

Wilmington VA Medical Center 2013 Annual Report



VA
HEALTH
CARE

Defining
EXCELLENCE
in the 21st Century



William England
Interim Medical Center Director

A Message from the Director

It is a great privilege to serve as the Interim Director of the Wilmington VA Medical Center and highlight many of the accomplishments during 2013. I am grateful to our dedicated staff who have provided quality care to America's Veterans. Because of their dedication we have exceeded many performance measures for quality of care provided to America's Veterans. Our healthcare system has been thriving throughout the year. We are looking forward to the expansion of services and improving overall patient satisfaction.

The exceptional care provided day-to-day to America's Veterans is well known. The Wilmington VAMC continues to be ranked nationally as a *Top 20 Best Performer* among 130 VA medical centers in efficiency of care and low complication rates. We have also been recognized by The Joint Commission as one of the top 30 percent best performing hospitals in the country.

The Long Term Care Institute completed the annual survey of the Community Living Center. The inspection produced no deficiencies and Wilmington VAMC was noted to be the only VAMC to have earned this accomplishment in over three years.

Wilmington VAMC also received the Service Source 2013 Government Partner of the Year award due to the collaborative efforts of the Compensated Work Therapy program training disabled Veterans to transition them into the workforce.

The main facility expanded Behavioral Healthcare services as well as our Community Based Outpatient Clinics. Rapid growth of Telehealth services has enabled many Veterans to receive continuity of care closer to their homes.

Our Homeless program team continues outreach throughout the community to identify Veterans needing clinical and social services and to provide them with transitional and permanent housing.

Our new Mobile Outreach Clinic has been traveling throughout southern Delaware and New Jersey, bringing care and enrollment services closer to Veterans in rural communities.

Although we are excited that we have reached many milestones over the past year, we will continue to work diligently to improve our healthcare delivery systems. We have much to be proud of and much to look forward to in 2014. Our dedicated employees remain deeply committed to America's Veterans and are proud to serve our nation's heroes.

WILLIAM ENGLAND

Interim Director



Wilmington VAMC

Total Medical Care Appropriations	\$184,708,000
Operating Expenses	\$184,708,000
Salary, Wages and Benefits	\$96,595,000
Contracted Services	\$28,139,000
Supplies and Other Expenses	\$45,591,000
Capital (Equipment & Projects)	\$14,383,000

Staffing Statistics (FTEE Full Time Equivalent)

Employees (FTEE)	945.7
Physicians (FTEE)	64
RNs (FTEE)	223
Other (FTEE)	661
Residents & Medical Students	67
Other Clinical Trainees	228

Volunteer Statistics

Volunteers	337
Volunteer Hours	51,322

By the Numbers

Workload Statistics

Medical Center Beds Total	120
Community Living Center	60
Medical Center	60
Admissions Total	1,694
Community Living Center	30
Medical Center	1,664
Patient Days Total	22,838
Community Living Center	14,031
Medical Center	8,007
Outpatient Visits Total	268,005
Medical Center	202,206
Cumberland County CBOC	11,969
Atlantic County CBOC	11,324
Cape May CBOC	5,381
Kent County CBOC	18,792
Sussex County CBOC	18,092
Total Unique Patients	27,200



The Caregiver Support Program is a valuable program that assists returning Veterans with adjusting back into a normal routine and getting them the care they deserve. The Caregiver Support Program has held several events throughout 2013 for the Veterans and their families.

Family Caregiver Picnic, an official Welcome Home for Veterans

Due to serious injuries, many disabled Veterans involved in the Comprehensive Caregiver Support Program, never took part in their Yellow Ribbon Ceremony. The Yellow Ribbon Ceremonies are held as the official welcome ceremony for active duty

service members when they return from war.

Many proud patriots were unable to attend their Yellow Ribbon ceremony with their unit because they were hospitalized. As a result the Wilmington VAMC honors them each year at the Caregiver Picnic.

Many VA staff members volunteered to make the day a success. It was a great day that was enjoyed by all and letting them know that “WE DO CARE.”



The Caregiver Support Program and Voluntary Services partnered with the Delaware Food Bank to give qualifying Veterans 70 lbs. of food per person. Three events hosted by the Delaware and Southern New Jersey VA Healthcare System were located at the Wilmington VAMC and at two of our Community Based Outpatient Clinics in Delaware.

VA Goes Mobile, Taking Care of Veterans!

In 2012, Hurricane Sandy devastated many areas of the New Jersey shore. Staff from the Wilmington VAMC responded to the emergency by sending the new Mobile Outreach Clinic (MOC) to Ocean City, Brigantine and Somers Point, NJ to help.

A team of VA staff provided primary care and behavioral health services to Veterans — many of whom were unable to travel to one of the Community Based Outpatient Clinics. The MOC routinely visits The Home of the Brave, Milford, DE;

American Legion Post 19, Laurel, DE; American Legion Post 17, Lewes, Delaware; American Legion Post 28, Millsboro, DE; Ocean View VFW Post 7234, Ocean View, DE; Stockton College, Galloway, NJ; and Atlantic City, NJ.



The Wilmington VAMC Mobile Outreach Clinic routinely visits various locations throughout rural Delaware and Southern New Jersey providing primary care and behavioral health services to Veterans in their own communities.

Promoting Healthy Living for America's Heroes - *MOVE!*

The Healthy Teaching Kitchen teaches Veterans to prepare simple, healthy cost effective meals at home. Food presentation techniques and basic food sanitation principles are taught while incorporating valuable nutrition education.

With the assistance of a registered dietitian, Veterans learn to modify recipes decreasing sodium, fat, and carbohydrates and how to increase fiber. The Healthy Teaching Kitchen has been incorporated into the MOVE! weight-loss and weight maintenance programs.



Lionel Crawford (left) and Christian Calaguas present techniques and basic food sanitation principles using the Healthy Teaching Kitchen which features a large mirror so the audience can see all aspects of food preparation.

Providing Convenient Access to Care through Telehealth!

Bringing VA healthcare closer to home for America's heroes!

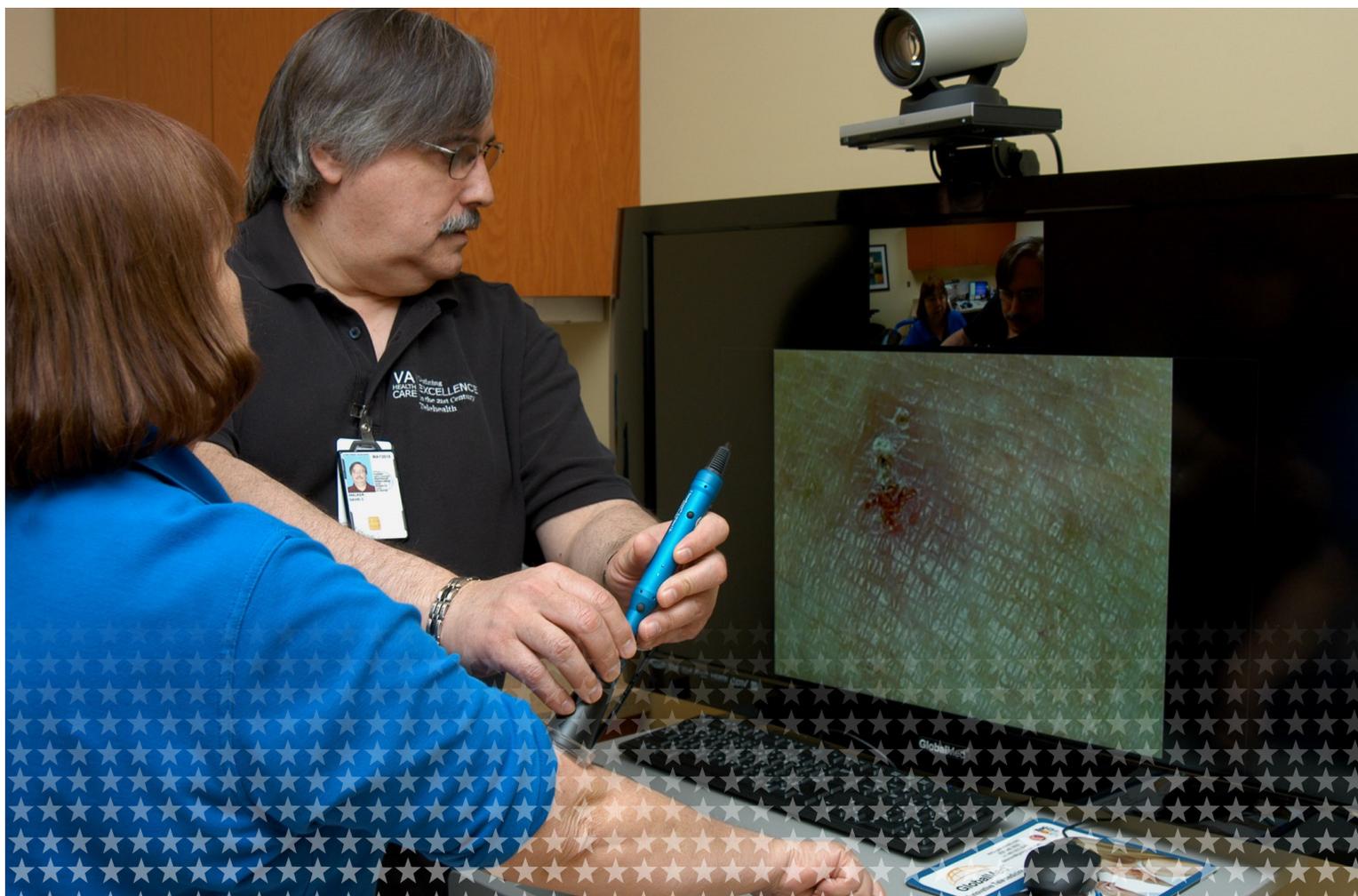
Staff from the Wilmington VAMC identified the need to increase specialty services provided to Veterans receiving care in the CBOCs. Telehealth changes the location where health care services are routinely provided and uses health informatics, disease

management and telehealth technologies to improve access to care, improving the health of Veterans.

More than 52 percent of Veterans enrolled at the Wilmington VAMC receive their primary care, behavioral health and specialty

services at one of the facilities five Community Based Outpatient Clinics (CBOCs) located in Delaware and Southern New Jersey.

During 2013, the Wilmington VAMC led all of VISN 4 facilities by offering telehealth services to over 4,200 Veterans!



David Walker, LPN uses telehealth equipment to provide care to Veterans in our Atlantic County Community Based Outpatient Clinic in New Jersey.

Telehealth Services & Community Based Outpatient Clinics

Telehealth uses health informatics, disease management and Telehealth technologies to target care and case management to improve access to care, improving the health of Veterans.

Telehealth Services

Retinal Imaging for Diabetic Patients
Dermatology
Chaplain Services for Groups and Individuals
Smoking Cessation Groups
PTSD Individual Sessions
Psychiatry
Visual Impairment Services Team (VIST)
Diabetic Education and Management
Weight Management - Group and Individual
Primary Care Visits
Clinical Video Telehealth to the Veterans Home

Home Telehealth services connect a Veteran to an assigned nurse care coordinator from their home using regular telephone lines and specialized devices which are easy to use. This equipment makes it possible for the nurse to check on the Veteran's symptoms and measure their vital signs from the comfort of their home.

New for 2014

Audiology
Substance Disorder treatment for Groups and Individuals
Social Work services
OEF/OIF/OND services
Pharmacy
Pain Management
Telehealth from the Mobile Outreach Clinic



Atlantic County CBOC, Northfield, N.J.



Cape May County CBOC, Cape May, N.J.



Cumberland County CBOC, Vineland, N.J.



Kent County CBOC, Dover, DE



Sussex County CBOC, Georgetown, DE

Veterans Find New Mission in Art

Veterans in the Community Living Center at the Wilmington VAMC have an abundance of talent—of note is Stephen Sleeper, a Vietnam War Veteran.

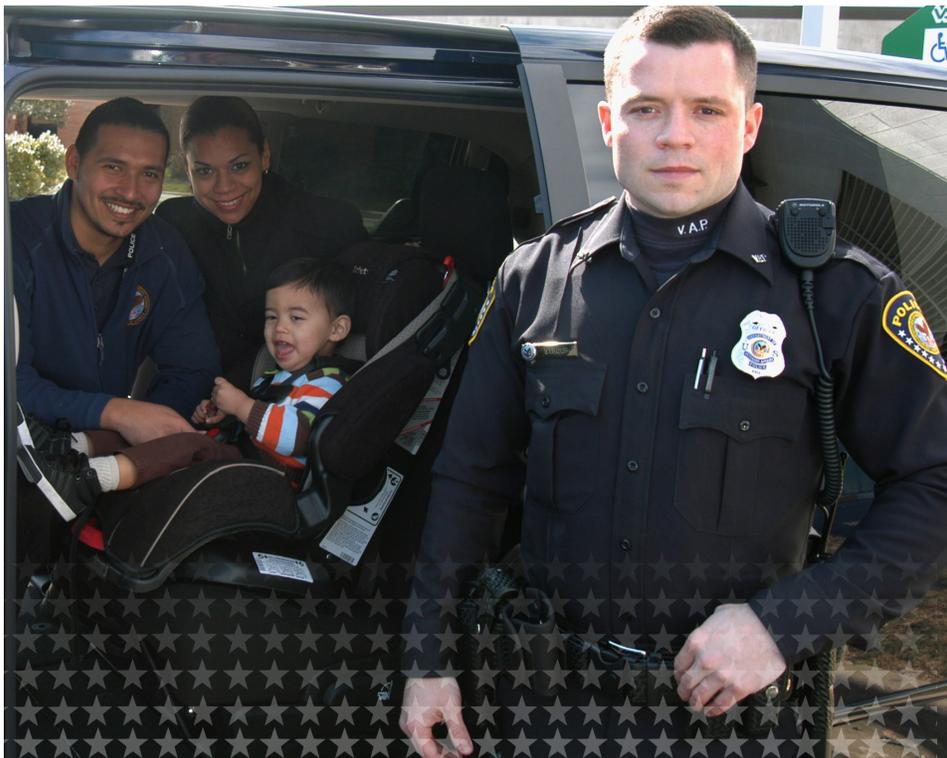
Mr. Sleeper entered his art work in the National Veterans Creative Arts Festival and won the mixed media category for “Love,” a landscape that expresses how he feels about nature.

Other artwork created by Veterans hang in the hallways throughout the Community Living Center as a testimonial to the Veterans who reside there and the staff who encourage their creativity.



Stephen Sleeper, a resident in the CLC, had to learn to work with his left hand after a 2004 stroke paralyzed his right side and impaired his vision and communication skills.

Protecting those who Served—VA Police



National Police Week is celebrated during the month of May. The Wilmington VA Police Department provides demonstrations on the judgmental shooting simulator and allows staff to use the trainer. VA Police also have incite local police departments to conduct a police K-9 demonstration for staff.

During 2013, staff from the Wilmington VAMC distributed approximately 3,500 gunlocks within two programs.

National statistics show 70 percent of child car seats are installed incorrectly. Safety Seat technicians at the Wilmington VAMC teach how to correctly install car seats.

Top Performer on Key Quality Measures

Wilmington VAMC was named a Top Performer on *Key Quality Measures for 2013* by The Joint Commission, the leading accreditor of healthcare organizations in America.

“Wilmington VAMC and all the Top Performer hospitals have demonstrated an exceptional commitment to quality improvement and they should be proud of their achievement,” says Mark R. Chassin, M.D., FACP, M.P.P., M.P.H., president and chief executive officer, The Joint Commission. “We have much to celebrate this year. Nearly half of our

accredited hospitals have attained or nearly attained the Top Performer distinction.” performance that will directly contribute to better health

Wilmington VAMC was one of only seven VA facilities rated as a top performer for three consecutive years – a noteworthy distinction.



#1

VISN 4 for
Secure Messaging,
Telehealth, Store and
Forward Telehealth
(Teleretinal Imaging and
TeleDermatology)

17,052
registered MyHealthVet users

8,125
Veterans use Secure Messaging to
communicate with their healthcare
team safely and securely through
email

13,089
Upgraded accounts enabling
prescription refill online

157
Secure Messaging healthcare
teams at Wilmington VAMC
communicating with Veterans
through email

Healing Unseen Wounds — Behavioral Health Service

Comprised of Social Workers, Psychologists, Psychiatrists, Nurses, Peer Support Specialists, Vocational Rehabilitation Specialists, and administrative staff, the Behavioral Health Service at the Wilmington VAMC provides a diverse range of programs to Veterans. Throughout the year, events were held to increase awareness about services.

MENTAL HEALTH SUMMIT

The Mental Health Summit was held in conjunction with the Suicide Awareness conference. The Summit promoted community partnerships and awareness of VA mental health resources for Veterans and family members. Nearly 250 participants attended the day-long event.

HOMELESS STAND DOWN

This year's event assisted over 400 Veterans and family members who were homeless or at risk of becoming homeless. VA staff partnered with state and local agencies to provide comprehensive social and medical services in Dover, DE.

VETERANS JUSTICE OUTREACH

The VJO program provides eligible Veterans with an essential link to VA treatment and social services through the New Castle and Kent County Veteran Treatment Courts. The Kent County Court also accepts cases from Sussex County.

The goal of VJO is to provide Veterans with access to VA services by assessing needs, providing treatment options, linking justice-involved Veterans to VA programs and communicating compliance and progress to the criminal justice system. VJO attempts to arrange treatment in lieu of incarceration and ensuring mental health, substance abuse, and other issues are not criminalized.

ENDING HOMELESSNESS

The Wilmington VAMC outreach teams connect Veterans living on the streets, in shelters, and through the National Homeless Hotline to available VA services. Delaware's outreach program assisted over 640 Veterans in 2013 connecting them to VA services enabling

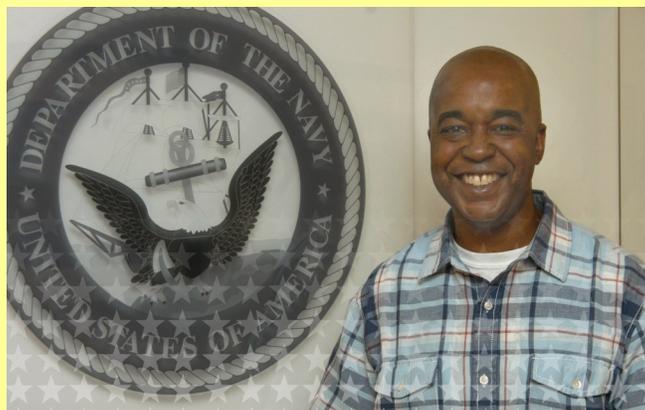
them to establish stable housing.

GRANT AND PER-DIEM PROGRAM

The Grant and Per-Diem program focuses on transitional housing for homeless Veterans who need assistance reintegrating into permanent housing. Currently, there are 30 transitional beds in Delaware. The Wilmington VAMC Grant Per-Diem coordinator has been working to increase the number of transitional beds in N.J. to 48.

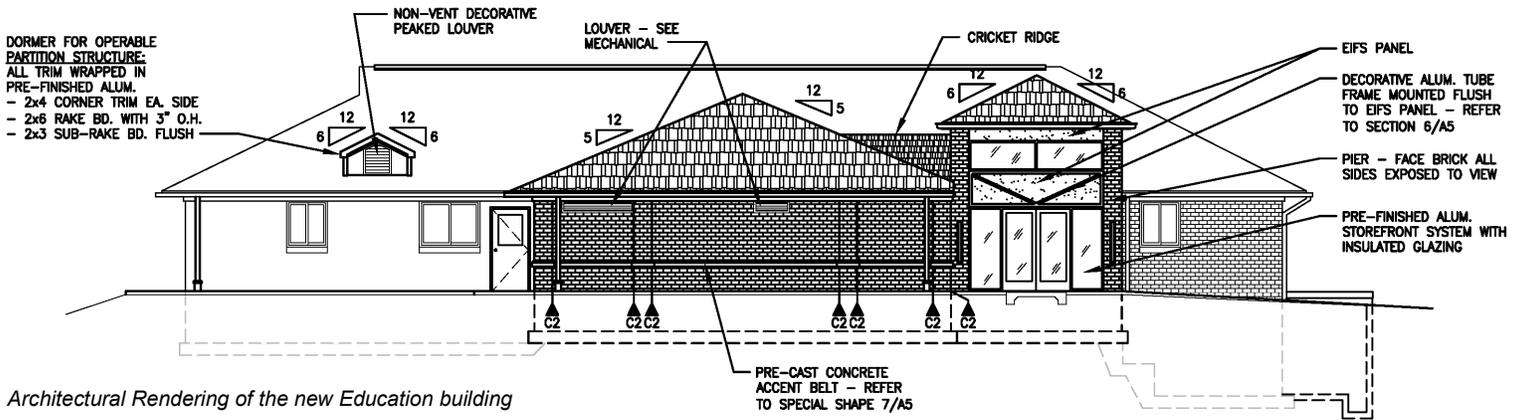
HUD-VASH

The Housing and Urban Development Veterans Affairs Supportive Housing (HUD-VASH) is a joint program between HUD and the Department of Veterans Affairs and is an essential tool for ending Veteran homelessness. HUD-VASH targets Veterans who are currently homeless. During 2013, nearly 165 homeless Veterans and families found permanent housing through the HUD-VASH housing choice voucher program.



Vincent Veale, a Navy Veteran lived in Virginia Beach, Va. with his wife and children. After the pitfalls of divorce and with the support of the HUD-VASH program, Veale moved from his car into an apartment. "Over the last two years, I have furnished my entire place and started school. I have begun working as a full time intern for a computer company. I am on track to get a job and obtaining independent housing. I am blessed for all the support of the VA."

Construction Update



Under Construction, Building 5

A \$2.7 million construction project is underway to renovate Building 5 which will become the new Education and Training building. The building previously was utilized as a childcare facility. The new building's interior will have all new electrical, plumbing and Information Technology systems. The existing mechanical system was replaced with a new energy efficient geothermal heating system, the first of its kind installed at the Wilmington VAMC.

When completed, the building will feature a new glass entrance, patient simulation lab, computer training room, multi-purpose training room, and outdoor pavilion. The patient simulation lab will include all of the features of a standard inpatient room to allow new medical staff to train on the same equipment they use to care for Veterans on a daily basis.

The computer training room will have 14 stations connected to a whiteboard. The multi-purpose training room is a 36' x 36' equipped with five whiteboards to accommodate large training sessions and can be divided into smaller training rooms.

Clinical Elevator Expansion

Changing the facade of the Medical Center, three new elevators were added to enhance vertical transport and circulation for patients, visitors, and staff, reducing elevator wait times.

The new hydraulic elevators provide access to floors Ground through 8. In order to accomplish this, the elevator shaft was extended, elevator lobbies enlarged, and all utilities extended to the new areas.



Before and after photos of the clinical elevator project which improves access for Veterans to areas of the Wilmington VA Medical Center.

New Wayfinder Kiosks Help Visitors

Self-service kiosks strategically placed throughout the medical center offer a multi-lingual “avatar” for visitors to get detailed directions within the facility.

Visitors can now receive a step-by-step printed map to any location in the hospital. From December 2012 through September 2013, there were 20,976 direction requests using the new system. Veterans are obtaining much needed directions at the entry points of the facility to help navigate the medical center and get to their appointments on time.

Future Parking Plans:

Wilmington VAMC has an active design project in progress for a new parking garage. The new garage will be located in the existing west parking lot and will add approximately 210 parking spaces. It will consist of a ground level and three suspended levels with both horizontal and vertical expansion capabilities for the future. The structure will be constructed of precast concrete panels to match the exterior of the recently completed emergency room addition.



Debbie Dunn, Kristin Anderson, Ramona Chakkaravarthi (seated), Theresa Bercse, and Nadine Stewart-Jones

Compensation and Pension Team Recognized:

The Compensation & Pension team was awarded the coveted 2013 Team of the Year Award. The team consistently demonstrated exceptional performance. No other team comprises administrative processes, ancillary testing,

professional clinical examinations, and interaction with the Veterans Benefits Administration (VBA).

The Wilmington VAMC averages a 17-day turnaround for examinations, far exceeding the required 35 days or less benchmark set by national VA mandates. This remarkable performance is a result of the team’s dedication to America’s Veterans.

In 2013, VA implemented the new Integrated Disability Evaluation System (IDES). IDES allows active duty military members to file their disability claims prior to discharge from the military. Through IDES, Veterans receive one consolidated examination from the VA encompassing complex physical and mental evaluations while working closely with VBA and Department of Defense (DOD) for coordination. The IDES team surpassed the program requirements, averaging a 14-day turnaround for these important examinations.



2013 State Award for Excellence for Nurse Practitioner

The American Academy of Nurse Practitioners (AANP) announced Lynn Morgan, MS, FNP, BC the recipient of the 2013 State Award for Excellence. The award, which has been given since 1991, recognizes a nurse practitioner in a state who demonstrates excellence in practice.

Lynn graduated from the University of Delaware (UD) Registered Nurse program in 1978, but long before that had set her sights on becoming a nurse. “From the time I was a little girl, I always wanted to be a nurse.” Lynn says. She worked for a time in the field, and returned to UD in 1987, for her Clinical Specialty in gerontology. Most recently she returned to school for post graduate work in her master’s degree.

Lynn began her VA career at the Coatesville VAMC in 1992. The first thing she noticed was the sense of community of Veterans at the hospital. While at Coatesville, Lynn was already setting the standards to be a great asset to the VA helping dementia patients who were formerly restrained and could not stand or care for themselves. She received an award for improving patient quality care, by helping to implement a Merry Walker program enabling patients the opportunity to safely become mobile again.

After her tenure at Coatesville, she left the VA for a few years only to return to service in 2005 at Wilmington VAMC. “Lynn has a deep concern for her patients,” says Mary Nairn, president of AANP’s Delaware chapter. Mary spoke of Lynn’s hard work, dedication, and stated that she is “a role model to those in her field and deserve special recognition.” Congratulations to Lynn on receiving this prestigious award for her outstanding service at Wilmington VAMC.



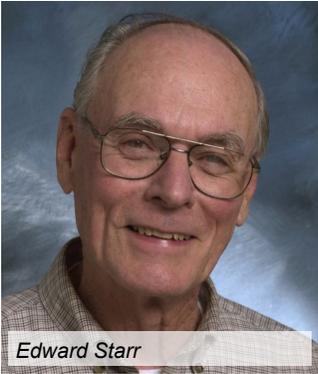
Lakeshia Evans, 2013 Employee of the Year

Lakeisha Evans joined the staff at the Community Living Center (CLC) on June 21, 2011 as a Health Technician. Ms. Evans has been a dedicated direct care provider from the very start of her job.

A very quiet person by temperament, Ms. Evans works in a collegial manner. She is very respectful to the CLC residents, their families and visitors. Ms. Evans contributes to the enrichment of the quality of life of our CLC residents as a participating member of the Cultural Transformation Committee. She is also an active member of the Safe Patient Handling Committee which aims to prevent injury to our Veterans while they are residing in our facility.

Ms. Evans is an outstanding member, dedicated to the care of America’s Veterans. We were proud to award her as 2013 Employee of the Year.

Wilmington VAMC Shining Stars



Edward Starr

The Shining Star award honors volunteers who set a high standard for community service, encourages a sustained commitment to civic participation, and inspires others to make service a central part of their lives. Edward Starr received the Shining Star Award because he is dedicated to America's Veterans and is a reminder to us all of our responsibility to contribute to a cause greater than oneself. His dedication and genuine compassion in providing assistance exceeds the expectation of the Veterans he serves. He faithfully devotes Sunday morning to escorting Veterans to chapel services and the coffee social. During the week, Ed focuses on getting Veterans to their medical procedures on the fifth floor. Ed's exemplary service to Veterans and staff results in the quality of care we strive to provide our Veterans. Way to go Ed!

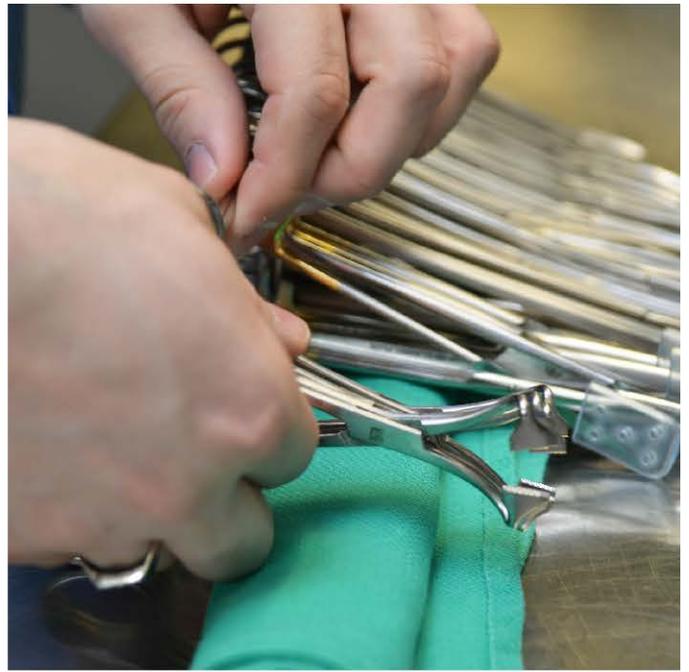
It is not always the amount of volunteer hours that gains recognition, sometimes it is the quality of work during those hours that gets everyone's attention. Bill Wansaw and Tom Carr are two volunteers who have gotten everyone's attention. They are absolutely dedicated to serving Veterans and supporting our staff. Working tirelessly they provide professional afternoon coverage for the Patient Escort Program. They have earned the utmost respect from their fellow volunteers and staff.



Bill Wansaw and Tom Carr



The Compensated Work Therapy (CWT) program received the ServiceSource Delaware Regional Office 2013 Government Partner of the Year Award. The award recognizes the Wilmington VAMC as an organization that has supported the provision of employment opportunities for Veterans with a disability in an exemplary manner.





Defining
EXCELLENCE
in the 21st Century

Wilmington VA Medical Center

1601 Kirkwood Highway
Wilmington, DE 19805

<http://www.wilmington.va.gov>
(302) 994 2511 or (800) 461 8262

Community Based Outpatient Clinics

Kent County CBOC

1198 S. Governors Avenue
Building A, 2nd Floor
Dover, DE 19904
(800) 461 8262, ext. 2400

Sussex County CBOC

15 Georgetown Plaza
Georgetown, DE 19947
(800) 461 8262, ext. 2300

Cumberland County CBOC

1051 W. Sherman Avenue
Vineland, NJ 08360
(800) 461 8262, ext. 6500

Atlantic County CBOC

1909 New Road
Northfield, NJ 08225
(800) 461 8262, ext. 2800

Cape May County CBOC

1 Munro Avenue
Cape May, NJ 08204
(800) 461 8262, ext. 2850



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