

VA



U.S. Department of Veterans Affairs

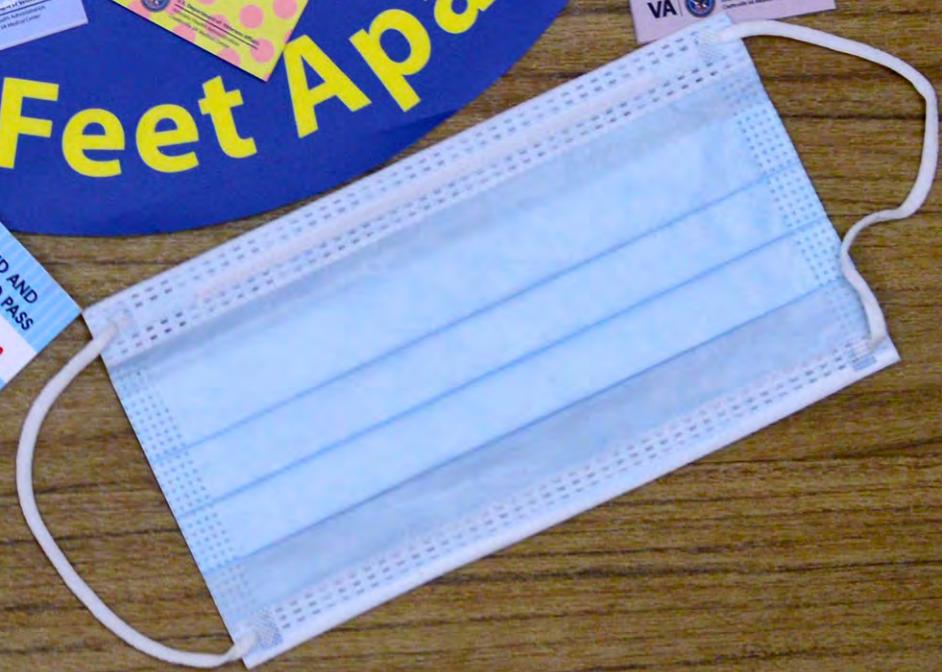
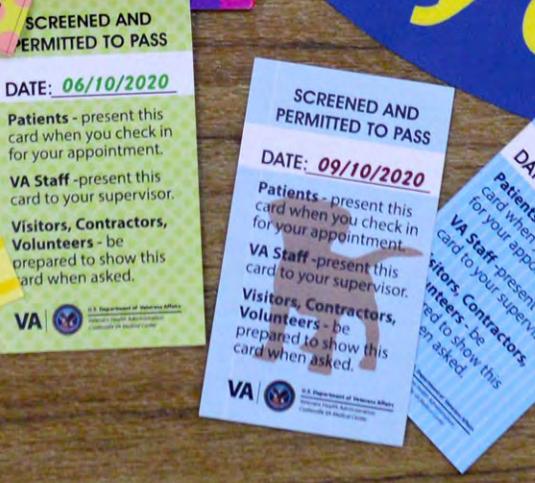
Veterans Health Administration
Coatesville VA Medical Center

Annual Report FY2020

Do Your Part

Safe Care
is Our Mission

Stay 6 Feet Apart





SCREENED AND PERMITTED TO PASS

DATE: *Fiscal Year 2020*

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U.S. Department of Veterans Affairs
Veterans Health Administration
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LEADERSHIP

Message



Jeffrey A. Beiler II
Medical Center 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

Dear Reader,

We truly experienced a unique year with leadership changes and the COVID-19 pandemic. I'm honored to have assumed the role as the Medical Center Director in October 2020, and I want to take this opportunity to thank Jennifer Harkins, Associate Director, for her support in stepping into the Interim Medical Center Director role after Ms. Sivek's retirement in January, 2020.

From the beginning of the pandemic, our staff responded quickly by adapting to new processes and protocols to continue operating the medical center in accordance with CDC guidelines. In March we created a COVID-19 Incident Command Team, to continuously plan and respond to rapidly changing situations. A number of our staff took on new important roles such as screening duties, as a first line of defense to mitigating the spread of the pandemic by screening all who entered the campus. A select group of our medical center staff deployed across Pennsylvania and New Jersey to provide needed support to State run health care facilities who were stricken hard by the pandemic. To accommodate positive cases, we readied quarantine and isolation units. Essential outpatient services were consolidated to a single outpatient clinic area to meet in-person care needs. Access to virtual care was significant and Facebook live sessions provided recovery and wellness sessions. By mid-June the medical center began a phased approach to face-to-face healthcare, while continuing to offer virtual care options. I'm also pleased to announce that healthcare surveyors during a Joint Commission survey this summer were complimentary of our excellent staff and quality of services we provide.

It is through a dedicated team, which includes our staff, volunteers and stakeholders who pulled together, that we can reflect on our accomplishments. On behalf of our medical center, I would like to thank our community partners as well as the individual donors for their continued support through their many donations.

I'm very proud of how the medical center staff has teamed up and managed the pandemic and now with the distribution of the COVID-19 vaccine underway we can hopefully look forward to curbing the pandemic. We will remain focused to providing outstanding care and as our work continues, I want to lay out my priorities for the future:

Priorities

Patient Care Satisfaction:

Our top priority is to provide high quality care to our Veterans, who we are privileged to serve. We want to ensure that our Veterans satisfaction and trust scores remain high.

Employee Satisfaction:

To ensure that our employees have the tools and resources they need to do their job well and to remain highly engaged and satisfied.

Capturing Workload:

Our budget is based on capturing our workload correctly. We will focus on capturing our workload efficiently, expanding our services and to increase the number of Veterans we serve.

Enhancing our Facility:

Develop a master space plan to enhance the infrastructure of our campus and to provide a modern welcoming environment for our Veterans and employees.

COVID-19 Response

From the onset of the COVID-19 pandemic crisis, the Coatesville VAMC activated an Incident Command team and developed a comprehensive plan to protect the health of everyone and to maintain continuous services at the facility and its two Community Based Outpatient Clinics. All outpatient services at the main campus were consolidated to a one-single outpatient clinic area to ensure meeting Veteran in-person care needs. Most health care appointments were performed through video and other remote methods. Especially noteworthy has been the impressive amount of VA Video Connect use within Home Base Primary Care, Social Work, Nutrition and Pharmacy. Facebook live sessions provided Veterans access to live recovery group sessions, mindfulness, chaplaincy services, and wellness classes. Additionally, social media postings, blogs, delivery messages kept Veterans informed of COVID-19 changes to facility operations. The medical center began a phased approach to face-to-face care in June, but continues to offer virtual care options. Community support through Voluntary Services has been outstanding. related donations (food, masks, face-shields), totaled \$79,419. Over 600 employees benefited from food donations specifically designated for healthcare workers.

website and gov- and services. The to offer virtual care Incoming COVID-19 benefited from food



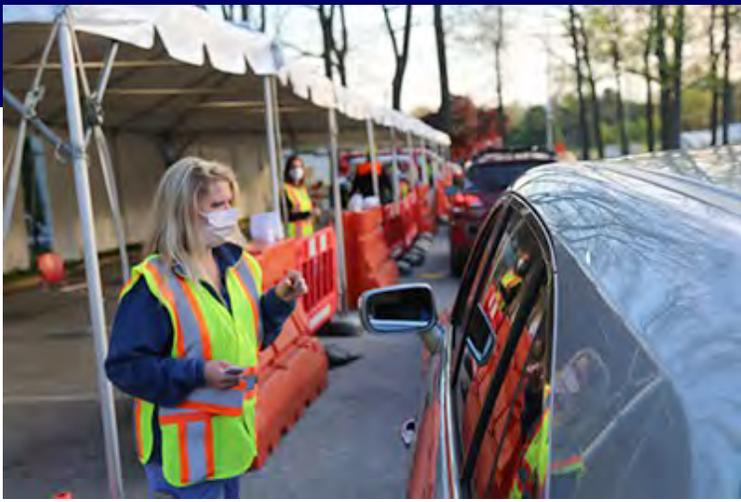
Incident Command Team



VA Police



VA Fire Department



Screening everyone coming on campus



Staff wearing Personal Protective Equipment (PPE)



Virtual classes for Veterans



Radiology/Imaging



Arrival of food donations



Staff working remotely



Ensuring physical distancing during training sessions

Providing Emergency Support:

VA's Fourth Mission



Connie Fagan, RN deployed to South Eastern Veteran's Center (SEVC)



Mary McGuire, CNP deployed to New Jersey State Veterans Home

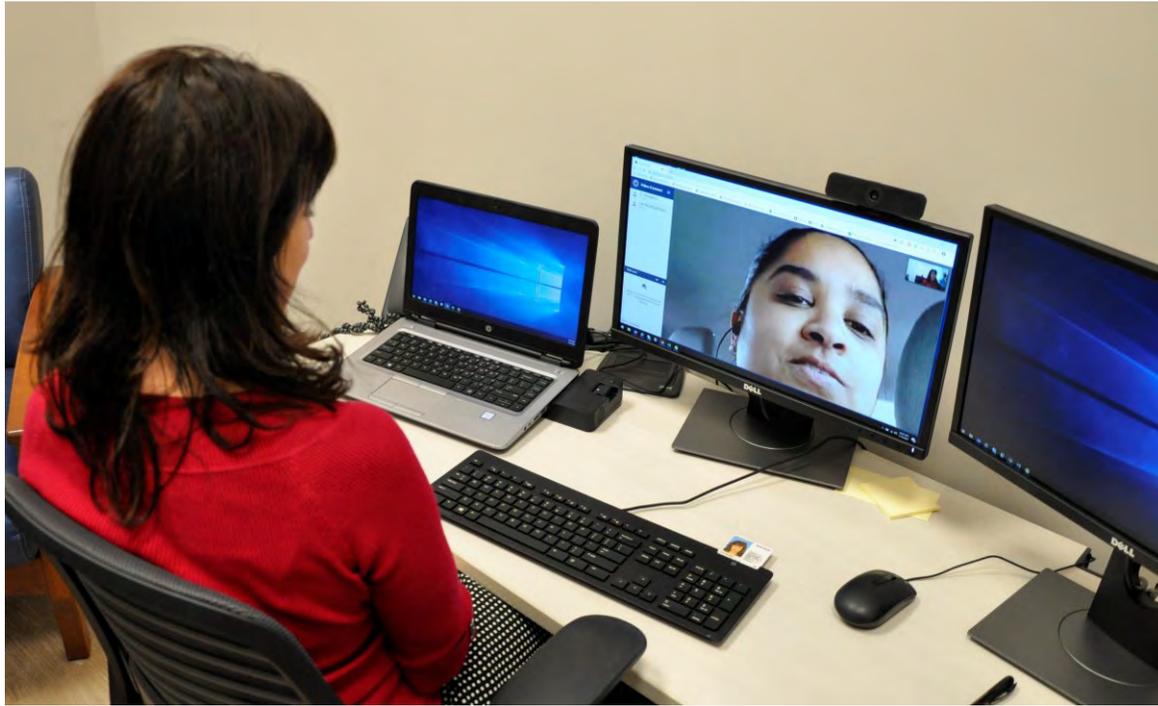
Steve Miller, RN deployed to SEVC



Coatesville VAMC and staff supported VA's national initiative to exercise its Fourth Mission to aid local communities and health care facilities during an emergency. Since April, the medical center deployed 15 personnel, mostly across Pennsylvania and New Jersey, to assist with direct clinical care, testing, education and training. These medical center employees deployed to support state run health care facilities hit hardest by the coronavirus and were on-hand supporting nurses and caring for Veterans who were most at-risk in nursing homes where COVID-19 was prevalent. CVAMC personnel inserted themselves into the existing teams and worked to mitigate the spread of COVID-19 at each of their assigned facility. The CVAMC also worked closely with other regional VA medical centers; Pittsburgh, Wilmington and Lebanon to accept non-COVID-19 Veteran residents to the CVAMC Community Living Center to allow VISN4 VAMCs the ability to expand their bed capacity for severely ill COVID-19 patients.

VA Video Connect –

Providing Excellent Care *Virtually* Everywhere our Veterans Are



Coatesville was one of the top performing Level 3 VA Medical Centers in the nation in FY20 when it comes to VA Video Connect (VVC) encounters. VVC allows Veterans and their caregivers to meet virtually with their VA care teams on any computer, tablet, or mobile device with an internet connection. As in-person interactions decreased in response to the coronavirus pandemic, VVC supported Veterans'

abilities to continue receiving care from anywhere. Reliance on VVC increased by more than 2,488% from the beginning of the fiscal year. Currently, thousands of Veterans are using VVC monthly, where previously it was less than 200. Mental health appointments made up 64% of all Telehealth appointments and Social Work was the next most used service at 18%, followed by Ambulatory care at 7%. Other areas contributing to the rapid increase include Home Based Primary Care, Clinical Pharmacy, Nutrition, and Physical Medicine and Rehabilitation.

Ompractice



In January the medical center partnered with Ompractice (provides live online wellness classes), through the Whole Health program. Free access for Veterans began in May who registered to participate in self-management programs to reduce chronic pain, stress, improve weight loss, sleep and overall enhance their well-being. Ompractice uses Zoom to facilitate their online platform and provides more than 50 instructors who host 20 classes each day which includes yoga, tai-chi, qigong, mindfulness and meditation. The partnership enables the medical center to further increase Veteran's access to complimentary

services through the VA, by removing geographic, financial, and convenience barriers for Veterans. The program has been so successful that free access to Ompractice sessions was extended to include medical center employees.



Preparing for virtual yoga session

Through Media Interviews:
Radio shows focusing on
Post Traumatic Stress Disorder treatment



Virtual Bible study

**Using
Social Media
Platforms
&
Facebook
Live
Sessions
Extensively**



Providing Updates & Posts

Virtual Chapel service

Newsletter Distribution
The Eagle
Autumn 2020

Free Access to Classes with
ompractice

Mask Wear and Tips

Face coverings or masks are required at all VA facilities. We encourage you to bring your own face covering, but if you don't have one, we will provide you with one.

Wearing a face mask can be frustrating when breathing foggs your glasses. These tips may help:

- Pinch the top of the mask to fit the shape of your nose.
- Use an anti-fogging solution or gently wash your lenses with soap and water before wearing them.
- Push your glasses forward on our nose to allow more air to circulate and keep your breath from fogging up all or circulate and keep your breath from fogging up all or circulate and keep your breath from fogging up all.
- Try pulling your mask up over your nose and rest your glasses on top of it (make sure your mask still fits properly over your face).
- Don't touch your hearing aid when removing your mask.

tips may help:

- Check for your hearing aid on one hand and/or face cover.
- Hold your hearing aid in place with the other to carefully remove your face mask with the other to ensure the hearing aid does not fall off.

For the latest information about the
Novel Coronavirus (COVID-19),
visit the
Centers for Disease Control and Prevention (CDC)
to view go to www.cdc.gov



Coatesville VAMC Medical Center Services

Specialty Care Outpatient Services

Audiology and Speech Pathology
 Compensation and Pension
 Endocrinology
 General and Plastic Surgery*
 Infectious Disease
 Laboratory
 Optometry
 Orthopedics*
 Pain Management
 Pharmacy
 Physical Medicine and Rehabilitation
 Podiatry
 Pulmonology
 Radiology
 Respiratory/Sleep Disorder Clinic
 Rheumatology*
 Tele-Dermatology
 Urology*
 Women's Health/Gynecology*
 Wound Management

Primary Care Outpatient Services

Primary Care is delivered through Patient Aligned Care Teams
 Management of acute and chronic medical conditions
 Preventive Care, Screenings and Routine Immunizations
 Home Based Primary Care
 Health Promotion and Disease Prevention
 MOVE! Weight Management
 24/7 Nurse Help Line

Telehealth and Connected Care Services

Mental Health Services

Acute Inpatient Psychiatry
 Biofeedback
 Mental Health Intensive Case Management
 Military Sexual Trauma
 Neuropsychology
 Outpatient Mental Health
 Psychosocial Rehabilitation and Recovery Center
 Residential Rehabilitation Treatment Programs
 Veterans Crisis Line

Geriatrics and Extended Care Services

Home Health Aide Services
 Inpatient Hospice
 Medical Foster Home
 Short Stay Skilled Care

Whole Health Services

Acupuncture
 Chiropractic Services
 Meditation
 Tai Chi
 Yoga

Social Work Services

Caregiver Support
 Homeless Outreach
 Intimate Partner Violence
 Polytrauma
 Suicide Prevention
 Transition and Care Management
 Veterans Justice Outreach

* Indicates services through the Eastern Market Collaboration

Services Expanded through VISN 4 Eastern Market Collaboration



Coatesville VAMC continues to collaborate with other VISN 4 Eastern Market sites to increase the specialty services offered on site and keep care within VA. Specialties offered through this effort include urology, orthopedics, general surgery, gynecology, and plastic surgery. Neurosurgery is to be added by FY21. This regional collaboration is complemented by the national Referral Coordination Initiative, which demonstrated initial success in helping patients understand their options and choose VA. This initiative will continue to expand in FY21.

Montessori Approaches to Patient-Centered Care at work

Coatesville is one of VA's original Montessori sites where trained staff implemented Montessori approaches at our Community Living Center (CLC). Residents are easily identified with name tags that not only include their names, but also their rank and branch of Service. The name tags are worn with pride and are a conversation piece between Veterans.

The Montessori Resident Committee worked together, as part of a systems redesign group, to address their desire to have access to Wi-Fi. In just two weeks they not only had Wi-Fi access but also had coordinated with Voluntary Service for the donation of six Chrome books and a computer lab. The Veterans have shown increased feelings of self-worth and greater levels of engagement with the implementation of the Montessori approach at the CLC.

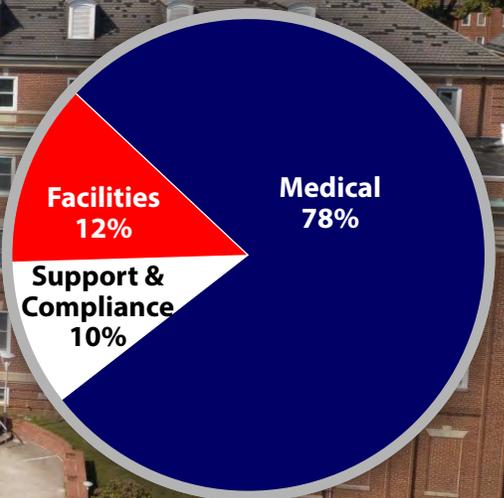


Window Visits made it possible for Veterans at the CLC to visit with family and friends

2020 Operating Statistics

Total Operating Budget:
\$191,976,000

Medical: \$149,399,000
Facilities: \$24,064,000
Support & Compliance: \$18,513,000



Operating Beds: 302

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

Veteran-Patients:

Admissions (including observation): 1,287
Primary Care Management Module Uniques: 17,200
Male: 16,212
Female: 988
Outpatient Visits: 193,171

Virtual Care:

Encounters completed via Telehealth: 8,276
Telemental health care encounters: 1,760
Unique Veterans who used secure messaging: 1,788

Employees:

Total: 1,183
Employees who are Veterans: 275
Nurses: 179 RNs 91 LPNs Total: 270
Physicians: 35

Outpatient Clinics:

Delaware County CBOC
Unique Patients: 3,040
Outpatient Visits: 12,604
Spring City CBOC
Unique Patients: 2,588
Outpatient Visits: 9,467

Research:

Projects: 10
Funding: \$113,137

Voluntary Service:

Volunteers: 262
Volunteer Hours: 18,310
COVID-19 Specific Donations: \$79,419
Total Donations: \$584,609

Outreach Events:

Outreach teams attended 33 community events

Construction & Renovations



Spring City CBOC located on the grounds of the State Veterans Home in Spring City will be relocating to West Norriton. The new CBOC will be 10,699 square feet, doubling the current space and expanding patient access to an underserved location. The new CBOC design is currently underway, construction is expected to start in early 2021.

Artist's rendition

- **Boiler Plant repairs:** 95% complete
- **Renovation of Building 2 Patient Aligned Care Team:** 95% complete
- **Tree Management and Beautification in Oval 1:** 95% complete
- **Replace Steam & Condensate Lines:** 80% complete
- **Safety Door Replacement throughout the medical center:** 80% complete
- **Renovation of Building 58 Basement for Home Based Primary Care, Social Work and Food & Nutrition Service:** Complete
- **Curb and Sidewalk Repair throughout the medical center:** Complete
- **Replacement of Flooring in Buildings 1, 3, 6 and 38:** Complete



Area beautification



Tree management



Sidewalk replacement



Building 58 hallway

Building 58 Home Based Primary Care office



Building 58 Social Work office





Entrance & reception area



Hallway

Building 2



Waiting room and hallway area



Sidewalk & outdoor entrance



Voluntary Service



Coat Drive: Veteran Service Organizations and community donors participated in a two month long coat drive. The drive brought in racks of all styles of men's and ladies coats, to include hats, gloves and scarves. The overwhelming response of donations allowed the medical center to continue to distribute coats all season long through the Voluntary Service clothing rooms.

Pantry Project: Dedicated donors contributed to the Pantry Project which distributed 900 bags of food over two and a half months to our Veterans who are in Home Base Primary Care, Mental Health Intensive Case Management and our VA Supportive Housing program. The pantry allowed our Veterans shut-in due to pandemic restrictions, to receive necessary food items.



Project Pantry

Coat drive



Compassionate Contact Corps: 25 Volunteers took on a new role to connect with isolated Veterans through friendly phone calls.

The annual Gift Wrapping event sponsored by David's Drive 831 provided 1000 gift boxes to our hospitalized & community based Veterans

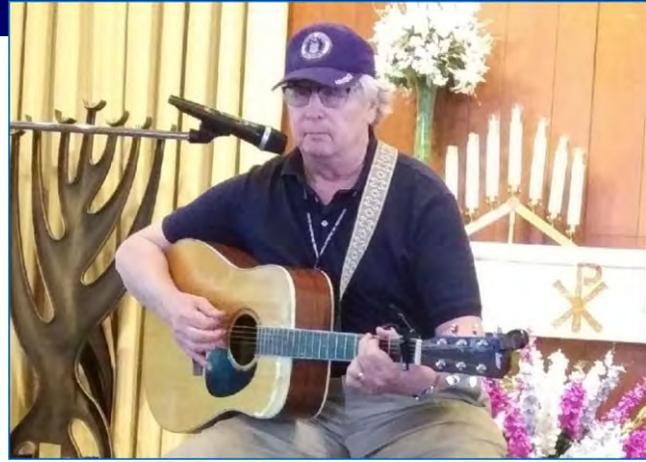




Welcome Carts donated

Virtual Musicians:

Volunteer musicians worked around the pandemic restrictions by sharing their musical talents virtually. Using facility live stream capabilities, Volunteer musicians were able to perform for our Veterans. Even our Chief-of-Staff shared his piano talents virtually with Veterans.



Lap Tops for CLC: The Veteran Resident Council in the Community Living Center (CLC) requested additional technology to help connect CLC Veterans to family and friends. Within a short turn-around time six Chromebooks were purchased through Voluntary Service donations made to the medical center to support this request. Veterans have been pleased and are using these Chromebooks to email, Skype and Zoom.



Mask/Face-Shield donations



David's Drive 831 playground for children visiting Veterans

Meal donations



Awards



Gina Lucchesi, MSW, LSW, became the recipient of the VISN 4 director's quarterly I CARE award for going above and beyond with case management services for a homeless Veteran and his pet.

Tree Campus Healthcare Recognition

The medical center center was recognized in April 2020, by the Arbor Day Foundation program as a Tree Campus Healthcare facility. The medical center allocated funds, maintained tree protection standards to include pruning, removing and planting 272 trees. Volunteers contributed 230 hours of labor and donors contributed to area beautification of our green spaces. Taking care of green spaces is a priority for the medical center, since trees not only contribute to the environment, but also create calming spaces which are essential to stress recovery.



Employee of the Year



★ **Connie Fagan, RN** ★

2020 Partner for Change Award from Practice Greenhealth

In recognition for its achievement and innovation in health care sustainability, the Coatesville VA Medical Center received the 2020 Partner for Change Award from Practice Greenhealth, the nation's leading organization dedicated to environmental sustainability in health care. Recognition is based on demonstrating continuous improvement and expansion to eliminate mercury, reduce and recycle waste.

Coin of Excellence



The Coin of Excellence is presented to an employee for sustained superior performance or performing above and beyond normal expectations.

Recipients

Deborah Nash January 2020
Kevin Axe January 2020
Zachary Willoughby . . . August 2020
Jamie Ploppert August 2020
Suzilene Board September 2020

Events & Happenings



Marine Veteran Edward Popiolek honored at CLC

**Veterans Week
Nov. 2019**



Veterans Week Parade Grand Marshals, G. Hayes, RN w/ Luka, Reuben Stolfus Vietnam Veteran, CPL M. Smith w/ K-9 Rascal

Saluting U.S. Military Dog/Animal Handlers and all Military Service Animals



Employee Holiday Social



Wear Purple for Domestic Violence Awareness



First Responders Drive-By



Eagles fans recognizing Veteran Robin Divak



Black Lives Matter Walk



Nurses Week



Employee Appreciation

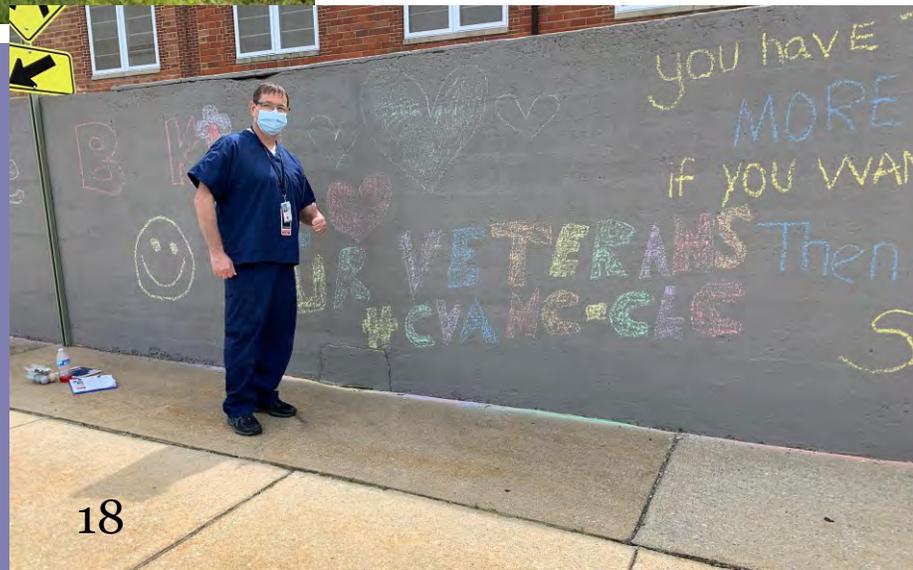


BEAR!

Black bear spotted on campus, June 2020



Food drive for the community



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



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Photography
Lynne Debiak
Kirk Fernitz
Michael Hamill

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Facts and figures represented in this report are Fiscal Year 2020 data.
Some photographs in this annual report were taken prior to COVID-19 protocols.