

ANNUAL REPORT

2007



VA Medical Center, 1400 Black Horse Hill Road, Coatesville, PA 19320

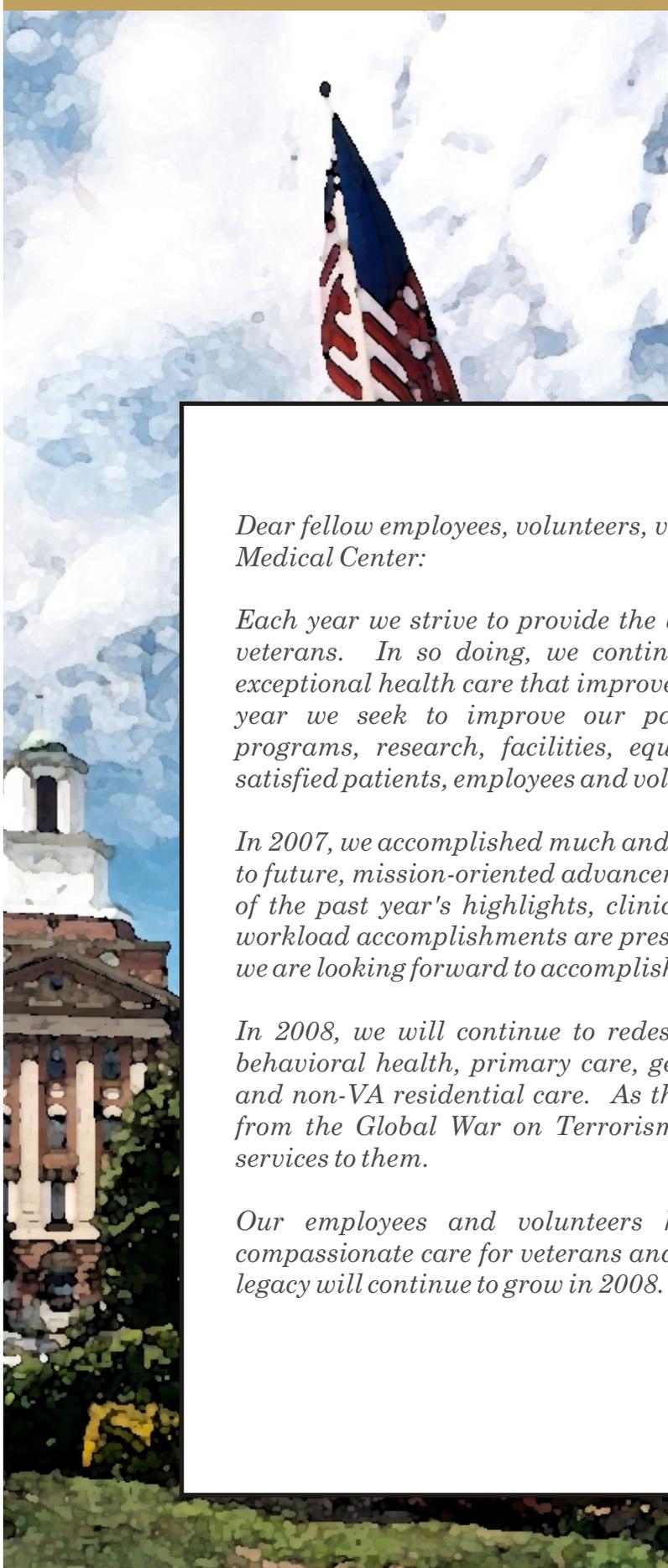
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Annual Report 2007

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Message from the Director



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

Each year we strive to provide the best possible health care and services to veterans. In so doing, we continually focus on our mission to provide exceptional health care that improves veterans health and well being. Every year we seek to improve our patient centered treatment, educational programs, research, facilities, equipment and staffing. Having highly satisfied patients, employees and volunteers is another key objective.

In 2007, we accomplished much and made improvements that will contribute to future, mission-oriented advancements. On the following pages, examples of the past year's highlights, clinical performance, satisfaction levels and workload accomplishments are presented along with some examples of what we are looking forward to accomplishing next year.

In 2008, we will continue to redesign how we provide programs such as behavioral health, primary care, geriatrics, home based care and both VA and non-VA residential care. As the number of returning service members from the Global War on Terrorism increases, we will be providing more services to them.

Our employees and volunteers have a long history of outstanding, compassionate care for veterans and their loved ones. Unquestionably, that legacy will continue to grow in 2008.

GARY W. DEVANSKY
Director



Highlights

Welcome Home to Our Global War on Terror (GWOT) Veterans



On October 27, 2007 our medical center hosted a Welcome Home Celebration for our Global War on Terror Veterans. Over 250 veterans, family members, staff, volunteers, and special guests attended this celebration held in the Great Hall. Congressman Jim Gerlach, State Representative Tim Hennessey and staff from Senator Biden's, Senator Casey's, and Congressman Pitts' offices addressed the group. Attendees enjoyed live jazz music, a complimentary lunch, "give-a-ways," face painting and crafts for the kids as well as very important educational information for our returning heroes and their families. A tree planting ceremony was held in front of Building 27N to honor and remember the sacrifices of all GWOT veterans.

New Upgrades to the Pharmacy

The Pharmacy upgraded its robotic prescription filling machine capabilities. One of two new machines fills only narcotic and controlled substance prescriptions. Each machine can fill up to 500 prescriptions per day. For enhanced accuracy, these machines display a picture of the medication for pharmacists to view while the prescription is being filled. This technology upgrade has enhanced clinical efficiency and patient safety. Plans were completed to renovate and expand the main Pharmacy. The contract to design the project has been developed. It will be awarded in FY 2008. Construction should begin in FY 2009.



Environment of Care and Patient Safety Receive Much Attention and High Regard



Following the national media coverage of some unacceptable conditions at the U.S. Army's Walter Reed medical facility, Secretary Nicholson required all VAMCs to conduct expanded and frequent environment of care rounds. All aspects of the environment including patient safety conditions have been stressed. CVAMC's self evaluations and those conducted by outside reviewers confirmed past positive environment of care and safety audits as well as provided opportunities for improvement. In addition to the \$3.5M Bldg. 59A renovation, \$7M was spent on maintaining facilities, \$5M was spent on new furniture and \$2M was spent on new medical equipment. Environment of care inspection and focused risk assessment issues now must be corrected in a very short time period. For long term correction conditions, specific action plans are developed and monitored until completion.

Employees Receive Essence of Caring and CREW Training

Essence of Caring (EOC) is a customer service initiative that is designed to heighten staff awareness of the need to truly care about the people they work with and serve. It ties together customer satisfaction with customer service and provides staff at all levels with the tools to improve patient satisfaction. Over 700 employees participated in EOC training this year. Seven workgroups are using the knowledge and techniques learned to improve satisfaction within each respective workgroup. Civility, Respect and Engagement in the Workplace (CREW) is a complimentary initiative that focuses on building civility and respect within workgroups with the intended goal of positively impacting both staff and veteran satisfaction.



New Community-Based Partnership Will Increase Services for Homeless Vets



A partnership with a Philadelphia based, non-profit organization, Fresh Start Foundation, led to the foundation being awarded a VA grant for transitional housing that will reduce homelessness among veterans. Renovation work is progressing in Building 10 which will be the site of Fresh Start's 60 bed program. The phased opening of this new program is targeted for Spring 2008. This new program will be a welcome addition to the existing on-grounds, non-VA programs (i.e., Hilltop Heights Bldg. 4, LZ II Bldg. 6 & Walker House Bldg. 9).



Highlights

2007 Secretary's Award Recipients



Hands & Heart Award Recipient – Norma Ford, NA

The prestigious Secretary's Hands and Heart Award is given annually to a medical center employee who consistently goes above and beyond the call of duty to provide exceptional, sustained, and compassionate patient care. Ms. Norma Ford, Nursing Assistant, received this national honor.

EEO Manager of the Year - Sandra Simmons

Sandra F. Simmons, CVAMC's EEO Manager and VISN 4's Lead EEO Manager, was selected to receive the Secretary's 17th Annual EEO Award. The award recognizes both the EEO Manager and the medical center for having a model EEO Program. Ms. Simmons and Mr. Devansky attended the national award ceremony in VA Central Office in November.



Combined Federal Campaign (CFC) – A Tremendous Success!

Four hundred and twenty four employees, a record total, contributed via either payroll deduction or a personal check. Total collections, through all fundraising efforts, amounted to \$67,507 which exceeded last year's total by 103%. Contributors gave from their hearts and supported organizations and causes they are passionate about. The generosity and compassion of all contributors will help non-profit organizations throughout the world.

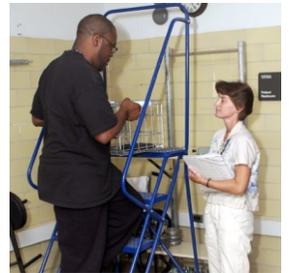


Employee Satisfaction - The 2007 All Employee Survey

Employee satisfaction and engagement play a critical role in providing high quality patient care and customer satisfaction. This year the national VA survey of employee satisfaction was taken by 79% of our staff, an increase of 11% from 2006. Employees were most satisfied with the quality of work, their co-workers, customer service, resources, and work/family balance. Targeted areas for improvement were identified within workgroups and for the medical center overall. Two educational programs, Essence of Caring and CREW training, have been implemented to support a culture of group work.

PM&R Pre-Employment/Work Screening Program

Physical Medicine & Rehabilitation (PM&R) developed a pre-employment/work screening program for newly hired employees who have physical requirements in their job descriptions. These employees participate in a series of simulated work tasks which ensures that they can safely and adequately perform the physical aspects of the job for which they were hired and serves to minimize work-related injuries. PM&R staff developed Functional Work Analysis and Pre-Work Screens for six positions that have high physical demands and turn-over rates. During 2007, the PM&R team completed 102 pre-employment/work screens. This innovative program has been noted as a VISN 4 Best Practice.



Strong Response to Secretary Nicholson's Expectations for Mental Health Services

Based upon direct requirements in The Secretary's 12 Point Plan and the priorities contained in VHA's Mental Health Strategic Plan, access to mental health services was greatly enhanced. Initial mental health evaluations within 24 hours and follow up appointments within 14 days requirements were met. A 50% increase in seriously mentally ill patients treated on the long term psychiatry unit (58A) was achieved. PTSD program's capacity and access was increased: 30% more veterans were admitted. Open access, with no waiting lists, was achieved. Combined, all Domiciliary Bed Programs (PTSD/SATU/Dom) increased the number of patients treated by over 300. A new Psycho-Social Rehabilitation (PSR) Program was initiated. CVAMC's PSR Program received national recognition at the 2007 US Psychiatric Rehabilitation Association Conference through presentation of two workshops. Our staff has been invited to present again in 2008.



Highlights

Research & Development (R&D) Expands Staffing and Honors Former Chief

CVAMC's expanded responsibility to provide oversight of VAMC Wilkes-Barre's, Erie's and Wilmington's research programs along with ACOS for R&D, Dr. Russell Buono's program enhancements have led to adding three additional R&D staff. R&D's office and work areas were upgraded to accommodate the additional staff. Research's linkage to the University of Pennsylvania's labs have grown since 2006 when Dr. Buono accepted the position of ACOS for R&D.

To commemorate former Chief of R&D, Dr. Greg Golden's sudden death in November 2005, the "Dr. Gregory T. Golden Conference Room and Research Library" was dedicated in April, 2007. Additionally, the Dementia Clinic was, because of Dr. Golden's key role in its development, renamed "The Golden Memory Clinic".



Construction Project's Patient Safety Design Wins National Award



The National Center for Patient Safety awarded CVAMC & VISN 4 an Honorable Mention in its 2007 patient safety design competition. The state-of-the-art environment of care patient safety components contained in the FY 2007 Renovate Psychiatric Unit 59A construction project were the basis for the award. Coatesville's clinical staff, Facilities Engineering planners and VISN 4's Patient Safety Managers collaborated on the project's outstanding design. This \$3.5M environment of care project will result in Unit 58B relocating to a fully renovated and modernized unit.

Special Initiatives Receive Special Funding

VACO special funding was received to address specific mental health and Global War on Terror (GWOT) program needs. New positions have been filled for a Suicide Prevention Coordinator, Mental Health Recovery Coordinator, Employment Case Manager, a GWOT Clinical Program Coordinator, and homeless domiciliary outreach staff.



Transforming the Culture of Our Long Term Care Units



The Culture Change Committee has been working diligently to transform the environment of our long term care units into nurturing communities by creating resident-centered homes that promote growth and autonomy for those who live and work on these units. On our pilot unit, staff members are permanently assigned to attend to residents living in a particular "neighborhood." This fosters relationship development and individualized resident care. The veterans on two of the units voted on decorative themes for their units. Murals were then painted on both units reflecting the selected themes. The under the sea theme on Unit 138B is depicted.

Home and Community Based Services Continue to Grow

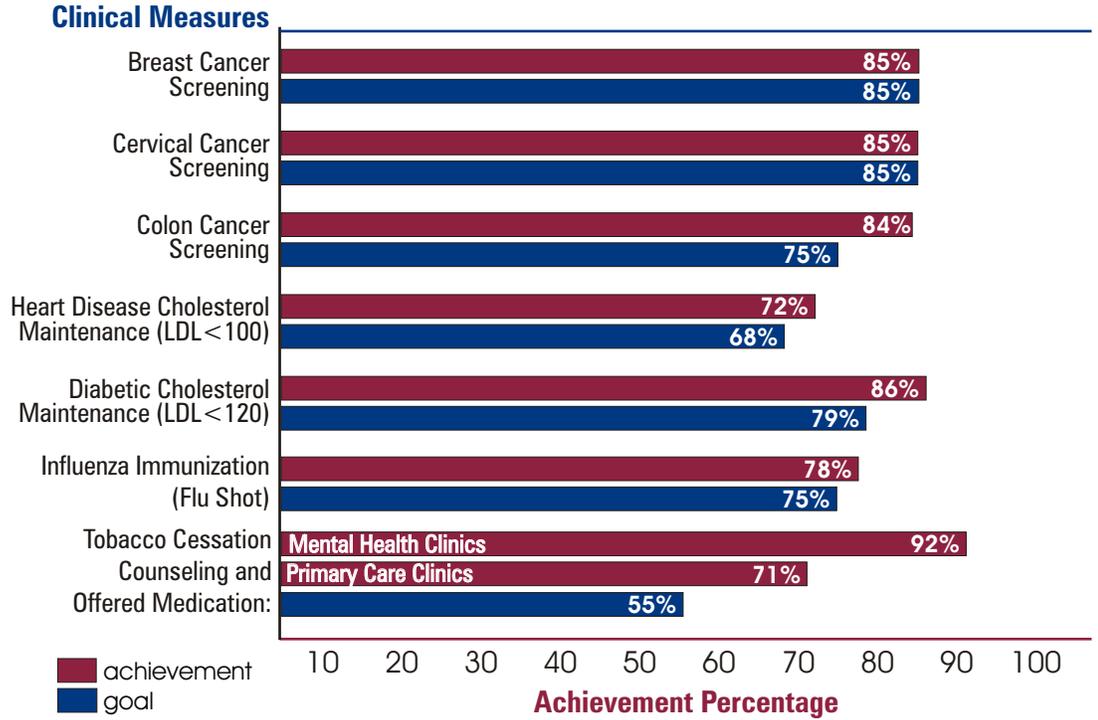
Home and Community Based Care (HCBC) experienced tremendous growth in 2007. VA's strategic plans include growth for in home vs. in health care facilities care. Our Homemaker/Home Health Aide Program grew to include 192 veterans. The Adult Day Health Care Program expanded to serve 93 veterans. Homebound veterans receiving skilled care increased to 68. Our Home Based Primary Care Program's census grew to 110 patients. We continue to provide Hospice and Respite Care for veterans as well as related support services for their caregivers. Numerous additional staff members have been added to achieve this recent growth. To provide more service access away from traditional, inpatient settings and comply with VA's workload performance expectations, further growth is expected.



Performance

Clinical Performance Measure Achievements

CVAMC achieved exceptional performance for the five clinical areas it is measured on: Cancer Screening, Cardiovascular Care, Endocrinology (diabetic measures), Infectious Care, and Tobacco Cessation.

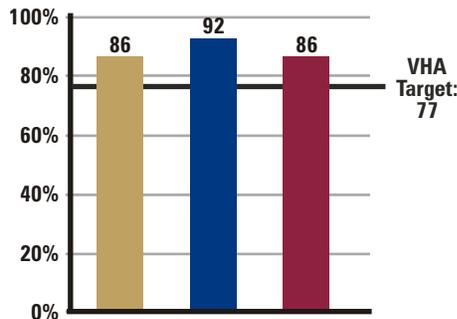


Patient Satisfaction Data

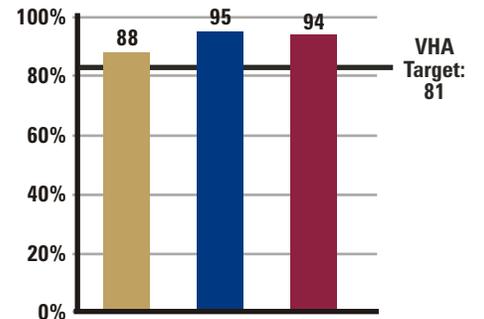
FY 2007 Fourth Quarter Outpatient Results



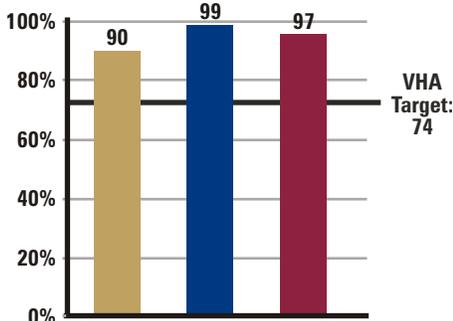
Outpatient Overall Satisfaction



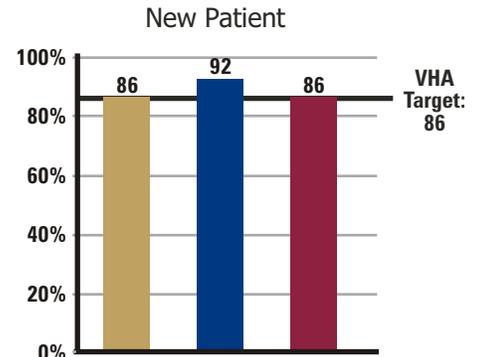
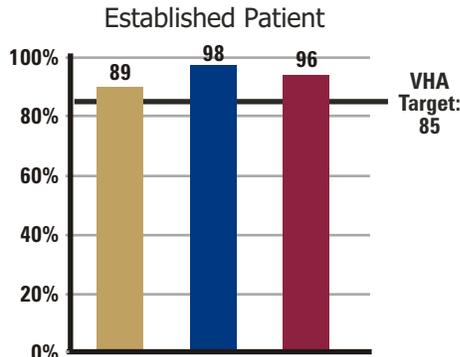
Satisfaction with Timely Access to Care



Satisfaction with Wait Time in the Clinic Area



Satisfaction with Obtaining an Appointment as Soon as Wanted:



Accreditations

2007 was a banner year for CVAMC's performance during four external reviews. . .

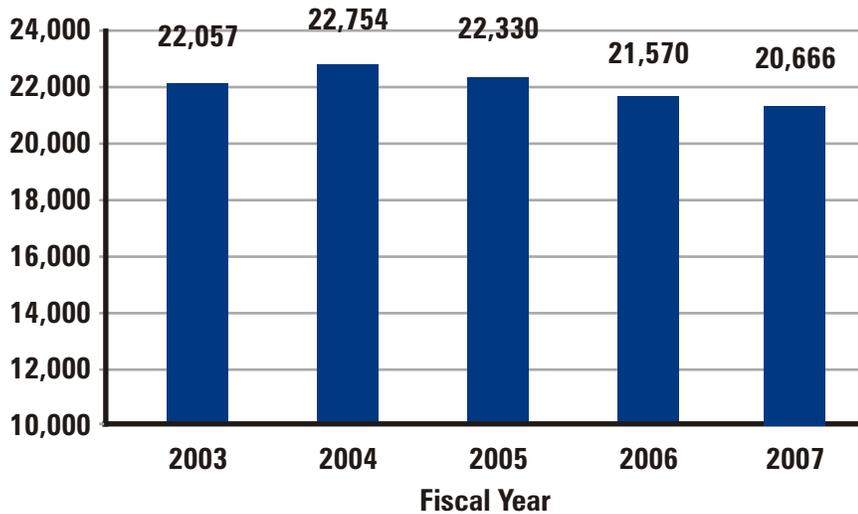
- ◆ The VA System Wide On-going Assessment & Review Strategy (SOARS) team conducted a week long survey in March that covered all program areas. We received an excellent report with several significant strong practices noted during the visit; for example, SPD computerized crash cart inspections, automated call-back list for disasters, pre-employment screening (all nursing staff) to assure physical capability for positions, inventory management (GIP implemented in 10 areas), emergency management program with active community involvement, the implementation of cultural transformation in the NHCU areas, informative pocket/flashcards for infection control, medication reconciliation, and suicide prevention/assessment.
- ◆ During April 2007, our Laboratory Program received two outstanding reviews during our College of American Pathologists (CAP) and Food and Drug Administration (FDA) surveys. CAP reviewed our entire Laboratory Program and the FDA focused on our blood bank process.
- ◆ The last survey of the year was for our Work Restoration Program which was conducted by the Commission on Accreditation of Rehabilitation Facilities (CARF). This was an excellent survey as there were zero recommendations. We demonstrated exemplary conformance to the following standards: Facility Safety Program and our complete and accurate medical record.

CVAMC has successfully completed all action items for areas for improvement from all surveys conducted in 2007. During 2008, we are looking forward to outstanding performances during the unannounced Joint Commission survey and our March 2008 review by the Office of the Inspector General (OIG).

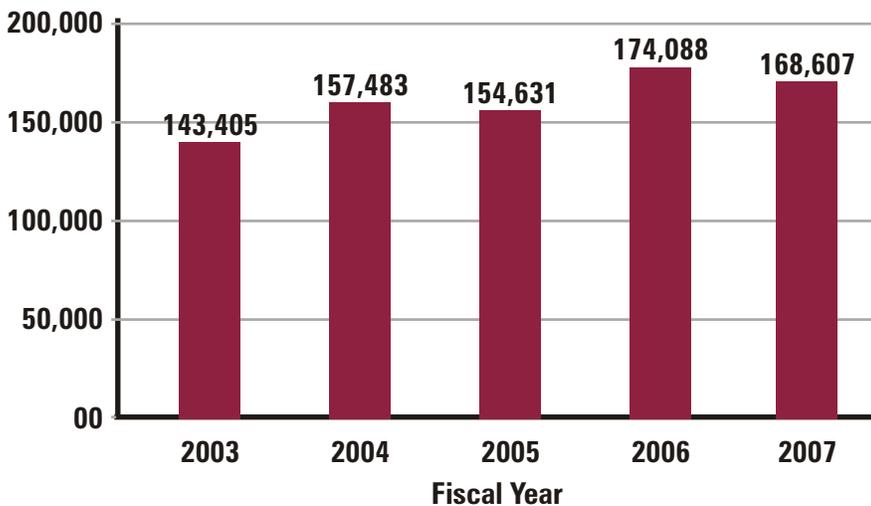
Statistics

Workload Statistics*

UNIQUE VETERANS SERVED



OUTPATIENT VISITS



Operating Beds

Medical	6
Psychiatry	73
Nursing Home	164
Domiciliary	229
Total	472

Unique Admissions

Hospital	393
Nursing Home	220
Domiciliary	1,398
Total	2,011

Patient Days

Hospital	22,711
Nursing Home	52,112
Domiciliary	75,252
Total	150,075

Average Daily Census

Hospital	62
Nursing Home	143
Domiciliary	206
Total	411

Number of Inpatients Treated

Hospital	853
Nursing Home	553
Domiciliary	2,087
Total	3,493

Outpatient Visits

Spring City CBOC	8,474
Springfield CBOC	11,413
Coatesville VAMC	148,720
Total	168,607

GWOT Veterans

Enrolled	656
Treated	418

Staffing Statistics

	2006	2007
Employees (FTEE)	1,132	1,180
Volunteers	413	353
Volunteer Hours	23,430	21,132

*Period covered FY 2007 - 10/1/06 - 9/30/07





Looking Ahead

Examples of Plans for 2008

- ▶ Promote an organizational culture emphasizing patient and employee satisfaction.
- ▶ Provide a seamless transition for Global War on Terror veterans.
- ▶ Improve access to care through the implementation of self-registration kiosks.
- ▶ Create a food court for patients, employees, and visitors through our canteen renovation project.
- ▶ Maintain a capable, competent, and committed workforce through succession planning, employee development, and aggressive recruitment strategies.
- ▶ Create homelike environments promoting resident-centered care on our long term care units.
- ▶ Increase services for homeless veterans through the opening of the 60-bed Fresh Start Program.
- ▶ Place new patient furnishings in public areas and replace a large portion of patients' bedroom furniture.
- ▶ Strive to allow veterans to remain in their homes through the expansion of home and community based programs.
- ▶ Continue to support strict adherence to the safeguarding of patient privacy information.
- ▶ Expand the psychosocial rehabilitation program for veterans with serious mental illness.
- ▶ Move ahead with the \$3.5 million renovation project for Unit 59A. Project completion will be in FY 2009.
- ▶ Improve and maintain high quality environments of care and patient safety conditions.
- ▶ Have highly successful accreditation reviews and site surveys.



Leadership Team



Gary W. Devansky
Director



Donald R. Means
Associate Director



James F. Tischler, MD
Chief of Staff



Rosemary Wharton, RN, MSN
Associate Director for
Patient Care Services

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.

Core Values

Trust
Respect
Excellence
Compassion
Commitment





**Veterans
Week
Celebrations
2007**

VAMC Coatesville's locations, addresses and phone numbers

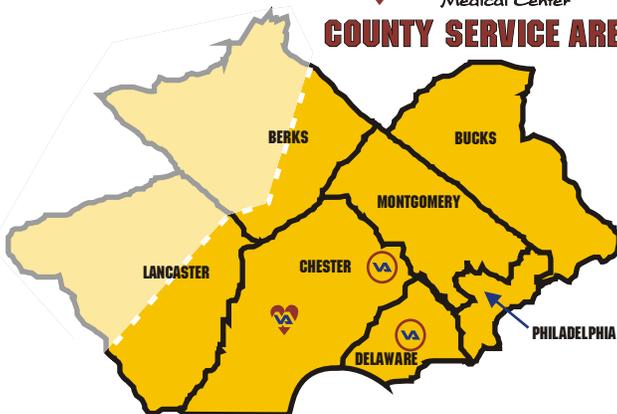
**Coatesville
Medical Center
COUNTY SERVICE AREA**

VA Medical Center
1400 Black Horse 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

Please visit our web page www.coatesville.va.gov for more information, including available services, contact information, directions, job opportunities and helpful links.



Coatesville VA Medical Center Community Based Outpatient Clinics (CBOCs)



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