

Emergency Room (ER) Diversions

First, regarding the question of whether the statistics provided by the Medical Control Board to the Saint Petersburg Times are consistent with Bay Pines' internal data, those statistics are indeed consistent with Bay Pines' internal data back through Fiscal Year 2005. We cannot certify internal data prior to that as there was a completely different management group at Bay Pines and the VISN. The consistency from 2005 to 2007 would lead us to believe that the control board data is reasonably accurate, but that is an assumption.

Please note that the amount of time on ER diversion has dramatically decreased in the last year. This is a result of wide ranging initiatives to redesign systems to improve patient flow throughout the medical center, to include:

- * ER Expansion
- * Electronic Tracking Board
- * Increase number of Telemetry beds within the hospital (additional 10 Telemetry beds)
- * Adjustments to physician (Hospitalist) staffing pattern in increase patient flow
- * Bay Pines homepage displays and links to the "Pinellas County Office of the Medical Director Hospital Status" so that all staff are aware of Bay Pines' status with the county
- * Hospital Discharge Workgroup Created - interdisciplinary team to plan and coordinate patient discharges
- * Added 1.0 Full Time Equivalent Employee (FTEE) Patient Flow Coordinator - aka "Bed Czar"
- * Workgroup to streamline admission process
- * Staff education, awareness, and culture of "Avert Divert"

Regarding information on quality and patient satisfaction at Bay Pines:

- * For Fiscal Year 2007, 2nd Quarter - Bay Pines ranked 10th in the nation among 139 VA facilities for aggregate performance.
- * Aggregate performance is based on 47 different measures (including access to care, quality of care, and patient satisfaction). Bay Pines ranked 1st in their complexity group. Complexity groups allow VA to sort facilities based on common variables (i.e. Patient Risk, Resident Slots, physician specialists, research dollars, level of intensive care).

* Patient Satisfaction Fiscal Year 2007 to date (October 2006 through July 2007) - Percent of patients rating their overall satisfaction as "very good" or "excellent":

	Bay Pines	VA National
Inpatient Overall	83%	77%
Outpatient Overall	85%	78%

Physician Hiring

Regarding concerns that Bay Pines is losing physicians, that is not the case. In fact, it is the opposite. The number of physicians has increased from Fiscal Year 2006 to Fiscal Year 2007 by 16 Full Time Equivalent Employees (FTEE) and 18 headcount. Physician vacancies are very dynamic in nature. Natural, ongoing turnover and the infusion of new FTEE in selected areas resulted in 32 recruitment actions in Fiscal Year 2006. In Fiscal Year 2007, the infusion of new FTEE for national program enhancements (e.g., Mental Health) and local enhancements (e.g., Cardiology and Radiology) resulted in 68 recruitment actions.