

VAMC MARTINSBURG PHARMACY RESIDENCY PROGRAM (PGY-1)

Why the VA?

Each day, dedicated, compassionate professionals at VA do the extraordinary to meet the needs of Veterans across a broad spectrum of programs and services.

- VA is second only to the Department of Education in providing educational benefits of \$9 billion annually.
- VA is the largest, integrated health care provider in the country, with 7.9 million Veterans enrolled in our medical services system.
- VA developed and distributed enterprise-wide, VistA, the most comprehensive electronic health record (EHR) in the country, linking our 153 medical centers to their 774 Community Based Outpatient Clinics (CBOCs), 232 Veterans Centers, as well as outreach and mobile clinics.
- VA received an “*Among the Best*” ranking for its mail order pharmaceutical program, ranking with Kaiser Permanente Pharmacy and Prescriptions Solutions, in a J.D. Power and Associates survey of 12,000 pharmacy customers.
- A VA employee, Dr. Janet Kemp, received the “2009 Federal Employee of the Year” award from the Partnership for Public Service three weeks ago. Under Dr. Kemp’s leadership, VA created the Veterans National Suicide Prevention Hotline to help Veterans in crisis. The Hotline has received over 185,000 calls – an average of 375 per day – and interrupted over 5,200 potential suicides.
- VA has staffed a Survivors’ Assistance Office to advocate for Veteran and service member families. As the “Voice of Survivors,” its purpose is to create and modify programs and services to better serve survivors.
- VA’s OIT (Office of Information Technology) office and VBA collaborated with the White House to create a program soliciting original ideas from VA employees and participating VSOs, ranging from improving process cycle times for benefits to increasing Veteran-satisfaction with the claims process. Close to 4,000 process-improvement ideas have been received.

(Source: Secretary Shinseki’s State of the VA Address to Congress, October 14, 2009)