



Annual Report

2014



Coatesville
VA Medical Center

Dear Veterans, employees, volunteers and friends,

The year 2014 brought with it many opportunities and challenges, and through it, we remained dedicated to the VA mission to honor America's Veterans by providing exceptional health care that improves their health and well-being, and we served by our core values of Integrity, Commitment, Advocacy, Respect and Excellence.

Our values begin with our people. I would like to recognize Jonathan Eckman, Associate Director, for serving as Coatesville VA Medical Center's acting Director from November 2013 through June 2014; and Elizabeth Helsel, Associate Director for Clinical Operations at the Philadelphia VA Medical Center for serving as acting Director from July 2014 through mid-December 2014. Their solid leadership of the Coatesville VA Medical Center enabled me to serve as Interim Network Director of VA Healthcare -VISN 4 for 13 months.

Our values lead us to making real improvements. At the start of the new year, we opened a new hospice unit addition which replaced the former unit. The project created an eight-bed, 11,000 square-foot space where dedicated VA health care professionals can provide compassionate care to Veterans in their final days. In the

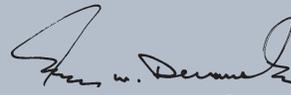
fall, we introduced a world-class Specialty Care, Urgent Care and Diagnostic Service Center in a building that had previously been vacant. The 35,000 square foot space offers a modern, state-of-the-art environment for outpatient health care delivery.

Our values translate to timely access to health care. In 2014, we focused on ensuring that every Veteran we serve has timely access to the health care he or she earned. I am pleased to report that at the Coatesville VA Medical Center, access to primary care, mental health care and specialty care appointments is excellent. According to the VA Patient Access Data Archive, in July, August and September, on average 99.5 percent of these appointments are completed within 30 days.

More than anything, our values define our culture and strengthen our dedication to those we serve.

Thank you for all you do for Veterans.

Sincerely,



Gary W. Devansky
Medical Center Director

Executive Leadership Team



Sheila Chellappa, MD, FACP
Chief of Staff

Gary W. Devansky, MHA
Director

Jonathan R. Eckman, P.E.
Associate Director

Nancy A. Schmid, RN, MSN,
NEA-BC
Associate Director for Patient Care
Services



Providing Compassionate Care in New Hospice Space



11,000 square feet

\$5 million

In January a new, world-class Hospice Unit addition – replacing the former unit – opened to Veterans. The project created an 11,000 square foot addition, with construction costs of \$5 million.

“Some of the most important work we do at the VA happens in hospice,” said Acting Medical Center Director Jonathan R. Eckman at the opening celebration. “This is where Veterans – those who have defended our nation – come to spend their last days. Thanks to our dedicated VA health care professionals, the hospice care we provide is the gold standard.”

The new space contains a large, sunlit great room that is ideal for Veterans and families to spend special moments together. A modern, home-like kitchen with usable appliances enables families to prepare their Veteran’s favorite meal, especially for him or her.

There are eight private suites that each contain a bedroom, family sitting and sleep over area, as well as a bathroom and porch. Every patient bed is adjustable for an individual patient’s comfort, and is equipped with an audible alert system if a patient is in danger of falling. Additionally, the bedroom is set up so that nurses can administer medication at the bed side.

Every bedroom is equipped with a ceiling lift, which optimizes patient and staff safety during patient transfer. Additionally, there is a call system that nurses can customize for each patient’s special needs.

The hospice health care team including physicians, nurses, social worker, recreation therapist, and more have work space on the unit, which enhances the Veteran and family relationship with the team. There is a designated family meeting area which can also be used as a meditation room and chapel. Additionally, there is close, separate parking for visitors.



Specialty Care, Urgent Care and Diagnostic Service Center Offers World Class Environment of Care



In October, the Specialty Care, Urgent Care and Diagnostic Service Center opened. The project renovated a 35,000 square foot existing building with construction costs of approximately \$13.4 million.

“We believe in honoring military service and empowering Veterans’ health. We are so pleased to begin offering Veterans care in this new, state-of-the-art space,” Acting Medical Center Director Elizabeth Helsel said during the opening ceremony. “The magnificent new health care delivery environment offers many enhanced features that are designed to provide the excellent health care that Veterans have earned and deserve.”

Specialty care including dermatology, infectious disease, neurology, neurosurgery, orthopedics, pulmonary and urology along with pain management, and compensation and pension exams was offered in the new space beginning in October. Through the end of 2014, the provision of urgent care, optometry, podiatry, and radiology services transitioned to the new space. Laboratory will be offered there in 2015.

Project highlights include new equipment and technology, increased space, centralized check in areas, optimal layout for staffing efficiency, improved patient safety features, and better accessibility for persons with disabilities.

Bray Mooney Construction, the project’s architect/engineer, and CTA Builders, the project’s construction contractor, are both Service-Disabled Veteran-Owned Small Businesses.

In 2014, Veterans visited specialty care providers more than 14,000 times, and used urgent care services nearly 5,000 times. Also in that time period, 420,000 laboratory samples were processed, and 11,000 radiological tests and scans were completed.

35,000 square feet \$13.4 million ₅



Prestigious Accreditations

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.

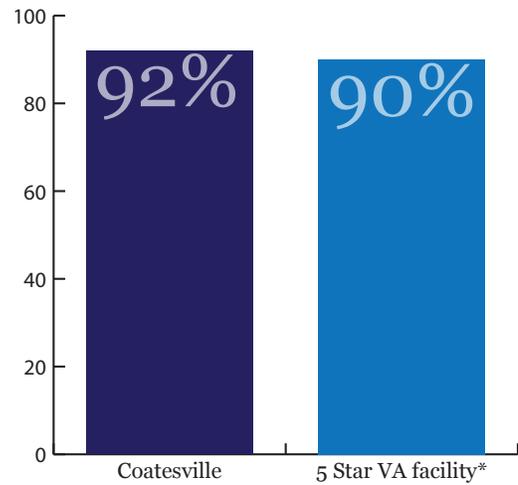
The rehabilitation program is fully accredited by the Commission on Accreditation of Rehabilitation Facilities International or CARF. The commission endorses the medical center's many programs for conditions including substance use disorder, post traumatic stress disorder, and serious mental illness.

The geriatrics and extended care residential programming is fully accredited by the Long Term Care Institute or LTCI. The institute is a leading review organization focused on quality and performance improvement in long term care, hospice and other residential care settings.

Quality and Patient Satisfaction

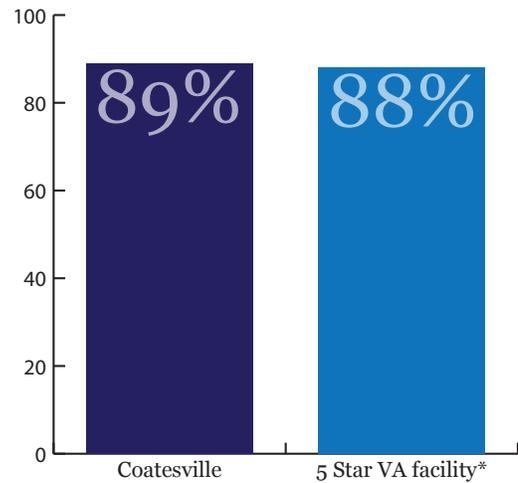
Outpatient Performance Measures

Source: Healthcare Effectiveness Data and Information Set
Fiscal Year 14
Quarter 4



Patient Satisfaction

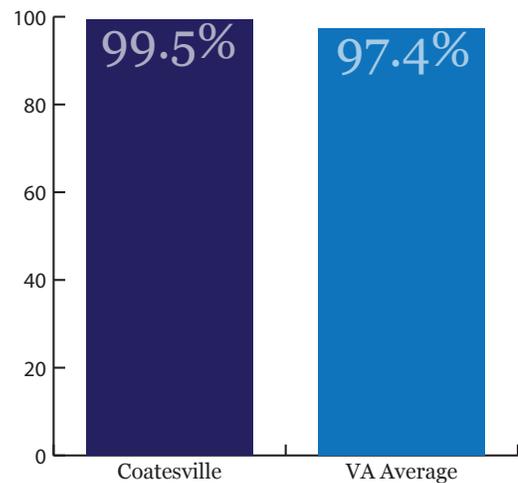
Source: Patient Centered Medical Home Survey
Fiscal Year 14
Quarter 4
Data ratio adjusted to scale of 100%



Access to Care

Primary Care, Mental Health Care and Specialty Care Outpatient Appointments Completed in 30 days or less

Source: VA Patient Access Data Archive
July, August, September



*5 Star VA facility indicates benchmark of the most highly performing VA facilities as defined by the Strategic Analytics for Improvement and Learning report which collects and makes available various VA quality data sources.

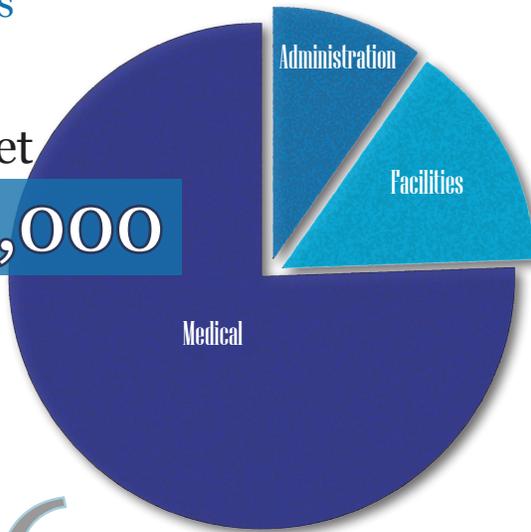
A Look At the Numbers*

Financial Statistics (in Millions)

Operating Budget

\$183,820,000

- \$138,727,000
- \$26,735,000
- \$18,358,000



Veterans Served
2012: 18,729
2013: 18,729
2014: 19,477

Veterans of the Iraq and Afghanistan Wars Served
1,717

Women Veterans Served
1,049

Outpatient Visits
222,871

2,926

Total Inpatients and Residential Patients Served

- 145 Medical
- 819 Psychiatry
- 887 Substance Abuse Residential Rehabilitation Treatment Program
- 225 Post Traumatic Stress Disorder Residential Rehabilitation Treatment Program
- 216 Domiciliary Care for Homeless Veterans
- 546 Community Living Center
- 88 Hospice

- 19,659 Veterans enrolled in MyHealtheVet
- 6,483 Veterans using MyHealtheVet secure messaging
- 1,165 Facebook Followers

452 Operating Beds

Medical	4	169	Community Living Center
Psychiatry	50	229	Domiciliary

EMPLOYEES - 1,335



Volunteer and Donor Statistics



\$92,702.44
Monetary Donations

661
Volunteers

*Information represents fiscal year 2014 data collected from October 2013 through September 2014.

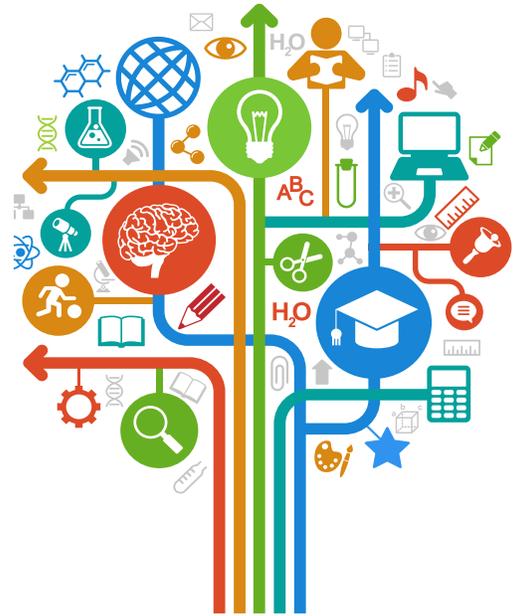
Reaching Out Matters

A priority across VA is to outreach to and enroll Veterans for VA health care. In January, the medical center implemented an integrated outreach campaign that encompassed events, promotions, and branding – all toward attracting and enrolling Veterans living in Chester, Delaware and Montgomery counties. Throughout the year, staff participated in more than 20 outreach events, and unique Veterans seen increased by 4 percent.



Making a Difference

In 2014, the Research and Development (R&D) team provided exciting opportunities for Veterans to participate in investigational studies on difficult-to-treat health issues. R&D partnered with academic scientists and provided oversight for 30 research studies on topics including post traumatic stress disorder, substance abuse, sleep disorders, and dementia. R&D also facilitated many local nursing studies on clinical care and nursing practice. To support these important initiatives, they oriented 15 clinicians as new research investigators, and 16 doctoral-level scientists and research staff from universities or partnering VAs.



Women Veterans Health

The Coatesville VA Medical Center Women Veterans Health program received a \$4,500 VA Grant to Screen and Address Domestic Violence and Interpersonal Violence.

The grant supports the development and implementation of a network of support and education for women Veterans who have experienced domestic violence, training for health care providers, educational campaigns, working with the community and more. The goal is to promote healing from physical, social and emotional wounds as well as assist women Veterans in seeking

more stable and safe environments and relationships, thereby improving overall health and well-being.

During Fiscal Year 2014, 1,049 women Veterans received health care at the Coatesville VA Medical Center. That's a 58 percent increase in the last five years when, in 2009, we served 665 women Veterans.

In addition to the provision of comprehensive primary care and mental health care to women Veterans, the Coatesville VA Medical Center

offers a transitional home to women Veterans with homelessness, substance use and mental health histories through the Power of Women Embracing Recovery program and the Mary E. Walker House.

Best Practice in Mental Health

According to information collected through the Strategic Analytics for Improvement and Learning report – a model that is being developed for internal benchmarking within VA – the Coatesville VA Medical Center is considered a best practice for mental health care in terms of population coverage, continuity of care, and experience of care. In fiscal year 2014, more than 6,000 Veterans received mental health care at the Coatesville VA Medical Center in outpatient, inpatient or residential settings.



National Veterans Wheelchair Games

From August 12 through 17, the 34th Annual National Veterans Wheelchair Games took place at the Pennsylvania Convention Center in Philadelphia, Pennsylvania. Hosted by the Philadelphia VA Medical Center, and co-presented by the Department of Veterans Affairs and Paralyzed

A Smooth Transition for Newly Returning Veterans

Since post 9-11 Veterans began returning from the conflicts in Iraq and Afghanistan, VA has been doing what it takes to meet their health care needs. The Coatesville VA Medical Center has a dedicated team of social workers that follow each Veteran, and work closely with other health care professionals involved in care.

A major part of the program involves outreach and enrollment in care. In 2014, the team participated in many outreach



events and hosted a Welcome Home Veterans Job Fair. Almost 200 Veterans attended, including Veterans who were not enrolled for VA health care. Now, six of those Veterans are accessing the health care they earned and deserve.

OEF/OIF/OND Veterans Served
2014: 1,717
2013: 1,433
2012: 1,263
2011: 1,037

Veterans of America, the NVWG was an opportunity for military service Veterans who use wheelchairs to compete in 19 wheelchair events. More than 20 Coatesville VAMC employees helped to make the Games a success.

Celebrating Recovery and Achievements

The Coatesville VA Medical Center is considered by Veterans to be a safe place for recovery. The residential rehabilitation treatment programs for post traumatic stress disorder, substance abuse and homelessness along with VA grant diem programs offer more than 400 beds for Veterans in recovery.

In May, Chester County hosted its annual Recovery Stars Luncheon at the medical center. More than 200 people, including Veterans, VA and county officials, joined other local mental health stakeholders to celebrate achievements and recovery.



Stand by Them

In June, the second annual Community Mental Health Summit joined VA health care professionals and community partners to leverage their knowledge and experience toward identifying opportunities to enhance mental health care for Veterans. Approximately 60 contributors participated in structured conversations around military culture, benefits and education, enrolling for VA health care, the transition from military to civilian life, resources for Veterans and family, job development and more. “We know that there are ways that we can work together to improve services for Veterans. The Summit is an excellent opportunity to exchange ideas,” said Dr. Michael Gliatto, Associate Chief of Staff for Mental Health.



In February, through a boot camp event organized by the Veterans Multi-Service Center with a VA Supportive Services for Veterans and Families grant, our homeless program staff collaborated with Chester, Montgomery, and Delaware county staff, and other community partners including the Department of Housing and Urban Development toward a goal of housing a certain number of Veterans within each county in 100 days. All three counties surpassed their goals, with Chester County housing 103 Veterans in 100 days.

In September and October, the Housing Authority of Chester County received an additional 59 Department of Housing and Urban Development and Veterans Affairs Supportive Housing or HUD-VASH vouchers. This enables the medical center to administer a total of 369 vouchers throughout Chester, Delaware and Montgomery counties throughout 2015.

Pathway to Excellence

In 2011, the Coatesville VA Medical Center began the Journey to Magnet® Excellence, an American Nursing Credentialing Center accreditation. In 2015, the journey switched course slightly to another ANCC accreditation called Pathway to Excellence®. Through the Pathway, the medical center will demonstrate exemplary nursing practice and leadership while continuing to implement Magnet standards of excellence.



Expanding Capacity to Provide In-Home Care

In 2014, the Coatesville VA Medical Center began expanding its Home Based Primary Care program to serve an additional 100 Veterans, making the total program capacity 225. The expansion was made possible by a VA Office of Rural Health grant, and added 10 health care professionals and one administrative professional to the team for a total of 27.

Through the program, VA health care professionals provide health care services to Veterans in their homes. Participating Veterans have complex health care needs, and generally need assistance with activities like bathing or getting dressed, or more involved activities like fixing meals or taking medicines.

Prior to the expansion, Home Based Primary Care services were limited a 30 mile radius around the medical center. With the expansion, the radius has expanded to 60 miles around the medical center, and better covers the community based outpatient clinics service areas around Springfield, Pa. and Spring City, Pa.

Home Telehealth equipment is also used between the Home Based Primary Care team and appropriate Veterans. The special devices use a traditional telephone line to monitor Veterans vital signs – including blood pressure, heart rate, temperature, blood sugars, oxygen levels, weight and more – without leaving home.

The Coatesville VA Medical Center offers two levels of the program including Home Based Primary Care where a VA physician, nurse, dietician, pharmacist and more provide care in the home, or Tailored Care where some health care services are delivered in home, but the Veteran travels to the medical center for physician visits.



Partnering with Veteran Service Organizations to Offer Mobile Adult Day Health Care



Throughout 2014, and with funding through a VA Non Institutional Long Term Care grant, the medical center established three Mobile Adult Day Health Care program sites in Chester County, Pennsylvania. The locations include the Veterans of Foreign Wars Post 845 in Downingtown, Veterans of Foreign Wars Post 106 in West Chester, and the American Legion Post 602 in Spring City.

“We are so pleased to offer this beneficial program to Veterans, and especially together with our Veteran Service Organization partners” said Associate Director for Patient Care Services Nancy Schmid, “The program helps Veterans stay engaged in life, and it benefits involved caregivers.”

Approximately 55 elderly or disabled Veterans participate in the social and supportive program, which takes place in each location

one day a week. Through the Mobile Adult Day Health Care program, Veterans who live in their own homes join VA health care professionals for recreational activities. A typical day consists of some combination of coffee social time, music, therapeutic exercise, current event discussion, trivia, art and other leisure activities.

A focus throughout the VA health care system is to provide Veterans with non-institutional care options. At the Coatesville VA Medical Center, Home Based Primary Care, Caregiver Support, Respite Care, Dementia Clinic, Geriatric Patient Aligned Care Teams and more help to keep more Veterans living independently.



Collaborative Care for Spinal Cord Injuries

“I definitely wanted to do something,” said 53-year old Veteran, Geno Henderson. After finishing high school in 1979, Henderson served in the U.S. Air Force as a corrosion control specialist at Plattsburgh Air Force Base in New York. He prepared, maintained, inspected and repaired air craft.

After leaving the Air Force, Henderson transferred his skills to a warehouse job where he worked until 1989 when he suffered a spinal cord injury from an automobile accident. At the time, Henderson had two small children, and he spent the next decade watching his children grow. “I was happy to be around my children. I wasn’t focused on jobs, or myself, really.”

In 2001, he moved to Coatesville, Pennsylvania and began working as a greeter at the Coatesville VA Medical Center. He enjoyed getting out, and seeing people. The arrangement also made it simpler to access specialized VA spinal cord injury care and services through the medical center.

Today, Jennifer Negrón, a social worker who oversees Coatesville’s Spinal Cord Injury and Disorder Program, helps coordinate Henderson’s care between his Coatesville team, including provider Faith Joyce, and those at the East Orange VA Medical Center in New Jersey.

Part of Henderson’s care, and the 75 Veterans from Coatesville who participated in the program in 2014, is provided through an annual visit to the East Orange VA Medical Center in New Jersey, where specialists provide a comprehensive examination that takes several days. The evaluation typically assesses pain, body systems, and medication and medical equipment needs. Specialists also work with participants on maximizing independence through coping psychologically with the injury, participating in recreational activities, and maintaining family relationships.

The team of specialists at East Orange and the Veteran use Clinical Video Telehealth – similar to video teleconferencing equipment – to meet virtually with the Coatesville team during the annual visit. Together, they develop a care plan for the year, and stay on track through follow up meetings.

Throughout the year, the Coatesville team can use Store & Forward Telehealth as needed to acquire and store a Veteran’s clinical information such as data, image, sound or video. The technology enables the specialists at East Orange to then read the health information, and develop the right treatment plans.

The program has truly impacted Henderson’s life. For someone who set out to do something, and who is naturally independent, the program has helped him to live that way in spite of his injuries.

Henderson greets each day with enthusiasm, much of the time working his long-time job at Chuck E. Cheese’s in Downingtown, Pennsylvania. Henderson even competes in the annual National Veterans Wheelchair Games, which were held in Philadelphia, Pennsylvania in August. From 2002 through 2014, he has enjoyed visiting different cities and participating in games like ramp bowling, slalom and wheelchair rally. But, his true purpose remains: his children, Amanda, 29, and Drew, 31, and new grandson, Denzel. “They are the most important part of my life.”

Veterans using Telehealth in 2014

Store and Forward Telehealth

3,610 *Clinical Video Telehealth*

2,768



“I became my usual, independent person again. Both VAs were so instrumental in helping me to do that.”

Coatesville VA Medical Center
Annual Report 2014

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Visit us at www.coatesville.va.gov

Facts and figures represented in this report are either
Fiscal Year 2014 or Calendar Year 2014 data.