



US DEPARTMENT OF VETERANS AFFAIRS OFFICE OF INSPECTOR GENERAL

Office of Healthcare Inspections

VETERANS HEALTH ADMINISTRATION

Comprehensive Healthcare Inspection of the Robert J. Dole VA Medical Center in Wichita, Kansas

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Figure 1. Robert J. Dole VA Medical Center in Wichita, Kansas.

Source: <https://www.va.gov/wichita-health-care/locations/> (accessed December 20, 2023).

Abbreviations

ADPCS	Associate Director for Patient Care Services
CHIP	Comprehensive Healthcare Inspection Program
FY	fiscal year
LIP	licensed independent practitioner
OIG	Office of Inspector General
VHA	Veterans Health Administration
VISN	Veterans Integrated Service Network



Report Overview

This Office of Inspector General (OIG) Comprehensive Healthcare Inspection Program (CHIP) report provides a focused evaluation of the quality of care delivered in the inpatient and outpatient settings of the Robert J. Dole VA Medical Center and multiple outpatient clinics in Kansas. The inspection covers key clinical and administrative processes that are associated with promoting quality care.

Comprehensive healthcare inspections are one element of the OIG's overall efforts to ensure the nation's veterans receive high-quality and timely VA healthcare services. The OIG inspects each facility approximately every three years and selects and evaluates specific areas of focus each year. At the time of this inspection, the OIG focused on core processes in the following five areas of clinical and administrative operations:

1. Leadership and organizational risks
2. Quality, safety, and value
3. Medical staff privileging
4. Environment of care
5. Mental health (focusing on suicide prevention initiatives)

The OIG initiated an unannounced inspection of the Robert J. Dole VA Medical Center during the week of March 6, 2023. The OIG held interviews and reviewed clinical and administrative processes related to specific areas of focus that affect patient outcomes. Although the OIG reviewed a broad spectrum of processes, the sheer complexity of VA medical facilities limits inspectors' ability to assess all areas of clinical risk. The findings presented in this report are a snapshot of the medical center's performance within the identified focus areas at the time of the OIG inspection and may help leaders identify vulnerable areas or conditions that, if properly addressed, could improve patient safety and healthcare quality.

Results Summary

The OIG did not issue recommendations for improvement related to the areas reviewed for this report. The lack of recommendations should not be used as a gauge for the overall quality of care provided at this medical center.

VA Comments

The Veterans Integrated Service Network Director and the Medical Center Director concurred with the report (see appendixes B and C, pages 19-20, for the full text of the directors' comments).

A handwritten signature in black ink that reads "John D. Daigh Jr. M.D." The signature is written in a cursive style.

JOHN D. DAIGH JR., M.D.
Assistant Inspector General
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Purpose and Scope

The purpose of the Office of Inspector General (OIG) Comprehensive Healthcare Inspection Program (CHIP) is to conduct routine oversight of VA medical facilities that provide healthcare services to veterans. This report's evaluation of the quality of care delivered in the inpatient and outpatient settings of the Robert J. Dole VA Medical Center examines a broad range of key clinical and administrative processes associated with positive patient outcomes. The OIG reports its findings to Veterans Integrated Service Network (VISN) and medical center leaders so they can make informed decisions to improve care.¹

Effective leaders manage organizational risks by establishing goals, strategies, and priorities to improve care; setting expectations for quality care delivery; and promoting a culture to sustain positive change.² Effective leadership has been cited as “among the most critical components that lead an organization to effective and successful outcomes.”³

To examine risks to patients and the organization, the OIG focused on core processes in the following five areas of clinical and administrative operations:⁴

1. Leadership and organizational risks
2. Quality, safety, and value
3. Medical staff privileging
4. Environment of care
5. Mental health (focusing on suicide prevention initiatives)

¹ VA administers healthcare services through a nationwide network of 18 regional systems referred to as Veterans Integrated Service Networks.

² Anam Parand et al., “The Role of Hospital Managers in Quality and Patient Safety: A Systematic Review,” *British Medical Journal* 4, no. 9 (September 5, 2014): 13, <https://doi.org/10.1136/bmjopen-2014-005055>.

³ Danae F. Sfantou et al., “Importance of Leadership Style towards Quality of Care Measures in Healthcare Settings: A Systematic Review,” *Healthcare (Basel)* 5, no. 4 (October 14, 2017): 73, <https://doi.org/10.3390/healthcare5040073>.

⁴ CHIP site visits addressed these processes during fiscal year (FY) 2023 (October 1, 2022, through September 30, 2023); they may differ from prior years' focus areas.

Methodology

The Robert J. Dole VA Medical Center includes multiple outpatient clinics in Kansas. General information about the medical center can be found in appendix A.

The inspection team conducted a site visit during the week of March 6, 2023.⁵ During the site visit, the OIG did not receive any complaints beyond the scope of this inspection that required referral to the OIG hotline.

Oversight authority to review the programs and operations of VA medical facilities is authorized by the Inspector General Act of 1978.⁶ The OIG reviews available evidence within a specified scope and methodology and makes recommendations to VA leaders, if warranted. Findings and recommendations do not define a standard of care or establish legal liability.

The OIG conducted the inspection in accordance with OIG procedures and *Quality Standards for Inspection and Evaluation* published by the Council of the Inspectors General on Integrity and Efficiency.

⁵ The OIG's last comprehensive healthcare inspection of the Robert J. Dole VA Medical Center occurred in November 2019. The Joint Commission performed laboratory, hospital, behavioral health care, and home care accreditation reviews in June and September 2022.

⁶ Inspector General (IG) Act of 1978, as amended, 5 U.S.C. §§ 401–424.

Results and Recommendations

Leadership and Organizational Risks

Healthcare leaders must focus their efforts to achieve results for the populations they serve.⁷ High-impact leaders should be person-centered and transparent, engage front-line staff members, have a “relentless focus” on their organization’s vision and strategy, and “practice systems thinking and collaboration across boundaries.”⁸ When leaders fully engage and inspire employees, create psychological safety, develop trust, and apply organizational values to all decisions, they lay the foundation for a culture and system focused on clinical and patient safety.⁹

To assess this medical center’s leadership and risks, the OIG considered the following indicators:

1. Executive leadership position stability and engagement
2. Budget and operations
3. Employee satisfaction
4. Patient experience
5. Identified factors related to possible lapses in care and medical center leaders’ responses

Executive Leadership Position Stability and Engagement

Each VA facility organizes its leadership structure to address the needs and expectations of the local veteran population it serves. The medical center had a leadership team consisting of the Medical Center Director, Chief of Staff, Associate Director for Patient Care Services (ADPCS), Associate Director, and Assistant Director. The Chief of Staff and ADPCS oversaw patient care, which included managing service directors and program chiefs.

At the time of the OIG inspection, the permanent medical center director position had been vacant for two months and the assistant director position for six months. The newest member of the leadership team, the Associate Director, was assigned in May 2022. The Chief of Staff, assigned in August 2021, was the most tenured.

⁷ Stephen Swensen et al., *High-Impact Leadership: Improve Care, Improve the Health of Populations, and Reduce Costs*, Institute for Healthcare Improvement White Paper, 2013.

⁸ Swensen et al, *High-Impact Leadership: Improve Care, Improve the Health of Populations, and Reduce Costs*.

⁹ Allan Frankel et al., *A Framework for Safe, Reliable, and Effective Care*, Institute for Healthcare Improvement White Paper, 2017.

To help assess executive leaders' engagement, the OIG interviewed the Interim Medical Center Director, Chief of Staff, ADPCS, and Associate Director regarding their knowledge, involvement, and support of actions to improve or sustain performance.

Budget and Operations

The OIG noted that the medical center's fiscal year (FY) 2022 annual medical care budget of \$431,680,173 had increased by almost 30 percent compared to the previous year's budget of \$333,161,055.¹⁰ The Chief of Staff attributed the large increase to community care costs, which comprised one-third of the budget.¹¹ The Associate Director stated leaders used money for more full-time equivalent employees (nurses, physicians, pharmacists, social workers, and nonclinical staff); pharmacy drugs (vaccines, antivirals, and antineoplastics); equipment (a medication dispensing system, anesthesia devices, and vital sign machines); and other supplies (such as COVID-19 laboratory testing items).¹²

Employee Satisfaction

The All Employee Survey is an "annual, voluntary, census survey of VA workforce experiences. The data are anonymous and confidential."¹³ Although the OIG recognizes that employee satisfaction survey data are subjective, they can be a starting point for discussions, indicate areas for further inquiry, and be considered along with other information on medical facility leaders.

To assess employee viewpoints, the OIG reviewed results from VA's All Employee Survey from FYs 2020 through 2022 regarding their perceived ability to disclose a suspected violation without fear of reprisal.¹⁴ Table 1 provides relevant survey results for Veterans Health Administration (VHA) and the medical center over time.

The survey scores indicated that employees' perceived ability to disclose suspected violations improved over time. The Interim Medical Center Director explained that increased communication, transparency, and staff engagement contributed to the scores, and the previous

¹⁰ Veterans Health Administration (VHA) Support Service Center.

¹¹ "VA provides care to Veterans through community providers when VA cannot provide the care needed." "Community Care," Department of Veterans Affairs, accessed December 20, 2023, <https://www.va.gov/communitycare/>.

¹² "Antivirals are medications that help your body fight off certain viruses that can cause disease." "Antivirals," Cleveland Clinic, accessed December 20, 2023, <https://my.clevelandclinic.org/health/drugs/21531-antivirals>. "Antineoplastic drugs are medications used to treat cancer." "Antineoplastic (Chemotherapy) Drugs – Reproductive Health," National Institute for Occupational Safety and Health, accessed December 20, 2023, <https://www.cdc.gov/niosh/topics/repro/antineoplastic.html>.

¹³ "AES Survey History, Understanding Workplace Experiences in VA," VHA Support Service Center.

¹⁴ The OIG makes no comment on the adequacy of the VHA average. The VHA average is used for comparison purposes only.

director had empowered employees to increase reporting of near misses and close calls.¹⁵ The Chief of Staff also recognized the previous director’s positive impact on the organization’s culture and focus on supporting staff. The ADPCS and Associate Director attributed the scores to increased leader visibility, psychological safety, and communication.

**Table 1. All Employee Survey Question:
Ability to Disclose a Suspected Violation
(FYs 2020 through 2022)**

All Employee Survey	FY 2020	FY 2021	FY 2022
VHA	3.8	3.9	3.9
Robert J. Dole VA Medical Center	3.7	3.8	3.9

Source: VA All Employee Survey (accessed November 15, 2022).

Note: Respondents scored this survey item from 1 (Strongly disagree) through 6 (Do not know).

Patient Experience

VHA uses surveys from the Consumer Assessment of Healthcare Providers and Systems program to assess patients’ healthcare experiences and compare them to the private sector. VHA also collects Survey of Healthcare Experiences of Patients data from Inpatient, Patient-Centered Medical Home (primary care), and Specialty Care surveys.¹⁶ The OIG reviewed responses to three relevant survey questions that reflect patient experiences with the medical center from FYs 2020 through 2022. Table 2 provides survey results for VHA and the medical center over time.

The medical center’s FY 2022 inpatient satisfaction survey scores indicated patients were more satisfied with the care they received at this medical center compared to VHA patients nationally. The Chief of Staff attributed the scores to decreased noise on units; more food choices; a clean healthcare environment; and leaders’ encouragement for staff to be more attentive during patient interactions and assess their understanding, show compassion, and build trust. The ADPCS explained that updating the inpatient units to private rooms helped improve patient satisfaction.

The Associate Director stated the *Commit to Sit* initiative, in which nurses sit and converse with patients to improve communication, was another contributing factor to improved satisfaction.¹⁷

¹⁵ “Close calls are events or situations that could have resulted in a patient’s accident or injury, but didn’t, either by chance or by timely intervention. Such events have also been referred to as *near miss* incidents.” “VHA National Center for Patient Safety Frequently Asked Questions,” Department of Veterans Affairs, accessed December 21, 2023, <https://www.patientsafety.va.gov/about/faqs.asp>.

¹⁶ “Patient Experiences Survey Results,” VHA Support Service Center.

¹⁷ Irina Kleytman and Marianne Youssef, “Commit to Sit to Improve Patient Satisfaction,” *Journal of Obstetric, Gynecologic & Neonatal Nursing* 50, no. 5 (October 2021), <https://doi.org/10.1016/j.jogn.2021.08.015>.

The Associate Director further explained that staff had identified an issue with patients and family members not receiving adequate information about new medications; to address this and other issues, employees participated in purposeful rounding (visiting patient units), which involved sitting and engaging with patients and families, making sure they were aware of new medications and understood dosing and potential side effects, and allowing time for questions.

Survey scores also indicated patients were satisfied with their primary and specialty care experiences. The Chief of Staff attributed the scores to employees' efforts to be more personable and increased communication between providers and patients. The ADPCS stated that implementation of a telephone triage line answered by specialty care nurses also helped improve patient experiences. The Associate Director reported having great leaders in primary care, expanding access to care, and offering rides to primary and specialty care appointments as factors contributing to the higher patient satisfaction, adding that eligible patients could receive free bus rides or ride-sharing transportation.¹⁸

¹⁸ "Ride-sharing: an arrangement in which drivers of usually privately owned vehicles who wish to offer rides and passengers who wish to obtain rides use a network (such as one accessed through an app or a website) to coordinate the sharing of individual automobile trips for which the passengers pay a fare." *Merriam-Webster*, "ride-sharing," accessed December 21, 2023, <https://www.merriam-webster.com/dictionary/ride-sharing>.

**Table 2. Survey of Healthcare Experiences of Patients
(FYs 2020 through 2022)**

Questions	FY 2020		FY 2021		FY 2022	
	VHA	Medical Center	VHA	Medical Center	VHA	Medical Center
Inpatient: <i>Would you recommend this hospital to your friends and family?*</i>	69.5	64.0	69.7	69.2	68.9	72.1
Patient-Centered Medical Home: <i>Overall, how satisfied are you with the health care you have received at your VA facility during the last 6 months? †</i>	82.5	82.5	81.9	83.7	81.7	82.0
Specialty Care: <i>Overall, how satisfied are you with the health care you have received at your VA facility during the last 6 months? †</i>	84.8	84.5	83.3	86.9	83.1	89.1

Source: VHA Office of Quality and Patient Safety, Analytics and Performance Integration, Performance Measurement (accessed December 8 and 14, 2022).

*The response average is the percent of “Definitely yes” responses.

†The response average is the percent of “Very satisfied” and “Satisfied” responses.

Identified Factors Related to Possible Lapses in Care and Medical Center Leaders’ Responses

Leaders must ensure patients receive high-quality health care that is safe, effective, timely, and patient-centered because any preventable harm episode is one too many.¹⁹ According to The Joint Commission’s standards for leadership, a culture of safety and continual process improvements lead to safe, quality care for patients.²⁰ A VA medical facility’s culture of safety and learning enables leaders to identify and correct systems issues. If leaders do not respond

¹⁹ Frankel et al., *A Framework for Safe, Reliable, and Effective Care*; “Quality and Patient Safety (QPS),” Department of Veterans Affairs, accessed January 20, 2023, <https://www.va.gov/QUALITYANDPATIENTSAFETY/>.

²⁰ The Joint Commission, *Standards Manual*, E-dition, January 1, 2022. A culture of safety is “the product of individual and group values, attitudes, perceptions, competencies, and patterns of behavior that determine the commitment to, and the style and proficiency of, an organization’s health and safety management.” “Hospital Survey on Patient Safety Culture: User’s Guide,” Agency for Healthcare Research and Quality, July 2018, <https://www.ahrq.gov/sites/default/files/wysiwyg/professionals/quality-patient-safety/patientsafetyculture/hospital/userguide/hospcult.pdf>.

when adverse events occur, they may miss opportunities to learn and improve from those events and risk losing trust from patients and staff.²¹

“A sentinel event is a patient safety event (not primarily related to the natural course of a patient’s illness or underlying condition) that reaches a patient and results in death, severe harm (regardless of duration of harm), or permanent harm (regardless of severity of harm).”²²

Additionally, an institutional disclosure is “a formal process by which VA medical facility leader(s), together with clinicians and others as appropriate, inform the patient or the patient’s personal representative that an adverse event has occurred during the patient’s care that resulted in, or is reasonably expected to result in, death or serious injury, and provide specific information about the patient’s rights and recourse.”²³ Lastly, a large-scale disclosure is “a formal process by which VHA officials assist with coordinating the notification to multiple patients, or their personal representatives, that they may have been affected by an adverse event resulting from a systems issue.”²⁴ To this end, VHA implemented standardized processes to guide leaders in measuring, assessing, and reacting to possible lapses in care to improve patient safety.²⁵

The OIG requested a list of sentinel events and institutional and large-scale disclosures that occurred during FY 2022 and reviewed the information staff provided. The Interim Medical Center Director, Chief of Staff, and ADPCS stated staff report patient safety events through the Joint Patient Safety Reporting system.²⁶ The Chief of Staff added that staff strive for zero harm, a key component of becoming a high-reliability organization, and had earned numerous *Good Catch* awards.²⁷

The Chief, Quality Management stated a safety coordinator and patient safety nurses review and trend safety events, then email reports to leaders daily. The Patient Safety Manager described

²¹ Jim Conway et al., *Respectful Management of Serious Clinical Adverse Events (2nd ed.)*, Institute for Healthcare Improvement White Paper, 2011.

²² The Joint Commission, *Comprehensive Accreditation Manual for Hospitals*, Sentinel Event Policy (SE), July 2023. VHA incorporates The Joint Commission’s definition of a sentinel event in VHA Directive 1190, *Peer Review for Quality Management*, November 21, 2018.

²³ VHA Directive 1004.08, *Disclosure of Adverse Events to Patients*, October 31, 2018.

²⁴ VHA Directive 1004.08.

²⁵ VHA Handbook 1050.01, *VHA National Patient Safety Improvement Handbook*, March 4, 2011. (VHA rescinded and replaced this handbook with VHA Directive 1050.01, *VHA Quality and Patient Safety Programs*, March 24, 2023. The new directive contains similar language regarding patient safety as the rescinded handbook.)

²⁶ The Joint Patient Safety Reporting system is used to standardize “event capture and data management on medical errors and close calls/near misses.” “VHA National Center for Patient Safety Frequently Asked Questions,” Department of Veterans Affairs, accessed December 21, 2023, <https://www.patientsafety.va.gov/about/faqs.asp>.

²⁷ The *Good Catch* award recognizes employees who report close calls or other patient safety concerns. “VA Boston Displays Transparency in Patient Safety,” Department of Veterans Affairs, accessed December 21, 2023, https://www.patientsafety.va.gov/PATIENTSAFETY/features/VA_Boston_Displays_Transparency_in_Patient_Safety.asp. “A high-reliability organization (HRO) is an organization with a goal of achieving ‘zero harm’ in an environment where accidents are expected due to complexity or risk factors.” VHA Directive 1026.01, *VHA Systems Redesign and Improvement Program*, December 12, 2019.

assigning investigators to each case, and if they do not complete the investigation in a timely manner, leaders intervene to ensure completion. The Risk Manager reported improving transparency and staff comfort by sending follow-up emails to thank them for reporting events and stated the number of *Good Catch* awards had increased. When asked about the disclosure of adverse events, the Interim Medical Center Director, Chief of Staff, and ADPCS described coordinating with the Risk Manager to determine which events warranted institutional disclosures.

Leadership and Organizational Risks Findings and Recommendations

The OIG made no recommendations.

Quality, Safety, and Value

VHA is committed to providing exceptional health care to veterans.²⁸ To achieve this goal, VHA requires that its medical facility leaders implement programs to monitor the quality of patient care and performance improvement activities and maintain Joint Commission accreditation.²⁹ Many quality-related activities are informed and required by VHA directives and nationally recognized accreditation standards.³⁰

VHA implemented the National Center for Patient Safety program to develop a range of patient safety methodologies and practices. VHA's Patient Safety program includes staff assessing system vulnerabilities that may result in patient harm, reporting adverse patient safety events, and focusing on prevention.³¹ According to The Joint Commission's standards for performance improvement, staff must analyze data to monitor performance and identify trends and improvement opportunities, then implement actions to enhance patient safety.³²

The OIG assessed the medical center's processes for conducting peer reviews of clinical care.³³ Peer reviews, "when conducted systematically and credibly," reveal areas for improvement (involving one or more providers' practices) and can result in both immediate and "long-term improvements in patient care."³⁴ Peer reviews are "intended to promote confidential and non-punitive assessment of care" that consistently contribute to quality management efforts at the individual provider level.³⁵

The OIG team interviewed key managers and staff and evaluated peer reviews and patient safety reports. The team also reviewed three deaths that occurred within 24 hours of inpatient admission during FY 2022.

Quality, Safety, and Value Findings and Recommendations

The OIG made no recommendations.

²⁸ Department of Veterans Affairs, *Veterans Health Administration Blueprint for Excellence*, September 21, 2014.

²⁹ VHA Directive 1100.16, *Health Care Accreditation of VHA Facilities and Programs*, July 19, 2022.

³⁰ VHA Directive 1100.16.

³¹ VHA Handbook 1050.01; VHA Directive 1050.01.

³² The Joint Commission, *Standards Manual*, E-dition, PI.03.01.01, PI.04.01.01, January 1, 2022.

³³ A peer review is a "critical review of care performed by a peer," to evaluate care provided by a clinician for a specific episode of care, identify learning opportunities for improvement, provide confidential communication of the results back to the clinician, and identify potential system or process improvements. VHA Directive 1190.

³⁴ VHA Directive 1190.

³⁵ VHA Directive 1190.

Medical Staff Privileging

VHA has defined procedures for the clinical privileging of “all health care professionals who are permitted by law and the facility to practice independently.”³⁶ These healthcare professionals are known as licensed independent practitioners (LIPs) and provide care “without supervision or direction, within the scope of the individual’s license, and in accordance with individually-granted clinical privileges.”³⁷

Privileges need to be specific and based on the individual practitioner’s clinical competence. Privileges are requested by the LIP and reviewed by the responsible service chief, who then makes a recommendation to approve, deny, or amend the request. An executive committee of the medical staff evaluates the LIP’s credentials and service chief’s recommendation to determine whether “clinical competence is adequately demonstrated to support the granting of the requested privileges,” and submits the final recommendation to the facility director.³⁸ LIPs are granted clinical privileges for a limited time and must be repriviledged prior to their expiration.³⁹

VHA states the Focused Professional Practice Evaluation is a defined period during which service chiefs assess LIPs’ professional performance. The Focused Professional Practice Evaluation process occurs when an LIP is hired at the facility and granted initial or additional privileges. Facility leaders must also monitor the LIP’s performance by regularly conducting an Ongoing Professional Practice Evaluation to ensure the continuous delivery of quality care.⁴⁰

VHA’s credentialing process involves the assessment and verification of healthcare practitioners’ qualifications to provide care and is the first step in ensuring patient safety.⁴¹ Historically, many VHA facilities had portions of their credentialing processes aligned under different leaders, which led to inconsistent program oversight, position descriptions, and reporting structures. VHA implemented credentialing and privileging modernization efforts to increase standardization and now requires all credentialing and privileging functions to be merged into one office under the chief of staff. VHA also requires facilities to have credentialing and

³⁶ VHA Handbook 1100.19, *Credentialing and Privileging*, October 15, 2012. (VHA rescinded and replaced this handbook with VHA Directive 1100.21(1), *Privileging*, March 2, 2023, amended April 26, 2023. VHA previously replaced the credentialing portion of this handbook with VHA Directive 1100.20, *Credentialing of Health Care Providers*, September 15, 2021.)

³⁷ VHA Handbook 1100.19.

³⁸ VHA Handbook 1100.19.

³⁹ VHA Handbook 1100.19.

⁴⁰ VHA Handbook 1100.19.

⁴¹ VHA Directive 1100.20.

privileging managers and specialists with job duties that align under standard position descriptions.⁴²

The OIG interviewed key managers and selected and reviewed the privileging folders of 29 medical staff members who underwent initial privileging or reprivileging during FY 2022.

Medical Staff Privileging Findings and Recommendations

The OIG made no recommendations.

⁴² Assistant Under Secretary for Health for Operations/Chief Human Capital Management memo, “Credentialing and Privileging Staffing Modernization Efforts—Required Modernization Actions and Implementation of Approved Positions Fiscal Year 2020,” December 16, 2020.

Environment of Care

Any facility, regardless of its size or location, faces vulnerabilities in the healthcare environment. VHA requires staff to conduct environment of care inspections and track issues until they are resolved. The goal of VHA’s environment of care program is to ensure “a safe, clean health care environment that provides the highest standards in the health care setting.”⁴³ The environment of care program includes elements such as infection control, patient and employee safety, privacy, and supply chain management.⁴⁴

The purpose of this inspection was to determine whether staff at VA medical facilities maintained a clean and safe healthcare environment in accordance with applicable standards. The OIG inspected selected areas that are often associated with higher risks of harm to patients. These areas may include inpatient mental health units, where patients with active suicidal ideations or attempts are treated, and community living centers, where vulnerable populations reside in a home-like environment and receive assistance in achieving their highest level of function and well-being.⁴⁵

During the OIG’s review of the environment of care, the inspection team examined relevant documents, interviewed managers and staff, and inspected eight patient care areas:

- Community living center
- Emergency Department
- Intensive care unit (medical/surgical)
- Medical/surgical inpatient units (2-west and 3-west)
- Primary care clinic
- Specialty Clinic (2-east)
- Women’s health clinic

⁴³ VHA Directive 1608, *Comprehensive Environment of Care Program*, June 21, 2021. (This directive was in effect at the time of the inspection. VHA amended it September 7, 2023.)

⁴⁴ VHA Directive 1608. The supply chain management system must meet the needs of its customers, which involves ensuring availability of the right product in the right place and at the right time. VHA Directive 1761, *Supply Chain Management Operations*, December 30, 2020.

⁴⁵ VHA Handbook 1160.06, *Inpatient Mental Health Services*, September 16, 2013. (VHA rescinded and replaced this handbook with VHA Directive 1160.06, *Inpatient Mental Health Services*, September 27, 2023.) VHA Handbook 1142.01, *Criteria and Standards for VA Community Living Centers (CLC)*, August 13, 2008. (VHA rescinded and replaced this handbook with VHA Directive 1142, *Standards for Community Living Centers*, October 5, 2023.)

Environment of Care Findings and Recommendations

The OIG made no recommendations.

Mental Health: Suicide Prevention Initiatives

Suicide prevention is the top clinical priority for VA.⁴⁶ Suicide is a significant health problem in the United States, with over 45,000 lives lost in 2020.⁴⁷ The suicide rate for veterans was higher than for nonveteran adults during 2020.⁴⁸ “Congress, VA, and stakeholders continue to express concern over seemingly limited progress made...to reduce veteran suicide.”⁴⁹

Due to the prevalence of suicide among at-risk veterans, VHA implemented a two-phase process to screen and assess for suicide risk in clinical settings. The phases include the Columbia-Suicide Severity Rating Scale Screener and subsequent completion of the Comprehensive Suicide Risk Evaluation when the screen is positive.⁵⁰ VHA states that providers should complete the Comprehensive Suicide Risk Evaluation on the same calendar day as the positive screen and notify the suicide prevention team if a patient reports suicidal behaviors during the evaluation.⁵¹

VHA requires each medical center and very large community-based outpatient clinic to have a full-time suicide prevention coordinator to track and follow up with high-risk veterans, conduct community outreach activities, and inform leaders of suicide-related events.⁵²

To determine whether staff complied with selected suicide prevention requirements, the OIG interviewed key employees and reviewed relevant documents and the electronic health records of 38 randomly selected patients who had a positive suicide screen in FY 2022 and received primary care services.

⁴⁶ VA Secretary memo, “Agency-Wide Required Suicide Prevention Training,” October 15, 2020.

⁴⁷ “Suicide Prevention: Facts about Suicide,” Centers for Disease Control and Prevention, accessed January 20, 2023.

⁴⁸ VA Office of Mental Health and Suicide Prevention, *2022 National Veteran Suicide Prevention Annual Report*, September 2022.

⁴⁹ Congressional Research Service, “Veteran Suicide Prevention,” IF11886 version 2, July 29, 2021.

⁵⁰ Assistant Under Secretary for Health for Clinical Services/Chief Medical Officer memo, “Eliminating Veteran Suicide: Suicide Risk Screening and Evaluation Requirements and Implementation (Risk ID Strategy),” November 13, 2020. (This memo was superseded by the Assistant Under Secretary for Health for Clinical Services/Chief Medical Officer memo, “Eliminating Veteran Suicide: Suicide Risk Screening and Evaluation Requirements and Implementation Update (Risk ID Strategy),” November 23, 2022.)

⁵¹ Assistant Under Secretary for Health for Clinical Services/Chief Medical Officer memo, “Eliminating Veteran Suicide: Suicide Risk Screening and Evaluation Requirements and Implementation Update (Risk ID Strategy);” Assistant Under Secretary for Health for Clinical Services/Chief Medical Officer memo, “Suicide Behavior and Overdose Reporting,” July 20, 2021. (This memo was superseded by the Assistant Under Secretary for Health for Clinical Services/Chief Medical Officer memo, “Update to Suicide Behavior and Overdose Reporting,” May 9, 2023.)

⁵² VHA Directive 1160.07, *Suicide Prevention Program*, May 24, 2021. “Very large CBOCs [community-based outpatient clinics] are those that serve more than 10,000 unique veterans each year.” VHA Handbook 1160.01, *Uniform Mental Health Services in VA Medical Centers and Clinics*, September 11, 2008, amended November 16, 2015. (VHA rescinded and replaced this handbook with VHA Directive 1160.01, *Uniform Mental Health Services in VHA Medical Points of Service*, April 27, 2023.)

Mental Health Findings and Recommendations

The OIG made no recommendations.

Report Conclusion

To assist leaders in evaluating the quality of care at their medical center, the OIG conducted a detailed inspection of five clinical and administrative areas and did not issue recommendations for improvement. The lack of recommendations does not necessarily reflect the overall quality of all services delivered within this medical center. The OIG appreciates the participation and cooperation of VHA staff during this inspection process.

Appendix A: Medical Center Profile

The table below provides general background information for this medium complexity (2) affiliated medical center reporting to VISN 15.¹

**Table A.1. Profile for Robert J. Dole VA Medical Center (589A7)
(October 1, 2019, through September 30, 2022)**

Profile Element	Medical Center Data FY 2020*	Medical Center Data FY 2021†	Medical Center Data FY 2022‡
Total medical care budget	\$287,579,110	\$333,161,055	\$431,680,173
Number of:			
• Unique patients	29,918	29,725	30,920
• Outpatient visits	349,938	395,880	376,236
• Unique employees§	1,082	1,095	1,163
Type and number of operating beds:			
• Community living center	40	40	40
• Domiciliary	–	12	12
• Medicine	29	29	29
• Surgery	12	12	12
Average daily census:			
• Community living center	16	8	8
• Domiciliary	–	–	7
• Medicine	20	26	29
• Surgery	1	1	1

Source: VHA Support Service Center and VA Corporate Data Warehouse.

Note: The OIG did not assess VA’s data for accuracy or completeness.

*October 1, 2019, through September 30, 2020.

†October 1, 2020, through September 30, 2021.

‡October 1, 2021, through September 30, 2022.

§Unique employees involved in direct medical care (cost center 8200).

¹ VHA medical facilities are classified according to a complexity model; a designation of “2” indicates a facility with “medium volume, low risk patients, few complex clinical programs, and small or no research and teaching programs.” VHA Office of Productivity, Efficiency & Staffing (OPES), “VHA Facility Complexity Model Fact Sheet,” October 1, 2020. An affiliated medical center is associated with a medical residency program. VHA Directive 1400.03, *Educational Relationships*, February 23, 2022.

Appendix B: VISN Director Comments

Department of Veterans Affairs Memorandum

Date: January 16, 2024

From: Director, VA Heartland Network (10N15)

Subj: Comprehensive Healthcare Inspection of the Robert J. Dole VA Medical Center
in Wichita, Kansas

To: Director, Office of Healthcare Inspections (54CH02)

Director, GAO/OIG Accountability Liaison (VHA 10B GOAL Action)

Attached is the facilities response to the Comprehensive Healthcare inspection of the Robert J. Dole VA Medical Center in Wichita, Kansas draft report.

I have reviewed and concur with the facility's response to the findings, recommendations, and submitted action plans.

(Original signed on behalf of:)

Patricia L. Hall

Network Director

VA Heartland Network (VISN 15)

Appendix C: Medical Center Director Comments

Department of Veterans Affairs Memorandum

Date: January 10, 2024

From: Director, Robert J. Dole VA Medical Center (589A7)

Subj: Comprehensive Healthcare Inspection of the Robert J. Dole VA Medical Center
in Wichita, Kansas

To: Director, VA Heartland Network (10N15)

The Robert J. Dole Medical Center concurs with the contents included in the report overview from the Office of Inspector General Comprehensive Healthcare Inspection Program focused evaluation from the unannounced inspection during the week of March 6, 2023.

(Original signed by:)

Michael D. Payne Jr., MSP, CLSSBB, ACHE
CEO/Medical Center Director

OIG Contact and Staff Acknowledgments

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