



Three new executives join the senior leadership team

The Coatesville Veterans Affairs (VA) Medical Center is pleased to announce the recent appointments of three new executive leaders in October and November 2012. Jonathan Eckman, P.E. was appointed as the Associate Medical Center Director; Sheila Chellappa, MD, FACP, was selected as the Chief of Staff; and Nancy Schmid, RN, MSN, NEA-BC was chosen as the Associate Director for Patient Care Services/Chief Nurse Executive. Medical Center Director Gary W. Devansky, Eckman, Chellappa and Schmid comprise the medical center's senior executive leadership team.

“At the Coatesville VA Medical Center, our top priority is to provide exceptional health care to our nation's Veterans,” said Devansky, “We rely on our dedicated, compassionate employees to provide this continuously improving, patient-centered care. We also look to our talented leadership team to ensure that, as a health care organization, we continue to move forward. I am pleased to welcome Jonathan, Sheila and Nancy to the executive team. They will lead a hospital where we strive to ensure that our Veterans are very satisfied with their health care, and where we are dedicated to our core values of integrity, commitment, advocacy, respect and excellence.”

As Associate Medical Center Director, Eckman oversees medical center operations including finance, human resources, engineering, information technology, health administration and more. Says Eckman of his new role and the medical center, “The forward-looking mental health focus at the Coatesville VA Medical



Sheila Chellappa, MD, Jonathan Eckman and Nancy Schmid

Center is one of the reasons I pursued the position. I am excited to be part of the future of VA health care, and I see it as both my challenge and responsibility to enable every service I oversee to support all of patient care the best it can.”

Prior to coming to the Coatesville VA Medical Center, Eckman served at the VA Maryland Health Care System in Perry Point, Maryland as the Executive Assistant to the Associate Director for Finance from 2010 to 2012, and prior to that was a Project Section Supervisor and a Project Engineer, also in Perry Point. Previously, Eckman worked for many years as an Engineer in the private sector. Eckman earned a Bachelor of Science Degree in Civil Engineering from Drexel University in Philadelphia, Pennsylvania. He also holds a Master of Engineering in Project Management from the University of Maryland in College Park, Maryland. Eckman is a Veteran,

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Dear Veterans, employees, volunteers and friends,

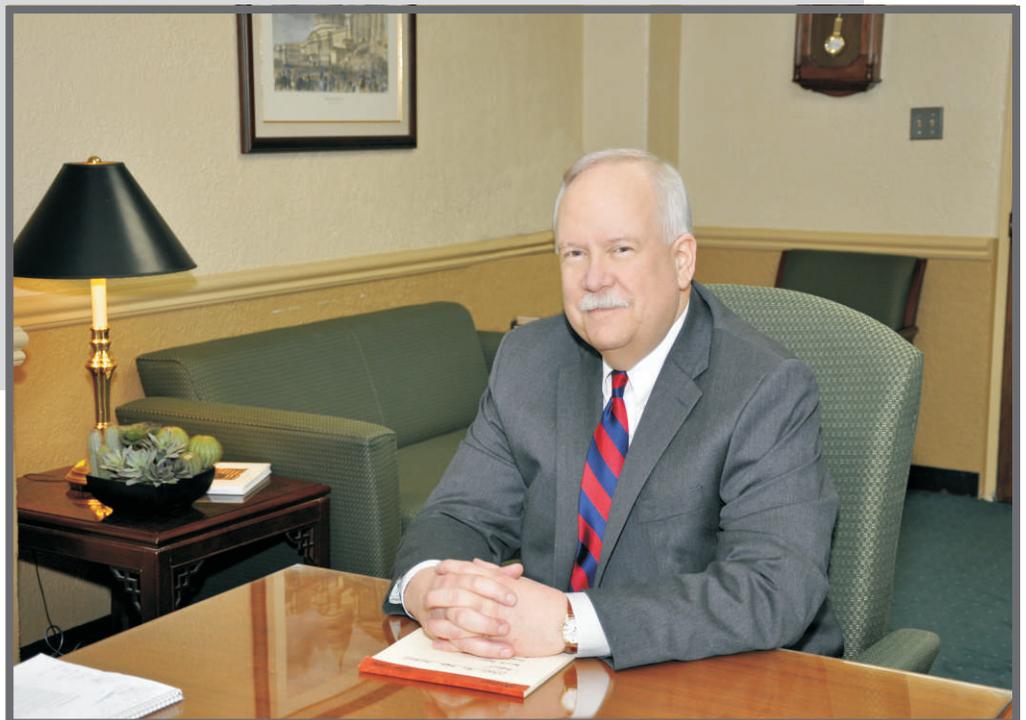
These past three months have been eventful at the Coatesville VA Medical Center. We conducted our annual Veterans Week celebration with a variety of events paying homage to our nation's Veterans, culminating in our hosting of the Vietnam Traveling Wall exhibit. We also welcomed to our senior leadership team three accomplished executives who came on board in the key positions of Chief of Staff, Associate Director and Associate Director for Patient Care Services/Chief Nurse Executive. We all welcome Dr. Sheila Chellappa, Jonathan Eckman and Nancy Schmid to the Coatesville team.

2013 promises to be another eventful year for the Coatesville VA Medical Center, building on the successes of the past. This year, we look forward to the activation of our new hospice unit, as well as the opening of our new state-of-the-art acute psychiatry unit on 59A. We continue to make progress with many initiatives, including our Housing First program for homeless Veterans, our journey toward Magnet® accreditation, and team-based models of care in Primary Care and Mental Health. As always, the many accomplishments of Coatesville VA Medical Center would not be possible without the dedication and commitment of Coatesville's cadre of employees and volunteers. On behalf of the leadership team, my thanks to all for your continued excellent service to our nation's heroes, our Veterans. And, thank you, Veterans, for your service. Best wishes for a happy, healthy Holiday season and a prosperous New Year.

Sincerely,



Gary W. Devansky
Director



Three Executive Leaders Join the Coatesville VA Medical Center Team

continued from cover

having served as an Army Combat Engineer from 2000 until 2004.

As Chief of Staff, Chellappa oversees all medical staff including physicians, dentists, specialists, psychiatrists as well as pharmacy, laboratory, research and more. "In this new role, I am most committed to continuing to ensure that the Coatesville VA Medical Center is providing the highest quality health care possible to our nation's Veterans," Chellappa says, "We have many talented health care providers on staff who are committed to taking care of our Veterans, and are adept at both understanding and caring for their unique needs. I am proud to lead and support such a team."

Before becoming Chief of Staff, Chellappa had served as the Coatesville VA Medical Center's Associate Chief of Staff for Primary Care since 2005, and as its Chief Internist from 2001 through 2005. Prior, she held leadership positions at Keystone Mercy Health Plan in Philadelphia, Pennsylvania, and the Johns Hopkins Medical Services Corporation in Baltimore, Maryland. Chellappa received her Degree in Medicine from the University of Madras, Christian Medical College, Vellore, India. Additionally, Chellappa holds credentials she earned at Sinai Hospital in Baltimore, Maryland and Wyman Park Medical Center, an affiliate of the Johns Hopkins Hospital in Baltimore, Maryland.

As Associate Director for Patient Care Services/Chief Nurse Executive, Schmid oversees all patient care staff including registered nurses, licensed practical nurses, nurse practitioners, social workers and more. Additionally, she has oversight of all patient care lines and the medical center's Magnet® accreditation process. "I am pleased to join a hospital and lead a patient care staff that is on the journey to Magnet accreditation. I have seen here a culture of excellent patient care, as demonstrated through the evidence-based and best practices used every day in every area. This atmosphere greatly contributes to Veteran and nurse satisfaction which makes the

Coatesville VA Medical Center a great place to be."

Schmid comes to the Coatesville VA Medical Center most recently having served as the Associate Director for Patient and Nursing Services at the Syracuse VA Medical Center in Syracuse, New York from 2008 through 2012. She had also served as the Associate Chief of Staff for Extended Care and Rehabilitation Services and the Associate Chief Nurse for Extended Care at the Lebanon VA Medical Center in Lebanon, Pennsylvania from 2003 through 2008. Schmid earned a Bachelor of Science Degree in Nursing from Duke University in Durham, North Carolina, and a Master of Science Degree in Nursing Administration from the State University of New York at Buffalo, New York. She is board certified in Nursing Administration, Advanced.

The senior executive leadership team oversees every function of the Coatesville VA Medical Center, an integrated health care system dedicated to providing the best in care and services to our nation's Veterans. The hospital offers world-class mental health care, primary care, geriatrics and extended care, specialty and women's health care, and pharmacy and social work services, and more to both inpatients and outpatients. Care is continuously improving, patient-centered, data-driven and team-based. Additionally, the medical center operates community based outpatient clinics in Springfield and Spring City, Pennsylvania.

In Fiscal Year 2012, the hospital provided health care to 18,558 Veterans, and had 200,702 outpatient visits. There were 1,263 Iraq and Afghanistan War Veterans and 871 women Veterans served. The medical center currently employs approximately 1,270 full time workers. There are 152 Department of Veterans Affairs medical centers nationwide.

Visit the Coatesville VA Medical Center at www.coatesville.va.gov and www.facebook.com/coatesvillevamc.

Introducing the Mental Health Wellness and Recovery Clinic

In May 2012, the Coatesville VA Medical Center was selected by the Department of Veterans Affairs as one of eight pilot sites nationwide to develop a team-based outpatient mental health model of care. The intent is that one of the models developed will be implemented nationwide. The selection coincided with the national Mental Health Hiring Initiative which enabled the hospital to add 22 additional mental health staff.

The Coatesville VA Medical Center has renamed the outpatient Mental Health Clinic as the Mental Health Wellness and Recovery Clinic. Along the same lines as the Patient Aligned Care Team or PACT, which was implemented in 2010 within the hospital's Primary Care Service, the clinic model puts the Veteran at the center of an interdisciplinary team of professionals that focuses on every aspect of the Veteran's mental health care.



a clerk who assists with check in, check out and scheduling; a psychologist who provides innovative, evidence-based therapies; a social worker who assists with social and family needs; and a psychiatrist who prescribes medication and treatment, and has open access availability.

“We are pleased to have the opportunity to play a role in how VA mental health care is delivered within the VA – throughout the nation and in the future. The pilot project is a perfect fit for the hospital since we specialize in mental health care.”

*Michael Gliatto, MD
Associate Chief of Staff for Mental Health*

The model is designed to deliver mental health care in traditional and new ways so it works for all Veterans. It uses face to face appointments, secure internet, telehealth technology, and an interdisciplinary approach to engage Veterans in health related decisions and care.

Implementation began in November 2012, and will continue through the winter. Eventually, all mental health outpatients will receive their health care through the model. At this point, six interdisciplinary teams have been established and each includes a registered nurse who triages, assesses and educates; a licensed practical nurse who checks vital signs and administers medications;

Four teams are located at the main campus, and one at Spring City outpatient clinic and the other at the Springfield outpatient clinic. Each team is designed to deliver health care to 1,000 Veterans. During fiscal year 2012 more than 5,200 Veterans received outpatient mental health care at these locations.

Lean Management: What it Means for VA Health Care

Lean principles trace back to Japanese automaker Toyota, and also have ties to an early 20th century mechanical engineer named Frederick Winslow Taylor who authored *Principles of Scientific Management* in 1911. The basic goal of lean management is to eliminate excess (effort, space, capital, time, etc.) in a process, thereby improving quality, reducing time spent and decreasing costs while improving overall productivity. Lean management can be applied to almost any industry or business, and has been increasingly popular in health care. Essentially, lean maximizes value.



Dawn Martz-Porter, Cynthia Domsohn and Ann Sepe participating at the Yellow Belt course.

Application of lean management can result in significant process improvement in almost any area of the hospital from admissions to linen distribution to ordering diagnostic tests to meal preparation to purchasing. Virtually any process can be improved, and lean management gives us the insight to do just that.

There are many programs out there and ways to accomplish lean management. Some additional terms you may have heard include Six Sigma, Yellow Belt, Green Belt, Black Belt and more. Within Veterans Health Administration (VHA), the Yellow Belt program aligns lean health care methods, tools and techniques with the VHA systems redesign framework of VA TAMMCS which stands for Team-Aim-Map-Measure-Change-Sustain. The educational program provides VA staff with the knowledge, skills and support they need to develop, implement and sustain successful lean projects within VHA facilities.

To date, approximately 100 Coatesville VA Medical Center employees have completed a 2.5 day course with a plan to train approximately 100 more. Because the hospital is on the journey to Magnet® accreditation which involves systems redesigning, Magnet team members, ambassadors, educators, consultants and other frontline employees have received the training. Across VHA, medical center supervisors and mid-level managers, systems redesign coordinators and

facilitators, and health systems specialists have been trained with the goal of establishing lean management as the way VHA does business.

The Yellow Belt course mixes formal presentations with extensive hands-on lean exercises in which participants work together in teams to understand and improve specific, concrete processes which will positively impact health care for Veterans. Following completion of the Yellow Belt course, participants may choose to be certified which can be done free of cost through VHA. The requirements include participation in a systems redesign or lean project team, submission of a project report and passing an online competency-based assessment.

A successfully established lean health care organization translates to patient-centered, continuously improving, team-based and data-driven health care for Veterans. Reaching these ideals is how VA is defining excellence in the 21st Century.

- Lyn Ordonez, Director of Primary Care and Andrea Hall, Education Program Specialist contributed to this article.

Vietnam Traveling Wall Exhibit Marks a Moment in History



Thousands showed up to pay their respects to those whose names are enshrined on The Wall that Heals or the Vietnam Traveling Wall. Over the Veterans Day and Veterans Week celebrations, the Coatesville VA Medical Center was the proud host of the half-sized replica of the Vietnam Veterans Memorial (located in Washington, DC). During the course of several days from November 7 through 11, it is estimated that more than 4,000 people – including Veterans, local community members, volunteers, employees and students – visited. Many came to locate the name of a loved one, a relative they had never met, or a fallen comrade.

All of the visitors seemed to have one thing in common: the healing that experiencing the Wall brought them. Buddy Rhoades, a Vietnam War Veteran and active member of the Military Order of the Purple Heart, Chapter 1777, said he knew more than 30 Soldiers whose names appear on the Wall. He recounted some of his Vietnam experiences and said of his frequent volunteerism at the Coatesville VA Medical Center, and specifically in getting the Wall here, “I see this as my purpose. This helps the guys coming back now to know that they aren't alone, and it wasn't for nothing”.



On November 7, a ceremony marked the opening of the Vietnam Traveling Wall. Many special guests including U.S. Congressman Jim Gerlach, U.S. Congressman Patrick Meehan, Pennsylvania State Representative Mark Gillen, and Chester County

Commissioner Kathi Cozzone attended. Additionally, Congressional Medal of Honor holder, Michael Crescenz's brother, Joseph Crescenz and the Red Rose Veterans Honor Guard participated in the ceremony. And, nine Gold Star Families – those who lost a



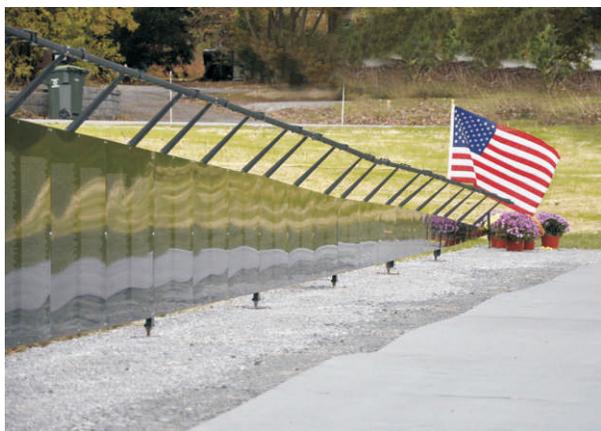
loved one to combat in the Vietnam War – were recognized.

Keynote speaker Ralph Galati, a Vietnam War Veteran and former Prisoner of War said, “We know that every day is Veterans Day at the VA.” Said U.S. Congressman Patrick Meehan, “Today is a reminder that we appreciate the service of our Veterans.”

Through the next several days, visitors observed the Wall at their leisure. They came alone, they came as couples, they came in groups. Many organizations including the Military Order of the Purple Heart, Chapter 1777 and the Veterans of Foreign Wars Chapter 287 laid wreaths. David's Drive 831 held a candle light vigil. More than 100 volunteers and 25 organizations contributed to the hosting of the Wall.

Simultaneously, the hospital's annual Veterans Week Celebrations took place from November 1 through November 12. The activities included a luncheon for women Veterans; a luncheon and flag raising ceremony for Veterans of the Community Living Center; a gospel concert performed by the Tiller Sisters; the annual parade with Vietnam War Veterans as the Grand Marshals, the Phillie Phanatic, and local high school marching bands and cheerleaders; and many more events and activities designed to honor and thank Veterans for their service to the nation.

The celebrations culminated in the Vietnam Traveling Wall Closing Ceremony on Veterans Day, November 11. An estimated 600 people joined in a somber recognition of the Wall and what it means. Vietnam War Veterans U.S. Congressman Joe Pitts and Lieutenant General



Dennis Benchoff, U.S. Army Retired addressed the group. Additionally, VA employee Marsha Musser sang a patriotic ballad. Medical Center Director Gary W. Devansky summed up the occasion by saying, “Today, we renew the commitment America has made to those who served and remember those we lost, especially the American heroes whose names are inscribed on the Wall. We have considered it an honor – especially in the days leading up to today, Veterans Day – to recognize those whose lives were cut short in service to this great nation.”

Veterans Week Celebration





Do you know your health benefits?

Veterans enrolled in the VA health care system have begun to receive personalized booklets that explain their health care benefits and contain other useful information.

The new booklet, called a Veterans Health Benefits Handbook, provides a personalized listing of health benefits based on each Veteran's specific eligibility. The handbook also has contact information for the local VA medical facility, appointment scheduling information, guidelines for communicating with the clinical team and, as applicable, information about copays.

Distribution of the handbooks began in February 2012, with all 8.5 million Veterans enrolled in VA's health care system scheduled to receive their handbooks by 2013. Veterans will receive updates to their handbook to reflect changes to their benefits or eligibility.

Every local area Veteran is encouraged to check on his or her eligibility by calling VA eligibility and enrollment professionals at 610-384-7711 extension 5008 or 5034 or by visiting www.va.gov/healtheligibility/application.

VA operates 152 medical centers and more than 800 community-based outpatient clinics. Last year, inpatient facilities treated more than 690,000 patients, while outpatient clinics registered more than 79 million visits. For more information, visit www.va.gov/healthbenefits/vhvh or call 1-877-222-VETS (8387).

Save Time and Get Healthy with MyHealthVet

Did you know that from the comfort of your own home, you can reorder prescriptions, view lab and test results, and communicate securely with your provider? All of this can be done through the MyHealthVet Website. MyHealthVet will not only help you proactively manage your health, but you will save time as you are doing it. It is simple to get started. Visit www.myhealth.va.gov to begin enrollment. Next, contact Jannie Cromleigh at 610-384-7711 extension 6230 or visit her in Building 2, room 130 to finish the process.



Lose 2 pounds a month



A new diet plan? No, just a new way of thinking about food, according to consumer psychologist Dr. Brian Wansink.

Dieters may not need as much willpower as they think. Making simple changes in your surroundings can result in eating healthier without a second thought.

“Our homes are filled with hidden eating traps,” said Dr. Wansink. “Most of us have too much chaos going on in our lives to consciously focus on every bite we eat. The secret is to change your environment so it works for you rather than against you.”

One of his studies showed that people lost up to 2 pounds a month after making several simple changes in their environment, including these: keep unhealthy foods out of immediate line of sight and move healthier foods to eye-level in the cupboard and refrigerator; eat in the kitchen or dining room, not in front of the TV; and eat off salad plates instead of large dinner plates.

“These simple strategies are far more likely to succeed than willpower alone. It's easier to change your environment than to change your mind,” he said.

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New Leaders



Dennis Iaccarino, DO, Associate Chief of Staff, Primary Care and Geriatrics

Dennis Iaccarino became the associate chief of staff for Primary Care and Geriatrics in October. He began working at the Coatesville VA Medical Center in 2004 as a physician on the 1B Community Living Center and in the Compensation and Pension Clinic. Iaccarino has previously worked as a physician in an emergency department, in primary care and internal medicine, and in a hepatitis C and HIV clinic. He earned his Bachelor of Science Degree in Biology at Saint Joseph's University, and his Doctor of Osteopathic Medicine degree at the Philadelphia College of Osteopathic Medicine, both in Philadelphia, Pennsylvania. Iaccarino completed a rotating internship and internal medicine residency at Suburban General Hospital in Norristown, Pennsylvania. Additionally, he is board certified in Internal Medicine and holds a Certificate of Added Qualifications in Geriatrics. Iaccarino hopes to see the medical center continue to be a model of excellence in the medical and psychiatric care that it provides for Veterans. Providing support and encouragement to staff, as well as professional development opportunities, are his main priorities.



Andrew Sutton, Chief of Human Resources Management Service

Andrew Sutton comes to the Coatesville VA Medical Center from the Defense Logistics Agency (DLA), New Cumberland, Pennsylvania. DLA's mission is to ensure that U.S. Servicemembers all over the world have the equipment, fuels and parts they need to do their jobs. He held several supervisory roles at the DLA and as the supervisory human resources specialist, he supervised 106 employees in a consolidated office that serviced 15,000 customers. Prior, he worked in human resources for the Federal Bureau of Prisons in both New Jersey and Oregon. Sutton studied mathematics at the University of Florida while completing a cooperative education program at the National Security Agency in Fort Meade, Maryland. As chief, Sutton plans to continue to enhance the quality customer services that Human Resources Management Service provides. And, he hopes to prepare the service for the future of human resources management.



Jeff Steidler, Chief of Police

Jeff Steidler was appointed as the chief of Police Service in November after Chief Yolanda Motley transferred to Birmingham VA Medical Center, Alabama. Steidler began working at the Coatesville VA Medical Center in 2002 as a police officer and was promoted to lieutenant where he has served in the capacities of shift supervisor, training officer and detective captain. Additionally, in 2012, he completed a detail as the acting chief of police at the Marion VA Medical Center, Illinois. Steidler has gone through extensive police training including the VA Law Enforcement Training Center and college coursework. He is certified as a Crisis Intervention Specialist, Defensive Tactics Instructor, and Prevention and Management of Disruptive Behavior Instructor. Additionally, he serves as the vice chairperson on the Chester County Mental Health Intellectual and Developmental Disabilities Advisory Board. He completed the VISN 4 Leadership Effectiveness Accountability Development program in 2011. As chief, Steidler aims to increase the amount and quality of support that the police provide, to continue to integrate services to meet the medical center's needs, and to provide a safe environment for Veterans, employees and visitors.

News

Susan Wieser, program manager of the Coatesville VA Medical Center's Work Restoration program was honored with one of two Greater Philadelphia Veterans Network Collaboration Awards on October 23, 2012. The organization noted that Wieser has set the bar high in terms of providing career services to Veterans.

Sarah Hartman, daughter of Phyllis Hartman, social work executive, recently competed in the 2013 Miss Teen Philadelphia pageant. The event included modeling routines, with personality and interviewing ability being the main factors that were judged. Sarah placed as a finalist and has qualified to compete in a national competition in Orlando, Florida.

December 5, 6pm

Tree Lighting, Lessons and Carols
Building 1 (outside) and All Faith Chapel,
Building 72

December 7, 9am

VAVS Stocking Stuffing (volunteers only)
Great Hall, Building 5

December 8, 10:30am

Annual Mistletoe Distribution to Units

December 8, 1:30pm

Annual VAVS Mistletoe Party (open to
Veteran patients)
Great Hall

December 9, 2pm

Hanukah Party, Jewish War Veterans
Auxiliary Dept. of PA
Great Hall

December 13, 1:30pm

American Legion and American Legion
Auxiliary Social
Great Hall (open to Veteran patients)

December 17, 1:15pm

Coatesville High School Meistersingers
All Faith Chapel

December 19, 6:30pm

Gospel Concert
All Faith Chapel

December 20, 1-3pm

Employee Holiday Social
(Employees Only)
Great Hall, Building 5

December 24, 6pm

Christmas Candlelight Service
All Faith Chapel

December 25 - Christmas Day

VAVS Visits on Units, 10am
Protestant Service, 9:30am
All Faith Chapel
Catholic Service, 10:30am
All Faith Chapel

Holiday Schedule

Reporting Aboard

*Welcome new employees from
August, September and October:*

Christian Abrahamsen
Yetunde Monifa Adesun
Peter Ajuonuma
Lawrence Barker
Taryn Barrett
Anne Brown
Amanda Bullard
Nancy Ellen Bussinger
Billy Cargile
Nadine Carpenter
Melvin Chisholm
Thomas Coyle
Mark Diggs
Jonathan Eckman
Mabel Feggans
Bernard Fuller
Ann Gerrity
Diane Gibson
Richard Goss
Barry Green
William Hosticka
Eugenia Denise Krider
Tina Lemon
Rebecca McGinness
Charles McGovern
Patrick McNulty
Jalma Mancinow
Joseph Markowitz
James Murray
Dianitz Consuela Nieto
Anitha Padmanabhan
David Phillips
Lucinda Potter
Cynthia Putt
Abigail Rich
Amy Richardson
Lawrence Steven Robinson
Alise Ruck
Emily Seitz
Robert Slane
Edgar Smyth
Andrew Sutton
Margaret Thomas
Brian Walters
Rebecca Wenner
David Alan Womer

In Service

*Congratulations to employees
who reached career milestones
in August, September and
October:*

40 Years:

Ivy Chase
Tyrone Gould
Thomas Henderson
Mary Ann Ray

35 Years:

Beverly Donohue
Albert Goltra
Richard Guinan
David Joseph
Faith Turner

30 Years:

Stephen Cavicchia
Sheila Lee
Karen Morelli

25 Years:

Hubert Mattison, Jr.
Kevin Morgan
Kimberly Sekiya
Beth Witherow

20 Years:

Norma Jones
Jennifer Miller
Felix Otero

15 Years:

Wanda L. Brown
Nathaniel Codrington
Andrew Kerr
Linda Knight
Daniel Kovalsky
Robert McGonigle
Lee Toothaker
Megan Walton
Stanley Weller

10 Years:

Deborah Burton
Jimmy Cole
Debbie Elmer
Wesley Kimmel
Randolph Minor
Claudette Persaud
Tim Sessions
David White
Steven Williams

Best Wishes

*Congratulations to employees
who retired in August,
September and October:*

	Years
Arthur Burgess	38
Vince Taylor	38
Rosemary Wharton	37
Candance Wilgis	37
Arthur Daugherty	32
Kathleen Motzer	32
Daniel DiDavide	31
James Tischler	27
Herbert MacIntyre	26
Raymond Lyons	25
Elaine Palla	15
William Englerth	9
Joseph Blythe	6
Carmen Perez	6

The Eagle is published quarterly. Please address suggestions, comments, or story ideas to: Kathleen Pomorski X4203 or kathleen.pomorski@va.gov. The editor reserves the right to make changes and/or edits to any submission chosen for publication. Layout/design/photography completed by CVAMC Medical Media Department.