

2015 Annual Report

Coatesville VA Medical Center



U.S. Department
of Veterans Affairs

Medical Center Overview

The Coatesville Veterans Affairs (VA) Medical Center is one of 150 VA medical centers nationwide. The medical center and its community-based outpatient clinics in Spring City and Springfield, Pa. comprise an integrated health care system that provides Veterans with health care that improves their health and well-being.

Health care offered is continuously improving, patient-centered, data-driven and team-based and encompasses mental health care, primary care, preventive care, urgent care, geriatrics and extended care, specialty and women’s health care, and pharmacy and social work services, and more for inpatients, residential patients and outpatients.

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Our current strategic plan, forged in 2015, has six main goals.

Provide high quality health care

Improve access to care

Serve more Veterans

Improve customer service

Use a team approach to innovation

Maintain sound financial management

Mission

To honor America's Veterans by providing exceptional health care that improves their health and well-being.

Vision

We strive to be a patient-centered, integrated health care organization for Veterans, providing excellence in health care, research and education; an organization where people choose to work; an active community partner and a back-up for national emergencies.

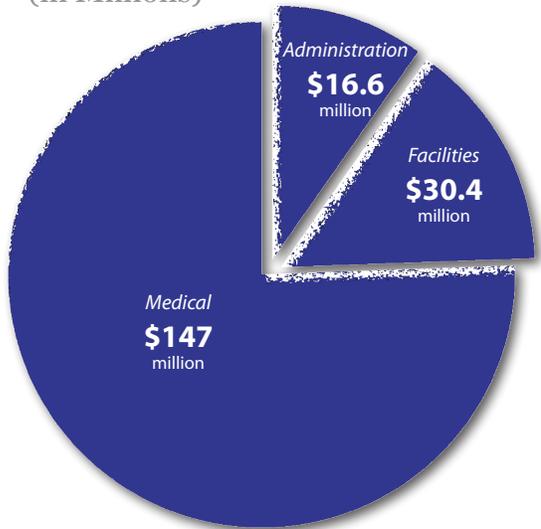
Values

I CARE: Integrity, Commitment, Advocacy, Respect and Excellence

SELECT SYSTEM-WIDE STATISTICS

Financial Statistics

(in Millions)

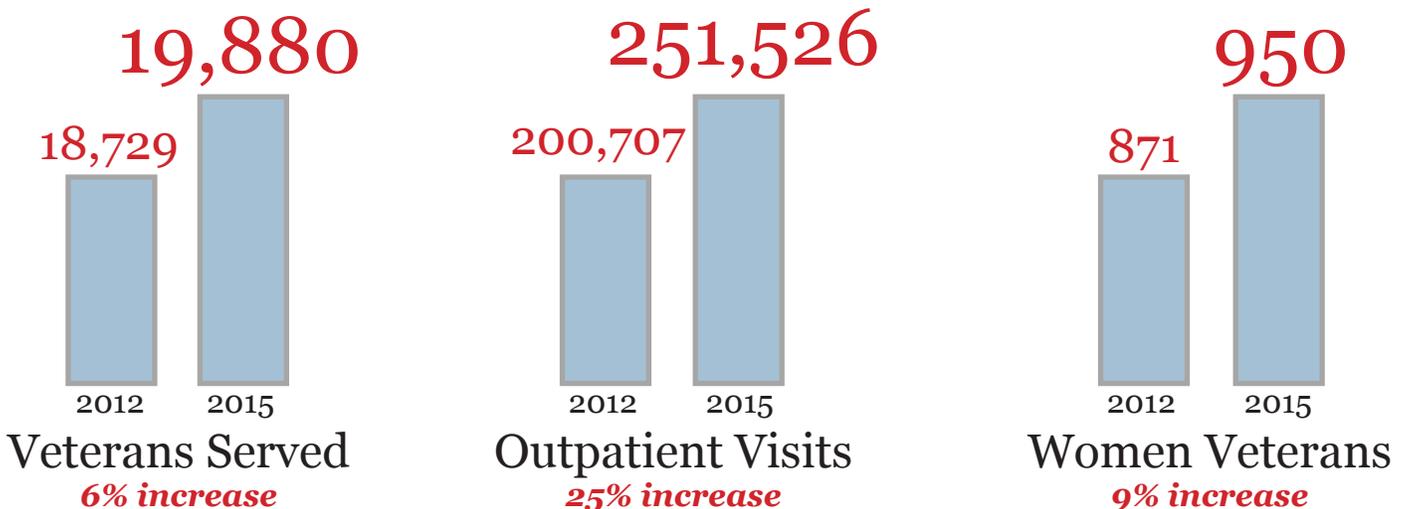


\$194
million
operating budget

VETERANS SERVED

OEF/OIF/OND	1,843
Persian Gulf War	3,497
Vietnam Era	6,843
Korean War Era	2,455
World War II	2,084
Women Veterans	950

A Growing Need



396 operating beds

2,777 admissions

1,269 employees

A LEADER IN QUALITY

How We Measure Up

According to the Strategic Analytics for Improvement and Learning (SAIL), a balanced scorecard that measures, evaluates and benchmarks quality and efficiency across all VA medical centers, our overall ranking was among the top 20 percent for the year.

By the end of September, we ranked fourth in overall quality. And, we exceeded national benchmarks in mental health population coverage, continuity of care, and in primary care access.

Our patient and employee satisfaction scores are better than average.



Accredited by the Experts

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.

Recognized for Excellence in Patient Care

The Joint Commission on hospital accreditation recognized the VA Mobile Veterans Program or VA MVP as a Leading Practice, a collection of expert-approved best practices. VA MVP is a mobile adult day health care program offered at participating American Legion and Veterans of Foreign War posts.

Dr. Paula Taylor, a geriatrician beloved by her patients, received the Secretary's Hands and Hearts Award. The award is given by the Secretary in recognition of an employee whose compassionate, direct patient care is most exceptional. A Veteran herself, Dr. Taylor understands the sacrifices our Veterans have made, and is honored to provide the health care they earned and deserve.

A COMMITTEMENT TO TIMELY, CONVI

The Veterans we serve at the Coatesville VA Medical Center have excellent capacity, ensure proper staffing levels, and build new facilities.

MANAGING APPOINTMENT ACCESS

More than 99 percent of primary care, mental health care and specialty care appointments are completed within 30 days of the clinically indicated date or Veteran preferred date for new and follow up care.

**> 99%
appointments
completed
within
30 days**

ADDING TRANSPORTATION OPTIONS

To centralize and augment existing travel options for Veterans, we began establishing a Veterans Transportation Service. We plan to hire a mobility manager, and align drivers and schedulers to coordinate transportation needs across the medical center and community based outpatient clinics. The VTS will enable the medical center to transport Veterans from their homes to appointments, and will increase patient transportation efficiencies.

ENHANCING TELEPHONE ACCESS

We redesigned our telephone system to increase first contact resolution, decrease the call abandonment rate and ensure phone calls are answered within three rings.

The changes have been implemented in Audiology Clinic, Mental Health Clinic, and Outpatient Call Center. We have seen a 75 percent decrease in complaints.

IMPROVING PARKING OPTIONS

With the introduction of our new Urgent Care, Specialty Care and Diagnostic Care Center in Building 3, we took a hard look at parking options. We added more than 20 new spaces for Veterans near Building 3, and our Primary Care Center in Building 2. We also designated more convenient spaces in a lot near our Mental Health Outpatient Clinic.

ENIENT CARE IN MODERN FACILITIES

ent access to care because we continuously monitor and adjust program

EXPANDING AND IMPROVING FACILITIES

We began the process to relocate and expand our Springfield-based outpatient clinic. VA projects a **seven percent increase in demand for primary care services, and a 21 percent increase in demand for mental health care services** over the next 20 years in the clinic's service area, which is located in Congressional District 7.

We continued the renovation of our Physical Medicine and Rehabilitation Center in Building 69 which began in December 2014. **When complete, the \$4.9 million, 25,000 square foot space will offer a state-of-the-art physical medicine and audiology delivery environment, and will include a therapeutic pool with natural light, and a fitness center for patient use.**



In April, we completed the transition of care and services to the Urgent Care, Specialty Care and Diagnostic Care Center in Building 3. **The new 35,000 square foot space offers centralized check-in areas, optimal lay out for staffing efficiency, improved patient safety features and better access for persons with disabilities.**

We installed two emergency electricity generators that have the capacity to supply electricity to the entire 42-building campus when normal utility electricity supply is interrupted. We put the system to the test in June when a severe thunderstorm caused outages across the region. **The new generators provided full power to the campus for almost two days.**

CHANGING THE CARE CONTINU

The Coatesville VA Medical Center is a leader in reducing homelessness among Veterans in the region

President Barack Obama declared ending Veteran homelessness among the country's most important priorities in 2010. Since then, our team of VA health care professionals dedicated solely to this mission has grown to almost 20.

Since 2008, when the Departments of Housing and Urban Development and Veterans Affairs Supportive Housing (HUD-VASH) assistance program began,

565 Veterans have found permanent housing in the community through this program. Almost 20 percent of those Veterans "graduated", meaning they no longer need financial voucher assistance or case management to sustain housing.

Almost every year, HUD has granted us additional HUD-VASH vouchers to distribute to eligible and appropriate Veterans.

In April, we received 75 vouchers, making 444 the total number of housing vouchers distributable by the medical center to homeless Veterans. Currently, more than 400 vouchers are in use or assigned in Chester, Delaware and Montgomery counties.

More formerly homeless Veterans are living independently in the community, leading to decreased use of our residential rehabilitation treatment program for homelessness

In 2011, on any given night, an average of 102 homeless Veterans were sleeping in VA beds on campus. By 2015, an average of just 49 Veterans were using the program, a decrease of 52 percent.

In 2011, on any given night, an average of 102 homeless Veterans were sleeping in VA beds on campus. By 2015, an average of just 49 Veterans were using the program, a decrease of 52 percent. This trend is directly attributable to our movement away from a housing ready model of care, and toward a housing first model of care.

We also improved efficiency across all of our residential rehabilitation treatment programs – treating Veterans for posttraumatic stress disorder, substance use disorder and homelessness – by centralizing referrals and admissions, and working toward a more integrated program.

FORUM FOR HOMELESS VETERANS

A VA representative shares program information with a Veteran attending the Delaware Valley Stand Down for Veterans: A Hand Up, Not a Hand Out. The annual event hosted to connect homeless Veterans with available resources took place in Levittown, Pa. September 11-13, 2015. Photo by David Barker.



Community partnerships are key to success

Philadelphia-based non-profit organizations, the Veterans Multi-Service Center and Fresh Start Foundation, offer residential and other recovery-oriented programs on our campus.

In 2015, the push to end homelessness among Veterans intensified. In our main service areas— Chester, Delaware and Montgomery Counties – we teamed with local housing authorities, county government and non-profits to identify and

permanently house every homeless Veteran. Many strategies were employed,

Chester County has executed four 100 day campaigns since 2014, and permanently housed 437 Veterans.

including the “100 Day Campaign”. Chester County has executed four such campaigns since 2014, and permanently housed 437 Veterans this way.

Mission First Housing Group broke ground in the renovation of historic Whitehall Inn, located in Spring City, Pa. in December. The inn will create permanent housing options for 50 Veterans, many through the HUD-VASH program.

COMMUNITY CONNECTIONS

REACHING MORE VETERANS

Telehealth Options Makes Care More Convenient

Approximately 325 Veterans are enrolled in Home Telehealth for medical and mental health monitoring. We continue to add Clinical Video Telehealth programming, and have begun conducting video visits with Veterans in their homes.

More Veterans Choosing VA Health Care

From 2012 to 2015, the Veterans served at the Coatesville VA Medical Center increased by six percent, from 18,729 to 19,880. A main reason for the trend has been an increase in marketing and outreach efforts which began in January 2014. The campaigns targeted Veterans living in Chester, Delaware and Montgomery counties.

Step up to the Mic

In 2015, we took Town Hall meetings on the road. We invited Veterans to join us in Media, Pa; Spring City, Pa., Coatesville, Pa., and West Chester, Pa. Upwards of 200 Veterans shared with us their thoughts, concerns and ideas about VA health care.

MAKING COMMUNITY CONNECTIONS

Supporting our Caregivers

Approximately 75 family caregivers attended the 19th Annual Caregiver Support Conference. Attendees gathered for support, networking and to learn about self-care. Experts presented sessions on mindfulness as a tool, and domestic abuse and posttraumatic stress disorder.

Volunteers Making Days Brighter

The hearts and hands of 740 volunteers added a special touch to the care we provided to inpatients and residents this year. Hundreds of events, programs and activities honored Veterans throughout the year.

Community Groups Making Holidays Special for Homeless Veterans

The Transportation Management Association of Chester County (TMACC) along with county officials, and U.S. Senator Robert P. Casey (D-PA) dropped off more than 700 gifts for patients and residents of the Coatesville VA Medical Center. The items were intended to help homeless Veterans transition to permanent housing and ranged from towels, bedding, pots and pans, to microwave ovens and refrigerators.

TOGETHER WE CAN DO MORE

Helping Homeless Veterans

David's Drive 831 donated 190 new beds for Veterans obtaining permanent housing through the Departments of Housing and Urban Development and Veterans Affairs Supportive Housing (HUD-VASH) since 2010. David's Drive founders David, Sr., Joy and Samantha were recognized for this effort – and many more – at the annual Volunteer Recognition Luncheon and Ceremony as recipients of the Hazel P. Harnish Memorial Award for Excellence in Volunteering.

Veterans Council Raises Awareness

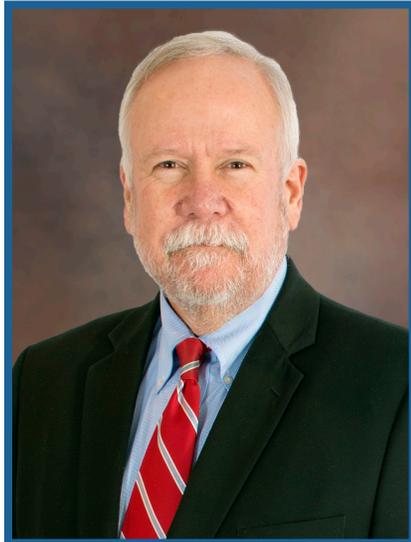
The Veterans Mental Health Council was established by a group of Veteran mental health care consumers and their family members to provide input regarding Coatesville's mental health structures, and operations. Importantly, they serve to share VA mental health program information with the Veterans those programs were designed to help.

The Future of Health Care Starts Here

We have academic affiliations with nearly 60 colleges and universities including Drexel University Medical School, Thomas Jefferson University and Temple University.

COATESVILLE VA MEDICAL CENTER SENIOR LEADERSHIP

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Medical Center Director



Sheila Chellappa, MD, FACP
Chief of Staff



Jonathan R. Eckman, P.E.
Associate Director



Nancy A. Schmid, RN, MSN,
MEA-BC
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Visit us at www.coatesville.va.gov

Facts and figures represented in this report are either Fiscal Year 2015 or Calendar Year 2015 data.



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