



2009 Annual Report



Coatesville
VA Medical Center

“Keeping
the
Promise”

“Keeping the Promise”





Message from the Director

Dear fellow employees, volunteers, Veterans and friends of Coatesville VA Medical Center:

I am pleased to present you with another year-end report about our successes and celebrations, new leaders and programs, physical plant improvements, performance achievements, and what Veterans tell us about their satisfaction. In this report, we focus on the strides made in reaching out to returning Veterans of the wars in Iraq and Afghanistan, enhancements to services for women Veterans, programs for justice-involved Veterans, enhancements to programs for homeless Veterans, the continual prominence of our PTSD program, facilities improvements, advancements in our research programs, Veterans' satisfaction scores and the events that honored Veterans who served and sacrificed to preserve and protect our freedoms.

Throughout the report, a phrase...“Keeping the Promise”...is repeated. That phrase is rooted in our Nation's tradition of honoring and caring for our Veterans. VA's motto and mission is “to care for him who shall have borne the battle and for his widow, and his orphan”. Those words were spoken almost 150 years ago by President Abraham Lincoln during his second inaugural address. President Lincoln stressed the responsibility of our Nation to its Veterans. The positive outcomes of adhering to Lincoln's words and VA's motto are evidenced every day, here at Coatesville VAMC. Our dedicated employees and volunteers work constantly to meet and exceed performance goals and use our resources in efficient and effective ways. It is clear that quality, safety and achieving high Veterans' satisfaction ratings are strong motivators for our employees and volunteers.

Please take some time to read over this 2009 Annual Report. It highlights only some of the many positive and noteworthy things that occurred during the year. To all who made the year so successful, thank you! As we move forward in 2010 and beyond, please help us in our “Keeping the Promise” efforts.

Gary W. Devansky
Medical Center Director

“Keeping the Promise”



CVAMC Continues Reaching Out to Veterans of the Wars in Iraq and Afghanistan

Veterans of the wars in Iraq and Afghanistan, also called Operation Iraqi Freedom (OIF) and Operation Enduring Freedom (OEF) Veterans are happily returning home to resume their civilian lives. One of the most important tasks of the Department of Veterans Affairs is to reach out to these young men and women and guide them through the VA health care enrollment process. CVAMC employs many people and strategies to do so. Stacey Castel leads CVAMC's initiative as the OEF/OIF program manager.

The largest-ever deployment of the Pennsylvania National Guard in the last 50 years returned to the states during the months of August, September, and October, 2009. These 4,100 service men and women of the 56th Stryker Brigade returned through Fort Dix, NJ. CVAMC, along with other medical centers that make up VA's Veterans Integrated Service Network (VISN) 4, had staff on-site to greet Pennsylvania's heroes. Stacey Castel and Sam Ficchi, chief, Health Administration represented CVAMC.

VA's presence ensured that each returning service member was informed of his or her eligibility to access five years of free VA health care for any possible service connected injury or illness along with a host of other services. As a supplement to the Soldiers' official demobilization process, VA staff gave briefings about VA health care and introduced the Soldiers to their specific OEF/OIF program managers. In terms of outreach, this feat is particularly important because typically less than half of returning troops take advantage of their guaranteed VA benefits.

The largest ever deployment of the PA National Guard returned home in 2009.

Another activity that CVAMC holds each year is the Welcome Home Celebration. The 3rd Annual event took place on August 29, 2009 at CVAMC. More than 200 Veterans and 150 family members attended and about 75 volunteers, many of them employees, ran the event. At the center were 42 exhibitors who gathered to provide valuable guidance and comprehensive information about VA benefits, eligibility and enrollment, health care services, veteran service organizations, outside programs and employment opportunities. Between the great information and picnic food, live music, face painting, arts and crafts and magic shows, a good time was had by all.

Throughout the year, CVAMC participated in Post Deployment Health Reassessment Activities put on by the Department of Defense. The OEF/OIF program manager and eligibility and enrollment staff attended these events to educate and inform returning service members about the VA health care benefits they have earned. Additionally, throughout the year, CVAMC offers a Deployment Health Clinic twice a week. It introduces Veterans to their primary care provider, mental health provider and social worker on the same day.

We live in trying times, and as people who serve Veterans, we are reminded every day that these men and women truly represent the freedom they fight for.



Reaching Out to Women Veterans

Women make up almost 2 million of the United States Veteran population of 23 million. CVAMC provides all of the same programs and services for women that we do for men. Additionally, we provide women's gender-specific health care. CVAMC's Women Veterans Program saw many exciting changes in 2009.

The needs of women Veterans continue to change. CVAMC pays attention to these changes and we are always looking for ways to improve care. Recently, we saw a need for a women-only recovery program and so began the Power of Women Embracing Recovery Program, better known as the POWER Program. It is a partial restructuring of CVAMC's Substance Abuse Treatment Unit as a residential therapeutic program that provides separate living space for women Veterans on the West Wing of the unit's second floor.



The 17-bed program is available for women Veterans who are seeking substance abuse treatment for alcohol and drugs, those with mental health issues such as post traumatic stress disorder, schizophrenia, anxiety, and depression, and those who have experienced military sexual trauma or are homeless. The POWER Program presents a supportive, welcoming environment. Additionally, each woman has an individualized, structured treatment plan that includes individual and group therapy, recreation therapy, art therapy and kinesiotherapy. Treatment focuses on each woman working through her issues to achieve substance abuse recovery. The goal is for each woman to return to the community as a healthy, productive woman.

CVAMC is also home to the nationally recognized Mary E. Walker House. It is an all women transitional residence operated by the Philadelphia Veterans Multi-service and Education Center. It opened its doors in January 2005 and has provided an invaluable service to women who would likely otherwise be lost in difficult life situations. The unique program helps women who suffer from homelessness, mental health difficulties and substance abuse issues to continue their recovery. Often, it is a next residence from other CVAMC programs, like the POWER Program. Named for Civil War Veteran, Mary E. Walker, the only woman ever awarded the Congressional Medal of Honor, the program fittingly brings the concept of honoring oneself to the forefront.

Women make up almost 2 million of the US Veteran population and their needs continue to change.

CVAMC places great emphasis on the outpatient care offered as well, having served 720 women Veterans in 2009. Our full time women veterans program manager works hard to support these programs. This year, CVAMC enjoyed a transformation of the Women's Health Clinic waiting area into an inviting sitting room. Changes included the addition of new furniture, wall art, and botanicals, creating a very inviting waiting area.

The Department of Veterans Affairs recognizes the continuing contributions that women make for the greater good of this Nation. More specifically, CVAMC continues to reach out to as many women Veterans as possible. We offer a full range of services and programs and are honored to serve women Veterans.

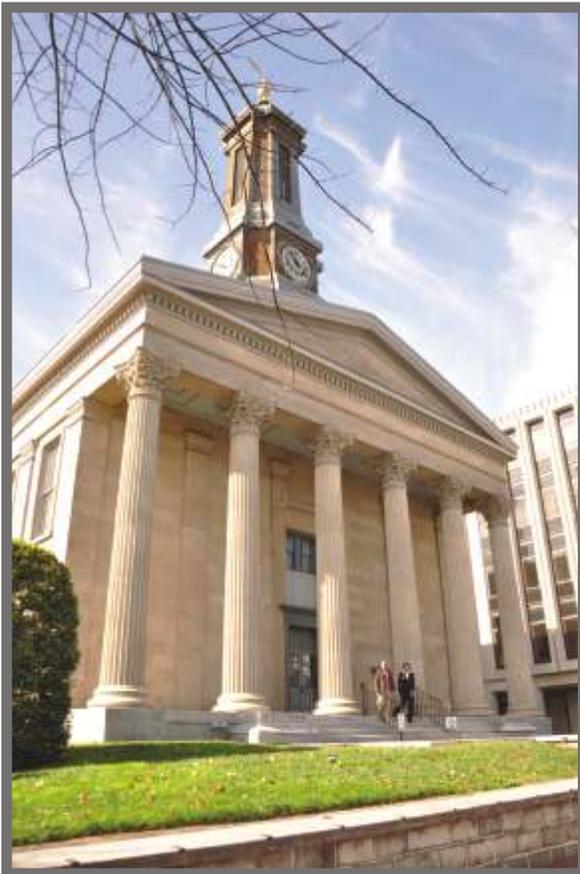
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Donna Primera, Judge William P. Mahon, Jennifer Lopez, and Torrie Osterholm

Veteran Justice Outreach Program

As part of a national Department of Veterans Affairs initiative, CVAMC has introduced the Veteran Justice Outreach Program. The program is designed to work with Veterans who have become entangled with the justice system through encounters with police, jails and courts. CVAMC's veteran justice outreach specialist, Torrie Osterholm, seeks out these Veterans, especially those who are incarcerated. She provides assessments and case management and if possible, integrates them into appropriate CVAMC programs upon parole or release.



Chester County Courthouse, West Chester, PA

An integral part of the program is the development of a county court that exclusively serves Veterans. CVAMC, a recognized VA leader in this type of initiative, has partnered with the Chester County Treatment Court to put this plan in motion. It is led by Judge of the Court of Common Pleas William P. Mahon of the 15th Judicial District and closely involves representatives from the county's Adult Probation and Parole Department. Also involved are Donna Primera, CVAMC's director of Mental Health and Jennifer Lopez, deputy chief of the Chester County Adult Probation and Parole Department.

The Department of Veterans Affairs collaborates with the U.S. Departments of Justice (Bureau of Justice Assistance) and Labor as well as the National Association of Drug Court Professionals in the evolution of this much-needed program. Coatesville VAMC is committed to developing its Veteran Justice Outreach program fully, thereby offering these Veterans an opportunity to return to society as healthy and prosperous citizens.



Honoring the Greatest Generation

CVAMC serves Veterans with a variety of life situations, including a need for extended care. These Veterans, most of whom are members of the “Greatest Generation”, as coined by journalist, Tom Brokaw, are amazing historians and brave war heroes. We are honored to serve them in the later years, and hope that by doing so, their legacy will live on.

These proud men and women reside in the Community Living Center (CLC), with units located in Buildings 1, 59 and 138. This year, the CLC enjoyed many positive changes, with the most notable being the simultaneous “switch” of Unit 59B with Unit 138B in June. The move came about as a way to better serve the special needs of the Veterans who live on the units. The residents who now call Unit 138B home can enjoy a lovely atrium and private bathrooms. The residents who moved to Unit 59B now have fast and improved access to the main campus and can visit the All Faith Chapel or the Veterans Canteen Service retail store more readily. Many employees and volunteers were involved in the complicated move which went smoothly and has proven to be a success.

The most exciting thing happening at the Community Living Center is Cultural Transformation.

On all CLC units, comprehensive safety measures continue to be taken to ensure our CLC Veterans are receiving the highest possible quality of care. Our fall prevention and safe patient handling programs, along with specified medication distribution techniques ensure patient safety is on the forefront at all times. An intelligent bed system and high-tech nurse call system keep patients as comfortable as possible. Residents also enjoy many recreation therapy activities which are chronicled in newsletters that are sent out to loved ones throughout the year.

Another exciting thing happening at the Community Living Center is Cultural Transformation, which is an emerging trend within the Veterans Health Administration. CVAMC is committed to this initiative and strives to provide a resident-centered and home-like environment. Recently, there have been many environmental enhancements including the addition of courtyard and garden areas, murals and aquariums. A cook and serve on-location initiative featuring a selective menu along with a 24-hour a day snack program has made the CLC feel more like home to many Veterans. Additionally, a wide range of recreational therapy is provided including ever-popular pet and art therapy.

Plans for the coming year involve enhancements to the kitchen and courtyard areas. We continually strive to pur Veterans and their families at ease during this challenging time in their lives.

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The Fight Against Homelessness

Approximately one-third of homeless Americans have served their country in the Armed Forces. Current population estimates suggest that about 131,000 Veterans are homeless on any given night and perhaps twice as many experience homelessness at some point during the course of a year. All but 3% of homeless Veterans are men, most are single, and come from poor, disadvantaged backgrounds. Approximately 45% suffer from mental illness and slightly more than 70% suffer from alcohol and other drug abuse problems.

In November, Secretary of Veterans Affairs Eric K. Shinseki unveiled the department's aggressive plan to end homelessness among Veterans by marshalling the resources of government, business and the private sector. The comprehensive plan includes preventive measures like discharge planning for incarcerated Veterans re-entering society, supportive services for low-income Veterans and their families and a national referral center to link Veterans to service providers. Additionally, the plan calls for expanded efforts for education, jobs, health care and housing.

Locally, CVAMC has 229 beds that are used to provide structured treatment programming for homeless Veterans.. These beds are contained in the Homeless Domiciliary, Post Traumatic Stress Disorder Treatment Unit and the Substance Abuse Treatment Unit. The Power of Women Embracing Recovery (POWER) Program provides separate housing for homeless women Veterans. Additionally, CVMAC is home to several transitional residence programs run by nonprofit organizations with beds totaling 185. These programs are typically a next step after Veterans have spent time in a homeless domiciliary.

Since the HUD-VASH voucher program began at CVAMC, permanent housing has been located for 80 Veterans.

Additionally, HUD-VASH, the Departments of Housing and Urban Development and Veterans Affairs Supportive Housing Voucher program, began at CVAMC in August of 2008 and continued to evolve throughout 2009. Working with Chester and Delaware Counties public housing authorities, the program administers Section 8 housing vouchers to eligible homeless Veterans. The program holds 175 vouchers total, and has located permanent housing for 80 Veterans since the program's inception.

In September, CVAMC assisted in Stand Down events in Philadelphia, PA and Cherry Hill, NJ. Stand Downs are one part of the Department of Veterans Affairs' efforts to provide services to homeless Veterans. The events typically last one to three days and provide services such as food, shelter, clothing, health screenings, VA and Social Security benefits counseling, referrals to a variety of other services, such as housing, employment and substance abuse treatment. Staff assisted 399 Veterans in Philadelphia and 165 Veterans in New Jersey.

To support Veterans who are recovering from homelessness and building their lives back, CVAMC held a CHALENG meeting in September. CHALENG is the Community Homelessness Assessment, Local Education and Networking Group for Veterans. The national program was designed to enhance the continuum of care for homeless Veterans by bringing together the VA with community service agencies. Locally, the program supports a unique team comprised of Homeless Domiciliary Alumni Veterans who have overcome homelessness to lead productive, happy lives. Nothing speaks more loudly than this to homeless Veterans who have just begun the difficult endeavor of building a new life.

Nationally Recognized Post Traumatic Stress Disorder Residential Treatment Program

For each of the last five years, the Coatesville's Post Traumatic Stress Disorder Residential Treatment Program has been rated either number one or two within all similar VA programs in terms of best possible outcomes. Post traumatic stress disorder or PTSD is defined as an anxiety disorder that occurs in someone after they have experienced a traumatic event or been exposed to a highly stressful situation, usually a life-threatening event. It is not surprising that many American Veterans, both from wars past and current wars in Iraq and Afghanistan, are plagued by this complicated disorder. Usually, victims re-experience the feelings of intense fear, helplessness and terror that they felt during the traumatic event. This can happen through intrusive thoughts, nightmares and flashbacks and leads to avoidance of things that remind them of the traumatic event, sleep difficulty, moodiness, problems concentrating and hyper vigilance. These conditions can have trickling effects, leading to problems at work and in relationships, rage or panic episodes and excessive use of alcohol or drugs.

For many Veterans, PTSD is severe and it is necessary to spend some time learning how to cope with this disorder. To this end, CVAMC's PTSD Residential Treatment Program opened in December 1982, making it one of the longest running programs of its kind within the Department of Veterans Affairs. The program offers the latest in comprehensive treatment therapies provided by specialists in the field of trauma care including cognitive behavioral therapy, eye movement desensitization and reprocessing, prolonged exposure therapy, guilt and grief education, depression therapy and a family education program. Additionally, it is the first such program to treat women Veterans.

The program continues to receive referrals from across the nation. Approximately half of the program's population is younger Veterans with service in Iraq, Afghanistan or both. The medical center also offers outpatient PTSD counseling on the main campus and at outpatient clinics in Spring City and Springfield, PA.



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Coatesville VAMC's Leadership Team: Associate Director Robin Aube-Warren, Director Gary W. Devansky, Chief of Staff James F. Tischler, MD, and Associate Director for Patient Care Services Rosemary Wharton

CVAMC Congratulates Employees of the Year

CVAMC recognized four outstanding employees for their exemplary service during 2009. Kelly Stump, unit manager in Geriatrics & Extended Care, is the clinical Supervisor of the Year; Cecilya Glover, prosthetics program manager, is the administrative Supervisor of the Year; Margery Hajek, dietician, is the clinical Employee of the Year; and Ernest McMullen, who is part of Environmental Management Service, is the administrative Employee of the Year.



Cecilya Glover, Margery Hajek, Kelly Stump and Ernest McMullen

Each month of the year, the medical center recognizes two employees one in a supervisory role and one in a non-supervisory role for a job well-done. These employees set a great example as hard-working team players. Of these 24 employees, four are chosen to be recognized as Employees and Supervisors of the Year. CVAMC is pleased to congratulate them.

CVAMC Welcomes New Leaders



Robin Aube-Warren joined CVAMC as associate medical center director in August. In her position, she oversees all facility operations. She served in the United States Army and has been with the Department of Veterans Affairs since 1992. Ms. Aube-Warren believes strongly in the value of staff development and hopes to bring continued opportunities to CVAMC employees. In her short time here, she has already demonstrated her commitment to these values.



Dr. Michael Gliatto is the associate chief of staff for Mental Health. He was most recently Philadelphia VAMC's chief of Mental Health and had previously worked on both the Central Intake and Inpatient Psychiatry units there. Dr. Gliatto hopes to further integrate the many components of CVAMC's Mental Health Service. His extensive experience, not only in the mental health arena, but also within VA, makes this a win-win situation.



Dr. Eugene Goldman is the associate chief of staff for Education. He came to Coatesville VAMC from the Central Alabama Veterans Health Care System where he served as associate chief of staff for Education and chief of Podiatry. Dr. Goldman is focusing on CVAMC distinguishing itself as a leader in employee and trainee development and participation in VA leadership programs.



Nancy Mumma joined CVAMC as director of Primary Care Services. She has held many nursing roles over the past 20 years in private, nonprofit and for profit settings in a variety of clinical areas including tertiary care and psychiatry. Ms. Mumma is passionate about the nursing profession and is happy to now work in the primary care arena. She will focus on further developing CVAMC's exceptional Primary Care programs.



Denise O'Donnell is the director of Geriatrics & Extended Care. Interestingly, she was a gerontological clinical nurse specialist at CVAMC in the 1980s. Ms. O'Donnell also worked at the Pittsburgh VAMC and VA Maryland Healthcare System. She returns to VA after spending a number of years in the private sector. Ms. O'Donnell looks forward to continuing the CLC cultural transformation changes and facility modernizations such as the Hospice addition to Building 138.



Kirk Fernitz, a long-time Patient Care Services manager and a Veteran himself, recently returned from his second tour in Iraq and began a new role at CVAMC as the director of Community & Congressional Affairs. Kirk is a dedicated Veterans advocate and energetic leader who will continue CVAMC's good relationships with Veterans, veterans service organizations and congressional representatives.

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Under Construction

The year 2009 brought with it many exciting changes for Coatesville VAMC. From window and walkway replacements to interior painting and total renovations, the improvements show throughout the medical center's campus.

The most significant project that was completed this year is the \$3.6 million renovation of Building 59's first floor. The project included the total renovation of 19,000 square feet of interior space. Since acute psychiatric health care services are provided in this area, many modernizations were made to enhance patient safety and security, something that is especially critical in this area.

The improvement seen by the most people is the addition of the Veterans Canteen Service (VCS) Coffee Shop. Located in Building 9, near the VCS Retail Store, the 579 square foot shop opened for business in November and serves a variety of hot and cold beverages along with pastries and sandwiches.

Other completed projects include roof replacements for Buildings 4, 69, 70 and 139 totaling \$1.6 million. Additionally, a new HVAC system was installed in Building 7; the project was completed at a cost of \$550,000. Solid ceilings were installed in Building 58 where acute short term and long term psychiatric care is provided. This patient safety project came in at a total cost of \$745,000.

Additionally, CVAMC was a fortunate recipient of funds from the American Reinvestment and Recovery Act or ARRA. A total of \$4 million was received \$2.3 million will be used to modernize the medical center's pharmacy and relocate it to a more convenient space for patient access, while expanding it from 5,700 square feet to 9,700 square feet. An \$888,000 central steam plant upgrade will provide a computerized control and monitoring system, which will improve overall boiler operations and increase plant reliability. The third project will correct electrical deficiencies by replacing or upgrading much of the aging electrical infrastructure throughout the medical center. This project will cost approximately \$834,000.

CVAMC received a total of \$4 million in American Reinvestment and Recovery Act funds to complete three construction projects.

Currently, CVAMC is in the final stages of designing a new Hospice Unit addition to the Community Living Center, with construction expected to begin late in 2010 or early 2011. Additionally, many energy saving related projects are incorporated into the medical center's five year construction and maintenance plan.

System Redesign Initiative Reduces New Patient Wait Time



Until this year, it took an average of 25 days for a new enrollee to be seen from the date of his or her original request. A Systems Redesign initiative was recently implemented, reducing wait time by 55%, making 11.5 days the new average for new enrollees to be seen.

Systems Redesign is a process by which a specific system is closely examined and then changed to improve efficiency, leading to greater patient satisfaction. In this instance, extra or duplicated tasks related to new patient processing were eliminated and additional resources were added to the new patient experience. The result is a robust new enrollee orientation program that features a streamlined scheduling process, increased employee proficiency, and easy access to forms and helpful information on the CVAMC Website.

National patient satisfaction survey data indicates Coatesville VAMC patients, during FY 2009 were second most happy among all 153 VA medical centers with the amount of time spent waiting to be seen by a doctor. The ranking includes data from the community based outpatient clinics in Springfield and Spring City, PA. According to the VA-wide survey, 94.1% of Veterans reported waiting 20 minutes or less to see their doctor.

At CVAMC, we continually look for ways to provide the best care possible. This is just one of the ways we honor the Veterans who have sacrificed so much for our freedoms.



Research News

CVAMC's Research Service, in cooperation with the University of Pennsylvania, is continuing work on the genetics of epilepsy using specially bred mice to understand how DNA changes can cause epilepsy. This project has been funded by the National Institutes of Health (NIH) for 14 years in a row. CVAMC houses over 1500 mice for this project and was recently awarded two additional years of funding from NIH to continue the work. Most of the scientists involved in this research work in the CVAMC Research Service and collaborate closely with the University of Pennsylvania scientists. . This unique project combines resources and expertise at CVAMC and our university partners toward important new discoveries relevant to diagnosis, treatment and ultimately a cure for epilepsy, a terrible disease that affects one in every 100 persons in the world.

CVAMC's Epilepsy Human Genetics project through the Children's Hospital of Philadelphia and in collaboration with the University of Pennsylvania, Jefferson University and the Nationwide Children's Hospital in Columbus, OH, has also been funded for two additional years from the NIH. In this project DNA is extracted and analyzed from blood samples taken from over 2000 epilepsy patients and 4000 healthy control subjects. The goals are to identify changes in the DNA that happen more often in the epilepsy patients compared to their healthy counterparts.

These projects were both funded through the American Recovery and Reinvestment Act. This is especially noteworthy given that only about 10% of grants are funded through the National Institutes of Health. The total amount of funding for the two projects over the two year period is \$1.8 million dollars. Leading the Research Service at CVAMC is Dr. Russell J. Buono.

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Veterans Week Celebrations

From November 3rd through November 11th, CVAMC celebrated Veterans Week. It is a long-standing medical center tradition to honor Veterans with many celebrations for an entire week. It began with the Women Veterans Luncheon, where Associate Director Robin-Aube Warren delivered an inspiring keynote speech to an attentive crowd.

A special part of the week is the Veterans Banquet, where about 220 Veterans and 60 community members attended with approximately 30 employee volunteers serving the meal.

The week's highlight was the parade, and this year, it was extra meaningful. Leading the procession were 22 World War II Veterans serving as Grand Marshals on an amphibious "Ride the Duck" vehicle which is based on the DUKW which was used for transportation and amphibious attacks during WWII. Many veterans service organizations participated including Disabled American Veterans, Chapter 90; Sons of the American Revolution; Knights of Columbus, 4th degree; Vietnam Veterans of America, Post 590; Department of Pennsylvania Ladies Auxiliary; Military Order of the Purple Heart; Korean War Veterans, Chapter 114; Order of the Eastern Star; and Veterans of Foreign Wars, Post 106. Many other organizations and businesses, high school marching bands, local fire and police departments were part of the celebration.

Elected officials and veterans service organizations participated in the flag ceremony that followed the parade. Each WWII Veteran was personally thanked and recognized in front of the crowd. It was a great end to a great day.

For the first time, a Veterans Banquet was held exclusively for the Community Living Center Veterans who are not as mobile as they once were. It was a formal affair with the dining room outfitted in beautiful red, white and blue décor. Residents, their families, and medical center leadership enjoyed music by the Fred Hall Orchestra and a delicious meal served by employee volunteers.

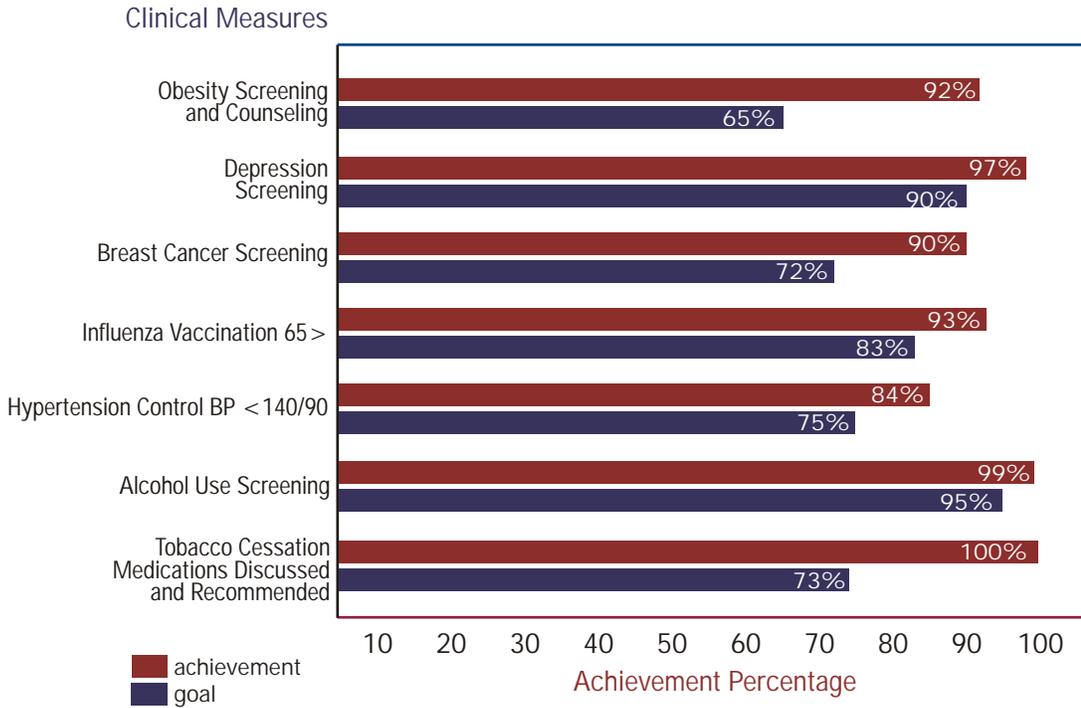
Other events included a gospel concert, karaoke party, variety show, interfaith service, 5K Freedom Run, and two salutes to Veterans on Veterans Day, November

11th. When asked how the week could be improved, a Veteran put it best by saying, "I would air it on news stations worldwide so everyone around the globe could share in the events. Thank you very much!! Job well done!!!"



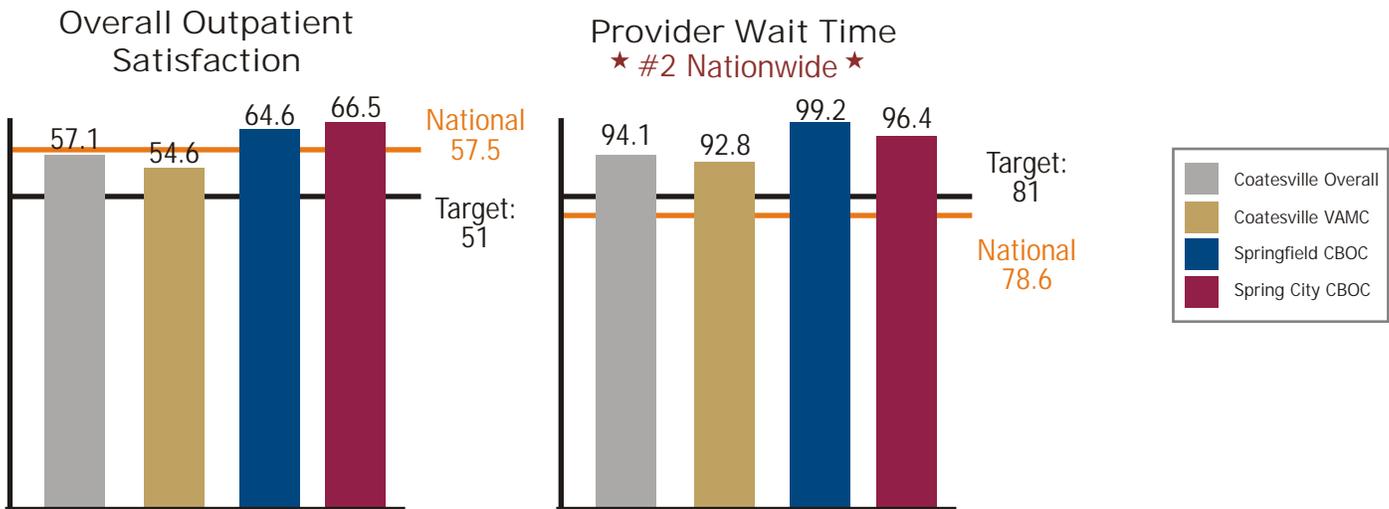


Clinical Performance Measure Achievements

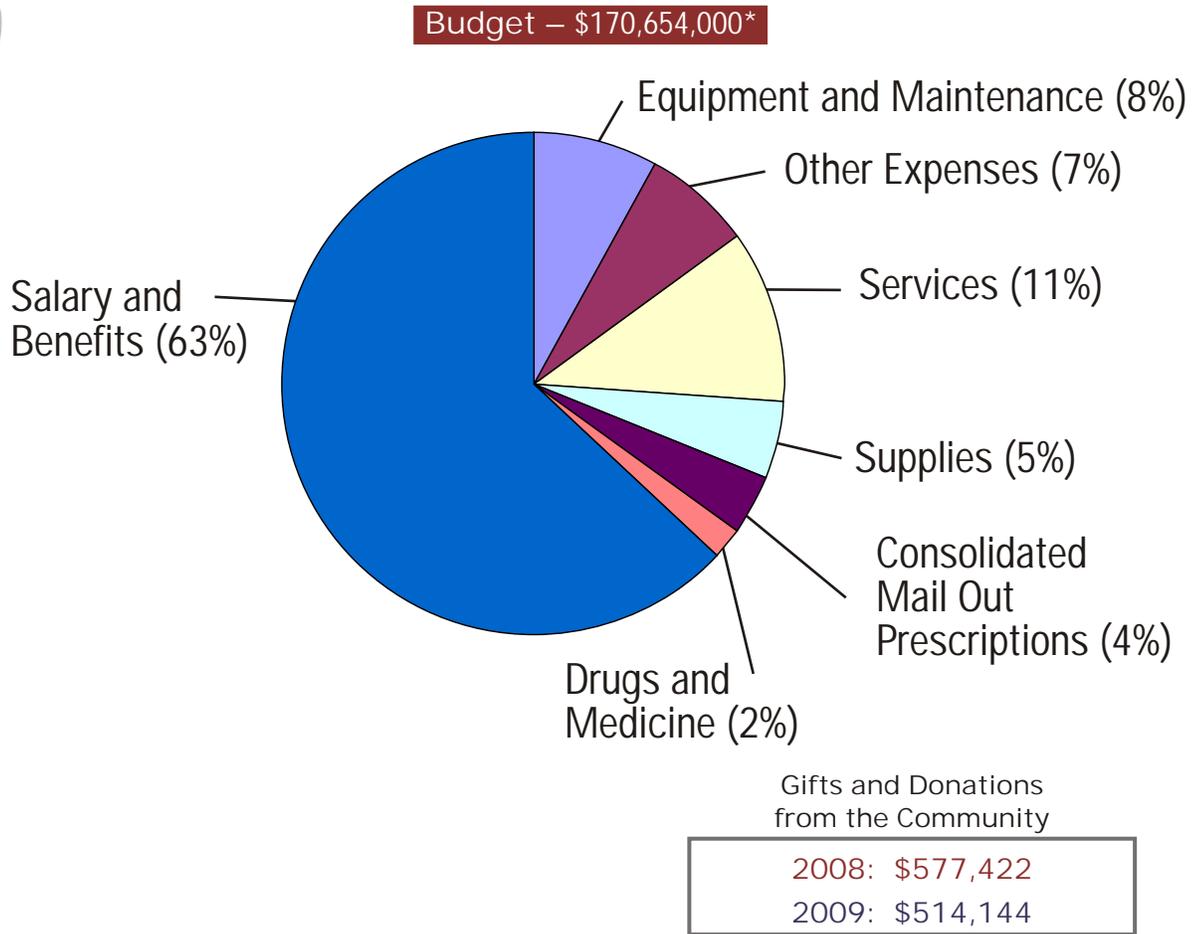


CVAMC achieved exceptional performance for the seven clinical areas it is measured on: Obesity Screening, Depression Screening, Cancer Screening, Influenza Vaccination, Hypertension Control, Alcohol Use Screening, and Tobacco Cessation Medications.

Patient Satisfaction Scores



*Period covered FY 2009 - 10/1/08 - 9/30/09



Accreditations and Survey Results

2009 was another busy year that yielded successful reviews, audits and evaluations by health care industry accrediting bodies, safety inspectors and government oversight offices. Examples of such evaluations are noted below:

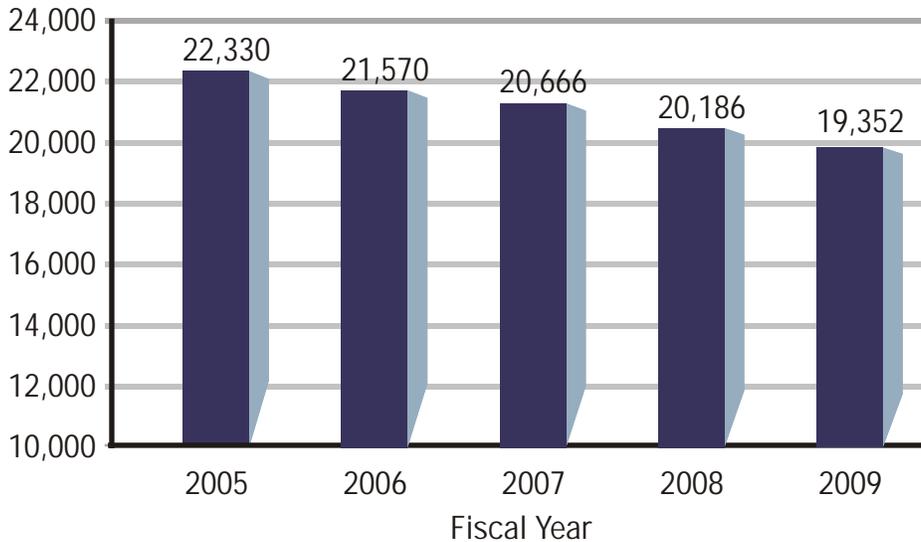
- The College of American Pathologists granted a full two year accreditation to CVAMC's laboratory. One recommendation for improvement was made and it was corrected during the visit.
- The U.S. Food and Drug Administration inspected CVAMC's Blood Bank process. The inspection was successful with no recommendations for improvement made.
- VA's Office of Research Oversight visited CVAMC's Research Service and granted full accreditation.
- The U.S. Drug Enforcement Administration visited CVAMC to review the Suboxone program. The visit was successful with no recommendations for improvement.

All needed actions related to the above and other surveys conducted during 2009 have either been completed or have aggressive completion target dates. CVAMC employees take pride in being ready to evidence high quality care and effective resource management to reviewers.

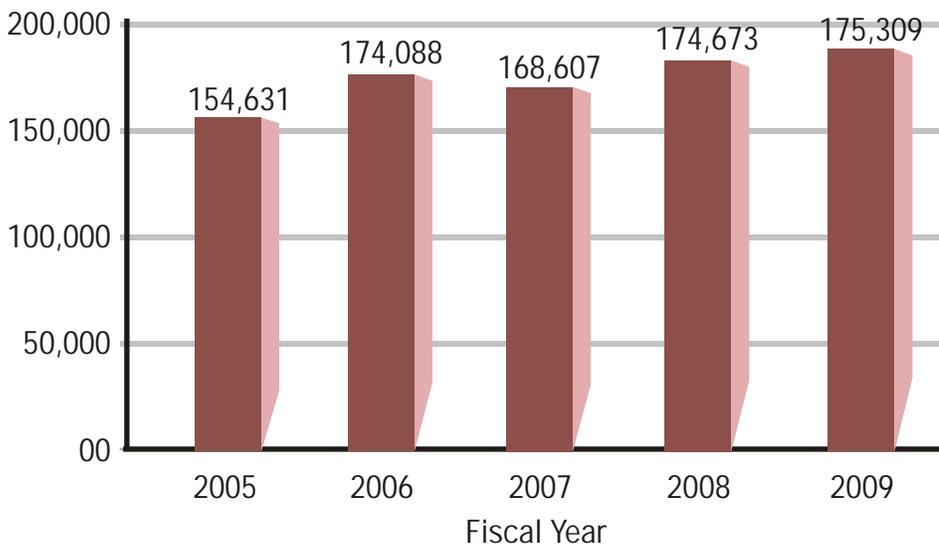
*Period covered FY 2009 - 10/1/08 - 9/30/09



UNIQUE VETERANS SERVED



OUTPATIENT VISITS



Staffing Statistics

	2007	2008	2009
Employees (FTEE)	1,180	1,258	1,302
Volunteers	353	369	643
Volunteer Hours	21,132	21,429	31,698

Operating Beds

Medical	4
Psychiatry	73
Community Living Center	169
Domiciliary	229
Total	475

Unique Admissions

Hospital	531
Community Living Center	272
Domiciliary	1,043
Total	1,846

Patient Days

Hospital	23,407
Community Living Center	48,047
Domiciliary	76,188
Total	147,642

Average Daily Census

Hospital	64
Community Living Center	132
Domiciliary	209
Total	405

Number of Inpatients Treated

Hospital	1,019
Community Living Center	609
Domiciliary	1,734
Total	3,362

Unique Outpatient Visits

Spring City CBOC	7,767
Springfield CBOC	10,499
Coatesville VAMC	157,043
Total	175,309

OEF/OIF Veterans

Unique Veterans	702
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*Period covered FY 2009 - 10/1/08 - 9/30/09

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Coatesville

VA Medical Center

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Coatesville, PA 19320
610-384-7711
800-290-6172

Springfield CBOC
194 West Sproul Road
Suite 105
Springfield, PA 19064
610-543-3246

Spring City CBOC
11 Independence Drive
Spring City, PA 19475
610-948-1082



Mission Statement

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

Vision Statement

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

TRECC

Trust Respect Excellence Commitment Compassion