

2010 Annual Report



 Coatesville
VA Medical Center

www.coatesville.va.gov



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Message from the Director

Dear Fellow Employees, Volunteers, Veterans and Friends of Coatesville VA Medical Center:

I am pleased to address you at the end of another remarkable year at Coatesville VA Medical Center. As you look through this year's noteworthy items, you will see that our focus is the Veteran – as a patient, spouse, parent, worker or volunteer. By providing excellent primary, mental health and specialty care, we nurture the well-being of every Veteran we help. We believe that outstanding health care has the power to affect every aspect of our Veterans' lives.

We are so committed to providing the best possible Veteran-centered care, the medical center embarked upon the Journey to Magnet Recognition, a hospital accreditation granted by the American Nurses Credentialing Center. Reaching Magnet Hospital status requires a years-long journey involving every hospital discipline. The Journey promotes quality care in a professional setting, excellence in the delivery of nursing services to Veterans, and best practices. These ideals mirror the Veteran-centered care we provide.

Fewer than 400 hospitals in the entire world hold this prestigious honor. Five are Veterans Affairs medical centers. I believe that we, at Coatesville VA Medical Center, have been providing care worthy of Magnet Recognition for many years. This official Journey will reinforce our strengths while teaching us new ways to do things. One thing, however, will never change – our commitment to providing excellent health care to every Veteran.

Please take some time to read over this 2010 Annual Report. It highlights only some of the many positive and noteworthy events that occurred during the year. To all who made it so successful, thank you! As we move forward in 2011 and beyond, at Coatesville VA Medical Center – we put Veterans first. Here's to another bright year ahead.

Sincerely,

A handwritten signature in black ink that reads "Gary W. Devansky".

Gary W. Devansky
Medical Center Director



Veteran Centered Care

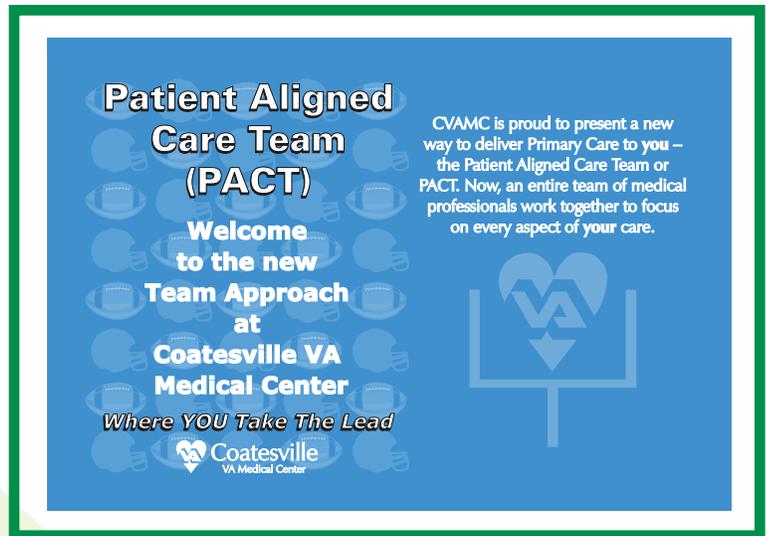
Patient Aligned Care Teams

Coatesville VAMC began delivering health care through Patient Aligned Care Teams or PACTs in December 2009. PACTs are currently in various stages of implementation at other VAMCs nationwide.

PACT is a health care delivery system where a team of health professionals work together, with the Veteran as an active member, to provide comprehensive and coordinated, patient-centered care.

This model enables care to focus on preventive steps Veterans can take to improve their health and prevent disease. Each patient plays an active role in taking care of his or her health, which is crucial in creating and maintaining a healthy way of life *for life*.

Of the medical center's 15,621 primary care patients, 7,343 are using PACT. Most remaining Veterans should be using the model by mid-2011. In the meantime, much information is being shared between different Patient Aligned Care Teams medical center-wide as well as between VAMCs.



Keeping Patients Safe

Many CVAMC geriatric and long-term care patients cannot move out of bed without help. For many years, the medical center has used mobile floor lifts to assist these patients. This year, the medical center completed the first installation phase of state-of-the-art equipment that will further improve safe patient handling procedures.

The Arjo Maxi Sky ceiling lift was selected partly because it was the number one rated ceiling lift by CVAMC frontline staff. The lift is actually a system that is mounted above the patient's bed. By simply touching a button, the nurse can raise the Veteran, glide him or her to a wheelchair or chair and reposition him or her on the bed. This dignified process is much safer for the patient and staff.

Ceiling lifts have been installed in Urgent Care, the Acute Medical Care Unit, all Community Living Center units, the Physical Medicine and Rehabilitation clinic, and in Nursing Education for training. The next phase of installation will occur in Fiscal Year 2011 as will training for all appropriate staff. Additionally, these efforts and more have established the medical center as a VA minimal lift facility which means that manual lifting occurs only in emergency situations.

Top-notch Telephone Service



The medical center's Call Center opened in 2008 to answer calls and take appropriate related actions such as scheduling appointments and answering non-clinical inquiries. As the Call Center's role in medical center operations has evolved, it has become known for providing outstanding customer service.

So much so, that CVAMC is the VISN 4 (Veterans Integrated Service Network) leader in the speed of answer rate with an average of 12 seconds per call. The VISN goal for speed of answer is 30 seconds, as defined by the VISN 4 Telephone Access Collaborative. Through reworking the main telephone number message and prompts, the amount of time a caller waits to transfer or speak with an agent was cut in half. The Call Center has been recognized as a Best Practice by the VISN-wide collaborative.

Dementia Competencies at Home

Caring for a loved one suffering with dementia is a challenging reality for many people. Coatesville VA Medical Center created the Dementia Competencies at Home program to assist Veterans' caregivers.

The program, which will continue in 2011, provides education and support to caregivers of Veterans living with dementia. In 2010, program coordinators worked with 36 caregivers and 30 Veterans in their homes. The coordinators educate caregivers about memory loss disorders, explain behaviors, develop strategies for daily care, and teach meaningful activities and validation therapy. They offer mealtime and safety tips, including provision of an emergency preparedness kit. The importance of caregiver self-care is stressed.

VA and community resources that support caregivers are accessible through the program. Some services that may be available are respite care, adult day health care, homemaker health aid, home safety evaluations, as well as monthly support group meetings.

Outcomes thus far indicate that caregivers are satisfied with the program and have experienced a decrease in the burden associated with caring for their loved one. The program received special funding and will likely be implemented at VA medical centers nationwide.



Pharmacy Renovation

Coatesville VA Medical Center was granted funding through the American Recovery and Reinvestment Act of 2009 (ARRA) to complete a \$2.3 million pharmacy modernization. The new pharmacy will open in the spring of 2011.

The renovation received national media attention from CNN in January. The network produced and ran a story that focused on business owner, Richard Bennett of Fidelis Design and Construction, how the ARRA funding affects the local economy and particularly, the pharmacy renovation project. It ran on The Situation Room, Headline News, CNN International, and CNNMoney.com and can be viewed at CNNMoney.com.

The original pharmacy existed as two divided sections, making work and patient flow in general, a challenge. The old set up required Veterans to discuss their medications with a pharmacist through a plastic window and only one Veteran could be helped at a time.



The new pharmacy, which will be located on a different floor in the building, is much larger and centralized, making it easier for employees to move around and perform work duties. The new design enables four Veterans to be seen separately at one time and provides an area where Veterans can sit face-to-face with a pharmacist.

The American Recovery and Reinvestment Act also funded a central steam plant upgrade and the correction of electrical deficiencies at the medical center. These projects are expected to be completed in 2011.



Caring for Every Veteran



Independence Hall

Coatesville VA Medical Center, along with community partners, is working tirelessly to eliminate homelessness among Veterans. 'Independence Hall', which is run by Fresh Start, Inc., opened in September. It offers 30 transitional beds to seriously mentally ill Veterans and 10 flex beds, a short-term shelter-like program, to homeless Veterans awaiting admission to other VA inpatient or community residential programs.

The transitional residential program offers seriously mentally ill Veterans a temporary home and assistance toward reintegrating back into community life one day. It focuses on life skills related to finances, employment, housing, social interaction, nutrition and medication management. It also addresses substance use and mental health issues, as well as recovery.

Since the program opened in July 2010, 54 seriously mentally ill Veterans have entered the transitional residential program, with 14 successfully moving on to the next step. Of the 50 Veterans who took advantage of the flex bed program, 48 successfully moved on to the next step.

Fresh Start, Inc. is a non-profit organization that primarily serves persons recovering from substance use disorders and homelessness. Additionally, the Philadelphia-based organization operates Fresh Start, a 60-bed program for

chronically homeless male Veterans, also located on the VA campus. The medical center also partners with the Philadelphia Veterans Multi-Service & Education Center, Inc. to operate the Mary E. Walker House and LZII, similar programs also housed on campus.

Help for Homeless Veterans

VA Secretary Eric Shinseki set a goal to eliminate homelessness among Veterans. Coatesville VA Medical Center has taken many steps this year to work toward making it a reality.

Together with Philadelphia and Wilmington VAMCs, the medical center participated in two Stand Down events in 2010. The events lasted between one and three days and, in addition to meeting immediate basic needs, aligned Veterans with substance abuse treatment, temporary housing and employment leads. Similarly, and on a daily basis, as part of Health Care for Homeless Veterans, three outreach social workers assist homeless Veterans in securing residential treatment and access to VA health care.

Between VA homeless domiciliary beds and transitional residential programs run by Fresh Start, Inc. and the Veterans Multi-Service & Education Center, there are 454 beds on the CVAMC campus for homeless Veterans. Additionally, the medical center operates the Departments of Housing and Urban Development and Veterans Affairs Supportive Housing (HUD-VASH) program. The program administers Section 8 housing vouchers in Chester and Delaware counties to eligible homeless Veterans. As of December 2010, 200 vouchers are designated for Veteran use.

The medical center held its annual Community Homelessness Assessment, Local Education, and Networking Group or CHALENG meeting in September. This program aims to enhance the continuum of care for homeless Veterans between the local VA medical center and the surrounding community service agencies.

Tackling homelessness among Veterans also requires preventive measures. The medical center assists Veterans who have an increased risk of homelessness before it happens. For instance, the Veterans Justice Outreach Program helps Veterans who have committed nonviolent crimes to receive mental health treatment in lieu of incarceration.

Operation Enduring Freedom, Operation Iraqi Freedom and Operation New Dawn Veterans

In September, the Department of Defense (DoD) officially renamed the conflict in Iraq as Operation New Dawn. The name signifies that Operation Iraqi Freedom is over and that forces are operating under a new mission.

Besides the DoD embarking upon a different mission, VA medical centers welcomed soldiers home in a new way. In February 2010, Coatesville VA medical center hosted 317 soldiers from the Pennsylvania National Guard's 56th Stryker Brigade. Soldiers attended a Post-Deployment Health Reassessment Activity sponsored by the DoD, but held on the CVAMC campus and involving VA staff. DoD requires that soldiers attend shortly after their return home to identify and treat health conditions expediently. Taking place at the VA medical center this year, the activity enabled the soldiers to easily take charge of their VA benefits in the process.

Additionally, the medical center hosted the 4th Annual Welcome Home Celebration for newly returned Veterans. More than 250 Veterans and family members attended to learn about VA health care and enjoy a day of family fun.



Program managers continue to conduct a Post Deployment Health Clinic weekly, specifically for Operation Enduring Freedom, Operation Iraqi Freedom and Operation New Dawn Veterans. They can access mental health care, primary care and social work services at once.



Women Veterans and Maternity Care

Women Veterans are increasing in number every day and more are turning to the VA for health care. For years, the medical center has offered comprehensive mental health and primary care that is specifically tailored to women's needs. Services range from post traumatic stress disorder treatment to menopause management and referrals for maternity care. Coatesville VA Medical Center is always seeking out new and better ways to serve women Veterans.

This year, the medical center developed the Maternity Care Coordination Booklet to help coordinate care between the Veteran's VA doctor and the obstetrician/gynecologist where she receives maternity care. The book makes it easy to record and share information that both providers should know. It is multi-faceted, containing information about VA programs and even a section called 'kick counts'. The book may be used at VAs nationwide as early as 2011.

Maternity Care Coordination Booklet

Coatesville VA Medical Center: (610) 384-7711

Coatesville Provider Name: _____

Prenatal Clinic/Practice Name: _____

Prenatal Clinic/Practice Phone: _____

Delivery Hospital Name: _____

Delivery Hospital Phone: _____

Women's Health Clinic 

This does not replace your medical record



The book has been a welcome resource to those women Veterans receiving maternity care through VA. Rachael Olson, 23, a Veteran who moved to the area after she got married and had recently become pregnant, was especially appreciative. "Thank goodness for the VA and Karen Madrigal (women veterans program manager), especially," Olson said, "They helped me work out the details of safely delivering my baby and providing the care as a VA benefit. I am forever grateful."





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

Mission Statement

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

Vision Statement

Coatesville VA Medical Center, a Veterans Health Administration medical center, will continue to be the benchmark of excellence and value in health care and benefits by providing exemplary services that are both patient-centered and evidence-based.

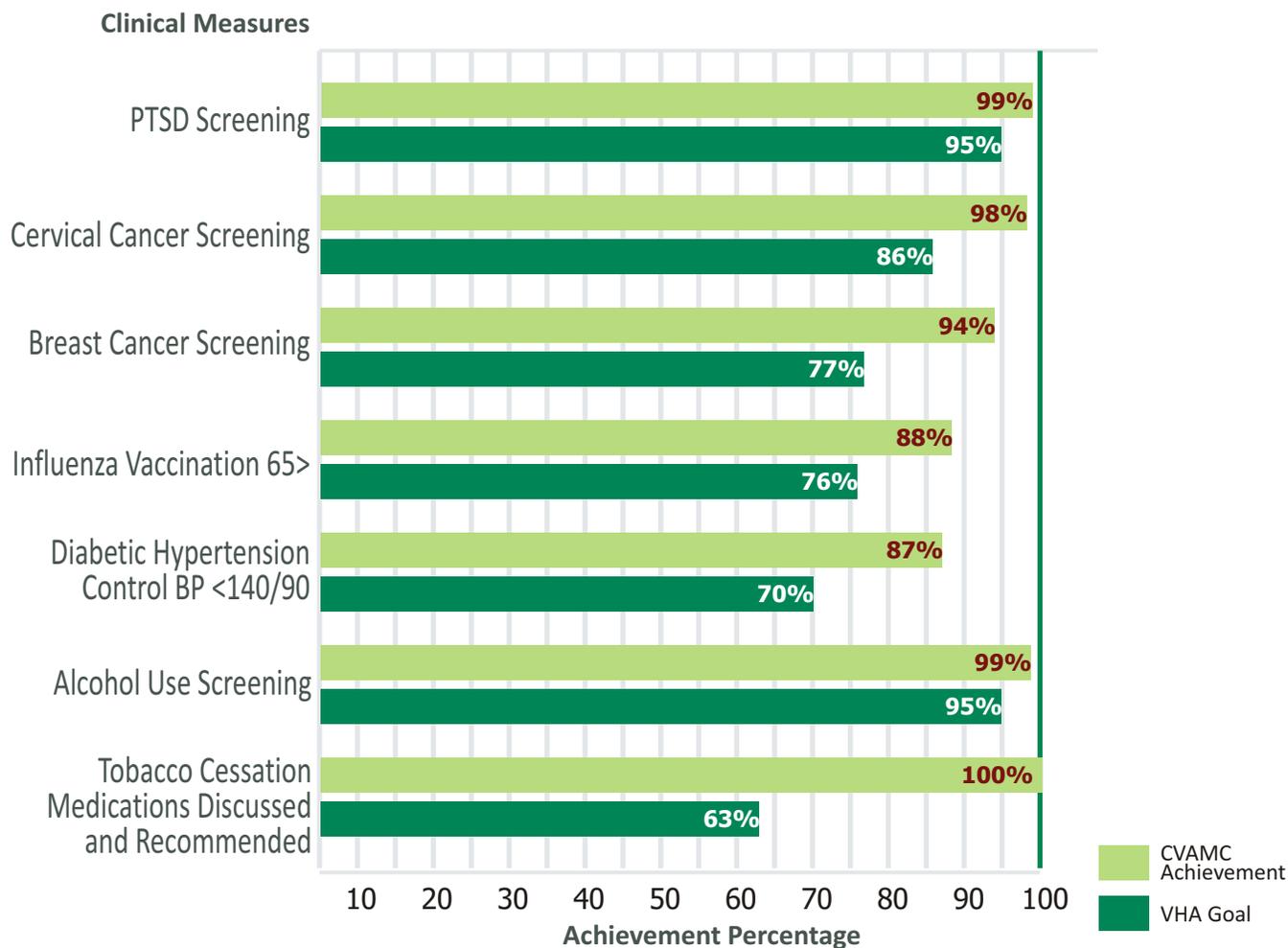
This care is delivered by engaged, collaborative teams in an integrated environment that supports learning, discovery and continuous improvement.

It emphasizes prevention and population health and contributes to the Nation's well-being through education, research and service in national emergencies.

Values **TRECC**

Trust **R**espect **E**xcellence **C**ommitment **C**ompassion

Clinical Performance Measure Achievements



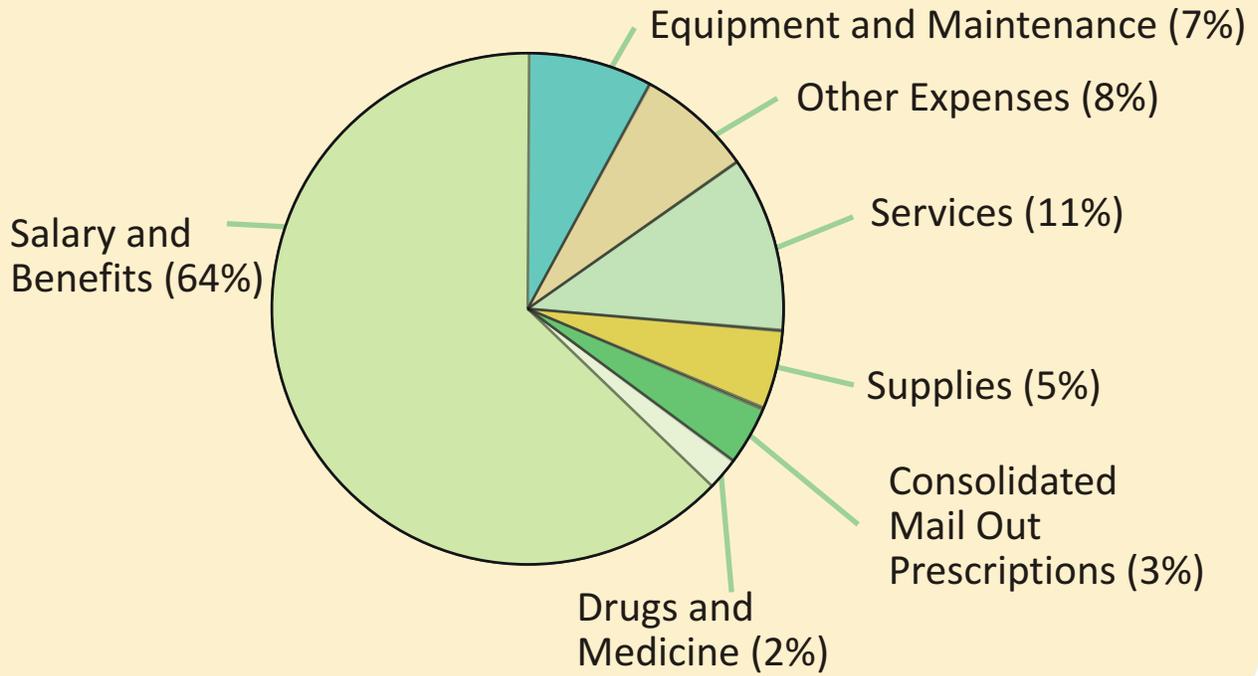
Accreditations and Survey Results

The medical center welcomed visitors from health care industry accrediting bodies, safety inspectors and government oversight offices. These organizations survey the facility regularly to ensure that health care standards of every kind are being met. These reviews help to ensure that Coatesville VA Medical Center is providing the very best health care possible to our Veterans. Visits from internal VA program offices take place through the year for the same reason, but are not discussed here.

- ⊙ The American Psychological Association visited the medical center in October 2009. As a result, the medical center is accredited for seven years, the maximum possible term of accreditation. The APA Director, Office of Program Consultation and Accreditation wrote a letter to Director Gary Devansky in which she expressed *“genuine appreciation for your personal commitment, and the corresponding support of your administration, to develop and maintain the best possible quality of graduate education and training in psychology.”*
- ⊙ The US Food and Drug Administration inspected the medical center's blood banking process. The inspection was successful with no recommendations for improvement.
- ⊙ The Drug Enforcement Administration, a component of the US Department of Justice, reviewed the medical center's Suboxone Program. The inspection was successful with no recommendations for improvement.



Budget – \$179,073,000*



Veterans Served

19,532

OEF/OIF/OND Veterans Served

1,104

Women Veterans Served

738

Inpatient Admissions

1,856

Outpatient Visits

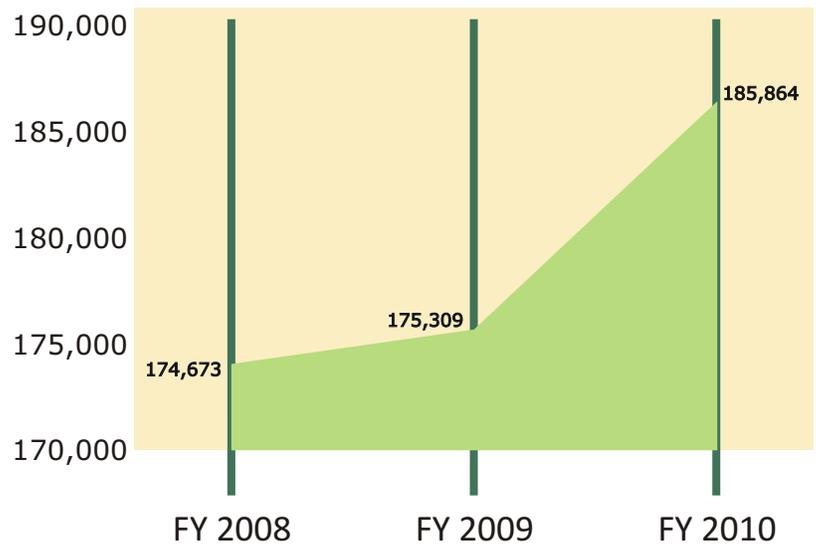
185,864

Spring City CBOC - 8,697

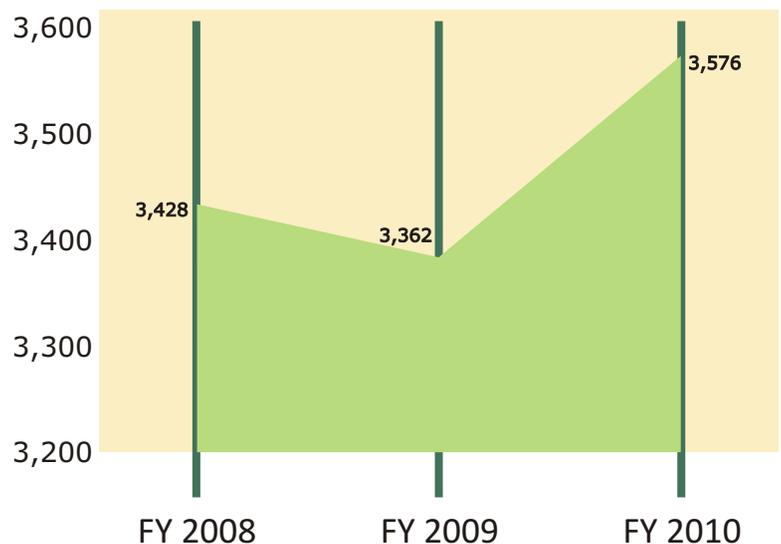
Springfield CBOC - 11,244

Coatesville VAMC - 165,923

Outpatient Visits

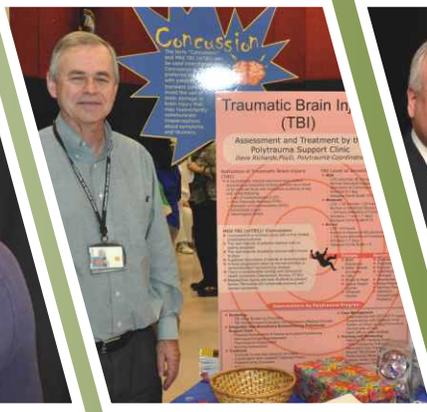


Inpatients Treated



	Operating Beds	Admissions	Average Daily Census
Medical	4	20	.51
Psychiatry	73	575	59
Community Living Center	169	306	143
Domiciliary	229	955	207
TOTAL	475	1,856	410





 **Coatesville**
VA Medical Center

1400 Blackhorse Hill Road
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

