are given the name of the Special Programs clerk and are oriented by the staff at both St Thomas and St Croix, to make contact with the fully bilingual clerk upon arrival to the Hospital.

The patients are familiar with this program and understand that if they have a problem of any kind, including language related, the patient and staff at any of the outpatient clinics, can contact the Special Programs clerk. Upon check in at the Special Programs office, they are given the extension written on a “Fast Pass” ticket, so that they can reach the office for assistance.

With the “Fast Pass” ticket, they are seen in the morning whenever possible and check out as quickly as possible to avoid travel mishaps.

Fast Pass

Virgin Islands

PRIORITY

Clinic _____ Flt Dep___
EXT 31227 for assistance

TELEHEALTH

ST. Thomas: Nutrition

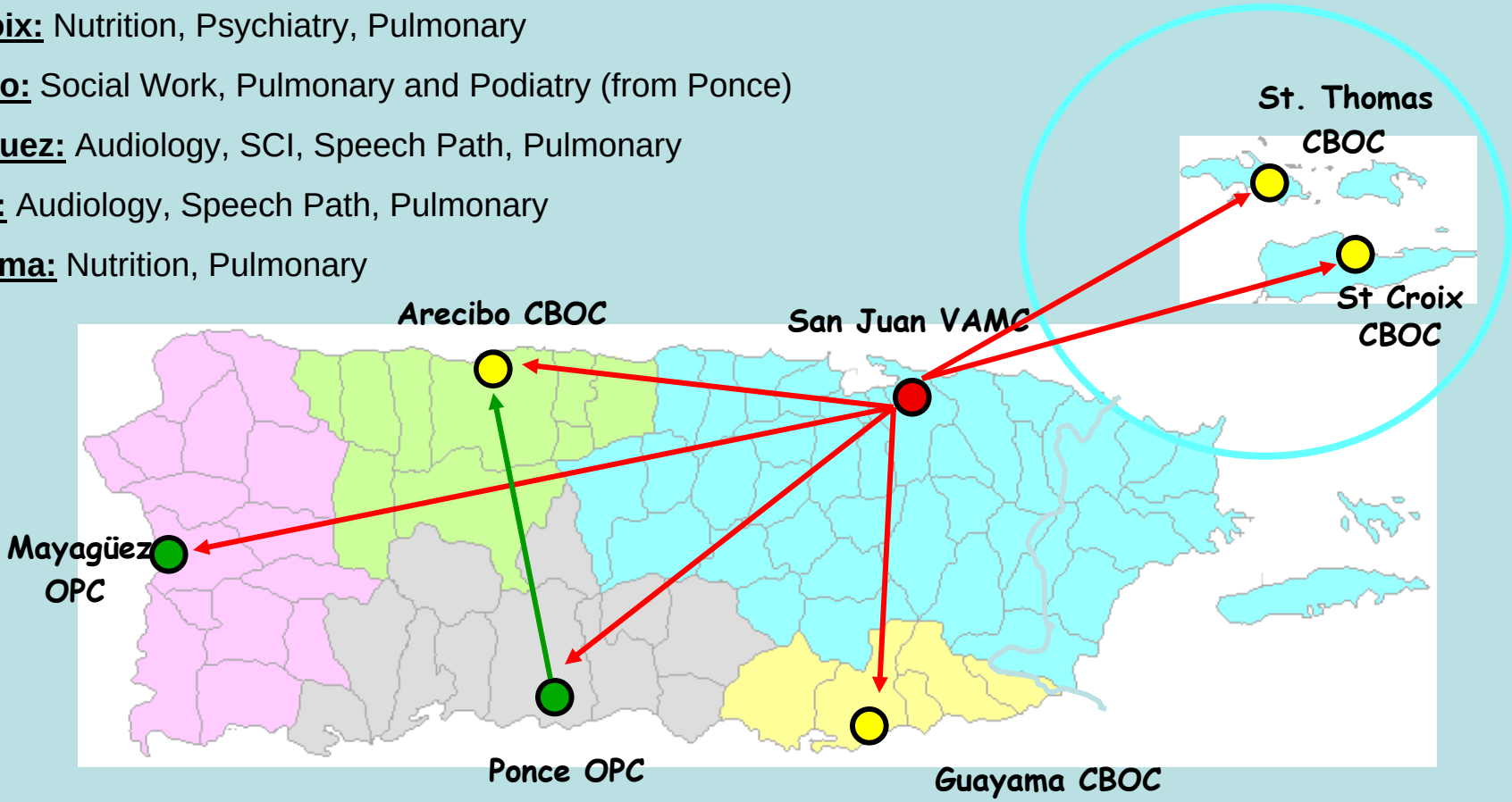
St. Croix: Nutrition, Psychiatry, Pulmonary

Arecibo: Social Work, Pulmonary and Podiatry (from Ponce)

Mayaguez: Audiology, SCI, Speech Path, Pulmonary

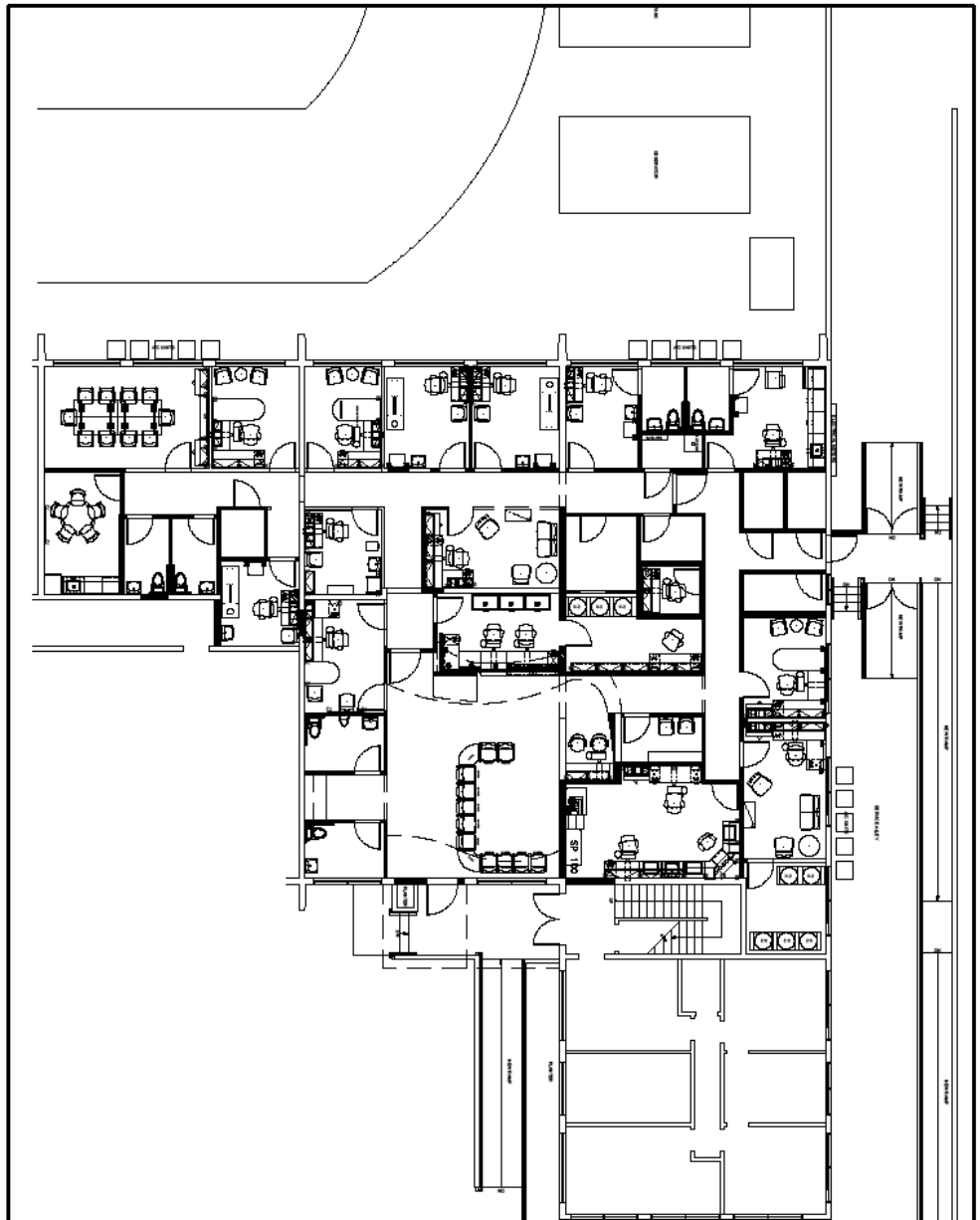
Ponce: Audiology, Speech Path, Pulmonary

Guayama: Nutrition, Pulmonary



St. Thomas CBOC Relocation

- ✓ Opening: December 2008
- ✓ Size: 4,508 sq. ft.
- ✓ Services: Primary Care
  Vet center



Collaboration with DOD or other groups in the area

The Seamless Transition Program at the VA Caribbean Healthcare System works in collaboration with the National Guard and the Reserve and is an active participant of the post deployment health reassessment activities.