Cheyenne VA Healthcare System 2020 ANNUAL REPORT
Who we are

The Cheyenne VA Healthcare System is part of the Rocky Mountain Veterans Integrated Service Network (VISN 19) which includes facilities in Colorado, Oklahoma, Montana, Utah and Wyoming. We serve Veterans in one of the largest geographical service areas in the VA system.

The medical center is located in Cheyenne, Wyoming and provides primary and secondary inpatient medicine and surgery services, as well as outpatient services in numerous specialty care and social support areas.

The Cheyenne VA Healthcare System provides a full range of services including medical, surgical, residential rehabilitation, and a Community Living Center (CLC).

The Cheyenne VA was opened and dedicated for service to Veterans on May 4, 1934 and currently operates 22 medical and surgical beds, 10 Residential Rehabilitation beds and 42 beds in the Community Living Center.

Cheyenne VA Healthcare System maintains clinical collaborations throughout the entire VISN for orthopedic surgery services; on the Front Range in Denver for cancer treatment; in Northern Colorado for state-of-the-art telehealth services; University of Northern Colorado Medical School; and University of Wyoming College of Health and Human Services and their Family Practice Residency Program.

We are modernizing to better meet the unique needs of our Veteran population! In 2022, we will open a new community clinic in Northern Colorado. In addition, plans are underway for a new state of the art emergency room, a 30-bed Community Living Center, and new parking garage.

Sites of Care

<table>
<thead>
<tr>
<th>Site</th>
<th>Address</th>
<th>Phone Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cheyenne VAMC</td>
<td>2360 E. Pershing Blvd. Cheyenne, WY 82001</td>
<td>307-778-7550, 888-483-9127</td>
</tr>
<tr>
<td>Fort Collins VA Clinic</td>
<td>2509 Research Blvd Ft. Collins, CO 80526</td>
<td>970-224-1550</td>
</tr>
<tr>
<td>Loveland VA Clinic</td>
<td>5200 Hahns Peak Drive Loveland, CO 80538</td>
<td>970-313-0027</td>
</tr>
<tr>
<td>Laramie VA Mobile</td>
<td>2901 Armory Road Laramie, WY 82702</td>
<td>888-483-9127, ext. 3816</td>
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<tr>
<td>Rawlins VA Clinic</td>
<td>1809 E. Daley Street Rawlins, WY 82301</td>
<td>307-324-5578</td>
</tr>
<tr>
<td>Sidney VA Clinic</td>
<td>1116 10th Avenue Sidney, NE 69162</td>
<td>308-254-6085</td>
</tr>
<tr>
<td>Sterling VA Clinic</td>
<td>100 College Drive Sterling, CO 80751</td>
<td>888-483-9127, ext. 3816</td>
</tr>
<tr>
<td>Torrington VA Mobile</td>
<td>VFW Post 2908 2908 W. 25th Street Torrington</td>
<td>888-483-9127, ext. 3816</td>
</tr>
<tr>
<td>Wheatland VA Mobile</td>
<td>759 East Cole Street Wheatland, WY 82201</td>
<td>888-483-9127, ext. 3816</td>
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</table>

Become a Patient
Visit www.cheyenne.va.gov or Call 307-778-7550
Our Community

### Market Share

<table>
<thead>
<tr>
<th>County and State</th>
<th>U.S. Census</th>
<th>Enrolled in VA</th>
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</thead>
<tbody>
<tr>
<td>Albany WY</td>
<td>2,241</td>
<td>1,187</td>
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<tr>
<td>Banner NE</td>
<td>41</td>
<td>15</td>
</tr>
<tr>
<td>Carbon WY</td>
<td>913</td>
<td>506</td>
</tr>
<tr>
<td>Cheyenne NE</td>
<td>751</td>
<td>429</td>
</tr>
<tr>
<td>Deuel NE</td>
<td>167</td>
<td>93</td>
</tr>
<tr>
<td>Garden NE</td>
<td>188</td>
<td>100</td>
</tr>
<tr>
<td>Goshen WY</td>
<td>1,064</td>
<td>600</td>
</tr>
<tr>
<td>Jackson CO</td>
<td>158</td>
<td>47</td>
</tr>
<tr>
<td>Kimball NE</td>
<td>288</td>
<td>181</td>
</tr>
<tr>
<td>Laramie WY</td>
<td>10,615</td>
<td>5,230</td>
</tr>
<tr>
<td>Larimer CO</td>
<td>20,819</td>
<td>7,372</td>
</tr>
<tr>
<td>Logan CO</td>
<td>1,701</td>
<td>579</td>
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<td>Morgan CO</td>
<td>1,381</td>
<td>602</td>
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<tr>
<td>Phillips CO</td>
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<td>132</td>
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<td>Platte WY</td>
<td>771</td>
<td>384</td>
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<tr>
<td>Sedgwick CO</td>
<td>214</td>
<td>107</td>
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<tr>
<td>Washington CO</td>
<td>327</td>
<td>131</td>
</tr>
<tr>
<td>Weld CO</td>
<td>16,487</td>
<td>7,677</td>
</tr>
<tr>
<td>Yuma CO</td>
<td>578</td>
<td>103</td>
</tr>
</tbody>
</table>

Our goal is to serve every Veteran.

Veteran population in catchment: **60,379**

Total enrolled Veterans: **31,281***

*We have a number of Veterans who choose the Cheyenne VA that do not live in our market.
Dear Veterans, Families, and Healthcare Team of the Cheyenne VA Healthcare System,

2020 has been a year filled with unknowns, challenges, changes, and opportunities to learn and adapt that none of us would have anticipated. It is also a time where relying on each other, and supporting one another has never been more important. As you know, Safety has been the cornerstone of our operating posture throughout this year’s COVID-19 pandemic response and will continue forward into the new year. I have been thoroughly impressed throughout the year by the innovative and caring staff that we have, and the adaptability and resilience of both the staff and the Veterans we serve. Your collaboration and teamwork provide the best care for our Veterans, and I can think of no better job in America than taking care of our nation’s heroes.

The Cheyenne VA, now elevated as the Cheyenne VA Healthcare System, has a proud history of delivering the highest quality care for our Veterans. This year is no exception. We learned to adapt and exploit new ways of delivering safe and effective healthcare; from leveraging VA Video Connect technology, to advanced IT platforms of communication, to incorporating new processes such as curb-side service….we have propelled our organization to a newer and more advanced operating level than ever before.

My goal in 2021 is to continue to make positive strides related to improving access using every means possible, and to consistently work to enhance the healthcare experience we deliver. Our focus will remain on High Reliability and continuous daily improvement in the new year. As we learn new lessons and best practices from the pandemic response, we will apply them to deliver a great experience for our Veterans and each other.

I appreciate our Veterans trusting us to deliver the care that they deserve, and have earned, and I look forward to working with all of you, our stakeholders and our Veterans during the upcoming year. I am pleased to present our Annual Report for 2020.

Respectfully,

Paul Roberts
Medical Center Director
LTC, US Army (Retired)
**The Veterans We Serve**

- Total Veterans: 31,281
- <1% Pre-Korea
- 1.7% World War II
- 4% Post Korea
- 5% Other
- 10% Post Vietnam
- 37% Persian Gulf
- 42% Vietnam
- 9% Women Veterans

**Our Support Team**

- FY 20 Completed Outpatient Visits: 260,285
- Volunteers: 200

**Age of our Veterans**

Bar graph showing distribution of ages:
- 75-84: 65
- 65-74: 55
- 55-64: 45
- 45-54: 35
- 35-44: 25
- 25-34: 34
- <25: 10
- 35+: 0

**Photo:** A group of women flexing their arms, mimicking the pose of Rosie the Riveter.
Stewardship of Resources

The Cheyenne VA Healthcare System had a balanced budget this year utilizing the opportunity to expend COVID-19 funding to deliver safe and timely care. We also utilized available funding to purchase personal protective equipment, screening tents, and GenMark Diagnostic Laboratory equipment capable of rapid COVID-19 testing. We continue to conduct strategic evaluation of our programs and services. We are working to continuously improve and modernize our business practices and infrastructure while being good stewards of our nation’s resources to deliver the most value to our Veterans.

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salary</td>
<td>$120,223,620</td>
</tr>
<tr>
<td>Care in the Community</td>
<td>$70,245,505</td>
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<tr>
<td>Pharmacy</td>
<td>$8,144,082</td>
</tr>
<tr>
<td>Non-Recurring Maintenance</td>
<td>$5,063,358</td>
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<tr>
<td>All Other</td>
<td>$30,653,034</td>
</tr>
<tr>
<td>Rent and Utilities</td>
<td>$2,481,129</td>
</tr>
<tr>
<td>Equipment</td>
<td>$2,881,978</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$239,692,706</strong></td>
</tr>
<tr>
<td><strong>COVID-19</strong></td>
<td><strong>$4,272,976</strong></td>
</tr>
</tbody>
</table>

Community Support

We are proud and grateful to work with so many community partners, Veterans Service Organizations, and other volunteers throughout the year. These individuals and organizations help to connect Veterans to community services, host special events, and serve the needs of Veterans throughout the 19 counties that we serve. It is great to have such outstanding community support focused on Veterans in Colorado, Nebraska and Wyoming.

While many of these volunteers and organizations could not show support in-person for much of the year, there was certainly an outpouring of virtual support in the form of donations and positive wishes. The community stepped up to provide thousands of cards for our residents in the Community Living Center. Many also helped send cheer and thanks to our staff during the height of the COVID-19 response. We look forward to welcoming back volunteers during the new year and the continued support of our great community.

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Volunteers</td>
<td>200</td>
</tr>
<tr>
<td>Volunteer Hours</td>
<td>18,915</td>
</tr>
<tr>
<td>Donations and Gifts</td>
<td>$142,146.76</td>
</tr>
<tr>
<td>Total Volunteer Impact</td>
<td>$656,634.76</td>
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Suicide Prevention

Preventing suicide is our number one clinical priority. VA believes that everyone has a role to play in preventing suicide. Though our methods have changed due to COVID-19 we have continued to work with community partners across the region, including faith communities, police, employers, schools, and health care organizations — to prevent suicide among all Veterans, including those who may never come to VA for care. Together we can make a difference on this important issue.

VA recently launched the S.A.V.E. online suicide prevention training video in collaboration with PsychArmor Institute, a national nonprofit providing online education and support to those who work with, live with, or care for Service members, Veterans, and military and Veteran families. S.A.V.E. — which stands for “Signs,” “Ask,” “Validate,” and “Encourage” and “Expedite” — offers simple steps that anyone can take when talking with Veterans who are at risk for suicide.

Know the Warning Signs

You don’t need to have special training to support the Veterans in your life, and we can all do something to help a Veteran who is going through a difficult time. Even seemingly small actions can have a huge impact: Preventing suicide begins with just the willingness to Be There.

Sometimes, a crisis may involve thoughts of suicide. Learn to recognize these warning signs:

- Hopelessness; feeling like there’s no way out
- Anxiety, agitation, sleeplessness, or mood swings
- Feeling like there is no reason to live
- Rage or anger
- Engaging in risky activities without thinking
- Increasing alcohol or drug misuse
- Withdrawing from family and friends

The presence of the following signs requires immediate attention:

- Thinking about hurting or killing yourself
- Looking for ways to kill yourself
- Talking about death, dying, or suicide
- Reckless behavior, escalating alcohol and drug use, relationship problems, etc.

Visit www.veteranscrisisline.net or contact our Suicide Prevention Coordinator at (307) 778-7341
Mental Health

The COVID-19 pandemic has caused many people additional stress and anxiety this year and emphasizes the importance of Mental Health to our overall well-being. Our team has been focused on proactive outreach to Veterans to ensure they have the support that they need.

Our Mental Health teams continued to deliver care in-person throughout the pandemic via face-to-face, telephone, or video modalities. We also implemented several promising practices to ensure the safety of staff and Veterans.

On average, Veterans tend to be healthier and to live longer than their civilian counterparts. They also tend to be more successful in terms of achievement at work settings and at school. On average, Veterans are also better citizens and more engaged community members. For example, they are more likely to know and help their neighbors, more likely to volunteer in their community, and more likely to vote.

However, like the majority of adults, many Veterans will need mental health services at some point in their lives. Research suggests that, like civilians, most Veterans will wait for years to enter treatment, resulting in further problems caused by untreated mental health symptoms. This may be due to their desire to solve problems themselves. It may be due to the stigma that can be associated with mental illness. Regardless of the reason, delaying treatment for mental health symptoms puts Veterans at risk for further problems that limit their success at home, at work and at school.

It is our privilege to support those who have served our country and who continue to bring so much to their communities and families. If you qualify for VA healthcare, we seek to provide high-quality mental health services to support your overall wellness and to help you successfully address any mental health challenges you face. There has been a great deal of progress in developing treatments that work. We are happy to offer the most current services and to partner with you on your path to recovery.

“Mental Health” is simply part of overall health and fits with the VHA’s move toward a “Whole Health” care orientation. From this perspective, mental health services focus around what matters to you, not what is the matter with you. This means your treatment team will seek to get to know you as a person and will work with you to develop a personalized health plan based on your values, needs, and goals. Services are then designed to support your plan and help you achieve your goals. We want you to envision what matters most to you in your life. What do you want your mental health for? What brings you joy and happiness? Treatment takes work, and Veterans find it easier to do that work when they are focused on what they are working toward in their own lives.

In this time of COVID, Mental Health staff, along with others like the Chaplains and Peer Services, have been working hard to ensure Veterans have opportunities to meet with other Veterans. There are over 50 weekly groups that Veterans can join, some of which are focused on clinical issues like anger management, grief, physical health or PTSD, while others are set up for opportunities to build social support and wellness. Most are virtual at this point, but there are a few opportunities for Veterans to meet with others face-to-face.
In fiscal year 2018, Congress authorized VA, under the Veterans Access, Choice, and Accountability Act, to establish a new, larger outpatient clinic in the northern Colorado area, which would replace the existing undersized Fort Collins Clinic and Loveland Clinic. The new facility would enhance VA outpatient services by closing space and utilization gaps identified in the VA Strategic Capital Investment Planning process and would reduce patient wait times. The new facility would integrate outpatient care delivery (primary, mental health, specialty care, and ancillary services) into an appropriately sized, centralized and efficient, state-of-the-art facility to meet the requirements of the VHA Health Care Uniform Benefits package.

- Location: 4875 Byrd Drive, in Loveland, Colo.
- Construction: Beginning Spring 2020; Complete Summer 2022
- Cost: $16,845,108 Build-to-Suit; Annual Lease $3,232,622 (20-year firm)
- Size: 75,645 Net usable Square-foot; 86,992 Total Square Foot
- Staff: Approximately 200 (60 additional staff)
- Current Facilities:
  - Ft. Collins: Size: Approx. 10,000 Net Usable Square-Feet; Staff 60
  - Loveland: Size: Approx. 23,000 Net Usable Square-Feet; Staff 80
- Parking: 550 spaces
- Services: Primary Care; Mental Health; Radiology; Dental; Physical Therapy; Social Work; Laboratory; Pharmacy; Specialty Services (Cardio & Podiatry); Audiology; Optometry
- Developer Team:
  - Epic Consulting Firm
  - VRG Management, Inc.
  - dcb Construction Company, Inc
  - HCM Architects

In addition to the Northern Colorado Clinic, the Cheyenne VA Healthcare system are working on three minor construction projects from fiscal year 2020 Operations Plan:

- Expand Emergency Department
- Construct Patient Access Parking
- Construct 18 Long-term care and 12 Hospice Beds
The Cheyenne VA Healthcare System conducted a market assessment in late 2019 to evaluate the potential for new opportunities in our region. This assessment took into consideration a number of factors, to include growth in northern Colorado and medical technologies. Below are a few ideas that were presented through the assessment. These ideas will help for forge and modernize the services we provide in the years to come.

**Open an outpatient Ambulatory Surgery Center in Northern Colorado**
Surgical Specialties have more than 100 percent ten-year projected growth in our market and the demographics of the area have the potential to better leverage academic partnerships.

**Repurpose the Loveland Clinic to continue lease**
Though the current Loveland Clinic was to be combined with Fort Collins Clinic in the new Northern Colorado Clinic, with the continued projected growth in Northern Colorado, we have a great need to keep the current Loveland Clinic open.

**Create a new four-to-six bed acute Mental Health unit**
Local acute mental health services are not available due to high demand, and the nearest VA resources are more than six hours away.

**Expand Residential Rehabilitation Treatment Program from 10 to 16 beds**
With the population growing by seven percent per year and the current Residential Rehabilitation Treatment Program admissions scheduled out for more then three months, it makes sense to expand our capabilities to better serve our Veterans with substance abuse & post-traumatic stress disorder.

**Add 14 offices for outpatient specialty mental health services in Wyoming**
Outpatient specialty mental health services are growing; however, there is not sufficient office space for all outpatient work. This would alleviate the drain on community outpatient resources that are not able to offer the specialty mental health services Veterans need and VA can provide.

**Create Intensive Outpatient Program for Substance Use Treatment**
Our Veterans have very little access to community resources to obtain substance use treatment.

**Expand VITAL to employers and more schools**
The Veterans Integration to Academic Leadership or VITAL program has been a successful way to engage unenrolled Veterans who need treatment in an effort to prevent suicide. There is a new model of VITAL that is applied to employers who hire Veterans that may be struggling in employment. This model would expand our current successful VITAL program by reducing delays to treatment entry and work with employers to maximize employee productivity.

**Create a Community Reintegration Program designed to help Veterans in treatment to transition to fully integrated community roles.**
Another suicide prevention strategy is to reintegrate Veterans into community roles that would otherwise tend to stay in outpatient mental health treatment for years. This program assists Veterans to engage in community life, moving them toward discharge more quickly.

**Create a Psychiatric Rehabilitation and Recovery Center**
The number of Veterans diagnosed with serious mental illness is growing by seven percent per year. This project would create programs and extensive services for Veterans that are not currently available in our facility or in the community.
Why we choose VA...

Integrity
Commitment
Advocacy
Respect
Excellence
The Cheyenne VA Healthcare System is committed to providing high-quality care while keeping Veterans safe from coronavirus (COVID-19). We have used this technology for years but the pandemic has heightened the usefulness and the need to be able to deliver care virtually.

There have been a lot of positive responses to the use of virtual care. We continue to use feedback from Veterans to develop and enhance virtual care services where they make sense to achieve safe and convenient care. Through VA’s virtual care tools, we are able to leverage available technology to make sure that our patients are able to get the care that they need.

**Prescription Refills:**
Veterans can request prescription refills and order and ship medications to their homes using MyHealthVet or the RxRefill mobile application. Download the mobile app at:
- mobile.va.gov/app/rx-refill
- or call: 1-866-420-6337

**Secure Messaging:**
With MyHealthVet, VA’s online patient portal, Veterans can send online secure messages to your VA health care team to ask them non-urgent health questions.
- Register at:
  - www.myhealth.va.gov

**Text Message Reminders:**
Veterans can use Annie’s Coronavirus Precautions Protocol to send automated text messages with information about COVID-19. This application helps Veterans monitor for symptoms and can assist if they need to contact their VA facility for care.
- Enroll at:
  - mobile.va.gov/annie

**Telephone or Video Appointments:**
Veterans can receive care at home, either over the phone or via video using VA Video Connect on their computers, smartphones, or tablets to set up telephone or video appointments. Veterans can send their provider a secure message on MyHealthVet by visiting:
- www.myhealth.va.gov

**Virtual Group Sessions:**
We converted a variety of Veteran groups, activities, and town halls to a virtual format using different technology and methods to reach a wide range of Veterans. We also adapted a number of services throughout the pandemic response for the convenience and safety of Veterans. We implemented drive-up services for hearing aid repair, flu shot clinics and other items.

**Home Telehealth**
Veterans can receive free monitoring equipment in their home that allows the Home Telehealth Care Coordinator to monitor their vital signs, provide education, and review symptoms. The information is relayed to the Veteran’s care team. To learn more, talk to your Primary Care Team, or call:
- 307-778-7550, ext. 3779

To learn more about VA Video Connect, visit: mobile.va.gov/app/va-video-connect
Women’s Health Program

There are 2,846 women Veterans enrolled at the Cheyenne VA Healthcare System.

Services offered to women include: Comprehensive Gender Specific Primary Care, Gynecology Specialty Care, Telehealth, Maternity Care coordination, Transgender Care, Breast Cancer and Cervical Cancer screening case management, Mental Health, along with other ancillary medical care services.

All service sites offer a women’s health primary care provider to provide gender specific care to women Veterans.

The Staff includes the program manager, the medical director, and a Registered Nurse case manager.

Virtual outreach events have been created due to COVID-19 restrictions, and appointments are being offered through VA Video Connect, as well as face-to-face to best meet our Veterans’ needs.
The Cheyenne VA Healthcare System’s COVID-19 response happened swiftly, implementing many precautions at the beginning of the pandemic before many other hospitals in the region. Through a process of continuous improvement and daily reporting, we continue to update and evolve our processes and procedures. Our staff have been extremely flexible and have adapted to deliver safe care throughout the COVID-19 response.
From all of us at the Cheyenne VA Healthcare system, we look forward to seeing you soon!