

Annual Report FY2017

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VA



U.S. Department of Veterans Affairs

Veterans Health Administration
Coatesville VA Medical Center

Director's Message

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

I am pleased to present to you this annual report covering our 2017 accomplishments. This report highlights the creative ways that the Coatesville VA Medical Center worked to meet the five priorities set by the Secretary of VA, Dr. Shulkin.

Our medical center embraces innovation and is constantly evolving to keep up with the changing needs of Veterans. This past summer we held a Modernization and Innovation Forum, showcasing our best- practice initiatives among multiple departments, which included HBPC Hospital Admission Reduction Project (which earned national recognition), the new domiciliary admission processes, medication management in the Community Living Center, unit tracking board in patient care services, and the Mobile Veterans Program. Some of these best practices are described in detail within this report.

We are emphasizing the training of our supervisors to make sure that employees have great oversight in performing care and delivering services. Results from the All Employee Survey reveal an increase in staff satisfaction and we have also seen a decrease in our turnover rate.

We continue to talk with Veterans to learn more about how we can better serve them. As a result of these focus group meetings we have increased evening hours and implemented more tele-health options.

I am proud to be part of this team of dedicated professionals and volunteers working together to provide efficient, high-quality comprehensive health care, and serving as good stewards of the funds entrusted to us to deliver the best care anywhere. I take this opportunity to thank our supporters and volunteers for their continued commitment to our mission to improve the health and welfare of our Veterans.

Carla

Carla Sivek
Director



Carla A. Sivek, MSW

Medical Center Director

Ms. Carla Sivek was appointed Medical Center Director of the Coatesville VA Medical Center (CVAMC) on November 27, 2016. As Director, Ms. Sivek oversees the operations of a complexity level three, specialty referral medical center. In addition to the main campus in Coatesville, PA, Community Based Outpatient Clinics are operated in Springfield, PA and Spring City, PA. Both clinics are operated by CVAMC staff and are located within 32 miles of the main campus. The medical center primarily serves Veterans from southeastern Pennsylvania, Delaware and southern New Jersey. It serves as the specialty behavioral health provider for the eastern market of VISN 4. Ms. Sivek was awarded certification in Lean Systems from the University of Kentucky in 2016. She also received an Under Secretary for Health Commendation for her service as the interim Network Director of VISN 4 in 2015. She completed the VHA Executive Career Field Candidate Program in 2008.

We follow our I CARE values:

- ✦ Integrity
- ✦ Commitment
- ✦ Advocacy
- ✦ Respect
- ✦ Excellence



Jennifer Harkins

Associate Director, Finance and Operations

Jennifer Harkins was appointed Associate Director of the Coatesville VA Medical Center on May 14, 2017. In this role she is responsible for management of the administrative services at the medical center, including Resource Management, Health Administration, Human Resources, Police, Facilities and Engineering, Environmental Management, Nutrition and Food, Logistics, and Privacy. Ms. Harkins began her VA career as the Women Veteran's Coordinator in 1993 at the Philadelphia VA Medical Center. Since that time she has served in increasingly complex leadership roles at the Philadelphia VA including Executive Assistant to the Medical Center Director, Executive Assistant to the Associate Director, Executive Assistant to the Chief of Staff and Facility and Strategic Planner. In 2014, Ms. Harkins was appointed as the Interim Associate Director at the Wilmington VA Medical Center. She served as the Logistics Chair of 34th National Veterans Wheelchair Games in 2014. Ms. Harkins is a member of the American College of Healthcare Executives and has earned an Executive Leadership Certificate in Lean for Healthcare from the University Of Tennessee Graduate School Of Business, as well as a Bachelor's Degree in Education and Master's Degree in Education and Organizational and Strategic Leadership.



Michael F. Gliatto, MD

Chief of Staff

Michael F. Gliatto, MD, was appointed Chief of Staff on May 1, 2017. Dr. Gliatto began his VA career at Philadelphia VA Medical Center in 1992 as a staff psychiatrist. He held various administrative positions as well. In 2009, he came to Coatesville VA Medical Center as the Associate Chief of Staff for Mental Health.

As Chief of Staff, Dr. Gliatto oversees all medical staff including physicians, dentists, specialists, psychiatrists, psychologists, physician assistants and nurse practitioners. Additionally, he supervises support services including Pharmacy, Laboratory, Radiology, Education & Staff Development, Research Service, Office of Care Coordination and Credentialing & Privileging.



Nancy Schmid, RN, MSN, NEA-BC

Associate Director, Patient Care Services

Ms. Nancy Schmid was appointed Associate Director for Patient Care Services in November 2012. Prior, Ms. Schmid was the Associate Director for Patient and Nursing Services at the Syracuse VA Medical Center. For five years before that, she was the Associate Chief of Staff for Extended Care and Rehabilitation Services and Associate Chief Nurse for Extended Care at the Lebanon VA Medical Center in VISN 4. She started her VA career at the Western New York VA Health Care System at the Buffalo and Batavia, New York locations and brings over 20 years of management experience to the Coatesville VAMC. As Associate Director for Patient Care Services, Ms. Schmid oversees all levels of Nursing care staff in Ambulatory Care, Geriatrics and Extended Care, and Mental Health. She also has oversight of Social Worker Service, Chaplain Service, and Sterile Processing Service. Ms. Schmid earned a Bachelor of Science Degree in Nursing from Duke University in Durham, North Carolina and a Master of Science Degree in Nursing Administration from the State University of New York at Buffalo, New York. She is board certified as a Nurse Executive, Advanced. Ms. Schmid holds memberships in the American Nurses Association, Pennsylvania State Nurses Association, (PSNA) National Organization of VA Nurses (NOVA), and Sigma Theta Tau.



Greater Choice for Veterans

one priority

HBPC Hospital Admission Reduction Project

Home Based Primary Care (HBPC) implemented 'stop cards' as an in-home resource for Veterans with Chronic Obstructive Pulmonary Disease (COPD) and Congestive Heart Failure (CHF). When a Veteran with one of these conditions has a medical symptom, they or their caregiver can quickly refer to the 'stop cards' for guidance and appropriate treatment (e.g. self-administered, call nurse, seek emergency medical care). Respiratory Hospitalizations of HBPC patients have decreased by 35 percent since the practice was implemented. This practice also received national recognition as a "Gold Status" best-practice during the VA's Third Shark Tank competition.



Surgical Clinic Collaboration with Wilmington

In January 2017, the Coatesville VAMC collaborated with the Wilmington VAMC and established an outpatient ambulatory surgical clinic. This clinic is located on the Coatesville VAMC campus and is staffed by a Physician from the Wilmington VAMC. In Fiscal Year 2017 a total of 75 Coatesville VAMC patients have been seen in this clinic, reducing the non-VA surgical care consults by 79 percent. With this collaborative effort patients have the option to receive the care they need from Wilmington locally.



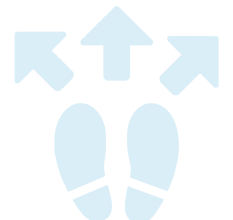
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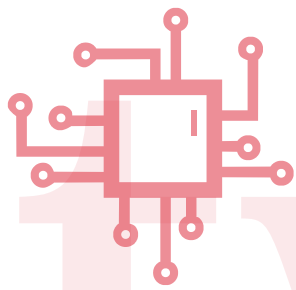
“I am truly blessed to have the help and support I need from the Coatesville VAMC.”
– Veteran J.B.

Women’s Health Program



Comprehensive Women's Health is available at the Coatesville VAMC and the Community Based Outpatient Clinics. Preventative care is stressed and Behavioral Health services offered include but are not limited to Military Sexual Trauma, Substance Abuse and Post traumatic stress disorder (PTSD) counseling. Coatesville has a female only residential program for substance abuse which accepts applications nationwide.





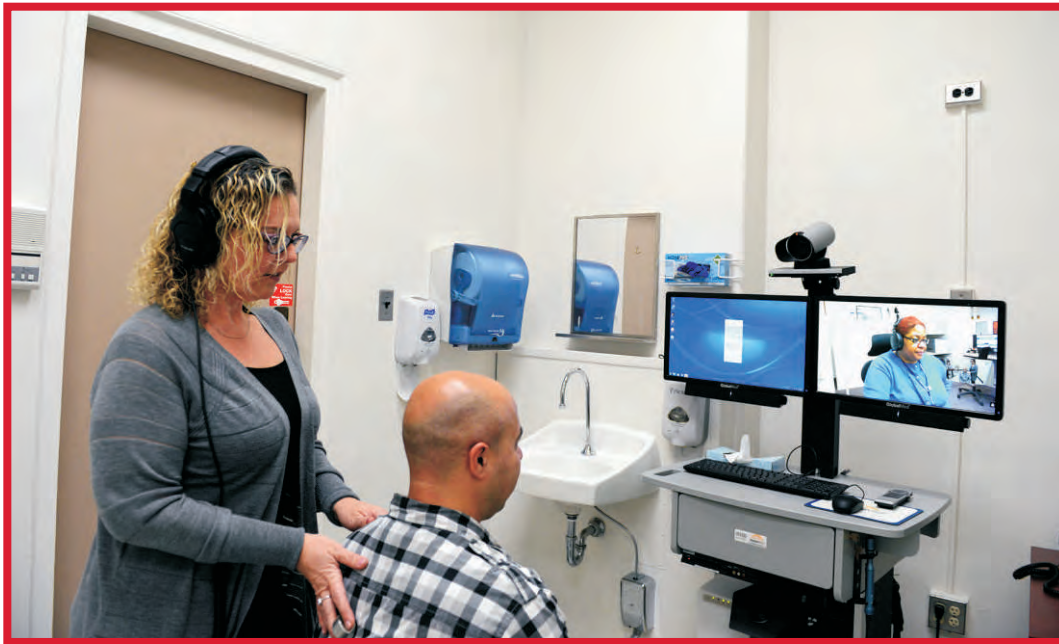
Modernize our System

Integrating Eastern Market as a Healthcare System

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An increased focus on Coatesville VAMC core mission of being the primary mental health referral facility on the eastern market of our network (VISN 4) resulted in a 23 percent increase in acute psychiatry admissions, an increase of three in the average daily census on acute psychiatry (from 19 to 22), an increase in domiciliary census from 110 to 117, and an 11 percent increase in acute psychiatry admissions from referring VISN 4 medical centers.

Telehealth Services



The expansion of virtual health care, known as telehealth allows Veterans to receive health care remotely, which saves time and eases on the travel burdens for Veterans. Currently there are almost 300 veterans enrolled in home telehealth for monitoring of chronic medical conditions such as diabetes, high blood pressure, heart failure, lung disease, depression, anxiety and bipolar disorder. Over 80 percent of home telehealth veterans with diabetes show adequate improvement in the control of their diabetes. Over 75 percent of the home telehealth veterans monitored for high blood pressure have shown improvement in control of their blood pressure. The home telehealth program is primarily performed through veterans' portable devices or through secure web-based applications.

We are especially proud that we are one of a limited number of VA facilities offering telehealth services by a

provider working from their home. Two providers, one in Michigan and one in New Jersey, provide mental health services to veterans in our outpatient mental health clinics, as well as to veterans in our Community Living Center. We are working with other VA facilities within our network to develop telehealth clinics for services that are not available locally at Coatesville, such as orthopedic and general surgery services. Through our combined efforts we have successfully initiated a thriving tele-dermatology program in cooperation with the Wilmington and Pittsburgh VA systems.

Our medical center has established a sleep study program via telehealth. Veterans perform the sleep testing in their homes using a home testing device supplied by our facility. The study is then read by a doctor at the Philadelphia VA sleep disorder clinic, who also provides recommendations for treatment.



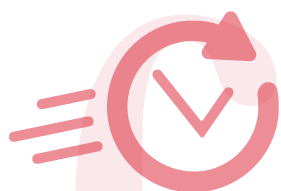
Focus Resources More Effectively

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Medication Management in our Community Living Center

The goal of this effort has been to reduce poly-pharmacy (the simultaneous use of multiple medications to treat a single ailment or condition; poly-pharmacy is most common in the elderly), reduce cost, reduce chance of medication errors and cut down on the dispensing times for nurses. Extensive reviews of identifying poly-pharmacy and other medications which have no benefit to the patient and communicating those findings with the doctor have ensured for a better outcome for our patients such as mitigating risks, eliminating or reducing medication errors, and decreasing the Proton Pump Inhibitor use.

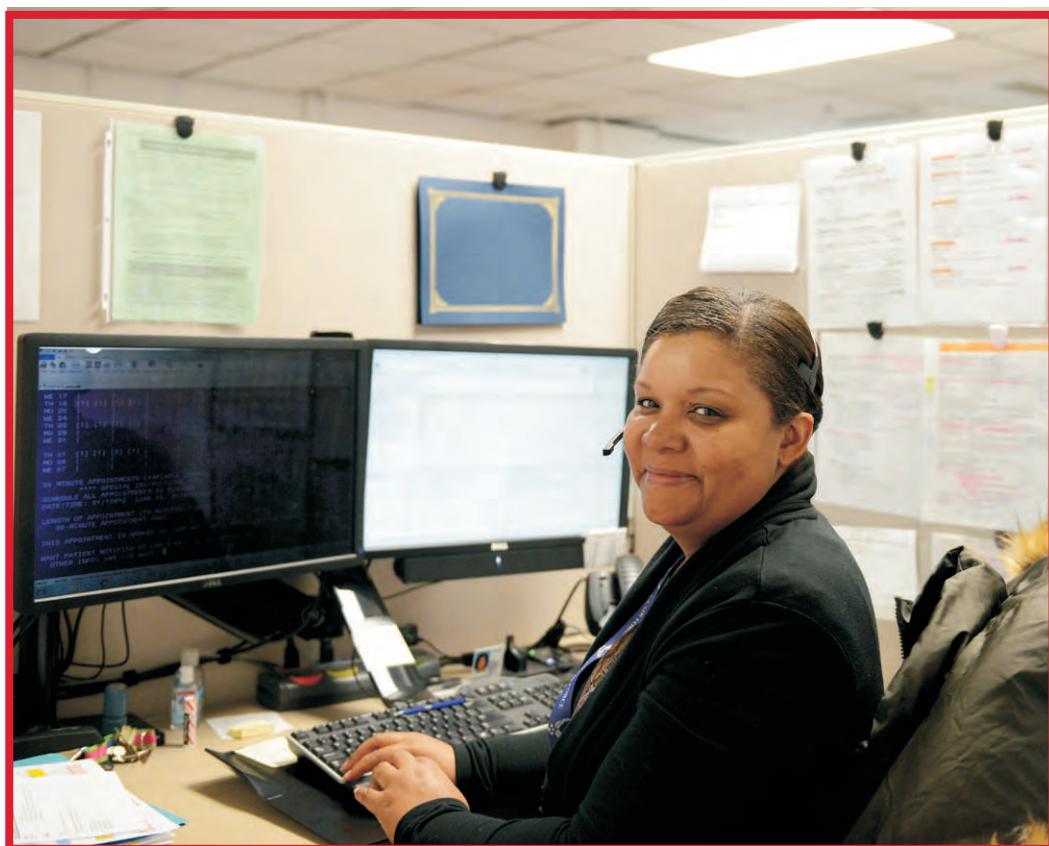


Improve Timeliness of Services

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Customer Service through Telephone Responsiveness

A telephone etiquette program was implemented and emphasis placed on call center support. Response time and abandonment rate has improved from 43 seconds in the 4th quarter of Fiscal Year 2016 to 16 seconds in Fiscal Year 2017.



MyHealthvet and Connected Care

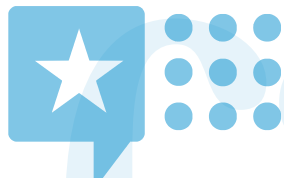
We have over 34 percent of our veterans currently enrolled in My HealthVet with upgraded accounts. This upgraded account allows veterans to refill VA prescriptions online, see parts of their VA electronic medical records and communicate easily with their healthcare teams using secure messaging. The healthcare teams have processes in place to have the appropriate staff address the issues raised in a veteran's secure message resulting in veterans needs being addressed by the correct staff and avoiding multiple phone calls or transfer calls between staff.

For Veterans interested in establishing a My HealthVet account, please contact Hermarie Santiago at (610) 384-7711, ext. 5055.

“When I called and explained my problem, I was able to see my provider that same day, get the medicine I needed and within a day my eye pain was gone.”

– Veteran T.R.





Suicide Prevention

p r i o r i t y

Veteran Crisis Line Information printed on Bottle Caps

Coatesville VAMC pharmacy began printing the Veterans crisis line information on all medication bottle caps. Drug poisoning is the second and third leading cause of suicide related deaths among female and male Veterans. The Veterans crisis line information on the medication cap provides a reminder of how to get help. This best practice initiative was adopted by every VISN 4 medical center.



Community Partners signing the Suicide Prevention Declaration to promote a safe environment, help connect Veterans to resources, and commit to reduce the incidence of suicide among Veterans.

2017 Budget

Total Operating Budget



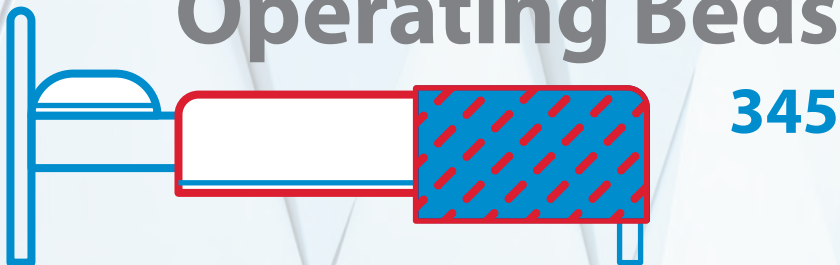
Employees

1,294

(356 are Veterans)



Operating Beds



Unique Patient Total

19,533

(1,032 are female)



and Statistics

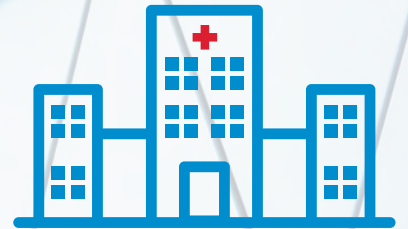
Outpatient Visits

243,606



Admissions

2,642



Virtual Care

Encounters completed via
Telehealth: 4,553



Voluntary Service

Volunteers: 371

Volunteer hours: 50,193

Youth volunteers: 20

Donations:

- **Monetary - \$91,593**

- **Tangible - \$867,534**





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Connect with support.

No matter what you're going through, resources are available.

VeteransCrisisLine.net



Veterans Seeking VA Health Care

Enrollment is essential in order to be seen by a VA Doctor. To enroll, simply call our Eligibility & Enrollment office at 610-383-0265/0266 or stop by building 1, room G40 or G45.

If you are enrolled and have never been seen by a physician here, please consider scheduling a visit with one of our Veteran-centered primary care providers today by calling 610-383-0239.

"I have been treated at the Coatesville VAMC for approximately 20 years with successful care."

– Veteran R.D.



VA



U.S. Department of Veterans Affairs

Veterans Health Administration
Coatesville VA Medical Center

Coatesville VA Medical Center

1400 Blackhorse Hill Road
Coatesville, PA 19320
610-384-7711 • 800-290-6172

Springfield Outpatient Clinic

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Suite 105
Springfield, PA 19064

Spring City Outpatient Clinic

11 Independence Drive
Spring City, PA 19475

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Facts and figures represented in this report are either Fiscal Year 2017 or Calendar Year 2017 data.