LEADERSHIP

Director’s Message

This annual report provides an opportunity for us to showcase our medical center and to publish facts and information to promote a better understanding of the Coatesville VA Medical Center. Over the last year we have worked together to achieve our shared vision of providing Coordinated, Cutting-edge and Compassionate Care.

We have had many accomplishments that I would like to highlight and share with you. For a third consecutive year, our medical center received a Five-Star quality rating, ranking us as one of the highest performing VA hospitals in Healthcare Quality again in 2018. We strive to enhance access to Veterans by increasing the availability and use of virtual care modalities. This year, we began providing mental health services through Clinical Video Telehealth to Veterans at the Norristown Veterans Center. We have increased the use of our Veterans Transportation Service to alleviate transportation barriers for Veterans. Our Whole Health program focuses on self-care, empowering Veterans to live a healthier lifestyle and providing integrative programming options such as yoga, tai chi, biofeedback, pain school, and meditation. These types of programs reduce chronic pain and are part of our efforts to help decrease the need for prescription opiates. We have collaborated with other VISN 4 Eastern Market facilities to enable us to provide on-site surgery clinics including urology, orthopedics general surgery, and gynecology. Campus modernization efforts include upgraded exterior signage and wayfinding throughout the campus, the relocation and renovation of our Delaware County outpatient clinic, and a renovation of primary and geriatric care outpatient clinics in bldg. 2 is underway.

On our cover is a picture of the color guard hoisting the colors during the Delaware County clinic's opening event in mid-November. It was a very snowy day. While that made travel difficult and probably limited attendance, looking at the picture I think you will agree with me that the conditions underscored the reverence of this event and made it even more memorable. Together we are building a medical center that Veterans will continue to choose for years to come.

In closing, we extend our sincerest thanks to our Veterans and their families. We are proud to serve those who have served America and we will strive to meet your needs by providing coordinated, cutting-edge, and compassionate care.

Carla A. Sivek, MSW
Medical Center Director

Carla Sivek
Director

Jennifer Harkins, MS
Associate Director, Finance and Operations

Michael F. Gliatto, MD
Chief of Staff

Nancy Schmid, RN, MSN, NEA-BC
Associate Director, Patient Care Services

Coatesville VAMC, Providing

VISION:
To achieve this vision we will:

• Develop and implement emerging treatment modalities
• Emphasize more virtual, non-traditional modalities and hours of care
• Create a beautiful, modern, healing environment
• Pursue efficiency and implement changes that reduce waste
Excellence in Veterans Care

★ ★ ★ ★ ★ Facility 5 Star Quality Rating
★ ★ ★ ★ ★ CLC 4 Star Quality Rating

Coatesville VAMC recognized as one of the highest performing hospitals in healthcare quality

Achieved Gold Status for National Center for Patient Safety

Accreditation Status

The Commission on Accreditation of Rehabilitation Facilities (CARF) International awarded the Coatesville VAMC’s Psychosocial Rehabilitation and Recovery Center a three year accreditation. This is the first accreditation that the international accrediting body, CARF, has awarded to the PRRC. The Mental Health Intensive Case Management program also received CARF accreditation for three years. An organization receiving a Three-Year Accreditation demonstrates its commitment in offering programs and services that are measurable, accountable, and of the highest quality.

K-9 Program

Coatesville VAMC established a Canine (K-9) program to assist with the detection of contraband and illegal drugs, as well as to help track and locate lost individuals. Our K-9 is a two-year-old Black Labrador, named Rascal, who is being handled by Corporal Mark Smith.

Both also participated in the Pennsylvania Regional United States Canine Association Detector Dog trials in Philadelphia, where Rascal received his regional certification.

Eastern Market Surgical Integration Initiative

Through collaborative efforts with the Philadelphia and Wilmington VAMCs, Coatesville VAMC began offering special medical services and providing on-site surgical care to our Veterans in August, 2018. Services include: General Surgery, Gynecology, Plastic Surgery (focusing on wound care), Urology and Vascular surgery support.

Virtual Care

Established a Tele-Health Clinic at Norristown Veterans Center and at Montgomery County (see more on page 7)

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2018 Financial Statistics

Total Operating Budget: $214,141,085

Medical: $164,757,215
Administrative: $17,360,544
Facilities: $32,023,326

Operating Beds: 302
- Mental Health Beds: 28
- Residential Rehabilitation Treatment Program Beds: 148
- Community Living Center Beds: 126

Veteran-Patients:
- Admissions (including observation): 2,511
- Unique Patients: 19,250
- Male: 18,176
- Female: 1,074
- Outpatient Visits: 234,350
- Primary Care Management Module Uniques: 14,065

Virtual Care:
- Encounters completed via Telehealth: 3,649
- Telemental health care encounters: 1,315
- Unique Veterans who used secure messaging: 2,936
- Unique Veterans served via e-consult: 570

Employees:
- FTEE: 1,235
- Employees who are Veterans: 374
- Nurses: 343
- Physicians: 38

Outpatient Clinics:
- CVAMC has two Community Based Outpatient Clinics (CBOCs)
  - Delaware County CBOC
    - 3,283 Unique Patients
    - 12,650 Outpatient Visits
  - Spring City CBOC
    - 2,807 Unique Patients
    - 9,426 Outpatient Visits

Research:
- Projects: 17
- Funding: $27,599

Voluntary Service:
- Volunteers: 330
- Volunteer Hours: 48,336
- Youth Volunteers: 13
  (see page 9)

Outreach Events:
- Outreach teams attended 34 community events, gathering more than 1,205 applications
Relocation and Renovation of Delaware County CBOC

Repaired and Replaced Aging Sewer Lines

Exterior Signage Project

Sidewalk Repair

Renovated 14,000 square feet for Administrative Services
Geriatric and Extended Care Services

In alignment with Coatesville strategic goals for FY18, Geriatric and Extended Care began reinstating the Contract Nursing Home (CNH) program. Over 30 Nursing homes meeting the established inclusionary criteria were reviewed. Four homes were moved forward with two homes coming under contract. The first Veteran was admitted to the CNH program in September 2018.

Mental Health Care Services

The pain school program provides education and information about pain management including pain theories, pain medication, the use of relaxation exercises/mindfulness, ways to incorporate low impact exercise, the impact of nutrition on chronic pain, sleep hygiene, and cognitive coping skills. Patients are referred to the pain school if interested. The 20 pain school sessions held during FY18 have met the goals of decreasing the pain level rating and increasing patient’s pain management knowledge.

Women’s Health Services

Thanks to the VISN 4 Eastern Market Surgical Initiative, Coatesville VAMC now provides Gynecology services 2x per month. This has increased our services to now include GYN surgical consults.

“...The clinical staff have been so helpful and demonstrated everything my husband needed to know in terms that he could understand. The clerical staff have been equally attentive and helpful with information needed to facilitate his appointment.
- Mildred Kane, Caregiver

Left to right: Anne Brown, Women Veterans Program Manager and Barbara Jones, LPN
PM&RS contributed to improving access by expanding clinic hours, adding tai chi and yoga programs, and offering direct scheduling without consults for Mobility, Amputee, Audiology and Orthotics clinics.

I received a voice mail from radiology asking me to call and set up my CT. When I returned that call I mentioned that I happened to be at the medical center and asked if I could have my CT today to save me a trip. After checking the schedule, I was told to come right up. I had my CT within 15 minutes. If that's not service I don't know what is.

- Robert Bauersmith, Veteran

My therapist introduced me to meditation, Cognitive Behavioral Therapy and Dialectical Behavioral Therapy, which allowed me to start to change my ways of thinking. I have been able to address the trauma in my life and I have noticed my self-care and self-love is starting to return.

- Bill Hannum, Veteran

Veterans who used VTS canceled three fewer appointments per year and account for fewer emergency department or urgent care visits compared to Veterans who did not use VTS.
Ambulatory Care Services

In the fall of 2018, the Coatesville VAMC’s Delaware County CBOC moved 9 miles from Springfield to Newtown Square. The new CBOC is double in size with 12 exam rooms and 5 mental health consultation rooms. Each room is equipped with telehealth capabilities. Services include primary care, mental health care, women’s health, social work services, home based primary care, telehealth, laboratory and transportation services.

To check on your eligibility and to enroll please call our Enrollment Coordinators at: 610-383-0265 or 0266

Virtual Care

Home Based Primary Care (HBPC) has completed 126 Video Visits, in FY18 accounting for 80% of all Video Visits in VISN 4. Coatesville VA Medical Center’s HBPC adopted the use of iPad Pros tablets to link visiting nurses with facility based clinicians during patient home visits.

Virtual Pharmacy Service has been included in the Home Based Primary Care program, allowing the pharmacist the ability to discuss medications and provide education.

“The treatment I received at the Coatesville VA Medical Center has been the most positive experience I ever had. I felt cared for by the entire staff.”

- Christopher Maturo, Veteran

Jennifer Madden, Health Tech

Ralph Strickland, Facilities Telehealth Coordinator
A total of 199 suicide prevention outreaches including 68 gatekeeper suicide prevention trainings were completed in the community.

Social Work Services

The Homeless Outreach and HUD-VASH team helped 95 homeless Veterans move into permanent housing and assisted Delaware County in reaching Functional Zero in 2018.

“I am very pleased with the service and tender loving care that I receive from your facility. I wouldn’t trade my team for any amount of money in the world.”
- Carmelo DeShields, Veteran

Veterans Crisis Line:
1-800-273-8255, press 1

Whole Health and Health Promotion & Disease Prevention

Promoting a healthier lifestyle the Coatesville VA Medical Center provides Veterans with opportunities to engage in a number of modalities to support their health and wellbeing, such as biofeedback, meditation, battlefield acupuncture, animal assisted therapy, yoga and tai chi. These modalities have shown to help with many common experiences such as stress, pain and weight management. 92% of Veterans who participated in yoga reported an improvement in their stress level and 93.5% reported an improvement in their pain level after sessions.

Whole Health recognized the importance of community engagement, partnering with Chester County Food Bank’s “Fresh2You” mobile market, offering healthy produce to Veterans. This program allows Veterans to have increased access to healthy and affordable food options.
Coatesville VAMC has been recognized as a 2018 leader in the Healthcare Equality Index (HEI), which identifies the facility as a recognized healthcare provider in innovation, Lesbian, Gay, Bisexual & Transgender (LGBT) inclusion and advocacy for Veteran LGBT concerns.

Voluntary Service Impact

Over 100 Veterans received a welcome cart to aid their transition to housing through the help of local donors.

**Initial Target:** 40 carts to be sponsored ...

**Achieved:** 113 carts  
(a total donation value of over $13,000)

Volunteering is truly one of the most rewarding opportunities I have ever been given. The stories I hear from the Veterans have filled me with a new sense of admiration and compassion for all that they have given to their country.

- Jennifer Frederick, Volunteer

The Coatesville VA Medical Center staff talked to me about the Tails of Valor program, where dogs are matched up with Veterans at the medical center. It has made a difference in my life. The dogs lift my spirits. I wouldn’t come out of my house if it wasn’t for those dogs who help me take my mind off everything, except the love of that dog.

- Barbara Conrad, Veteran

Voluntary Service collaborated with Whole Health to introduce the Tails of Valor program, which provides Veterans an opportunity to assist in training emotional support dogs.
Special Events

Ex POW/MIA Recognition

Steward Beavers
WWII Veteran receives
French Legion Medal of Honor

Veterans Week Parade

Kay Croll
Volunteer of the Year

Veterans visit the State Capital &
presentation of Vietnam
Commemoration Pins

Volunteer Recognition
Coatesville Veterans Affairs Medical Center
1400 Blackhorse Hill Road • Coatesville, PA 19320
610-384-7711 | 800-290-6172

Delaware County Community Based Outpatient Clinic
4883 West Chester Pike • Newtown Square, PA 19073
610-383-0239

Spring City Community Based Outpatient Clinic
11 Independence Drive • Spring City, PA 19475
610-383-0239

Cover photo
VVA 436 and VA staff hoisting the colors at the Delaware County CBOC.

VVA 436 Color Guard:
Frank Houck, Commander
Bob Gallagher
Dave McTavish
Steve Wenzel
Doug Forsythe
Vince DeLodovico
Sandy Lopacki
Ralph Bassetti

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Facts and figures represented in this report are either Fiscal Year 2018 or Calendar Year 2018 data.