

*Louis A. Johnson*  
**VA MEDICAL CENTER**

A Soldier's Perspective



Annual Report 2013



# Director's Vision

*Beth M. Brown*  
DIRECTOR

This year has offered many opportunities for growth and change. From renovation projects to changes in our Executive Leadership Team, we have experienced a great deal of transformation. Managing change by remaining flexible and open isn't always easy. As you will see during your journey through these pages, change is experienced by every service member who transitions from soldier to Veteran. When this journey begins, in most cases, they know very little about the VA services offered, and their options for VA healthcare.

The beginning of the journey is a dark and bleak path full of unknowns. Our team at the Louis A. Johnson VA Medical Center wants to meet every Veteran, man or woman—no matter their need. We want to welcome them to our family, offer them personalized healthcare, and provide them with comfort and reassurance. Each time they leave our facility or one of our community based outpatient clinics, we want to ensure the care we have provided them is just what they needed and when they needed it.

Through these pages, we introduce you to the Louis A. Johnson VA Medical Center family. This is who we are, what we have to offer, and where we plan to go in the future. We are proud of the accomplishments of this past year and look forward to serving each and every Veteran who seeks care at our facility.

Sincerely,

**Beth M. Brown, MS, FACHE, VHA-CM**  
**Director, SES**

## *We appreciate you...*

We would like to express our sincere gratitude to all of those that make the care we provide possible. From the congressional representatives, Veteran Service Organizations, community partners, and each and every employee and volunteer---you contribute to the quality care we provide to our Veterans. Each of you have committed to this great mission; to serve those who have served us. We look forward to continuing on in this mission with you and will strive to provide personalized, proactive healthcare to each and every Veteran.

Sincerely,

### **Executive Leadership Team**

**Beth M. Brown, MS, FACHE, VHA-CM, Director, SES**

**Louise P. Grant, PhD, FACHE, Associate Director**

**Glenn R. Snider, MD, FACP, Chief of Staff**

**Denise L. Boehm, MSN, RN, NEA-BC, VHA-CM, Associate Director, Patient Care Services**

*"When you don't know where to begin"*



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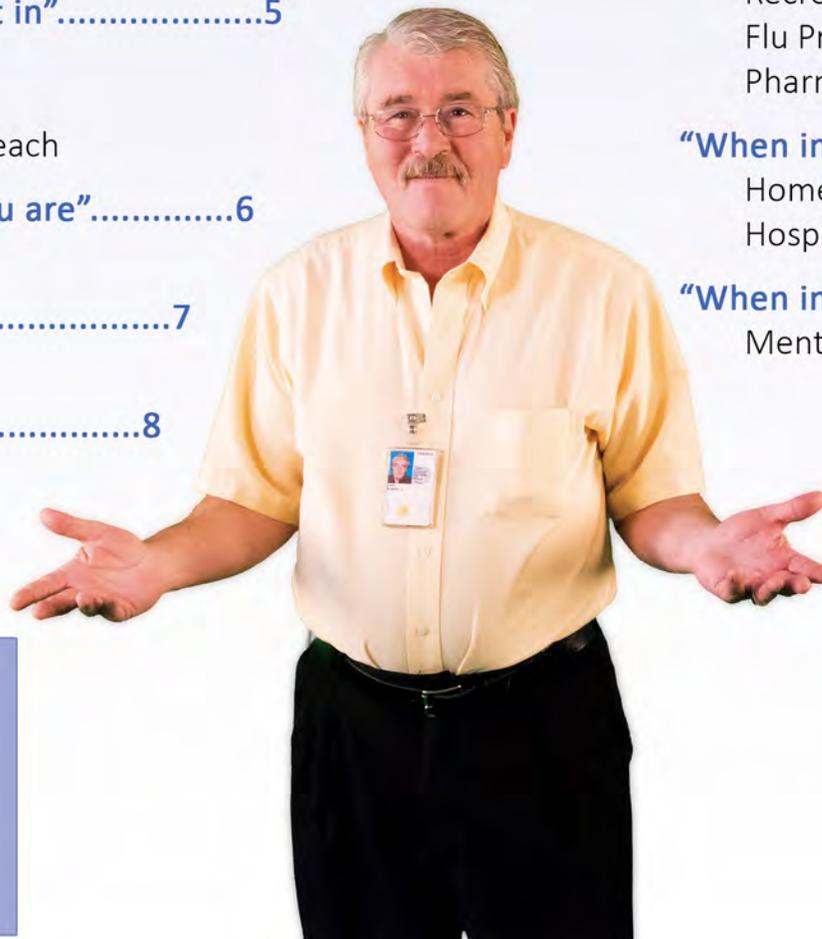
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# By the Numbers

## 2013

### Medical Center Budget

\$146,100,072

#### Total Uniques

22,047

#### Outpatient Visits

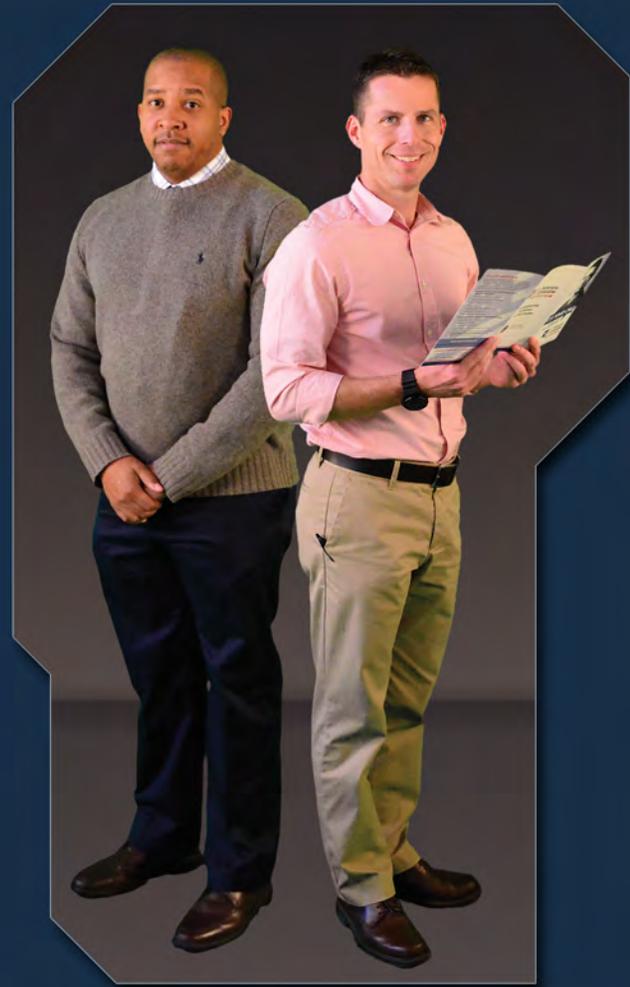
268,692

#### Inpatients Treated

2,660

#### Operating Beds

99



### Number of Employees

867

#### Outreach Events

94

#### FaceBook Fans

750

#### Surgeries

3,058

#### Prescriptions

1,138,319

### Voluntary Service

451 Total Volunteers

60,092 Total Hours

\$647,871.68 Total Donations

*"You are one of many"*



Monongalia County CBOC  
40 Commerce Drive, Suite 101  
Westover, WV 26501  
(304) 292-7535  
2,387 Unique Veterans  
11,588 Outpatient Visits

Wood County CBOC  
2311 Ohio Avenue, Suite A  
Parkersburg, WV 26101  
(304) 422-5114  
3,507 Unique Veterans  
16,678 Outpatient Visits

Tucker County CBOC  
206 Senior Lane  
Parsons, WV 26287  
(304) 478-2219  
2,387 Unique Veterans  
4,633 Outpatient Visits

Braxton County CBOC  
93 Skidmore Lane  
Sutton, WV 26601  
(304) 765-3480  
1,696 Unique Veterans  
7,746 Outpatient Visits

Rural Mobile Unit  
642 Unique Veterans  
1,089 Outpatient Visits

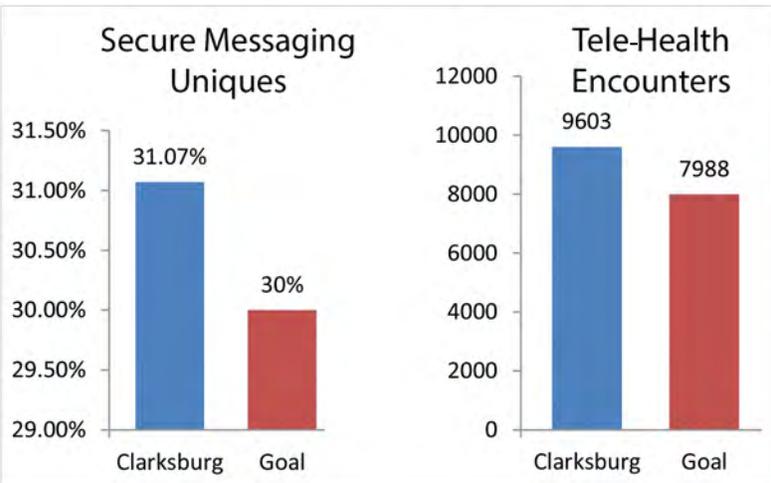




# *"When you can't make it in..* Tele-Health

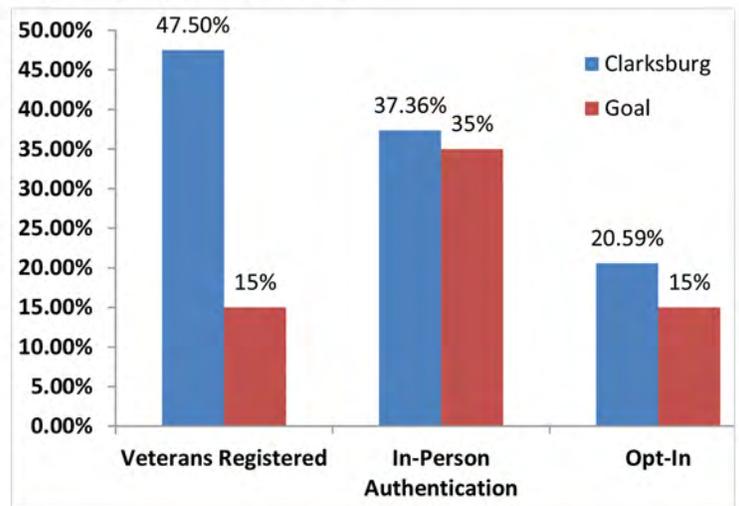
## Raising the Bar

The LAJVAMC exceeded the VISN goal in both Tele-Health and secure messaging uniques and Tele-Health encounters.



## My HealthVet

The LAJVAMC exceeded the VISN goals in all three secure messaging metrics, Veterans registered, in-person authentication and opt-in. MyHealthEVet is VA's online personal health record, allowing Veterans to partner with their health care team. It provides opportunities and tools to make informed decisions and manage health care.



The Veterans Justice Outreach program is a re-entry program designed to obtain proper psychological and restorative treatment for Veterans who have been incarcerated, awaiting incarceration, or are eligible for release. In FY2013, Richard Jones, Veterans Justice Outreach Coordinator, successfully resolved 17 Veteran's cases.



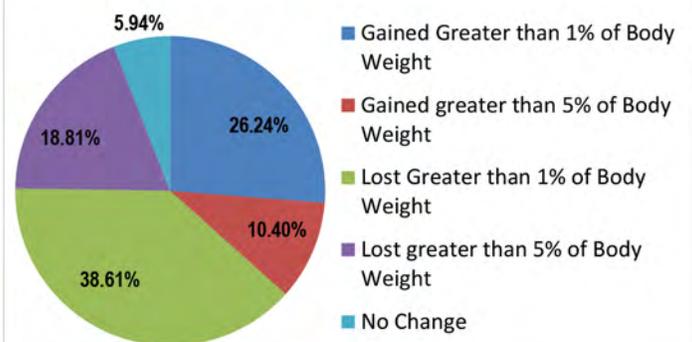
... *We meet you where you are.* "

## A Healthy Move!

The Tele-MOVE! Weight Management Program (WMP) was implemented here at Clarksburg during FY2011 and has posed a unique opportunity to the overweight Veterans of North Central West Virginia. The Tele-MOVE! Disease Management Protocol (DMP) is a self-directed WMP which employs an in-home messaging device to provide daily guidance for healthy lifestyle changes. The program provides a series of questions, monitoring and education on nutrition, exercise and behavior modification to help achieve the best possible health. In addition, the Veteran receives a handbook, pedometer and scale, and is required to report the progress of his weight, exercise and nutrition goals on a weekly basis.

In FY2013, 145 new Veterans were enrolled in TeleMOVE!, while only 97 disenrolled, increasing the overall panel to 151 total Veterans. The addition of CardioCOM as a Tele-Health vendor has allowed a wider range of Veterans to be served by TeleMOVE! With its Interactive Voice Response (IVR) capabilities, Veterans who only have cellular phones can now call in to the automated server to complete health checks and report weights on a frequent basis without the need for a landline phone and device in the home.

### Clarksburg Move Outcomes - FY 2013



*"Man or woman"*

# Women's Health



Over 1,500 women Veterans receive health care services at the Louis A. Johnson VAMC (LAJVAMC) today. As the military provides more opportunities for female soldiers, the LAJVAMC will continue to see growth in women Veterans. Women's health care services include specialty gynecology care, surgery, and mammography. A grant made a diabetic cooking school possible to help Veterans live longer and healthier lives. The LAJVAMC continues to progress in order to better serve the ever-growing number of women Veterans who protected our country.

The LAJVAMC continues to set a high standard by meeting or exceeding their performance goals in health care services. As part of the VA's Practice Based Research Network, the LAJVAMC is participating in a multi-site trial. The trial is to identify the best approach to implementing Patient Aligned Care Teams for women's health. In 2013, the Women Veterans program underwent two Office of the Inspector General site visits, a VISN 4 Environment of Care Peer Review site visit, and a Women's Health Services Assessment of Comprehensive Primary Care for Women Veterans receiving favorable review.

## By the Numbers...

**1,043**-Total Women Veterans

**1,050**-Cervical Cancer Screenings

**67**-Gynecology Procedures

**847**-Mammograms

**4**-Breast Cancers Found

**4** Days-Mammography Wait Time

**12**-Obstetric Care for Pregnant Veterans

## *A Recipe for Success*

The Louis A. Johnson VA Medical Center hosted Dining with Diabetes: A Community Based Cooking School for Women Veterans in conjunction with the West Virginia University Extension Service and the West Virginia Bureau for Public Health, Diabetes Prevention and Control Program. In addition to learning cooking information, participants discovered skills for diabetes self management, received the VA's healthy living messages, and were referred for health screenings and other referrals to improve their overall health. On a three month post-program follow up, 25% of the participants had an improvement in their Hemoglobin A1c, with two participants having a decrease in this measure by greater than 0.5% - which is considered a remarkable reduction; and 88% of the participants kept their behavior change goals they had set at the beginning of the program.



FDA inspection yielded no deficiencies for the 4th consecutive year

*"We support you"*

## HOGS AND HEROES

The 2nd Annual Bike show hosted by the Hogs and Heroes Foundation at the Louis A. Johnson VA Medical Center on August 24th was a success. The group raised \$4,416 for the Recreational Therapy Department. Kristen Leonard of the Shining Scars organization and former West Virginia University and NFL football player Owen Schmitt were in attendance. The theme of the event was "You're Not Alone," which was a message of hope to all Veterans from the Hogs and Heroes Foundation. The Hogs and Heroes Foundation continues to participate in outreach projects to support Veterans.



## CONSTRUCTION PROJECTS

### *An Upgrade in Surgical Care*

Our surgical care area was newly renovated to offer enhancements in medical technology and patient access. The renovation project included increasing exam room space in specialty clinics from 10 exam rooms to 14 exam rooms and a new procedural suite. This addition offers two procedure rooms for minor procedures and endoscopies with four private patient rooms for pre-operative and post-operative care. The procedure rooms include state-of-the-art surgical lighting and an integrated endoscopic system. This project has improved patient care by ensuring privacy for patients and their families, offering quality treatment at our local facility, and providing a patient-centric atmosphere by improving access and flow.



### *The Future of Mental Health*

Renovations of the Mental Health Clinic and construction of the Community Building for the Mental Health Residential Rehabilitative Treatment Program (MH RRTP) were initiated and should be operational in 2014. The newly renovated Mental Health Clinic space will accommodate three group therapy rooms, individual staff offices, and centralize all mental health services. The Community Building is scheduled to open in mid-spring and will offer a therapeutic environment for programmatic activities for residential rehabilitation patients. In addition, the design for the Villas, which will house thirty one residents, began in 2013 and construction is slated to begin in 2014.

## VOLUNTARY SERVICE

Our volunteers donated over 60,000 hours of their time to assist in the daily functions of the VA Medical Center. Organizations like Dominion and The Girl Scouts of America also volunteered in projects to improve various aspects.

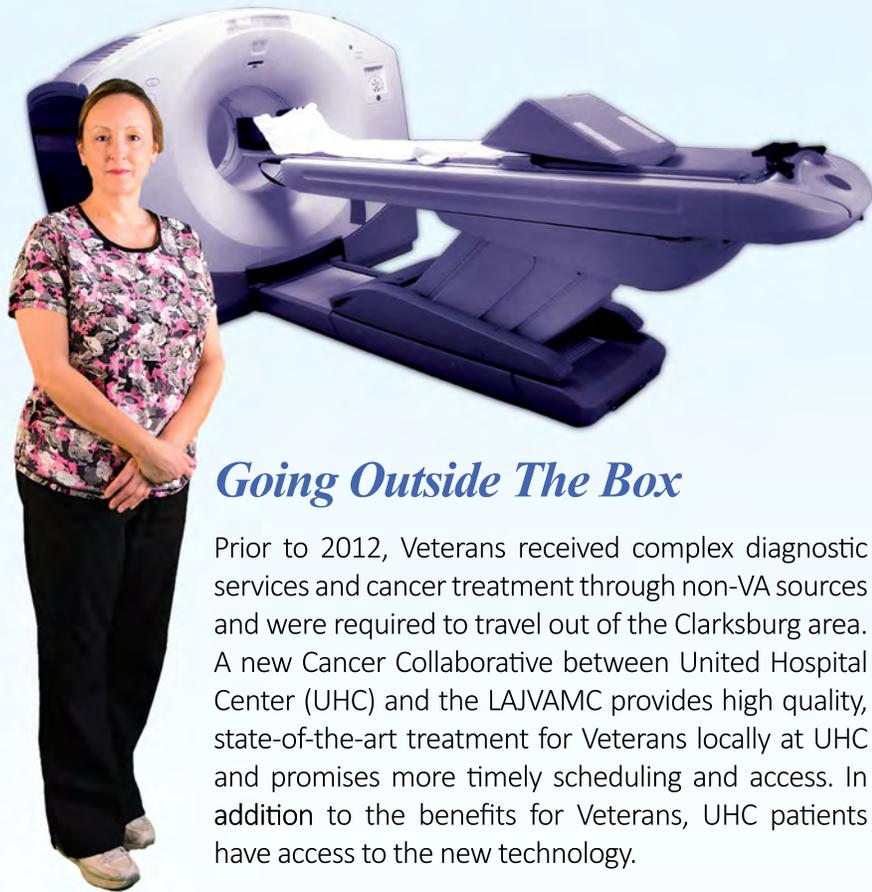


FY – 13 Number of Volunteers	Cumulative Hours Volunteered	Monetary Donations	Activity Donation	In-Kind Donations	Grand Total Donations
451	60,092	\$502,925.30	\$21,149.59	\$123,796.70	\$647,871.68

*"In sickness..."*

## *Heroes of Hope*

On September 21, 2013, we hosted our first Heroes of Hope banquet. This event was held in honor of cancer survivors and in remembrance of those who have lost the battle with cancer. A special group of employees, including oncology and surgery staff members, and the Benevolent and Protective Order of the Elks rallied together to host this event. The event included several guest speakers----physicians and cancer survivors, dinner, and the Heroes of Hope Angel Award ceremony. This year, Danny Sheets, a beloved Veteran, who we served for many years, succumbed after a lengthy battle with cancer. This posthumous award was an honor bestowed to Mr. Sheets in recognition of his gracious spirit and the encouragement and kindness he offered to those around him. The Heroes of Hope banquet will become an annual event and would not have happened without the perseverance of VA staff members. Thank you for reminding all of us what it means to truly serve those who have served us.



## *Going Outside The Box*

Prior to 2012, Veterans received complex diagnostic services and cancer treatment through non-VA sources and were required to travel out of the Clarksburg area. A new Cancer Collaborative between United Hospital Center (UHC) and the LAJVAMC provides high quality, state-of-the-art treatment for Veterans locally at UHC and promises more timely scheduling and access. In addition to the benefits for Veterans, UHC patients have access to the new technology.

The agreement includes the VA's purchase of a Positron Emission Tomography / Computed Tomography (PET/CT) which is located in a newly constructed building on UHC's campus in Bridgeport, West Virginia. In return, UHC provides comprehensive cancer diagnostic services and treatment, including radiation therapy, to Veterans with priority scheduling. The PET/CT technology will have the ability to perform PET/CT scanning, PET scanning only, or stand alone CT scanning. The primary use of PET scanning is diagnostic studies to determine malignant versus benign tumors. Two-hundred and thirty-three Veterans benefited from this service representing approximately 25% of all patients served.



## *Diabetes Education*

The Diabetes Self-Management Education Program has improved the lives of diabetic Veterans by providing useful tools to manage this disease. The program is nationally certified by the American Diabetic Association (ADA) and includes a comprehensive overview of lifestyle habits such as diet and exercise, and medication management and monitoring. The Diabetes Education program partnered with the West Virginia University Extension office to offer a diabetic cooking class to improve the lives of Women Veterans.



# ...or in health"

**The Recreational Therapy Department** has offered many recreational activities to include special community outings including Pittsburgh Pirate games, Wheeling Nailers hockey games, Alderson Broaddus University athletic events, fishing and golfing. Hospitalized Veterans participated in the local Memorial and Veteran's Day Parades. Many community sponsored activities were hosted for inpatient Veterans to include the Liberty High School choir, Bingo parties, musical entertainment, Re-Creation Performance, and several holiday parties.

In addition to community involvement, Recreation Therapy supports four outpatient programs (MOVE program, Project Healing Waters, Time Utilization Program, and a one-on-one TBI program) and provides support to the National Veterans Wheelchair Games. One local Veteran, Willie Mardos, received two gold medals in weightlifting and bocce, two silver medals in air guns and nine ball, and bronze medals in club (field events) and discus.



## Hit Me With Your Best Shot

### *FY 2013 Flu Shots*

*Total Patients Vaccinated*

**12,367**

*Total Employees Vaccinated*

**589**



## Pharmacy

The Louis A. Johnson VA Medical Center Pharmacy continues to maintain window wait times under thirty (30) minutes. A cost-avoidance plan to optimize resources for the VAMC and the Veterans was enacted. The pharmacy reduced costs by \$1,328,556 and saved \$2,236,505 with assistance from the medical staff. By decreasing pharmacy expenditures, the medical center redirected funds to support other Veteran services.



# *"When in need"*

## *Homeless Veterans Program*

The Homeless Program has made great strides in 2013. In January, the team participated in the PIT (Point in Time) Count with the WV Coalition to End Homelessness. A VA 2K was hosted in May with 125 participants and over \$2,500 worth of donations. Miss West Virginia, along with several Veterans, and multiple employees participated in the event to increase awareness of homelessness affecting our Veteran population. This past summer, the team also facilitated a focus group regarding the prevention of homelessness at the first WV statewide Homeless Summit. The annual CHALENG (Community Homelessness Assessment, Local Education and Networking Groups) event was held in September which included 80 participants from various community agencies, several VA employees and Veterans. This event focused on outreach opportunities and provided education on current LAJVMC services.

The Healthcare for Homeless Veterans (HCHV) personnel are members of various community committees and boards. The HCHV team have been involved in public speaking/marketing engagements and work closely with the Veterans Justice Outreach Program.

HUD/VASH currently covers 26 counties in West Virginia and has successfully housed 54 Veterans in FY2013. These Veterans receive continued support, case management, and transportation services while enrolled in the HUD/VASH program. The HCHV/Grant & Per Diem program successfully transitioned 10 Veterans from transitional to permanent housing in FY 2013. The HCHV team has developed a successful working relationship with the Public Housing Authorities and local landlords and work closely with services throughout the medical center to ensure continuity of care for the Veterans.

In 2014, we look forward to better serving Veterans with the addition of five beds at the Promise House in Buckhannon, WV. We will continue to develop community partnerships and maximize resources to work toward the goal of ending Veteran homelessness.



## *Caregiver Support Program*

The Caregiver Support Program provides resources and tools for caregivers of Veterans injured in war. This year the family caregiver support coordinator accomplished:

- 49 Family Caregivers enrolled.
- 80 General Caregivers enrolled.
- Completed 35 applications.
- 76 in-home visits.

The Caregiver Support Program hosted a Caregiver Support Luncheon in 2012 for National Caregiver Month.

## *Hospice & Palliative Care Team*

The Hospice and Palliative Care team continues to assist in Veteran's end-of-life needs by partnering with community agencies to provide the services they need for comfort care and symptom management. The team assists with enrolling Veterans or reestablishing care with the VA through the Hospice Program.

Over the last year, chronically ill Veterans have been evaluated by the Hospice & Palliative Care Team on a consistent basis. We exceeded the VISN and national averages and maintain a 96% completion rate. Monitoring this ensures chronically ill Veterans are receiving appropriate end-of-life care.

# *"When in doubt"*

## *Mental Health*

Behavioral Health and Rehabilitative Service hired 24 additional staff members in support of timely and quality care. The services provided include evidence-based psychotherapy, Tele-Mental health services, outpatient groups, medication management, and mental health services in the Community Based Outpatient Clinics.

Secretary Shinseki continues to focus on Mental Health and promoting timely access to mental health services. The LAJVAMC is pleased to offer and expanded the following mental health services:

- **Inpatient Psychiatry**
  - Only VA inpatient unit in the state of WV
  - High census with plans to expand number of beds
- **Mental Health Residential Rehabilitation Treatment Programs**
  - Post-Traumatic Stress Disorder
  - Substance Abuse
  - Seriously Mentally Ill
- **Compensated Work Therapy**
  - 89 Veterans participated
- **Transcranial Magnetic Stimulation**
  - Treatment for depression
- **Electro-convulsive Therapy (ECT)**
  - Treatment for depression and psychosis
- **Outpatient Psychiatry for Evaluation and Medication Management**
  - Controlled Substance Pharmacist works closely with Behavioral Health
- **Instituted Primary Care-Mental Health Integration in Primary Care and all CBOCs**
- **Suicide Prevention Services**



## *Mental Health Summit*

The Behavioral Health Service hosted the first annual Mental Health Summit on August 27, 2013. The summit was designed to discuss mental health service concerns community stakeholders and congressional representatives may have in regard to the VA. Approximately 40 stakeholders attended the day long summit and provided positive feedback on what they could offer Veterans suffering from mental illness and received information on how the VA was addressing Veterans mental health issues.

## *Chaplain Service*

The Chaplain Service provides spiritual counsel and support to employees, volunteers, and Veterans through outreach events, groups, and ecumenical services. In FY2013, Chaplain Service completed 317 outpatient consults.



## *Dominion*

On May 22, 2013, employees from Dominion spent their day giving back to the community by revitalizing the Medical Center's main entrance landscape and painting sidewalk curbs. For the third consecutive year, Dominion has chosen to give back to the Veterans of North Central West Virginia.



## *Extended Clinics*

In an effort to offer more flexible hours to meet the needs of our Veterans, we recently added primary care and mental health clinics during evening and weekend hours. In addition, an OEF/OIF/OND support group is offered one night per week. As healthcare evolves and Veteran demographics change, we must ensure we are available to provide timely and quality care.

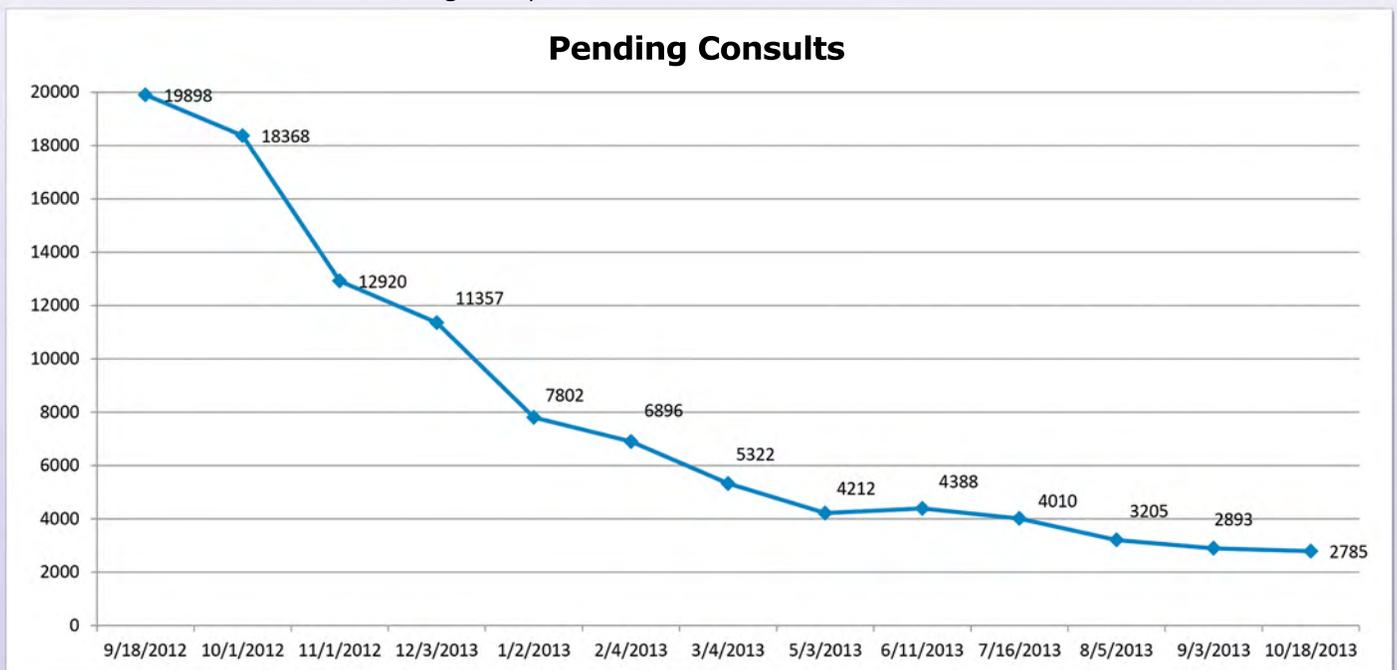


## *Girl Scouts*

The Girl Scout Brownie Troop 4022 revitalized a garden at the Louis A. Johnson VA Medical Center on September 11, 2013, in memory of those who lost their lives on this tragic day in 2001. Through their hard work, the Girl Scout Brownie Troop learned about plant care, teamwork, and patriotism.

## *Consult Management*

In the fall of 2012, the LAJVAMC recognized an issue with pending consults throughout the medical center. A concerted effort was made to assess the consultation process and ensure Veterans were being seen timely. In November 2012, there were 1,484 consults that had not been processed within seven days of the request. By July 2013, the non-processed consults decreased to 339. Additionally, open consults greater than 90 days and greater than six months were also evaluated. Through collaboration, vast improvements have been made in our processing times for consults. Staff continues to monitor these measures to ensure Veterans are receiving timely care.



*"No matter what you are facing... We will always be here."*



## Featured Employees

*"When you don't know where to begin"*

**Bobby Lake**

*"You are not alone"*

**Marc Lockett**

**Matt Dalrymple**

*"You are one of many"*

**John Seti**

*"When you can't make it in"*

**Ron Sandreth**

**Mary McCloud**

*"We Meet You Where You Are"*

**Kara Gilreath**

**Jay Ketterman**

*"Man or woman"*

**Dr. Frank Gyimesi**

**Brenda Ware**

**Lisa Hardman**

*"We support you"*

**Mike "Boonie" Jarvis**

**Adrienne Compton**

**Ed DeMundo**

**A.J. Duke**

*"In Sickness"*

**Pam Snyder**

**Bobby Hudkins**

**Roxanne Pheasant**

*"Or in Health"*

**Tom Perrine**

**Bobby Lake**

**Kayla McDowell**

**Elizabeth Bobbera**

**Kristal Tanner**

**Dana Echard**

*"When in need"*

**Kathy Ellis**

**Amber Brunetti**

*"When in doubt"*

**Dr. Chad Priestley**

**Angela Wagner**

## 2013 Annual Report

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## Executive Leadership Team

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Associate Director

**Glenn R. Snider, MD, FACP**  
Chief of Staff

**Denise L. Boehm, MSN, RN, NEA-BC, VHA-CM**  
Associate Director, Patient Care Services



***You Are Not Alone...***

