

LAVAMC

ANNUAL REPORT 2014

¹⁵
~~10~~ Reasons Why
We Are More Than
Just a Hospital

One Veteran Shares
His Experience

Tour the Facility
Enroll in MyHealthVet

WOMEN'S
HEALTH

Still undefeated!

A Look in
the Future

QUIT SMOKING

We can help!



Tucker County CBOC has
a new look! - pg. 11



*"If it wasn't for the
Clarksburg VA, I
wouldn't be here
today."*

-Damian Rounds,
Combat Veteran





A MESSAGE FROM The Executive Leadership Team

Pictured from left to right: Dr. Glenn R. Snider, Chief of Staff; Denise L. Boehm, Associate Director of Patient Care Services; Beth M. Brown, Medical Center Director; Louise P. Grant, Associate Director

The Louis A. Johnson VA Medical Center experienced many successes over the past year. We were honored to host the grand opening of a new community based outpatient clinic in Tucker County. Multiple review teams were welcomed and we received many compliments on the exemplary care we provide to our Veterans. As employees, Veterans, and volunteers will attest, we are more than just a hospital. Aside from treating the flu and repairing injuries, we offer a variety of services to improve Veteran’s daily lives and their long term health. We make every effort to individualize care and meet the Veteran’s needs.

During the last year, the Department of Veterans Affairs has witnessed many changes in structure, leadership and policy. Regardless of the changes we experience, the commitment to the Veterans will remain constant. As VHA moves toward the “My VA” framework which “puts the Veteran in control of how, when, and where they wish to be served,” I see the Louis A. Johnson VA Medical Center leading at the forefront of this initiative. In the feature story, you will hear from a Veteran who recognized we are more than just a hospital and provided individualized treatment to him in the manner he needed to receive it. I am proud of our accomplishments and excited to explore new opportunities as the VA grows and evolves as a healthcare organization.

- Beth M. Brown, *Medical Center Director*

By the Numbers

Total Operating Budget:	\$164,603,749
Total Employees:	892
Veterans Served (uniques):	21,874
Outpatient Visits:	273,712
Inpatient Visits:	2,628
Operating Beds:	100
Surgeries:	3,112
Prescription Refills:	1,130,145
Facebook Likes:	1,071



Monongalia County CBOC
2,597 Veterans Served
12,611 Outpatient Visits

Wood County CBOC
3,512 Veterans Served
17,770 Outpatient Visits

Braxton County CBOC
1,949 Veterans Served
9,334 Outpatient Visits

Tucker County CBOC
1,189 Veterans Served
4,618 Outpatient Visits

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#15 - QUILTS OF VALOR



Okla Edgell (top) and Marty Depersig (bottom-left) were presented with a quilt along with 36 other various combat Veterans such as Ex-Prisoners of War, Female Veterans and OEF/OIF/OND Veterans in FY 14.

In FY 14, the Louis A. Johnson VA Medical Center was approved by the Quilts of Valor Foundation (QOVF) to be a Quilt of Valor Distribution Center. With this designation, the medical center receives quilts from the QOVF to be awarded to Veterans. These events have been well received by the Veterans and have been covered by numerous media outlets. Since the QOVF’s inception, over 100,000 quilts have been awarded nationwide.



VOLUNTARY SERVICE



By the Numbers

Monetary Donations:	\$24,740.14
Activity Donations:	\$7,848.28
Total Item Donations:	\$115,557.23
Regular Volunteers:	716
Hours Volunteered:	56,746



MyHealthVet enrollment has increased by 20% and 265 tours have been conducted with requests continuing to increase.

Tours are offered Monday through Friday from 8:00 AM-4:00 PM, and do not require scheduling or reservations. The tour is open to any Veteran interested; however, to enroll in specific programs, a Veteran must be enrolled in the facility.

#14 - Tour the Facility

The Louis A. Johnson VA Medical Center implemented a new program providing tours of the facility for newly enrolled Veterans; the tour is also open to any interested Veterans who may not be familiar with the facility. The fifteen-to-twenty minute educational tour covers all common service areas of the hospital, as well as all service locations on the first and second floors.

The first and second floor tour provides the information and location of primary services for all Veterans; there is optional orientation for case-specific programs, services and specialty clinics throughout the facility.

The goal of this interactive tour is to

provide a professional, yet personalized experience to all Veterans, and allow them to ask questions. It provides a great opportunity for the patients to get familiar with the facility and its services, and to be enrolled in applicable programs both during and after the tour.

One such program is the MyHealthVet program. It has become one of the central parts of the tour experience. During the tour, patients are escorted to the library, where registration and authentication for the MyHealthVet program occurs. This interactive web site provides each VA patient with a plethora of tools to monitor and take

a proactive role in meeting his or her health care needs.

My HealthVet is the VA's online personal health record. It was designed for Veterans, active duty service members, their dependents and caregivers to partner with their health care team. Veterans are provided with opportunities and tools to make informed decisions and manage their health care.

#13 - My HealthVet in FY 14

- 12,145 Veterans were registered for a My HealthVet account.
- 9,820 received In-Person Authentication, meaning they were given advanced and premium accounts to access all features of the website.
- 5,592 opted in to Secure Messaging, which provides a means to communicate online with the Veteran's VA health care team.
- Clarksburg has the best response rate in VISN 4 with 6,054 of 6,094 (99.44%) secured messages answered within 3 days.
- 48,403 pharmacy refills were processed through My HealthVet.

My HealthVet By the Numbers

VETERANS REGISTERED
12,145

PREMIUM ACCOUNTS
9,820

SECURE MESSAGING
5,592

MESSAGES RECEIVED
6,094

PHARMACY REFILLS
48,403

FACILITY TOURS
265



"We are more than just a hospital, providing CBOC and community access to specialty care such as women's health, mental health, dermatology, retinal exams, nutrition counseling and much more utilizing virtual care technology."

-Ron Sandreth
CBOC and Virtual Care Manager

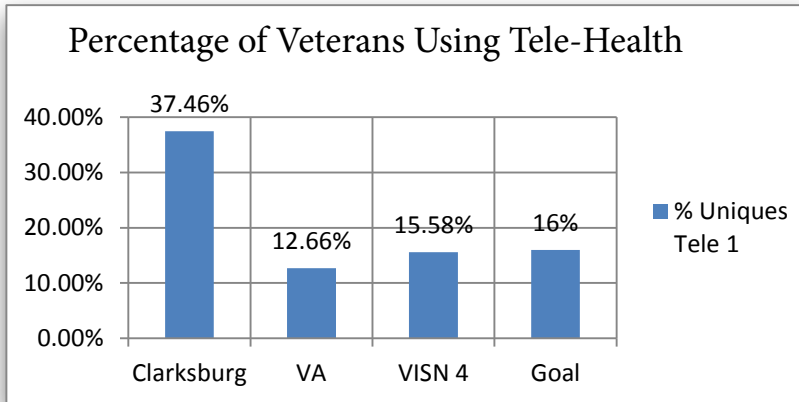
#12 - Virtual Care

West Virginia ranks among the highest states in the nation for prevalence of health care issues such as mental illness, obesity, and diabetes, with very limited health care services. Veterans' statistics reveal these same healthcare issues and trends among the Veteran population. The geography consists of very small communities with scattered populations and therefore adequate health care cannot be addressed through a single approach. Health care resources are very limited across the entire state and only available in select or isolated areas.

Virtual Care provides the right care, at the right place, at the right time, for Veterans through the use of modern technology. It also reduces the time Veterans need to spend in the hospital, and increases access to services without requiring long drives for Veterans by bringing the care closer to the Veteran. Virtual Care is Veteran Centered.

In FY 14, the Clarksburg VAMC ranked #1 in VISN 4 and #3 in all of VHA for the percentage of Veterans utilizing telehealth.

One of the many accomplishments for was a successfully implemented pharmacist-managed "Warfarin Clinical Video Telehealth (CVT) Program." The clinic operates Monday – Friday, 8:30AM – Noon, with 21 ten-minute appointment slots, and an enrollment of nearly 270 Veterans. Any patient taking warfarin, an oral "blood thinner" medication, and receiving primary care at one of four community-based outpatient clinic locations is eligible for participation in the program.



At each visit, a telehealth technician at the originating (patient) site is responsible for performing a finger stick for point-of-care blood testing and relaying the result to the distant (provider) site. The provider, an anticoagulation specialist, reviews the test result, interviews the patient, and communicates the treatment plan via the clinical video telehealth (CVT) equipment. In calendar year 2013, the program achieved 3,880 patient encounters, thereby saving Veterans extensive travel, including over 480,000 miles (a roundtrip to the Moon) and more than 345 days, nearly a year's time!

In FY 15, Clarksburg has been selected to participate in a national home tele-health pilot that will provide extended follow up care to our Veterans with diabetes.

WOMEN'S HEALTH

By the Numbers

Women Veterans
1,068

Mammograms
814

Cervical Cancer Screenings
*260

Maternity Care
7

* Changes recommending less frequent Pap testing for women with a history of normal screenings led to an overall reduction in annual cervical cancer screenings.



The Women Veterans Program continues to provide comprehensive women's health care services at the medical center, the Rural Mobile Unit and at the Braxton, Monongalia and Wood County CBOC locations. Today 1,068 women Veterans, 280 ChampVA and 30 Tricare women utilize LAJVAMC women's health care services.

"WE ARE A FAMILY CARING FOR OUR BROTHER AND SISTER VETERANS."

- Lisa Hardman, Women Veterans Program Manager



In FY 14, approximately 45 mammograms were completed for male Veterans and 769 exams for female Veterans.

#11 - WOMEN'S HEALTH, STILL UNDEFEATED!

The LAJVAMC Mammography Department passed the annual Food and Drug Administration (FDA) inspections with no deficiencies for the fifth consecutive year.

The medical center hosts on-site mammography from a full field digital mammography machine. The state of the art machine allows for enhanced breast images with minimal radiation exposure. The LAJVAMC continues to meet or exceed their performance improvement goals for breast and cervical cancer screening. Our facility has obtained full accreditation, through the American College of Radiology, to perform mammography.

Full accreditation and annual inspections ensure quality images, properly checked and maintained equipment, qualified personnel, and an established and maintained quality assurance program. The quality assurance program ensures the safety, reliability, clarity, and accuracy of mammography services performed at the facility.

The Women Veterans Program continues to seek ways to improve care for women Veterans.

- The Pink Patient Aligned Care Team (PACT) is currently developing a Nurse Led Chronic Renal Disease Pilot in conjunction with the Office of Nursing Service.
- Quality improvement projects were conducted to improve women Veterans receiving bone density, breast cancer and cervical cancer screenings.
- A program is being developed to offer eligible male and female Veterans the Human Papilloma Virus (HPV) vaccine to reduce the risks of HPV related cancers.
- A healthy teaching kitchen was purchased to demonstrate healthy cooking concepts for our Veterans.



ONE VETERAN'S JOURNEY



DAMIAN ROUNDS
Combat Veteran

"When I needed help mentally, physically, spiritually, and emotionally this VA stepped up, and truly gave my life back to me."

Three years ago, Damian Rounds found himself at a crossroads as he struggled with substance abuse, homelessness and contemplated suicide. He moved here from Baltimore, Maryland to build a foundation to recovery. A combat Army Veteran, 2008-2011, Damian faced Post Traumatic Stress Disorder, substance abuse and homelessness.

"I was looking for somewhere to go that would treat me as a Veteran and not a number."

According to Damian, he found the care he was looking for at the Louis A. Johnson VA Medical Center.

"This was my difference, my shining light. If I did not come to the Louis A. Johnson VA Medical Center, I would not be alive. You are truly treated as a Veteran and everyone is here to help you, they truly care!"

Over the course of the past three years, Damian has been able to establish care with a PACT team led by Dr. Brennan, utilize homeless services, physical therapy, family caregiver support, peer support, and the Mental Health Residential Rehabilitation Program.

"This facility gave me the tools to deal with my problems. I am never judged or looked down upon. When I am feeling depressed or irritated, they will help me get to a better place."

Damian further states that without the support of Linda Fravel, Clinical Social Worker, he would not have had the success he has today.

"My house is paid off. My car is paid off. I am getting ready to get married! None of this would be possible without the team at the Louis A. Johnson VA Medical Center. Especially Linda Fravel, she is not only my social worker and friend, but I consider her family, as I do with all of my healthcare team. They have all helped me overcome my challenges and regain my self-esteem and confidence. These people are my family, my friends, it is very personal to me to be part of this VA."

Damian still faces challenges in his treatment, but he has developed skills to manage his symptoms and through the support of the VA staff, he is living the life he hoped to have.

#10 - THE COMMUNITY LIVING CENTER (CLC)

During a recent review, it was reaffirmed the CLC is well-versed in patient-centered care. We treat the Veteran and their family based on their needs and wishes, providing care in an atmosphere that emulates a feeling of home and family. We use tools such as the Artifact of Change to assist us in meeting Cultural Transformation goals. This guidance has allowed us to provide services such as burlodge meals, routine snack cart, seasonal specialty items, companionship for a hospice resident to spend his last days with his pet, and many other activities that allows us to provide special and individualized care to each and every Veteran.

One of many practices initiated through Cultural Transformation is the ceremony when a Veteran passes. The Veteran is draped with the American flag and lead in a procession by staff down the hallway, while family, staff, Chaplain and fellow Veterans stand to give their respects with Taps playing in the background. This ceremony is performed throughout the medical center when a Veteran passes.



LAJVAMC continues to perform well in patient satisfaction scores, validating our residents are satisfied with their care, and choose us as their "home away from home."

#9 - Health Care For Homeless Vets (HCHV)



The HCHV team planned and organized the first Homeless Veteran Stand Down in over a decade to take place in FY 15. The last Stand Down was in 2002.

In FY 14, the Health Care for Homeless Veterans (HCHV) Program made significant changes enabling the HCHV program to better serve our Veterans! New additions to the staff include:

- Amber Brunetti, Homeless Program Manager and Grant & Per Diem liaison.
- Audrey Lutz, HCHV Social Worker and Marina Kelley, HCHV Outreach Social Worker.
- Falina Henline, Community Employment Coordinator (CEC).
- Jean O'Halloran, Veteran Justice Outreach/Health Care for Re-Entry Veteran Social Worker.

The HCHV Team participated in the annual Point in Time count and the 100,000 Homes Campaign in January 2014, where team members searched the streets of Harrison County looking for unsheltered homeless individuals.

In August of the same year, the HCHV team attended to the 2nd Annual WV Homeless Veterans Summit in Charleston, WV. The HCHV team helped coordinate and present at this event. Additionally in August, the HCHV team participated in the Homes for Harrison County (previously known as 100,000 Homes) campaign.

In September, the HCHV team held the annual CHALENG event.

The HCHV team identifies the importance of being active both within and outside of the VAMC. Our team is involved in the following community committees:

- Steering Committee
- Housing Committee
- Supportive Services Committee for Homes for Harrison County
- WV Coalition for the Homeless
- North Central WV Coalition to End Homelessness
- WV Inter-agency Council on Homelessness.

Our team has additionally taken an active role in the Zero 2016 campaign and the Governor's Plan to End Homelessness in WV.



In May 2014, the HCHV Team participated in the VA2K and received donations for the homeless program.

“We are more than just a hospital, we care about our Veterans and recognize the significant challenges that our homeless Veterans face each and every day on the streets or in homeless shelters.”

- Amber Brunetti
Homeless Program Coordinator



HCHV

By the Numbers

HUD-VASH

Enrollments
92

Positive Discharges
96%

Grant & Per Diem

Enrollments
17

Positive Discharges
75%

Emergency Housing

Enrollments
51

Positive Discharges
75%

The Community Employment Coordinator has assisted 40 Veterans in finding permanent employment. HCHV outreach program enrolled 45 Veterans since June 2014.

#8 - VETERANS JUSTICE OUTREACH

A new program coordinator was employed in FY 14 for the Veterans Justice Outreach Program. The new coordinator became acclimated with the justice system in our catchment area and provided a series of educational presentations for VA staff and external agencies.

In just one quarter, the Veterans Justice Outreach Program Coordinator was able to increase uniques from 72 in the previous fiscal year to 86 uniques. This program will continue to grow as partnerships with the local justice system are developed and opportunities for Veteran advocacy are identified.

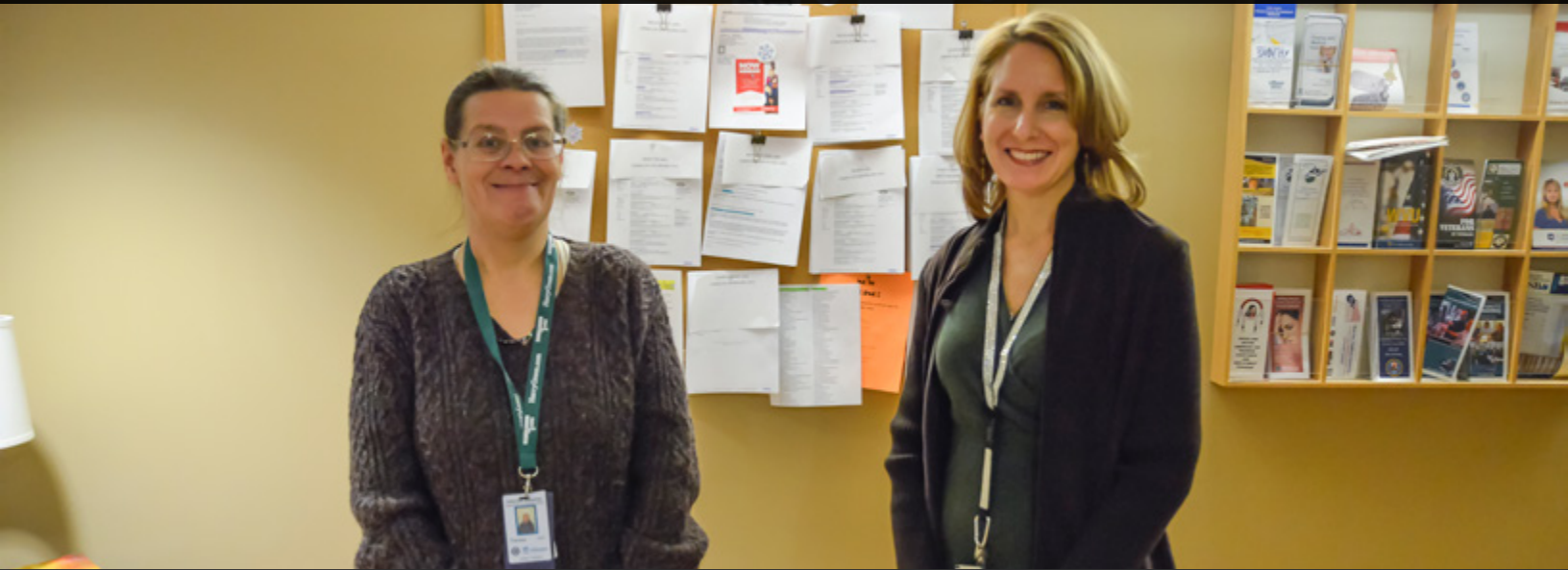


#7 - FEDS FEED FAMILIES

The Feds Feed Families campaign is a voluntary, government-wide food drive supported by federal employees across the country who donate time to collect food for those in need. The Louis A. Johnson VA Medical Center (LAJVAMC) participated in this campaign, accepting donations from June 1st to August 27th.

With donations being made by departments within the LAJVAMC, outpatient VA clinics, and the Morgantown Veterans' Center, 930 pounds of food was donated and will be distributed throughout 48 of the 55 counties within West Virginia. Since the campaign began in 2009, Federal workers have donated and collected 24.1 million pounds of food and other non-perishable items to support families across America.

#6- COMPENSATED WORK THERAPY (CWT)



The mission of the CWT Program is to provide an opportunity for Veterans to enhance their social, vocational, and community integration skills, improving overall quality of life. Vocational rehabilitation services are provided in effort to assist Veterans in achieving their psychosocial and/or vocational goals.

We are pleased to offer Compensated Work Therapy (CWT) to Veterans who may, for many reasons, need assistance in achieving and/or maintaining community competitive employment; or, who may need therapeutic employment services to prepare for re-entry into the competitive workforce.

There are two components to the Clarksburg VAMC's CWT Program.

Transitional Work (TW) provides a structured, therapeutic environment where Veterans can participate in paid work activity. Participating Veterans are placed in temporary contracted positions within federal, public, or private employers. The program may help to evaluate work potential, develop prevocational skills, address work-hardening and readiness, update work experience and references, teach job seeking skills, etc. For the more chronically disabled Veterans, the program may enhance overall functioning, quality of life, and lessen depression and feelings of isolation.

Supported Employment (SE) is a program that offers assistance and ongoing support for Veterans who are interested in going to work. The goal of SE is to assist Veterans with Most Severe Disabilities in locating, obtaining and keeping competitive employment in the community. A Vocational Rehabilitation Specialist works with the Veterans and employers on an individual basis. SE is an approach to helping Veterans participate as much as possible in the competitive labor market, enabling them to work and contribute to their community and society by focusing on their abilities and desires.

CWT

BY THE NUMBERS

Veterans enrolled
147

Total number of hours worked
52,965

Income earned
\$444,630.00

TRANSITIONAL WORK (FY 14)

103

44,665

\$345,030.00

Total dollar amount from TWE contracts: \$367,339.00

SUPPORTED EMPLOYMENT (FY 14)

44

8,300

\$99,600.00

Average hourly pay for SE Veterans in competitive employment: \$12.00

"We, the CWT staff, believe the services provided through the CWT program help make the VA "more than just a hospital." We view the Veteran as a whole person, looking beyond their medical and mental health conditions to help improve their quality of life. We specialize in supporting the role employment plays in the Veteran's overall life satisfaction, by bridging the gap from hospital to home and community." - Kara Tustin, CWT Coordinator

#5 - PEER SUPPORT



WHAT DOES PEER SUPPORT OFFER?

In FY 14 we added four outpatient substance abuse groups, with the support of three Peer Support Specialists. We are now able to offer outpatient substance abuse/relapse prevention treatment to Veterans who are not able to participate in a 28 day residential treatment program, but can benefit from outpatient group treatment.

“Relapse Prevention” - These groups use specialized recovery tools to address the continuing concerns of individuals in early recovery. Using 12 Step Support is encouraged and material from AA/NA approved literature is interjected into subject material to facilitate this.

“Sober Living” - This is a group for developing strengths and talents along with the structure to maintain sobriety.

“Harm Reduction” - This group is for those Veterans diagnosed with substance dependence or abuse that have not been in residential treatment, are not interested in a referral to residential treatment, and/or are currently using substances and are interested in reducing the use of

substances. Participants may be randomly drug tested and/or breathalyzed. Veterans who are interested in residential treatment may be referred to the Mental Health Residential Rehabilitation Treatment Program for screening.

“12 Step Education” - The 12 Step Education Group examines the literal definition of each step, the history, and how the steps developed into use by multifaceted recovery group programs. The group examines how the steps can/are employed as tools for self-help recovery.

The study of the “12 Steps” is broken down into 4 phases, containing the study of three of the steps, for approximately 12 weeks; this ensures a thorough study of each step. The outcome hoped for, is that knowledge is passed to the Veteran, for incorporation into the individual’s recovery plan.

One of our peer support specialists is located at the Wood County CBOC to provide an outpatient group and individual support for Substance Use Disorder Relapse Prevention.

WHY IS PEER SUPPORT SO IMPORTANT?

Individuals who do not participate in continued care:

Only 24 out of 100 of Veterans who complete a 28 day residential treatment program remain clean and sober for one year.

Individuals who participate in VA Outpatient Aftercare Only:

Only 29 out of 100 of Veterans who graduate a 28 day residential treatment program and go to aftercare, but don’t go to any AA or NA meetings remain clean and sober for one year.

Individuals who participate in AA or NA Only:

Only 49 out of 100 of Veterans who graduate a 28 day residential treatment program and go to AA or NA meetings, but don’t go to any outpatient aftercare remain clean and sober for one year.

Individuals who participate VA Outpatient Aftercare and AA/NA:

63 out of 100 of Veterans who graduate a 28 day residential treatment program and continue with both Outpatient Aftercare and AA or NA remain clean and sober for one year.

NEW TUCKER COUNTY COMMUNITY BASED OUTPATIENT CLINIC



Tucker County is home to a newly constructed VA outpatient clinic. Upon its completion, the Tucker County Community Based Outpatient Clinic (CBOC) held a special ribbon cutting ceremony at its location on 260 Spruce Street in Parsons, West Virginia. Originally established 19 years ago, the redesigned CBOC encompasses 3,375 square feet; this is twice the volume of the original facility. The new clinic will serve more than 1,200 Veterans from seven counties.

Features of the new CBOC include handicap accessibility, primary care, tele-mental health, lab testing, immunizations and preventative health services, three exam rooms and a large conference room. The stone used on the front pillars was stone excavated from a farm in Parsons, WV. Additionally, the contractor added a display case in the waiting room area to feature military mementos from local Veterans and staff to further personalize the space. A Wall of Honor was also installed to post military photos of Tucker County Veterans.





“We want to ensure Veterans will always have the best parking available.”

-Beth M. Brown
Medical Center Director

#4 - Valet Parking

The Louis A. Johnson VA Medical Center now offers valet parking to all Veterans who use the medical center for health care services. With the addition of valet parking, the medical center is one step closer to begin construction on a parking garage, which is slated for Spring of 2014.

Patients are provided with front door service and greeted by a valet parking driver who conducts a quick visual inspection, completes and provides the patient with a claim ticket, and parks the vehicle. Veterans no longer have to spend valuable time searching for a parking space. Valet parking also improves access for mobility impaired patients and limits exposure to inclement weather, not to mention it is a luxury our Veterans deserve.

Valet Parking was initiated in November 2013 averaging approximately 97 vehicles parked per day. By November 2014, the average number of vehicles parked per day elevated to 253, an increase of over 250 percent.

Quality not Quantity



Dr. Edward Brennan guessed the nearest weight of the giant squash at 23 lbs. 4 oz.

The 2014 Quality Fair was a fun, yet educational way to highlight quality improvement within the facility. All employees were given the opportunity to participate by submitting a poster presentation at the event. Veterans and employees were treated to a carnival themed atmosphere while viewing the nine process improvement projects submitted by staff.

Winners were selected by a panel of judges for:

- **Best Presentation:** Pharmacy Service “15 Minutes Could Save Veterans 53% or More in Outpatient Pharmacy Window Wait Times”
- **Most Improved:** Surgery Service “Improving OR Start Times”
- **Most Informative:** “My HealtheVet”

Both staff and Veterans were able to vote for the People’s Choice award and guess the weight of a giant squash.



The people chose My HealtheVet as the crowd favorite.

Notable Accomplishments:

- 100% Timely NRM Obligations
- EOFY Non-NRM obligation rate of 99.96%
- Outstanding performance in antibiotic selection
 - 93% for antibiotic selection for the ICU patients
 - 95% for antibiotic selection for the non ICU patients
- 100% of blood cultures obtained prior to antibiotic administration
- Patient satisfaction scores exceed the VISN and National averages in all categories.
- The number of trained and certified contracting officer representatives doubled in FY14.
- Privacy Compliance Assessment remediated to a perfect score of 10 in all areas.
- Six OEF/OIF/OND outreach activities resulted in connecting with 439 (new) Veterans.
- Visual Impairment Services Veteran enrollment rose from 22 to 76.
- Six additional tele-health technicians resulted in tele-retinal imaging increasing from 566 to 2,117; tele-dermatology from 15 to 68.
- First WV VA to receive the American College of Surgeons Commission on Cancer Program Accreditation with seven commendations
- Successful FDA Mammography Inspection with zero deficiencies for the fifth consecutive year
- Records Management received a 10/10 remediation score. All deficiencies were remediated to a 5.0 plus an additional 5 points for program sustainability.



#3 - QUIT SMOKING (WE CAN HELP!)

"We are more than just a hospital here we are family and take a genuine interest in the health and wellness of all those we come in contact with. We celebrate the successes achieved and support them through hard times." -Claudia Nuzum, Tobacco Cessation Coordinator

In FY 14 the Tobacco Cessation Program experienced exceptional growth compared to FY 13. The service saw 30 Veterans, an increase of 26 from last year. Ten of the 30 Veterans were able to quit using tobacco completely, while nine Veterans decreased their daily use.

A Tobacco Cessation Group for Veterans participating in the various Mountaineer Treatment and Recovery programs was initiated, in addition to the weekly group held for outpatient Veterans. In May, a luncheon was held to honor the accomplishments of several Veterans in their tobacco cessation. The service has also been working to develop a tobacco cessation program for employees and will implement this program in the 1st quarter of FY 15.

The tobacco cessation program strives to help Veteran, families and employee alike. The service encourages Veterans to bring their spouses with them to their appointments to learn about what they are going through and to offer help with their own cessation if interested.

#2- A LOOK IN THE FUTURE

Home Based Primary Care (HBPC) is a new program initiated at LAJVAMC. HBPC aims to provide care and education in the home to Veterans who are unable to attend clinic visits at our VAMC, CBOC, or Rural Mobile Unit. The program will offer services to Veterans residing in a 60 mile radius from the LAJVAMC with future expansion to the CBOCs.

The HBPC team will assist Veterans in the transition from the hospital to their home environment by providing education, assessment, and follow up care to include assessing the home to ensure a safe therapeutic environment. An interdisciplinary treatment plan that identifies the Veterans needs will include medical treatment/services, nursing care, patient/caregiver education, rehabilitation, nutrition, and psychosocial/spiritual needs. The HBPC team will strive to meet the changing needs and preferences of the Veteran and their caregiver throughout the course of chronic disease, to include end of life.



"We take the care into the homes of the Veterans that are not physically or medically able to travel to ensure necessary care is provided." - Rebecca Lambert, HBPC Program Support

#1 - BECAUSE “I CARE”

Integrity. Commitment. Advocacy. Respect. Excellence. These are the core values of the Department of Veterans Affairs (VA) I CARE program. These important values define our philosophy and approach to serve those who served. The Louis A. Johnson VA Medical Center (LAJVAMC) would like to acknowledge a few of our many employees who demonstrate these values.



INTEGRITY

“Without Integrity, it’s hard to follow through with other values. You must be trusted by those you’re caring for.” - Brenda Ware, Radiologic Technologist

An exceptional testament to Brenda’s display of Integrity would be the fact that for five consecutive years, her department has had zero deficiencies when the FDA conducts its annual surveys. Proper inspection of equipment, documentation of employee education, and patient notification of results in a timely manner are but a few of the focal points of these surveys.

COMMITMENT

Employees, Tom Perrine, Paula Voldeck, and Raymond Greynolds volunteer for Project Healing Waters Fly Fishing, Inc. There are currently 10 participating VA patients in the program, taking an average of 12 fishing trips annually. Classes for the program include fly fishing and rod building. The fishing trips take place at local, private ponds and lakes in and around the state.

“It’s rewarding in itself to have the commitment to the program and its patients. When you’re out there on the stream together, people really open up. It changes lives, and can bring people to amazing places.” - Tom Perrine, Recreational Therapist



ADVOCACY

Cris Mascaro, Speech Pathologist, established an ALS support group to expedite services for the ALS population. These groups are open to all the Veterans, their families and caregivers; various presenters, including the Paralyzed Veterans of America (PVA), provide education and support. The support program started with 16 patients, and now has four.

“That’s why it’s so important to advocate for them. This disease progresses very rapidly, so these Veterans need these services just as quickly as possible. I wanted to make a difference.”

- Cris Mascaro, Speech Pathologist

RESPECT

Kenny Davis, a Navy Veteran and CNA at the medical center, spends countless hours with many Veterans who are often terminally ill. Spending this quality time with Veterans is second-nature to Mr. Davis; it is more than a job. Aside from his regular duties, he provides support to hospice Veterans during lunch and after hours, from something as simple as a few minutes of conversation or delivering certain lunch items upon request, to holding the hand of a Veteran that has no one else.

“So many people cherish the entry to life; not a lot of people want to cherish the final parts of life. We are their family when no one else can be or wants to be.” - Kenny Davis, CNA



EXCELLENCE

Alethea Larry was a vital part of the accreditation and commendation processes for the LAJVAMC through the American College of Surgeons Commission on Cancer Accreditation (ACoS). To achieve the three-year accreditation, a cancer program must meet 34 quality patient-centered cancer care standards. The program provides the framework for continuously improving quality of patient-centered care through various programs that focus on the full spectrum of cancer care. The LAJVAMC is the only VA facility in WV to be approved and 1 of 57 VA Medical Centers nationwide that have ACoS Accreditation. Larry acknowledged Dr. Gyimesi, Dr. Coonley, Dr. Snider, and Dr. Cassim, Chairman of the Cancer Committee.

“I put the finished product together, but they were responsible for the work.”

- Alethea Larry, Cancer Registrar

“WE ARE MORE THAN JUST A HOSPITAL!”

Louis A. Johnson VA Medical Center

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Monongalia County CBOC
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