



**SOUTHEAST LOUISIANA
VETERANS HEALTH
CARE SYSTEM**

“One Team Creating The Perfect Patient Experience”

2014 Annual Report

Improving access to care

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Caring for America's heroes

In fiscal year 2014, Southeast Louisiana Veterans Health Care System focused on making certain our enrolled Veterans had timely access to the best health care in the region. SLVHCS served 40,411 unique Veterans, including more than 3,275 women Veterans. SLVHCS provided 493,525 outpatient visits and operated with an annual budget of almost \$347 million.

SLVHCS also has academic affiliations with two major universities, and serves Veterans across 23 parishes in southeast Louisiana through eight community based outpatient clinics in New Orleans, Baton Rouge, Slidell, Hammond, Houma, Bogalusa, Franklin and St. John Parish. Our Houma clinic moved to a new space Oct. 7, 2013, which was just down the street from its previous location. The new clinic is larger, which enables us to treat more patients every day.

Our new medical center, slated for completion in 2016, will serve as a model for Veterans' health care well into the future. With state-of-the art facilities and a campus designed to facilitate whole body wellness, the new medical center will meet the full array of VA missions: health care to America's heroes, education, research and national preparedness. In 2014 we received our first building, the former Pan American Life Insurance building, from our contractors and began activation in April.

Our facility's Interdisciplinary Pain Management Program was accredited for three years by the Commission on Accreditation of Rehabilitation Facilities, who announced the accreditation in November 2013.

Also, the Joint Commission made an unannounced visit in February. The Joint Commission team stayed for four days with five surveyors and closely evaluated three primary areas of service – home care, behavioral health, and ambulatory/primary care, which includes the community based outpatient clinics and the Ambulatory Procedures Unit. SLVHCS received support for full accreditation, and many other accolades.

We are proud of the care we provide our Veterans and the information in this annual report demonstrates the commitment of our health care system, and its employees, to providing Veterans with access to excellent care at every clinic.





Access to care

Ensuring our Veterans receive the quality health care they deserve is VA's top priority. At the Southeast Louisiana Veterans Health Care System, our goal is to provide Veterans with an appointment within 30 days of their desired date and we worked throughout the year to reduce wait times. When we could not provide specialty care access within 30 days, we outsourced the care. We purchased about \$102 million in care for services we currently cannot offer and also to ensure timely access for our patients.

SLVHCS worked to accelerate patient care through a number of initiatives, starting with the aggressive filling of vacancies across the facility and will continue this effort through the next two fiscal years. Where vacancies were not yet filled, Primary Care used locum tenens providers to enhance patient access.

We also focused efforts on reducing the compensation and pension backlog (C&P). Our providers received training and access to electronic compensation files and traveled to the Veterans Benefit Administration New Orleans Regional Benefits Office five times a week to assist with expediting Veterans' claims. SLVHCS had an average processing time of 16 days with less than two percent returned for insufficiency. Our efforts enabled VBA adjudicators to render disability rating decisions more quickly and reduce the total number of outstanding claims.



Vet-Tran



Because we operate as a system of eight outpatient clinics, we offer Vet-Tran, a transportation service that helps Veterans get to their specialty care and VBA appointments in New Orleans from their local clinics. We also transport Veterans to the VA hospital in Biloxi, Miss., for certain specialty services. In 2014, we transported more than 55,000 Veterans and employees.

Our Pain Program expanded services via telehealth. Veterans can now get consultations at their local community based outpatient clinic via a telemed conference appointment instead of traveling to New Orleans.

Veterans assigned to PACTs headed by Dr. Ernest Sneed, Dr. Sweta Singh, Dr. Patricia Wright or who receive services through the Operation Enduring Freedom/Operation Iraqi Freedom/Operation New Dawn program were invited to participate in a pilot text messaging program. About 15 percent of the Veterans who attend these clinics miss their appointments, but among those participating in the text reminder program, the no show rate was reduced to less than six percent.

Optical shops were also opened in New Orleans and Baton Rouge in May as part of expanding services for our Veterans. By September, the shops have filled about 1,000 prescriptions. By having an in-house optical shop, we were able to reduce voucher obligations for prosthetics by \$15,000 and provide higher-quality eye glasses to our Veterans.



Optical shop





ALS Team



Interdisciplinary Pain Management



The Amyotrophic Lateral Sclerosis (ALS) Multidisciplinary Clinic was created in FY14 to reduce the number of discrete clinic visits required of our Veterans and promote the health and wellbeing of those diagnosed with ALS as well as their caregivers. The SLVHCS spinal cord injury coordinator, who is a licensed social worker, shepherds the Veteran and caregivers through the processes of enrollment/eligibility and care and connects them with Veteran Service Organizations for assistance too. The SCI coordinator serves as the point of contact before, after and between appointments.

The Caregiver Support Program continued to grow, partly due to the increase in the Operation Enduring Freedom/Operation Iraqi Freedom/Operation New Dawn Veteran populations. In fiscal year 2013, the program had 35 applications for caregiver stipends, 11 of which were approved. In FY14, the program received 70 applications, with 22 approvals. In addition to the post-9/11 Veterans eligible for the stipends, the Caregiver Support Program provides support and education to all caregivers, connecting them with a full spectrum of VA and community services to provide support and respite.

Enrollment in the OEF/OIF/OND program has grown to almost 10,000 Veterans due to the combined efforts of persistent and creative outreach and diligent patient centered case management.

We expanded clinical video teleconferencing clinics to include PTSD individual counseling, interdisciplinary pain counseling sessions, family therapy and structured approach therapy research.

In FY14, SLVHCS Home and Community Services' expanded its Home Based Primary Care and had an average daily census of 470 patients, which is the highest in VISN 16. By meeting the needs of our Veterans in their homes, we provide greater access and improved continuity of care.

Our Homemaker/Home Health Aide Program was launched during the summer and enrolled 20 Veterans. Homemakers and home health aides are for Veterans who need assistance with daily living activities like bathing and getting dressed, or instrumental activities such as fixing meals and taking medicines.

The clinics also received patient self check-in systems, or kiosks, early this year. This system saves patients' time and increases the accuracy of patient demographic information because patients can review and update their contact and insurance information while checking in for their scheduled appointments.

Once patients check in, they begin the triage process. Our clinics instituted the sixth vital sign project, which is part of the triage process and assesses a patient's emotional health. The



Caregiver Resource Fair



goal is to decrease the suicide attempt rate and determine whether mental health services are needed at an earlier point of intervention.

Veterans at many clinics were invited to participate in a six-week yoga program which was overseen by our Mental Health Service. Through the introduction of the fundamentals of yoga, patients learned physical poses, meditation and breathing techniques that helped with post-traumatic stress symptoms and to manage chronic pain.

Several expanded services and clinics were added to our Specialty Care Clinic in New Orleans, including cardiology, rheumatology, allergy, pulmonary, nephrology, neurosurgery, headache, hepatology and foot care. These expanded clinics required a re-aligning of space to accommodate the increase in services. The end result of these expanded clinics and services is greater access to care for all SLVHCS patients.



Vet-Link check-in kiosk

Cultural transformation

Our facility was designated as an Emerging Center of Innovation by the Office of Patient Centered Care. The SLVHCS Office of Cultural Transformation works to guide and retrain our staff to deliver care in an efficient and patient centered manner. With a mission rooted in the belief that a large organization benefits from maintaining a disciplined process for tapping the talent and expertise of those on its front lines, we looked to a variety of departments, groups of employees and individuals to help facilitate and incorporate new and innovative ideas. This was accomplished through our Transformational Plan of Care and lean methodology. With a goal of targeting solutions that can be developed, piloted and evaluated for broader deployment within a span of 12-24 months, SLVHCS conducted two Value Stream Analyses and 23 Rapid Process Improvement Workshops. Our value stream analyses focused on



hiring processes and access to care. The RPIWs, likewise, focused on discreet improvements to processes in both hiring and access.

To facilitate lean methodology, SLVHCS undertook a mid-level manager lean training program. In FY 14, 32 mid-level managers were trained in lean principles and how to evaluate processes using lean methodology. Most then participated in either a VSA or RPIW.

We conducted continuous daily improvement training for about 30 clinical employees and 5S training for over 500 employees. 5S is the name of a workplace organization method that uses a list of five Japanese words: *seiri*, *seiton*, *seiso*, *seiketsu* and *shitsuke*. Translated, the list (sort, straighten, shine, standardize, and sustain) describes how to organize a work space for efficiency and effectiveness. The decision-making process has roots in standardization, which builds understanding among employees of how to be the most efficient and effective.

So that we exhibit the “one team creating the perfect patient experience” philosophy, we saturated our organization with a kindness philosophy and instituted the Kindness Project. Born from an RPIW, the Kindness Project was a multi-faceted initiative to develop our workforce. We stood up an employee association, instituted a daily recognition program, offered leadership development courses, promoted employee wellness by offering Yoga and Zumba for employees and we encouraged employees and their supervisors to take advantage of individual development planning. To confirm that we are headed in the right direction, we asked our patients to fill out comment cards and tell us how we either did or could have made their visit perfect. When our health care providers receive accolades from Veterans and from their community peers, we know our cultural transformation is taking shape. Two of our doctors, Alys Alper, internal medicine, and Benjamin Lee, urology, were named among the New Orleans region’s best doctors for 2014 in a survey of their peers.



Mental health



Mental Health garden

One of the most significant changes to the Southeast Louisiana Veterans Health Care System's mental health program in 2014 was the integration and expansion of mental health providers into all of our community based outpatient clinics. This primary care-mental health integration (PC-MHI) means that when a primary care provider makes a referral to PC-MHI, the Veteran is contacted by a registered nurse care manager within 48 hours. The nurse conducts a comprehensive care management assessment and schedules an appropriate behavioral health assessment and appointment based on the Veteran's mental health request. By evaluating Veterans for mental health needs as part of our standard processes we can help prevent crises or distress. Additionally, SLVHCS psychologist Dr. April Foreman was named our VISN Suicide Prevention Coordinator Lead. She and our other suicide prevention coordinators, assist about 50-60 local Veterans per week.

Veterans are now able to participate in a variety of classes at their community based outpatient clinic to assist them in achieving healthy living. Classes include yoga, stress management, strategies for sleep, coping with chronic illness, living beyond chronic pain and using opioids safely.

Our standardized yoga protocol is based upon research completed at SLVHCS that found Veterans with PTSD, who participated in a



PTSD team



yoga group, reported improvements in sleep and physiological arousal. The Vinyasa style of yoga used in the groups emphasizes a therapeutic approach that links breath to movement and may assist Veterans in gaining mastery over distressing emotions, feel safer in their daily environments and experience an overall decrease in stress. Evaluations conducted at the end of the initial phase of the program indicated that 100 percent of the Veterans who responded enjoyed the group and would be extremely likely to recommend yoga to other Veterans.

For our Veterans who participate in the psychosocial recovery program, we used gardening therapy, music therapy and field trips to help them on the road to recovery. The garden was placed outside the mental health clinic and Veterans plant, weed, water and harvest. Feedback from the Veterans for all the therapies has been positive and they cited improved ability to focus and relax as significant outcomes.

SLVHCS also held its second annual Mental Health Summit in September 2014. The summit participants developed goals to increase communication and collaboration between SLVHCS mental health providers and our community partners, including representatives from law enforcement, state agencies, nonprofit organizations and other community-based organizations dedicated to improving Veterans' mental health.





CRRC

A lot has changed with the homeless population in New Orleans over the past year. One thing that has not changed is Southeast Louisiana Veterans Health Care System’s commitment to serving our homeless Veterans.

The New Orleans Community Resource and Referral Center is one of 29 Department of Veterans Affairs CRRCs located in densely populated urban areas throughout the country. All CRRCs are built on a “one-stop shopping” model, with the goal of providing as many services as possible at one location. The New Orleans location is unique in that it is the first to integrate federal, city, and private sector resources to serve both Veteran and non-Veteran homeless clients and their family members. At the New Orleans CRRC, all homeless citizens have access to the same types of services: transitional and permanent housing, medical and dental care, crisis counseling, employment assistance, personal items storage, travel subsidies, legal assistance, showers, laundry, clothing, and a small morning meal.

Since opening Oct. 1, 2013, homeless citizens visited the CRRC 42,469 times and about 33 percent of those visits were made by Veterans. The ability to get a hot shower was a big draw as clients took 12,118 showers. At the CRRC,

CRRC laundry facility



CRRC clothing donations



we also washed 10,355 loads of clothes, distributed 8,024 hygiene kits, and served over 15,000 sandwiches to area homeless citizens.

The VA teams serving our homeless Veterans include the Homeless Patient Aligned Care Team, Compensated Work Therapy, Transitional and Permanent Housing, Veterans Justice Outreach, and Peer Support. Community partners currently working in the CRRC include: Travelers Aid Society of Greater New Orleans; Harry Thompson Center; Health Care for the Homeless; Military Order of the Purple Heart; Veterans Empowerment; Pro Bono Project/Homeless Experience Legal Protection; Volunteers of America; Start Corp.; Hope Center, Inc.; Ozanam Inn; Second Harvest Food Bank; and Unity of Greater New Orleans.

Our Veterans Justice Outreach Coordinator engaged 222 Veterans involved in local justice systems, including 20 in Veterans treatment court. Two Veterans graduated from the program this year and our involvement with Veterans in the justice system should increase significantly as we open the Jefferson Parish's 24th Judicial Court VTC in FY15.



Ending Veteran homelessness

New Orleans is now a nationally recognized model for reducing homelessness, especially for our success at reducing Veterans homelessness. Since 2012, Veteran homelessness is down 66 percent in the New Orleans area. The mayor of New Orleans accepted First Lady Michelle Obama's challenge to eliminate Veteran homelessness by the end of 2014 and coordinating that effort with SLVHCS and other community partners has made the challenge attainable.

This success with Veterans is largely due to the Southeast Louisiana Veterans Health Care System's use of housing first protocols, extensive outreach, field work, employing a homeless patient aligned care team to address medical needs, the Community Resource and Referral Center to address material/administrative needs, and our relationships with a multitude of community partners.



Stand Down FY 2014



Stand Down FY 2014

In fact, the 100,000 Homes Campaign honored James Tardie, Health Care for Homeless Veterans program manager, for his outstanding contributions to New Orleans's success in housing the most vulnerable and chronic homeless.

The award was presented during the New Orleans Interagency Council to End Homelessness meeting hosted by UNITY of Greater New Orleans in August.

In FY14 we received 25 new HUD/VASH vouchers for Veterans in the New Orleans area and 24 new vouchers for the Baton Rouge area.

The FY14 Homeless Veterans Stand Down was held the last Saturday in October 2013. About 279 Veterans and 106 non-Veterans were treated to clothing, food, assistance with obtaining community resources and even live music. Veterans also received medical and dental screenings and prescription medication refills.



“This is one of the best honors I’ve ever received. Going the extra mile and helping others feel good about themselves, makes me feel good about myself. I do this because no one should ever have to be homeless.”

-James Tardie





Research

During FY14, Southeast Louisiana Veterans Health Care System's Research Office continued to expand its responsibilities. We had 76 open studies, which was an increase of 14 studies from the previous year. There were 58 without compensation researchers on staff and the office budget was almost \$2 million, which was an increase of 22 percent from FY13.

Our partnership with the Gulf Coast Veterans Health Care System in Biloxi, Miss., enables us to integrate their research data into our protocol tracking system and better coordinate research conducted there. SLVHCS IRB and Research and Development committees serve as committees of record for the GCVHCS research program.

In January 2014, the SLVHCS research program was audited by members of the information security and privacy team. During the site visit, the Research Office files were audited for compliance with national standards. Our program was cited for being the only VA research program which achieved a 100 percent score in compliance with regulations and sustainability of the programs practices.

Also in FY14, the Louisiana Veterans Research and Education Corporation was reactivated and is now fully functioning. The governing board reconstituted in January 2014 and an executive director was hired in March. Since the not-for-profit corporation had been inactive since 2005, reactivating it represents a significant expansion of our research functions.

Environment of Care

A variety of key elements and issues contribute to the way Southeast Louisiana Veterans Health Care System makes patients, their families, staff, and others feel when experiencing our unique health care delivery system. These elements include: privacy (visual and auditory), security, clarity of access (exterior and interior), color, light and efficient layouts that support overall functional operation.

SLVHCS' goal is to appropriately design into and manage as part of the physical environment, these elements to create safe, welcoming, and comfortable environments that support and maintain patient privacy, allow ease of interaction, reduce stressors, and encourage everyone's participation in the delivery of care.

When SLVHCS had active construction projects in 2014, the construction safety committee conducted weekly inspections to ensure safety protocols were in place. Safety management conducted fire drills, inspected facilities, educated staff on the usage of fire extinguishers and provided employees with emergency response badges to attach to their identification cards. The badges contain information on fire and bomb threat response procedures.

SLVHCS provides security at each of our community based outpatient clinics and our specialty care clinics. As a demonstration of the outstanding protective service provided by our Police Service, the national Office of Security and Law Enforcement Administrative Officer of the Year award was awarded to SLVHCS Police Service Administrative Officer David L. Anderson. SLVHCS also provided an adjunct instructor to the law enforcement training center's protective service course.

With more than 90 percent of our police officers being Veterans, giving back to the community is a high priority for them. In FY 2014, 13 members of Police Service volunteered to help construct low-cost housing for Hurricane Katrina victims and low-income families. Additionally, in March 2014, Lt. John McCann, Jr. received commendation from VA Under Secretary for Health for rendering assistance to injured motorists on a local interstate.



Fire extinguisher training



Lt. John McCann, Jr. received commendation from VA Under Secretary for Health



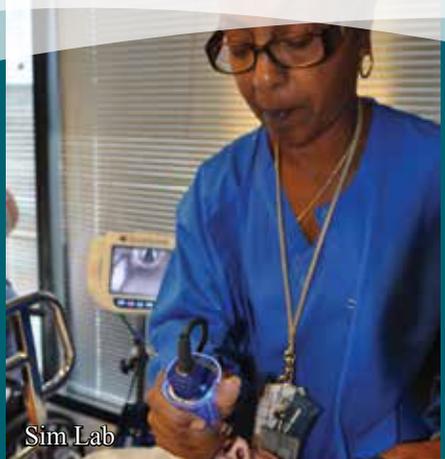
Workforce development

Equipping and empowering Southeast Louisiana Veterans Health Care System's workforce is critical to providing patient-centered care. This year, we undertook several initiatives to provide our employees with the skills they need to grow and advance.

SLVHCS hired a consultant to provide talent-based assessments for all employees. The goal was to help employees identify their strengths and determine career advancement strategies based on those strengths.

We offered leadership development opportunities as well. In FY14, 10 employees took advantage of our Emerging VA Leaders and Leadership Development Institute offerings.

Our Workforce Development Service became a recognized Veterans Health Administration Resuscitation Education Initiative training site and we implemented the Voice Activated Manikin system for CPR training. The VAM system is the gold standard for assessing the CPR skills of health care providers.



Sim Lab



STARS training





STARS Graduation

“No task or function is too small or too big for me when it comes to taking care of patients.”

*–Adrian Bennette,
SLVHCS 2014 Patriot of the Year*



Building on the cultural transformation initiatives of 2013, many in-house training opportunities were available for employees in 2014. A customer service course for front line employees called, “Service That Always Renders Satisfaction,” or STARS was held 12 times and about 160 employees participated. The training promotes superior customer service for our Veterans and their families. Four mentoring and coaching training sessions were also conducted and nearly 30 employees learned ways to empower others to define and achieve their goals.

SLVHCS also recognized outstanding employees via the Patriot of the Month program. One trait each of our patriots possessed was the desire to provide our Veterans with the best health care possible. Adrian Bennette, a registered nurse in the Ambulatory Procedures Unit, was selected as the Southeast Louisiana Veterans Health Care System Patriot of the Year for 2014. She has been a VA employee for more than 20 years and willingly took on every challenge that came her way. She was commended for sharing knowledge with co-workers, which enabled them to be better at their jobs.



Volunteering for Veterans

In our health care system, 204 volunteers donated 14,838 hours of service, up from 163 volunteers and nearly 12,000 hours in 2013. Through the selfless service of these volunteers, our Veterans received rides to their medical appointments, information upon their arrival, assistance in locating their clinics and more.

Working with Veteran service organizations and maintaining relationships with them is another high priority for SLVHCS. In FY14, we began meeting monthly with our VSO partners.

We've also included Veterans in our rapid process improvement workshops and invited them to team with us at every opportunity. Veterans now serve on our editorial board and women's health team on a voluntary basis and they continue to inform much of our decision making. Their voices are critical to ensuring that SLVHCS provides the best patient-centered care possible.

In recognition for our commitment to Veteran employees in 2014, SLVHCS was honored to be named among the top 100 candidates for the Employer Support Freedom Award from the Employer Support of the Guard and Reserve. More than 40,000 employers competed for the Freedom Award, which is the highest recognition given by the U.S. Government to employers for their outstanding support of employees serving in the Guard and Reserve.



VA Voluntary Service Awards



Children's holiday party



Summer Youth Volunteer Program



Employer Support for the Guard and Reserve Above and Beyond Award and Seven Seals Award

Early in FY 14, Volunteer and Veteran Larry Jones presented an Employer Support for the Guard and Reserve Above and Beyond Award to SLVHCS as well as a Seven Seals Award. The Seven Seals Award recognizes significant individual or organizational achievement, initiative, or support that promotes and supports the ESGR mission.

We hosted our annual children’s holiday party in December 2013 at the Community Resource and Referral Center. Employees donated gifts, food and their time to make this a special event for the children of our homeless Veterans.

We attended several outreach events throughout the fiscal year. Our Operation Enduring Freedom/Operation Iraqi Freedom/Operation New Dawn program team visited 10 National Guard and Reserve units to provide deploying, and recently deployed, soldiers and their families with information about services available to them through VA. Our Reach One Keep One team visited two community festivals to increase access to care and provided our Veterans with the best, patient-centered health care in the region.

Community relationships

Southeast Louisiana Veterans Health Care System cooperates with many community partners to deliver excellent, patient-centered health care. We have built strong relationships throughout the community by having SLVHCS representatives serve on the New Orleans Mayor's Military Advisory Committee, Mayor's Strategic Planning Committee for Economic Development, and Mayor's Committee to end Veteran Homelessness.

We met regularly with representatives from Delgado Community College, University of New Orleans, GNO, Inc. Louisiana National Guard and other workforce development stakeholders, including VA for Vets. SLVHCS also partnered with Delgado Community College to develop a career advancement initiative, the Hudson Thomas project which was planned in 2013 and approved for funding by New Orleans Works (NOW) in 2014, with implementation in 2015.

The program will include a comprehensive curriculum in three core content areas: reading, writing and computer skills. The program will also contain a supplemental curriculum focused



Memorial Day ceremony with American Legion



Memorial Day ceremony with American Legion

on interpersonal and soft-skills, a career coaching component that mentors participants with career advancement planning and a monitoring and evaluation program to measure the impact and success of the program.

We conducted quarterly Joint Advisory Council and VA Voluntary Service meetings with voluntary service organizations and Congressional representatives. We began conducting monthly voluntary service organization meetings and periodic town hall meetings beginning in September. The purpose of these meetings is to reach out to as many Veterans as possible with the goal of hearing their concerns and suggestions.

Our leadership represented VA at several meetings including the Bryan Bell Metropolitan Leadership Forum, Livable Claiborne Community Partnership, and Plaquemines Parish Hazard Mitigation Plan, and briefed key stakeholders including Congressional representatives, Secretary of the Louisiana Department of Veterans Affairs, and VA Under Secretary for Health.



Town hall meeting with Veterans



Projects

Keeping our facilities safe, clean and attractive for patients and staff is a high priority at Southeast Louisiana Veterans Health Care System. This year, we accomplished many facilities-related projects including:

Project Title	Total Cost
Replace Roofs on Imaging Center & Hammond clinic	\$270,875
Install Wellness Trail at Baton Rouge South clinic	\$166,000
Install Awnings at SPS / Hammond clinic	\$38,926
Replace Traffic Control Devices in 1G Parking Garage	\$153,082



Awnings at Hammond clinic

During FY 2014 our Facilities Management Service completed a value stream analysis and conducted 10 rapid process improvement workshops. The RPIWs helped improve inventory control, work order processing and work scheduling.

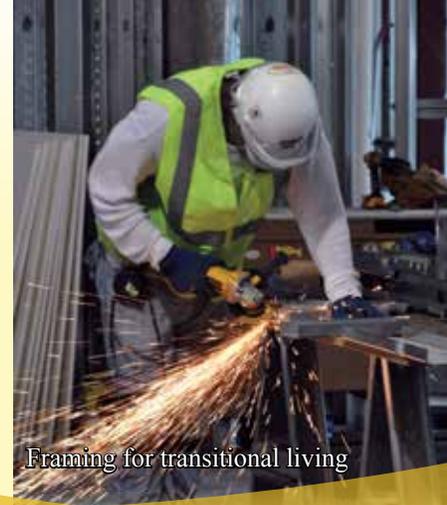




Topping-off ceremony



Administrative building



Framing for transitional living

PROJECT LEGACY

BUILDING HEALTH CARE  HONORING VETERANS  KEEPING THE PROMISE

This year, several major construction milestones were completed at the replacement medical center. In February we witnessed the topping off ceremony, where the tallest of our buildings, the eight-story outpatient building, received its highest structural beam. The ceremony was attended by a crowd of more than 800 construction workers and Southeast Louisiana Veterans Health Care System staff.

In April, SLVHCS took possession of its first building at the replacement medical center site. The new administrative building, a renovated 1950s era building, was activated in July. Our recruitment center opened in the administrative building in early September and is critical to our hiring of more than 1,000 new staff over the next two years.

By September 2014, the local electric service provider





had energized the electric vault in the central energy plant, thus enabling testing and commissioning of major components within the plant, and we had created many mock patient rooms for our clinical staff to evaluate. Inpatient, mental health, dental, transitional living and operating room layouts have all been evaluated.

To ensure that we coordinate all of the needs of the new medical center in advance of our opening, we also began an aggressive activation effort this year. We created a flowbook, which is online and available for all staff to learn about the new medical center, key locations and their service's processes. Employees attended several vendor fairs to provide feedback and recommendations on everything from copy equipment to patient monitoring systems. Our Project Legacy team used the lessons learned from activating the administrative building to improve our procurement processes for the rest of the medical center.

As a project that has the interest of local, national and international groups, as well as local and national media, our replacement medical center continues to impress with its design and as a model for health care of the future. It will set the standards for patient-centered care, flexibility and sustainability while remaining true to the culture of New Orleans.

Situated in Mid-City, the replacement medical center respects our neighbors by authentically reflecting the culture of the region and will be the cornerstone of the emerging biosciences industry in New Orleans.



Storm testing the facility exterior





October 2013



January 2014



May 2014



September 2014





Veterans Health
Administration

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