

Annual Report 2013



Dear Veterans, employees, volunteers and friends,

They say that the only thing certain is change. At the Coatesville Veterans Affairs (VA) Medical Center, our ultimate duty is to help Veterans make positive changes – in life and health. In these pages, you will read about Veterans who each, with VA's help, worked their way out of homelessness.



You will also see evidence of change in VA health care. Patient Aligned Care Teams and Behavioral Health Interdisciplinary Program Teams – a relatively new way to deliver care – have been established and are thriving at Coatesville. This care model is helping Veterans to live healthy lives, prevent illness and manage disease.

Additionally, the environment of care is changing. In 2013, we began construction of a world class specialty and urgent care center; and we dedicated a state-of-the-art, 28-bed, acute psychiatry unit. We also looked forward to the opening of a magnificent hospice unit addition.

Through all of the changes this year, and in years past, and in years to come, I am reminded that I am certain of something else. Our dedicated employees, through their various roles, provide the personalized, proactive, patient-driven health care that is VA. I am proud to lead this exceptional team of men and women into the next year.

Sincerely,

A handwritten signature in blue ink that reads "Gary W. Devansky".

Gary W. Devansky
Medical Center Director

We are the Faces

Just about anyone, Veterans included, can become homeless. It is a trying life experience, and it is even more difficult to overcome. But, it is possible. Undoubtedly, it takes determination and support.



“God bless the USA,” says **John Paul Poehlman**, a 63-year-old Vietnam-era Veteran. “If it wasn't for the VA, I am not sure where I would be.” Poehlman connected with the Philadelphia-based Veterans Multi-Service Center in 2010, and then went through a VA residential rehabilitation treatment program. Today, he has a place of his own, a job he loves and is working toward becoming a licensed practical nurse.

Emily Principe is a 27-year-old Iraqi Freedom Veteran. She lives in West Chester with her 6 year-old-son, Jackson. Principe is a full time student at West Chester University, West Chester, Pa., working toward her bachelor's degree in social work. Principe hopes to eventually be a social worker at Coatesville, mostly because of her experience here. “I want to be able to do that for other people. I know the people here saved my life. It would be wrong of me not to do it – because I know I can”.

“I take their orders, make all their sandwiches. I like being around kids”. **Avis Thomas**, a 52-year-old Air Force Veteran recently took a food service job at Downingtown High School West, after having worked at Wegmans in Downingtown, Pa. for five years. Previously, Thomas spent time at the Mary E. Walker House, a transitional residential program for women Veterans that the Veterans Multi-Service Center runs at the Coatesville VA Medical Center. As she looks

of Change

The Coatesville VA Medical Center's various residential rehabilitation treatment programs, and the Departments of Housing and Urban Development and Veterans Affairs Supportive Housing (HUD-

VASH), a program that supplements housing costs for homeless or at risk Veterans, offers a hand to the brave people who have earned and deserve it. Read about where formerly homeless Veterans are today.



A Look at the Numbers

819 Veterans served by the HCHV team

75 percent of DCHV discharged to permanent housing

35 additional housing vouchers were allocated to the HUD-VASH program, making a total of 310 vouchers available

239 Veterans were housed through HUD-VASH

Left to Right:
Veterans John Paul Poehlman; Emily Principe; Avis Thomas; HUD-VASH
Social Worker Patricia White; Veterans Curtis Mills and Calvin Johnson, Jr.

toward going back to school one day, she treasures spending time in her home. "I enjoy my apartment. It's mine. It's a blessing to have my own door key."

Curtis Mills, a 53-year-old Army Veteran met a VA homeless outreach social worker in 2007, and she convinced him to make a change. He credits her and the VA with getting him off the streets, and ultimately saving his life. Everyone who knows Mills, though, recognizes that *he* decided to change. After having gone through residential rehabilitation treatment programs with employment support through Work Restoration, Mills has his own apartment. He is proud to be in his second semester at Harcum College, Bryn Mawr, Pa., working toward becoming a radiology technician.

Recently, and more or less out of the blue, **Calvin Johnson Jr.** skydived. It was an idea that had been terrifying to him. For the 54-year-old Army Special Forces Veteran, he saw it simply. His niece asked him to join her for moral support, and he wanted to help her. These days, helping others is Johnson's life work. After going through VA residential rehabilitation treatment programs, and continuing on through LZII, a transitional residential program operated on the VA campus by the Veterans Multi-Service Center, Johnson is in a good place. He lives in a Downingtown apartment, and is a recovery support specialist in the community. "I work, I take care of myself. I give back to people just like someone gave back to me."

The Health Care for Homeless Veterans (HCHV) case management team connects homeless Veterans with the Domiciliary Care for Homeless Veterans Residential Rehabilitation Treatment Program; VA grant & per diem programs including the Mary E. Walker House, LZII, and Fresh Start; contract programs including Independence Hall; HUD-VASH and other housing options. In some cases, the team refers Veterans to the VA Post Traumatic Stress Disorder Residential Rehabilitation Treatment Program or the Substance Abuse Residential Rehabilitation Treatment Program.

Since 2008, the Coatesville VA Medical Center has operated the Departments of Housing and Urban Development and Veterans Affairs Supportive Housing or HUD-VASH program. It administers "Housing Choice" Section 8 vouchers to eligible Veterans for use in Chester, Delaware and Montgomery counties. Veterans receive case management and supportive services to support stability and recovery from physical and mental health, substance use, and functional concerns contributing to or resulting from homelessness.



Acute Psychiatry Unit Optimizing Delivery of Care

On Sept. 4, VA officials, including Medical Center Director Gary W. Devansky and Veterans Integrated Service Network (VISN) 4 – VA Healthcare Chief Medical Officer David Macpherson, Veterans and special guests dedicated a state-of-the-art, 28-bed, acute psychiatry unit. The project renovated nearly 18,000 square feet, and is valued at approximately \$2.8 million.

“Every day, I see the Department of Veterans Affairs and staff here

at the Coatesville VA Medical Center continue to improve the world-class health care we provide,” said Devansky. “That is the vision behind this project.”

The new space provides an optimal environment for the delivery of specialized psychiatric health care services. It was

designed to accommodate the varying needs of male, female and geriatric Veterans. The layout and design support and enhance the medical center's interdisciplinary team-based care model. Additionally, the unit offers industry-leading life safety and security features.



First Nail in Specialty and Urgent Care Center



On July 2, VA officials, including Medical Center Director Gary W. Devansky and Veterans Integrated Service Network (VISN) 4 – VA Healthcare Network Director Michael E. Moreland, and project partners drove the first nail, signifying the official start of construction on a world-class outpatient center.

Approximately 65 Veterans, VA leaders and special guests gathered to recognize the occasion. **“When complete, the new space will further enable our health care professionals to provide personalized, proactive, patient-driven health care.”** said Medical Center Director Gary W. Devansky.

The construction involves two projects that will renovate 35,000 square feet, and are valued at approximately \$12 million. Completion is anticipated in 2014 or 2015. In the new space, Veterans will receive urgent care, specialty care including podiatry, optometry, urology, neurology and more, as well as diagnostic services including laboratory and radiology services.





Gary W. Devansky, MHA
Director since July 1991

Nancy A. Schmid, RN,
MSN, NEA-BC
*Associate Director for Patient
Care Services/Chief Nurse
Executive since November 2012*

Sheila Chellappa, MD,
FACP
Chief of Staff since October 2012

Jonathan E. Eckman, P.E.
*Associate Director since
October 2012*

Executive Leadership Team

Devansky is the top executive management official at the medical center, responsible for a \$190 million budget and 1,335 employees.

Schmid oversees all patient care lines and staff including nurses, nurse practitioners, social workers, dieticians, rehabilitation specialist, chaplains and sterile processing professionals.

Chellappa leads all medical staff including physicians, dentists, specialists, psychiatrists as well as pharmacy, laboratory, research and more.

Eckman oversees all medical center operations including finance, acquisitions, human resources, engineering, information technology, health administration, environmental management, food service, and community and congressional affairs.

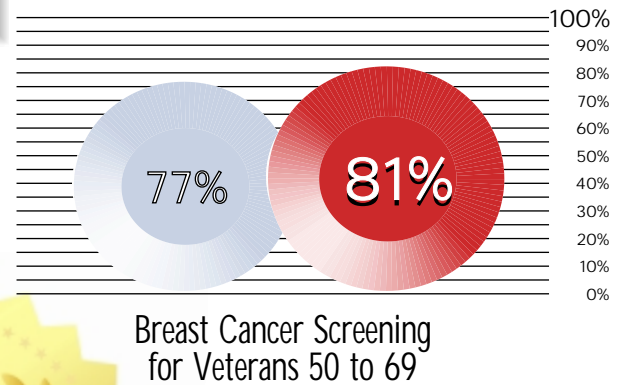
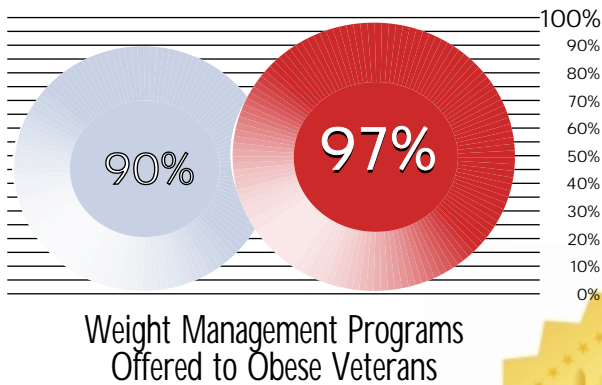
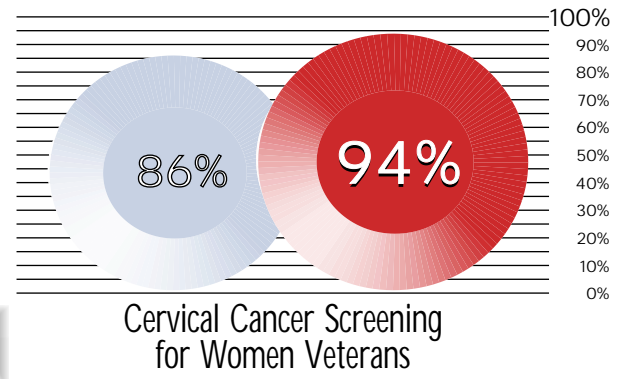
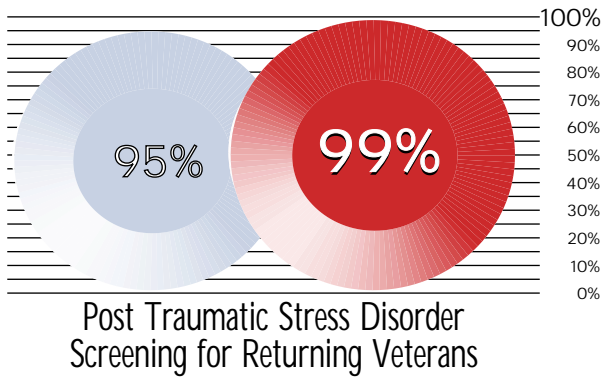
Began VA Career: In 1978 at Ann Arbor VA Medical Center

Began VA career: In 1979 at VA Western New York Health Care System

Began VA career: In 2001 at the Coatesville VA Medical Center

Began VA career: In 2008 at VA Maryland Health Care System

Exceeding Quality Standards



-  Coatesville's Performance
-  VA Performance Goal



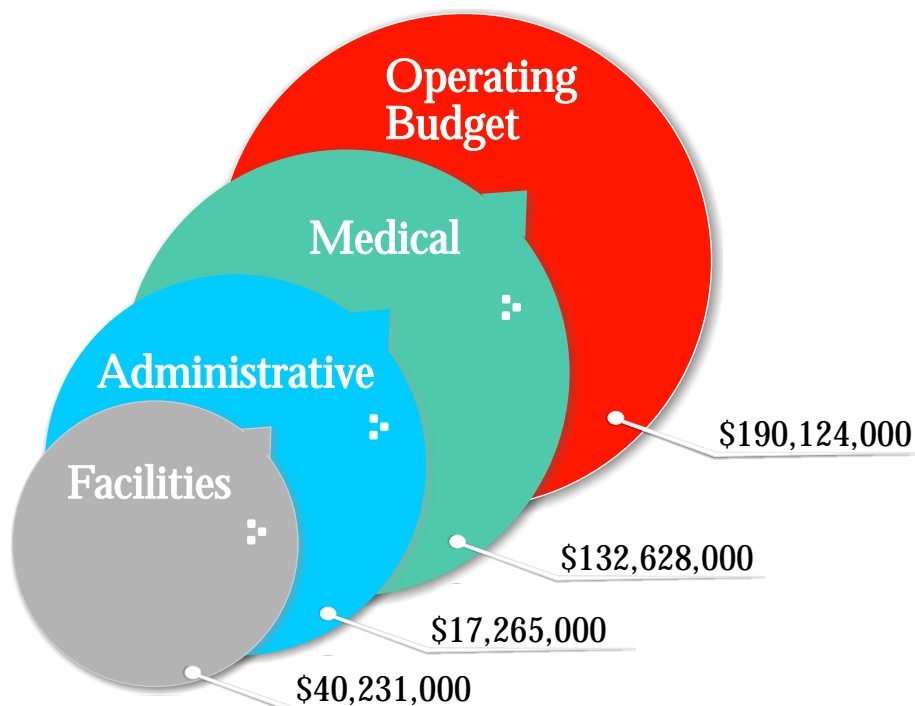
Prestigious Accreditations Overview

The medical center is fully accredited by the Joint Commission for all programs, services and facilities. The Joint Commission is recognized nationwide as a symbol of quality that reflects a health care organization's commitment to meeting certain performance standards.

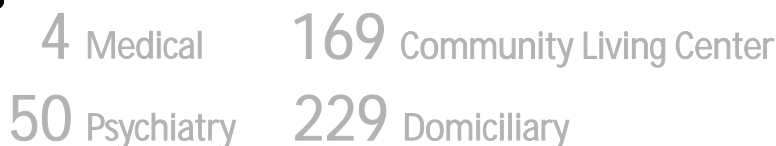
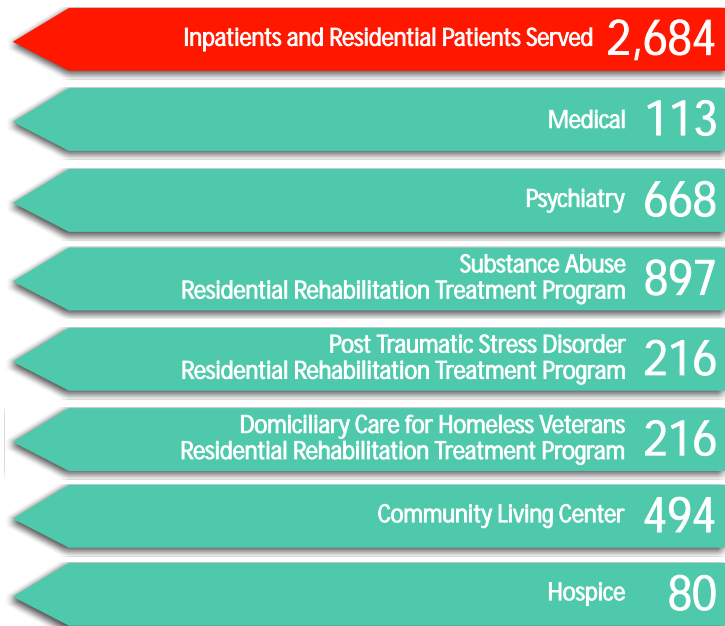
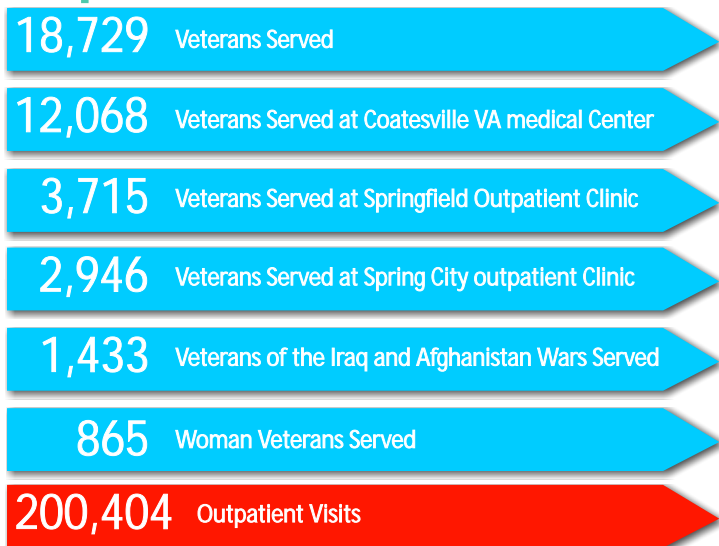
The residential rehabilitation treatment program is fully accredited by the Commission on Accreditation of Rehabilitation Facilities International or CARF. The commission endorses the medical center's many programs for conditions including substance use disorder, post traumatic stress disorder, and serious mental illness.

2013 By the Numbers*

Financial Statistics (in Millions)



Operational Statistics



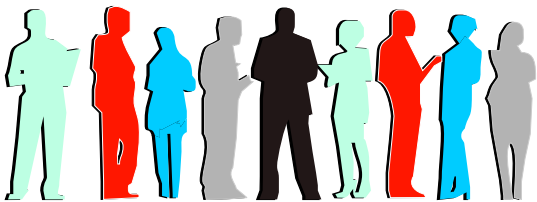
*Information represents fiscal year 2013 data collected from October 2012 through September 2013.

Veterans Using



HUD-VASH Vouchers **239**
 Mental Health Intensive Case Management **31**
 Substance Use Disorder Case Management **68**
 Behavioral Health Interdisciplinary Program Teams **3,780**

MyHealthVet **16,149**
 Patient Aligned Care Teams **15,694**
 MOVE! **1,356**



Employee Statistics

1335 Full Time Employees
 789 Participated in the Veterans Health Administration All Employee Survey
\$27,294 contributed to the **Combined Federal Campaign**



\$ 97,676 Monetary Donations
\$ 128,038 Value of Items Donated for Veterans
800 Volunteers
 212 New Volunteers
40 Drivers in the Disabled American Veterans-run Transportation Service
41,062 Volunteer Hours



45 Complete Blood Count Samples Collected
158 Routine Police Patrols Run
418 Phone Calls Handled by Call-Center Staff

An Average Day*

1045 Hospital Meals Served
574 Prescriptions Filled
4927 Inpatient Medication Doses Given

Clinic Appointments Completed
1034 Coatesville Veterans Affairs Medical Center Main Campus
59 Springfield Community Based Outpatient Clinic
40 Spring City Community Based Outpatient Clinic

*Information represents fiscal year 2013 data collected from October 2012 through September 2013.

Long Term Care Grant Awarded to Develop a Mobile Adult Day Health Care Program



In September, a Department of Veterans Affairs (VA) T21 Non Institutional Long Term Care grant was awarded to fund a Mobile Adult Day Health Care program. VA health care professionals will provide care to participating Veterans at four separate

Veteran Service Organization locations, each on one designated weekday. Regular activities will include art, light exercise, health screenings, and coffee social time. The program is expected to begin in 2014.

Rural Health Grant Awarded to Expand Home Based Primary Care

In June, a Department of Veterans Affairs (VA) Office of Rural Health grant was awarded to fund the expansion of Home Based Primary Care to an additional 100 Veterans, making the total program capacity 225 Veterans. Through the Home Based Primary Care program, VA doctors, nurses, dieticians, and more provide health care services to Veterans – generally elderly, or those

who would otherwise require nursing home care – in their own homes. The team provides skilled services, case management, and assistance with daily living. The expansion is expected to be fully operational in 2014.



Patient Aligned Care Teams Receive National Recognition

VA Undersecretary for Health Dr. Robert Petzel, and the Offices of Primary Care Services and Primary Care Operations recognized several Coatesville Patient Aligned Care Teams (PACTs) as VHA PACT High Performing Teams. PACT Compass recognition metrics include same day access, continuity with the provider, proportion of care provided by telephone and patient follow-up after hospital discharge. Chief of Staff Dr. Sheila Chellappa notes that, “At Coatesville, our deliberate focus on team work and patient-centered care has driven our nationally recognized, successful PACT programming.” Each PACT is an interdisciplinary team of health care professionals

that addresses every health care need that a Veteran has, and do so at the top level of their professional licenses. The model maximizes both outcomes and resources. Each team consists of some combination of the following disciplines – physician, physician assistant, nurse practitioner, registered nurse, psychologist, social worker, pharmacist, chaplain, dietician, health technician and clerk. Veterans Health Administration, including the Coatesville VA Medical Center, is leading the



health care industry, not only through the widespread implementation of PACT – a care model known in health care as the medical home – but also through the use of electronic medical records, and health promotion and disease prevention programs like MyHealtheVet and MOVE!.

The Right Care at the Right Time



Life is busy. And, health does not follow an eight to five schedule. In July, the Coatesville VA Medical Center began offering outpatient mental health, primary care, as well as diagnostic services including laboratory and radiology, on Saturdays and Wednesday evenings.

“Every day at VA, we are privileged to meet new Veterans returning home from service,” says Chief of Staff

Dr. Sheila Chellappa. “We know that people today are busy working, especially our younger Veterans. Many have a family and career, or are in school. Saturday and evening clinic appointments make it easier for them to get the care they need, and stay healthy.”

Meeting Mental Health Needs through Community Partnerships

The Coatesville VA Medical Center is known for its team of dedicated, talented mental health care professionals. That team makes our robust programming particularly strong, and helps us serve as a highly qualified referral site for other Veterans Integrated Service Network 4 medical centers.

Appropriately, meeting the mental health care needs of Veterans and their families is among the Department of Veterans Affairs' highest priorities. Alongside operating mental health outpatient clinics, residential rehabilitation programs, and inpatient psychiatry, our team was charged with hosting a local mental health summit with community partners, for the first time ever. Teams at all 152 VA medical centers hosted summits as well.

On Aug. 15, approximately 75 attendees, including VA health care professionals;

representatives of the Chester County Office of Mental Health and Intellectual and Developmental Disabilities; the Pennsylvania Department of Public Welfare; and others gathered for the summit. The group identified VA and non-VA mental health resources, defined gaps in meeting existing and future needs, and developed an initial action plan.



Journey to Magnet Accreditation



In 2013, the Coatesville VA Medical Center neared completion of the third year of the Journey to Magnet® Excellence. Magnet is an accreditation granted by the American Nurses Credentialing Center to organizations that represent the highest standard of patient care. Over the past few years, Magnet has driven more than 15 improvement projects across the medical center's programs. The initiatives apply lean principles to work processes. The lean method identifies and removes the causes of inefficiencies within work processes, leading to improved patient care.



Leon Anderson, Korean War Veteran and 82nd Airborne Division member, wishes Ethel Hopkins, 100-year-old WWII Veteran, a happy birthday.

Coatesville VA Medical Center
1400 Blackhorse Hill Road
Coatesville, PA 19320
610-384-7711
800-290-6172

Springfield Outpatient Clinic
194 West Sproul Road
Suite 105
Springfield, PA 19064

Spring City Outpatient Clinic
11 Independence Drive
Spring City, PA 19475



Visit us at www.coatesville.va.gov

Facts and figures represented in this report are either Fiscal Year 2013 or Calendar Year 2013 data.

