

Then  
(1930)



# Annual Report 2016

*Serving Veterans for 85 Years*

Now  
(2016)



VA



U.S. Department of Veterans Affairs  
Coatesville VA Medical Center

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

It is a privilege to share the Coatesville VA Medical Center's annual report for 2016 with you. This report highlights a few of our accomplishments during the past year. One of our Volunteer Service Officers recently told me that they consider the relationships the Coatesville VA employees develop with our Veterans to be what makes this a truly special place to receive care and I wholeheartedly agree. This is a community of special people who are passionate about caring for America's Veterans and they do so extremely well. As you read this annual report you will see some of the ways we focused our efforts to continue to improve access and quality as well as some of the special events we observed, including the 85th anniversary of this facility. You will also read a few examples of the compliments we receive from those we serve.



Now, as we move into 2017, we carry on the long tradition of commitment to Veterans and their families. I am proud to be a part of the Coatesville VA Medical Center team of dedicated professionals, having been named as permanent director late in 2016. We thank you, our Veterans, for your service to our great nation and for the privilege of being entrusted with your health care.

*Carla*  
Carla Sivek  
*Director*

## **Top Goals for 2016:**

Provide outstanding quality and access to care

Assure safety

Be a facility where Veterans choose to receive their care and employees choose to work





#### VHA MISSION

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

#### VALUES

**Integrity** — Act with high moral principle. Adhere to the highest professional standards. Maintain the trust and confidence of all with whom we engage.

**Commitment** — Work diligently to serve Veterans and other beneficiaries. Be driven by an earnest belief in VA's mission. Fulfill our individual responsibilities and organizational responsibilities.

**Advocacy** — Be truly Veteran-centric by identifying, fully considering, and appropriately advancing the interests of Veterans and other beneficiaries.

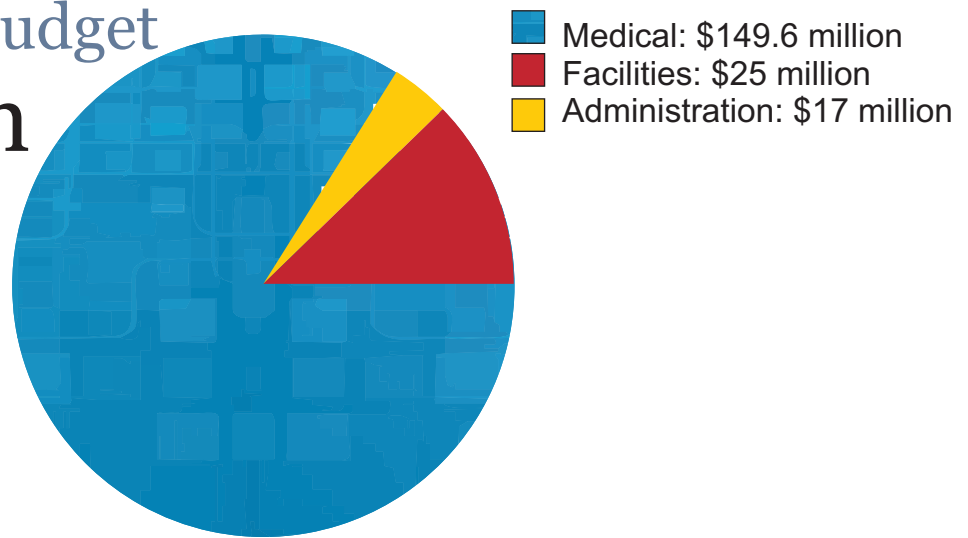
**Respect** — Treat all those we serve and with whom we work with dignity and respect. Show respect to earn it.

**Excellence** — Strive for the highest quality and continuous improvement. Be thoughtful and decisive in leadership, accountable for our actions, willing to admit mistakes, and rigorous in correcting them.

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# 2016 Budget and Statistics

Total Operating Budget  
**\$192 million**



Employees: **1,284** (of which 372 are Veterans)

Operating Beds: **345**

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Veterans Served:  
**19,318**

Women Veterans:  
**950**

Outpatient Visits:  
**237,225**

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Admissions: **2,479**

## Virtual Care

- Telehealth Visits: 6,830
- Tele-mental Health Visits: 1,354

Veterans Using Secure Messaging: **10,991**

(To engage your healthcare team using secure messaging please call Scott Viola: 610- 384-7711, ext. 6230)

## Department of Housing and Urban Development-Veterans Affairs Supportive Housing (HUD-VASH)

- 98% of Coatesville VAMC's 444 vouchers were issued for homeless Veterans
- Total number of Veterans admitted to HUD-VASH at the end of FY16: 446
- 56% of HUD-VASH Veterans obtained employment





## *Facility Improvements*



### **The Newly Renovated Home of Physical Medicine and Rehabilitation**

Building 69 has been renovated to a state-of-the-art facility that includes the following services: physical therapy, occupational therapy, kinesiotherapy, physiatry, prosthetics and audiology. The \$4.9 million improvement project also offers a therapeutic pool and patient gym inside the 25,000 square foot space.



### **Waterproofing/Resealing of the walkway tunnel**

- Cost: \$1,281,869



### **A Magnetic Resonance Imaging (MRI) System**

The Radiology department in building 3 now permanently offers MRI services on a full-time basis, five days a week.

- MRI Cost: \$1,354,949
- Building Cost: \$855,635





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*Celebrating 70 years  
of Voluntary Service*

# Volunteers & Donors

- 716 volunteers provided 55,107 hours of service to Veterans
- Monetary donations amounted to \$102,000
- Veteran Service Organizations provide supplemental services free of charge:
  - DAV Volunteer Transportation Network: serves an average of 45 Veterans per week with transportation needs
  - VSO-Claims Representation: Veterans are assisted with claims filing (serving an average of 8 Veterans per day, five days a week)



*Dedication of a pavilion for women Veterans,  
October 29, 2015 by Wegman's Food Markets.*



*The Transportation Management Association of Chester County (TMACC), dropped off more than 700 holiday gifts for Veterans at the Coatesville VA Medical Center on December 22, 2015.*

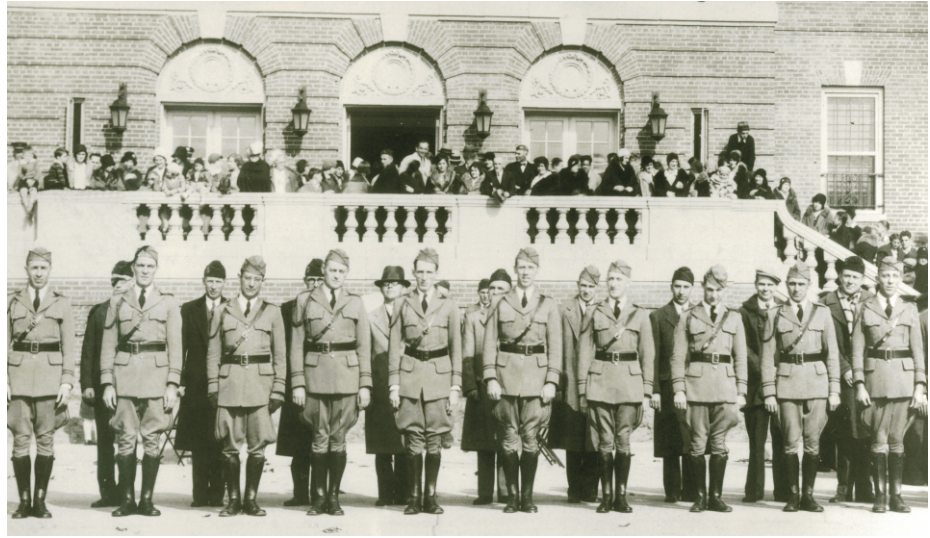
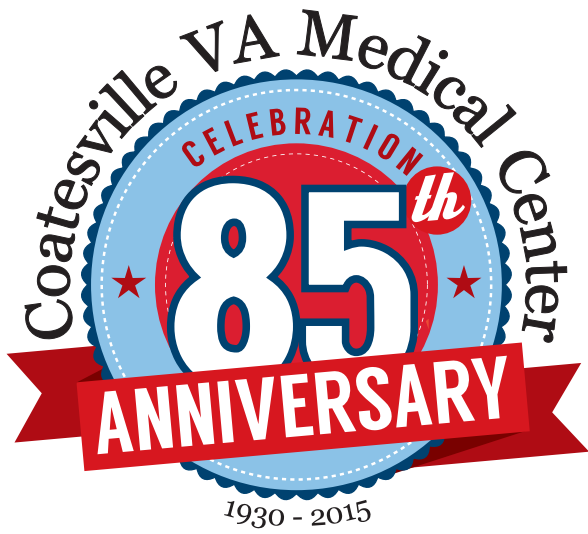
*RE/MAX Professional Realty of Exton donated the funding to build a beach volleyball court for Veterans. The volleyball court officially opened June 9, 2016.*

**We welcome Volunteers & Donors!**

To learn more, call Voluntary Service at 610-383-0272 or attend one of our scheduled Volunteer Orientation Sessions every second Tuesday of the month at 1 p.m. in building 5, side entrance, street level.



# Special Events



*1930 Opening Ceremonies*



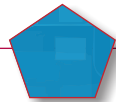
*Recognizing Ex-Prisoners of War from WWII & the Korean War*



*Recognizing Veterans at the Flag Raising Ceremony during Veterans Week Activities*



*50th Commemoration of Vietnam Veterans*



*The Veterans Resource Expo*



# Access to Care



*Leadership symbolically signed the MyVA Access Declaration pledging to provide access to care through extended clinic hours, integration of community providers, and actively engaging Veterans in their health care.*



*The Coatesville VAMC started a Veterans Transportation Service in August 2016 to help Veterans meet their transportation needs. The Veterans Transportation Service (VTS) provides safe and reliable transportation to Veterans who require assistance traveling to and from VA health care facilities and authorized non-VA health care appointments. To schedule a transportation appointment, call the Veteran Transportation Service at 610-383-0254.*

## myVA access Care When You Need It

*"I receive outstanding care here. The Patient Care Team is always responsive and if I need anything I can count on same day service. I'm truly blessed with the services that I receive."*

Joe Petrella, Veteran,  
U.S. Navy (1971-1977)



*"I am 100 percent satisfied with the medical care I receive. I have never been turned away and I know that I can walk over today to be seen if needed."*

Roland Simmons, Veteran,  
U.S. Air Force (1985-1988)





# Recognized for Best Practice



The Mobile Veterans Program (MVP) brings VA care professionals to five local Veteran Service Organization sites (American Legion and/or Veterans of Foreign War posts), within the community, offering structured activities and health care oversight to Veterans. The MVP reduces distance barriers, improves access to care, provides support to family caregivers and empowers Veterans to remain independent and home-based for as long as possible.

- January '16: The Joint Commission accepted and posted the MVP online in their Leading Practice Library.
- February '16: The Coatesville VAMC MVP was selected to be included in Veterans Affairs Under Secretary, Dr. Shulkin's book "The Best Care Everywhere."
- June '16: The MVP Coordinator presented at the State Veterans of Foreign Wars Annual Convention.
- July '16: The MVP Coordinator in conjunction with the Under Secretary's and VHA Geriatrics and Extended Care Offices, presented at the 117th national Veterans of Foreign Wars Annual Convention.
- September '16: Veteran and Caregiver satisfaction for MVP has been rated 100 Percent from very good to outstanding.



# *Building a high performance system of care to best serve our Veterans*



## Service Excellence

For the 8th consecutive year, J.D. Power and Associates rated the Department of Veterans Affairs Consolidated Mail-Order Program (CMOP) “Among the Best” in 2016. For six of the last eight years, VA has received the highest customer satisfaction score of all mail-order pharmacy organizations surveyed. To qualify for inclusion on this elite list, companies must not only excel within their own industry, but also must stand out among leading brands in 20 major industries evaluated by J.D. Power. The Coatesville VA Medical Center’s Outpatient Pharmacy Department processes approximately 35,000 prescriptions per month. Our Inpatient Pharmacy Department also processes approximately 8,000 orders monthly for ward stock items and inpatient unit dose medications.



The Coatesville VAMC has embarked on a Pathway to Excellence program, a new organizational credential by the American Nurses Credentialing Center, to recognize healthcare facilities that have created positive work environments. The focus of Pathway to Excellence is to create and ensure an environment where patients want to receive care, where the staff wants to work, and where quality is job #1!

To earn the Pathway designation, a healthcare organization must demonstrate that it has integrated 12 practice standards into its operating policies, procedures, and management structure.

We have already incorporated many of the standards and our staff will continue to lead the way in implementing all the goals in order to achieve the Pathway to Excellence designation. When these goals are fully implemented, we expect an improved nursing workforce and an environment where patients are highly satisfied with the care they receive.

It is through these efforts that the medical center continues to strive for excellence each day.



## Accreditation

In September 2016, the Coatesville VA Medical Center’s Mental Health Residential Treatment Programs (Domiciliary) received full accreditation for a period of three years from the Commission on Accreditation of Rehabilitation Facilities or CARF. CARF is an independent, nonprofit accrediting body whose mission is to promote the quality, value, and optimal outcomes of services through an accreditation process and continuous improvement services that centers on enhancing the lives of the persons served. Having received a three-year accreditation demonstrates our commitment to offering programs and services that are measurable, accountable, and of the highest quality.







# Snapshots - Customer Feedback



**John Emmerich** reviewed Coatesville VA Medical Center — 5★

September 20, 2016 • 🌐

I have been here a few times for C&P appointments and have always had a great experience. They show you respect without sounding like robots. They are pleasant, informative, and answer any question you may have!



**Jan Cisarik** reviewed Coatesville VA Medical Center — 5★

January 12, 2016 • 🌐

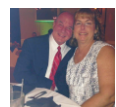
The true meaning of excellence is in this hospital and its staff! People like Lily T. and Dennis V. are just 2 reasons this hospital is heads above most! THANK YOU ALL FOR YOUR DEDICATION to all of us! BLESS ALL OF YOU!!



**Douglas Forsythe** reviewed Coatesville VA Medical Center — 5★

June 23, 2016 • 🌐

13 years and I am thankful for my care! Most of my services come out of the CVAMC.



**Joseph V Mottola IV** reviewed Coatesville VA Medical Center — 5★

January 22, 2016 • 🌐

I Love the Medical Staff. My appointments are always easy. Great care.



**Robert Desmond** reviewed Coatesville VA Medical Center — 5★

June 8, 2016 • 🌐

Having dealt with several other Va in the area such as Philadelphia Hospital and Allentown I feel very lucky to be part of the Coatesville VA the people I deal with in Coatesville a very caring understanding and helpful and always has a smile on their face

# 2016 Annual Report

## *Editors*

Kirk Fernitz  
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### **Springfield Outpatient Clinic**

194 West Sproul Road  
Suite 105  
Springfield, PA 19064

### **Spring City Outpatient Clinic**

11 Independence Drive  
Spring City, PA 19475

**Visit us at [www.coatesville.va.gov](http://www.coatesville.va.gov)**

Facts and figures represented in this report are either Fiscal Year 2016 or Calendar Year 2016 data.



U.S. Department of Veterans Affairs  
Coatesville VA Medical Center