



To care for him who
shall have borne the battle..."

A. Lincoln

It's Your Place



WEST PALM BEACH VA MEDICAL CENTER
A N N U A L R E P O R T 2 0 1 1



ACKNOWLEDGEMENTS:

We wish to thank everyone who contributed to the production and development of the FY2011 Annual Report. All of the people featured in this report are medical staff, employees, students, Veterans and our stakeholders at the West Palm Beach VA Medical Center. We could not have produced this document without their dedication and support.

A special thanks to:

Director’s Office, Medical Media, Public Affairs, Service Chiefs and all who contributed their time and talents.

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“This will remain the land of the free only so long as it is the home of the brave.”

Elmer Davis

Director of the Office of War Information, WWII



MISSION AND VISION

VA Core Values

INTEGRITY: Act with high moral principle. Adhere to the highest professional standards. Maintain the trust and confidence of all with whom I engage.

COMMITMENT: Work diligently to serve Veterans and other beneficiaries. Be driven by an earnest belief in VA's mission. Fulfill my 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 I serve and with whom I 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 my actions, willing to admit mistakes and rigorous in correcting them.

VA Core Characteristics

TRUSTWORTHY: VA earns the trust of those it serves everyday through the actions of all employees. They provide care, benefits and services with compassion, dependability, effectiveness and transparency.

ACCESSIBLE: VA engages and welcomes Veterans and other beneficiaries, facilitating their use of the entire array of its services. Each interaction will be positive and productive.

QUALITY: VA provides the highest standard of care and services to Veterans and beneficiaries while managing the cost of its programs and being efficient stewards of all resources entrusted to it by the American people. VA is a model of unrivalled excellence due to employees who are empowered, trusted by their leaders and respected for their competence and dedication.

INNOVATIVE: VA prizes curiosity and initiative, encourages creative contributions from all employees, seeks continuous improvement and



Integrity
Commitment
Advocacy
Respect
Excellence

Veteran Employee Gene Braxton and Medical Center Director Charleen R. Szabo, FACHE at the Veterans Day Parade.

adapts to remain at the forefront in knowledge, proficiency and capability to deliver the highest standard of care and services to all of the people it serves.

AGILE: VA anticipates and adapts quickly to current challenges and new requirements by continuously assessing the environment in which it operates and devising solutions to better serve Veterans, other beneficiaries and Service members.

INTEGRATED: VA links care and services across the Department; other federal, state and local agencies; partners; and Veterans Service Organizations to provide useful and understandable programs to Veterans and other beneficiaries. VA's relationship with the Department of Defense is unique, and VA will nurture it for the benefit of Veterans and Service members.



VA
HEALTH
CARE

Defining
EXCELLENCE
in the 21st Century

Veterans Health Administration (VHA) Mission Statement

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

Veterans Health Administration (VHA) Vision Statement

VHA will continue to be the benchmark of excellence and value in health care benefits by providing exemplary services that are both patient-centered and evidence-based.

This care will be delivered by engaged, collaborative teams in an integrated environment that supports learning, discovery and continuous improvement.

It will emphasize prevention and population health and contribute to the Nation's well-being through education, research and service in national emergencies.

VETERANS' COMMENTS



"Women services have increased. I always get in when I need to be seen. My Primary Care provider is receptive to what I have to say and caring. I like the fact that many employees are Veterans. They understand me. When I received care elsewhere, they didn't listen to me. Everyone is very caring here."

SHIRLEY M. SALT
Former Medic and LPN
U.S. Air Force and U.S. Army

"I think the care here is great! The turnaround time is quick to get an appointment. They listen to what I am saying and are not just going through the motions. They treat you as a person, not as a number from the clerk to the physician."

JERMAINE BELL
U.S. Marines



"The Women's Clinic has gone above and beyond taking care of women Veterans. My primary care provider listens to all my concerns and responds accordingly. All encounters are completely professional and confidential."

LYNETTE L. MITCHELL
U.S. Army

Respect
Integrity Advocacy
Commitment Excellence

2011 YEAR IN REVIEW

- West Palm Beach VA Medical Center met 100% of the measures associated with Organizational Specific Leadership and Financial Stewardship Goals.
- There were several successful national and network reviews during the course of the year including Supportive Employment Fidelity Survey, Annual Workplace Evaluation and Environment of Care Survey, Logistics Service Practices, Internal Control Business Process, Veterans Health Administration (VHA) Comprehensive Emergency Management Program (CEMP) assessment, Community Care Coordination Service, System-wide Ongoing Assessment and Review Strategy (SOARS), Operations Enduring, Iraqi Freedom and New Dawn (OEF / OIF / OND) Program, Office of Inspector General Combined Assessment Program (OIG CAP), Cyber Security, Women Veterans Health Strategic Health Care Group's Assessment of Comprehensive Primary Care, Mental Health Site Visit, Office of Clinical Consultation and Compliance for Reusable Medical Equipment processes.
- The Blind Rehab Center achieved recertification from the Commission on Accreditation of Rehabilitation Facilities (CARF) that was conducted November 30 — December 2, 2011. There were no recommendations, and over 20 best practices were noted by the surveyors.
- The West Palm Beach VA Medical Center Comprehensive Cancer Center opened in July 2011.
- The following new programs were implemented: Medical Foster Home, Veterans Justice Outreach and Caregiver Support.
- The West Palm Beach VA Medical Center held a successful Welcome Home event with 162 Veterans (101 of which were OEF / OIF / OND Veterans) in attendance.
- West Palm Beach VA Medical Center Medical Media Visual Information Specialist's poster was selected by the Veterans Day National Committee to be the official National Veterans Day poster for 2011.

Charleen R Szabo, FACHE

CHARLEEN R. SZABO, FACHE
Medical Center Director



Charleen R. Szabo, FACHE
Medical Center Director



Cristy McKillop, MHA, FACHE
Associate Director



**Gloria Bays, MSN, ARNP,
CNA-BC**
Associate Director for
Patient Care Services



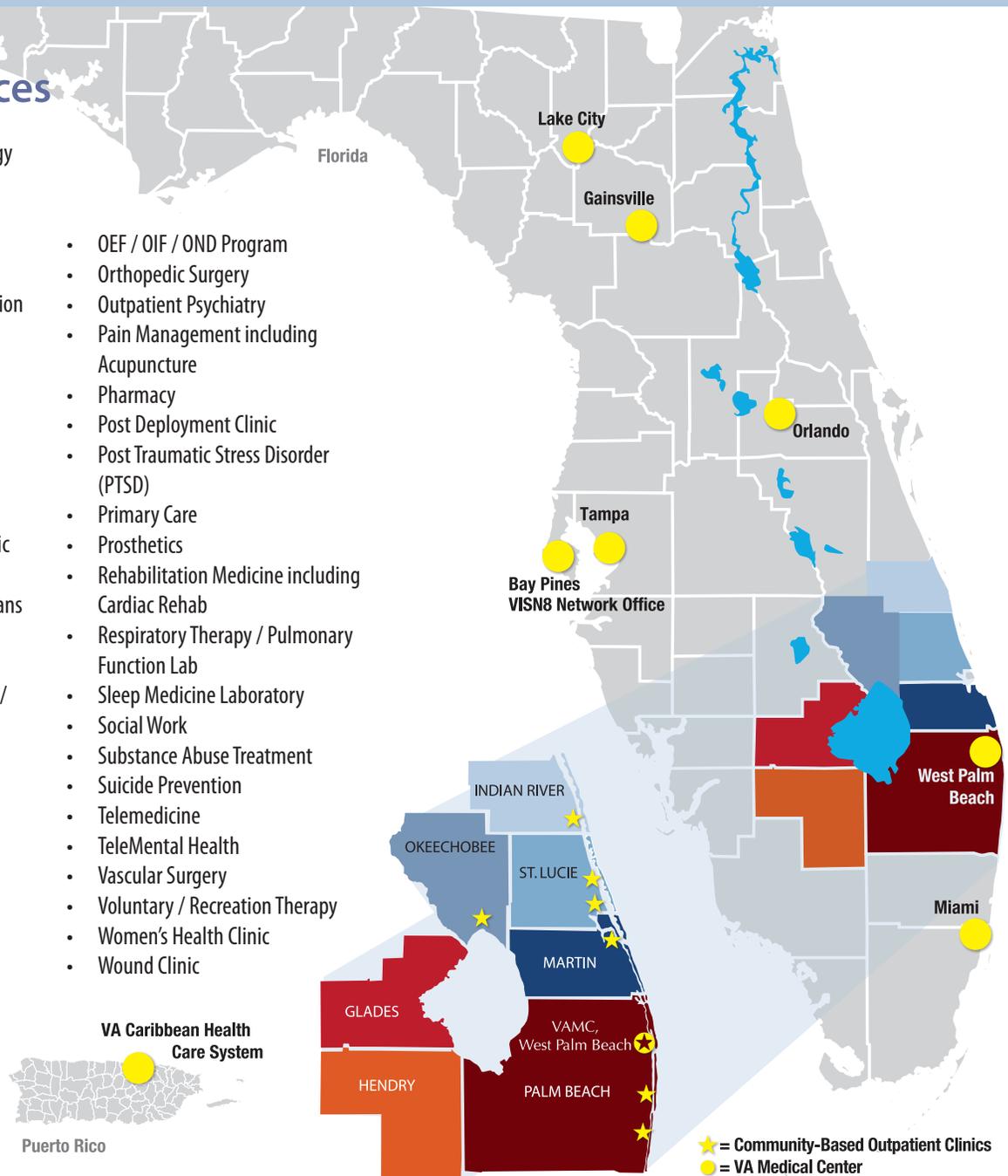
Deepak Mandi, MD
Chief of Staff

FACILITY AND SERVICE

The West Palm Beach VA Medical Center provides health care to 63,720 eligible Veterans in a seven-county area along Florida's Treasure Coast. Comprehensive services include medical, surgical and psychiatric inpatient care and outpatient services. In addition, Primary Care, mental health services and retinal screenings are also provided by the six Community-Based Outpatient Clinics (CBOCs) located in the adjacent counties of Hendry, Glades, Martin, St. Lucie, Okeechobee and Indian River. Geriatrics and Extended Care Service offers community residential care, adult day health care, respite and hospice in addition to nursing home care and Home Based Primary Care. Over 646,218 outpatient visits and 6,713 inpatient discharges occurred in FY2011. State-of-the-art equipment and professional employees dedicated to patient-centered care distinguish this facility as first class.

Scope of Services

- Audiology and Speech Pathology
- Blind Rehabilitation Center
- Cardiac Catheterization (diagnostic)
- Chaplain Service
- Chemotherapy and Home Infusion
- Chest Pain Center
- Comprehensive Cancer Center
- Dental
- Diagnostic and Interventional Radiology
- Emergency Department
- Extended Care
- Geriatric Psychiatry and Geriatric Medicine
- Health Care for Homeless Veterans / Outreach
- Hemodialysis Center
- Home Based Care Coordination / Telemedicine
- Home Based Primary Care
- Inpatient Medical, Surgical and Mental Health Services
- Inpatient Nursing Home and Respite Care
- Low Vision Clinic
- Medical and Surgical Specialty Care
- Medical Foster Home
- Medical Media
- MOVE! Program
- Nutrition
- OEF / OIF / OND Program
- Orthopedic Surgery
- Outpatient Psychiatry
- Pain Management including Acupuncture
- Pharmacy
- Post Deployment Clinic
- Post Traumatic Stress Disorder (PTSD)
- Primary Care
- Prosthetics
- Rehabilitation Medicine including Cardiac Rehab
- Respiratory Therapy / Pulmonary Function Lab
- Sleep Medicine Laboratory
- Social Work
- Substance Abuse Treatment
- Suicide Prevention
- Telemedicine
- TeleMental Health
- Vascular Surgery
- Voluntary / Recreation Therapy
- Women's Health Clinic
- Wound Clinic





West Palm Beach VA Medical Center



Boca Raton CBOC



Delray Beach CBOC



Fort Pierce CBOC



Okeechobee CBOC



Stuart CBOC



Vero Beach CBOC

| FACILITY | ADDRESS | CONTACT |
|-----------------------------------|---|--|
| West Palm Beach VA Medical Center | 7305 N. Military Trail West Palm Beach, FL 33410 | Phone: 561-422-8262 Fax: 561-422-8613 |
| Boca Raton CBOC | 901 Meadows Road Boca Raton, FL 33433 | Phone: 561-416-8995 Fax: 561-416-9374 |
| Delray Beach CBOC | Linton Medical Park 4800 Linton Blvd., Suite 300 Delray Beach, FL 33445 | Phone: 561-495-1973 Fax: 561-495-2097 |
| Fort Pierce CBOC | Pelican Center 727 North U.S. 1 Ft. Pierce, FL 34950 | Phone: 772-595-5150 Fax: 772-595-6560 |
| Okeechobee CBOC | VA Clinic 1201 N. Parrot Ave. Okeechobee, FL 34972 | Phone: 863-824-3232 Fax: 863-824-3379 |
| Stuart CBOC | Willoughby Commons 3501 S.E. Willoughby Blvd. Stuart, FL 34997 | Phone: 772-288-0304 Fax: 772-288-1371 |
| Vero Beach CBOC | Marklena Center 372 17 th St. Vero Beach, FL 32960 | Phone: 772-299-4623 Fax: 772-299-4632 |
| Port St. Lucie Clinic | 126 SW Chamber Court Port St. Lucie, FL 34986 | Phone: 772-878-7876 Fax: 772-299-4632 |

COMMUNITY-BASED OUTPATIENT CLINICS

Accessibility and availability of services underscore our accomplishments in serving the more than 63,720 Veterans during FY2011 at the West Palm Beach VA Medical Center and its Community-Based Outpatient Clinics (CBOCs).

Services provided at the CBOC locations include Primary Care, Mental Health, Retinal Imaging, Nutrition Counseling, Social Work Services and Telehealth.

Medical Center Budget

| | FY09 | FY10 | FY11 |
|---------------|---------------|---------------|----------------|
| Appropriated | \$257,124,843 | \$318,600,893 | \$ 319,701,493 |
| MCCF (Billed) | \$35,037,312 | \$33,860,873 | \$28,341,863 |
| TOTAL | \$292,162,155 | \$352,461,766 | \$ 348,043,356 |



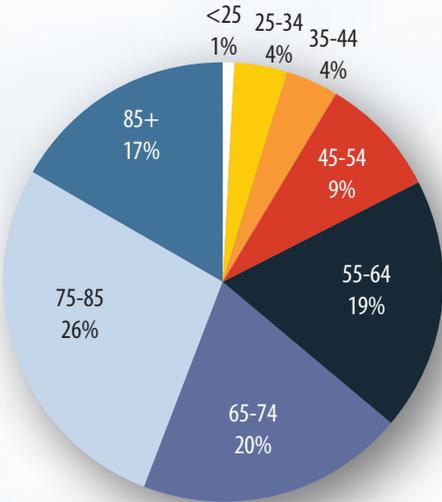
Port St. Lucie Clinic

Services available are Telehealth, Physical Therapy, Audiology, Prosthetics, PTSD Clinic and Ultra Sound. Blood Draw / Lab will be available in the future.

PATIENT DEMOGRAPHICS

Unique Patients
(individual patients)

| FY09 | FY10 | FY11 | CHANGES FROM FY10 TO FY11 | |
|--------|--------|--------|---------------------------|------|
| | | | # | % |
| 61,569 | 62,928 | 63,720 | 792 | 1.2% |



FY2011 AGE DISTRIBUTION

- 17% are over 85
- 26% are 75-84
- 20% are 65-74
- 19% are 55-64
- 9% are 45-54
- 9% are under 45

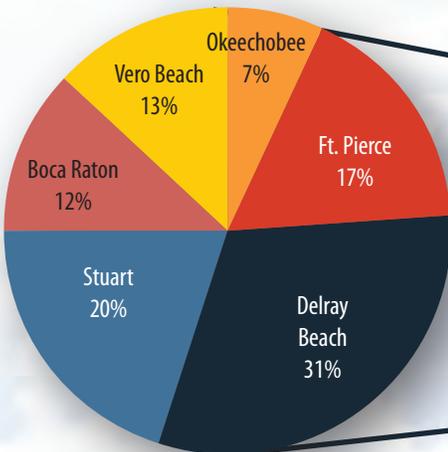
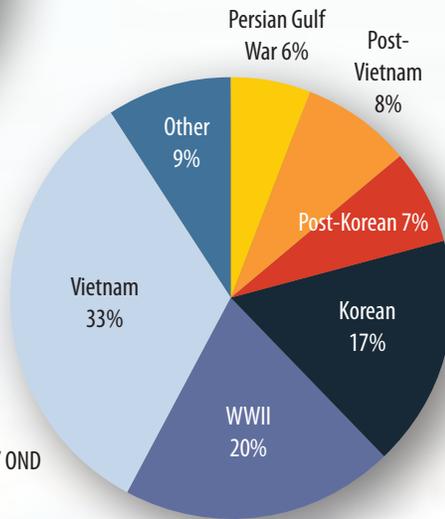
CHANGES FROM FY10 TO FY11

Male 92%
Female 8%

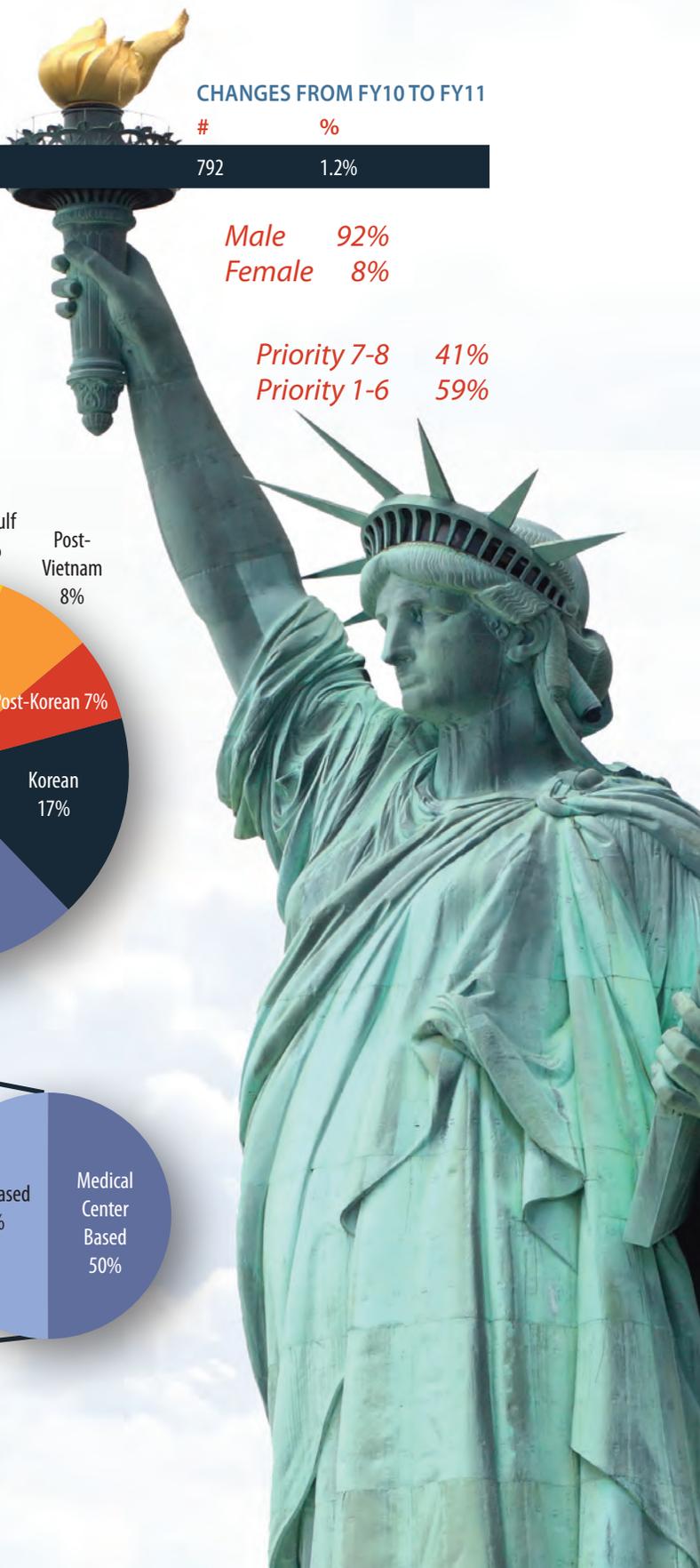
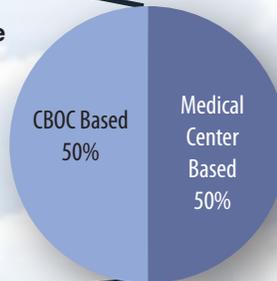
Priority 7-8 41%
Priority 1-6 59%

FY2011 CONFLICT ERA DISTRIBUTION

- 20% are WWII
- 17% are Korean War
- 7% are Post Korean
- 33% are Vietnam
- 8% are Post-Vietnam
- 6% are Persian Gulf including OEF / OIF / OND
- 9% are Other



Primary Care Distribution

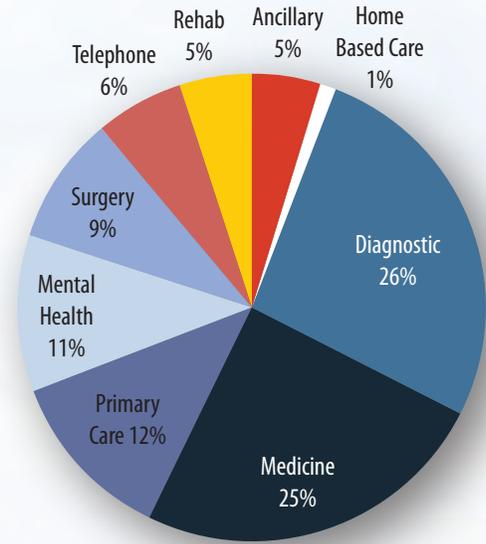
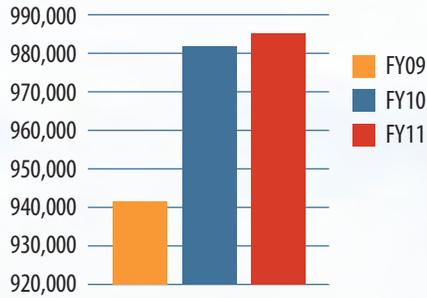


Outpatient

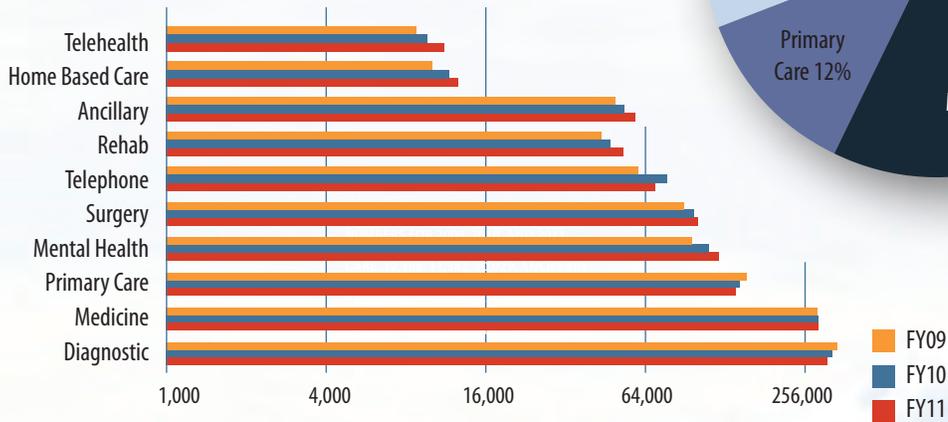
Total Visits

| | FY09 | FY10 | FY11 | CHANGES FROM FY10 TO FY11 | |
|--|---------|---------|---------|---------------------------|------|
| | | | | # | % |
| | 609,301 | 639,386 | 646,218 | 6,832 | 1.1% |

ENCOUNTERS (VETERAN APPOINTMENTS)



OUTPATIENT 3 YEAR ENCOUNTER TREND



Inpatient

Discharges

| | FY09 | FY10 | FY11 | FY11 % OF TOTAL HOSPITAL | CHANGES FROM FY10 TO FY11 | |
|-------------------------|--------------|--------------|--------------|--------------------------|---------------------------|-----------|
| | | | | | # | % |
| Medicine | 4,915 | 5,110 | 5,126 | 76% | 16 | 0% |
| Surgery | 502 | 498 | 348 | 5% | -150 | -30% |
| Psychiatry | 1,112 | 777 | 1,102 | 16% | 325 | 42% |
| Blind Rehab | 151 | 125 | 137 | 2% | 12 | 10% |
| Total Hospital | 6,680 | 6,510 | 6,713 | | 203 | 3% |
| Community Living Center | 496 | 415 | 435 | | 20 | 5% |

CARING FOR OUR VETERANS

Women Veterans Program

During FY2011, the Women Veterans Program provided care to over 3,000 women offering the full spectrum of women's health services. Highlights of the program include:

- Improvement of laboratory services
- Designated Women's Health Liaisons at the CBOCs
- Enhancements to breast screening and diagnostics
- Recipient of national HIV grant to improve access to rapid HIV testing in the Women's Clinic
- Monthly women's health education / support group
- Semi-Annual Baby Showers
- Life Mapping with Chaplain Service
- Annual Women's Health Picnic



Yvette Mendoza and her daughter review the Annual Report with Ms. Szabo during the Women Veteran's Baby Shower.



Sydney Yahn and Angela Choice compete at the Women Veteran's Picnic.



Veteran Sabrina Dornellas and her husband Veteran Jordan Dornellas admire the teddy bears during the 3rd Women Veterans Baby Shower.



Stephanie Hamilton examines her gift basket.

We are having a Baby Shower!

A few years ago, no one would ever have dreamed that a baby shower would be held at a VA facility. That's not the case now. In FY2011, 40 female Veterans were "showered" with appreciation for their service. The West Palm Beach VA Medical Center now holds semi-annual baby showers for our female Veterans and their family members. Expectant mothers receive vital knowledge and resources to support their new family and are encouraged to return to the VA for follow-up care.



Technician Candice Denman demonstrates adjusting the Linear Accelerator with employee Nancy Morris.



Comprehensive Cancer Center

We are proud to be able to provide Veterans and their families with a state-of-the-art facility offering a holistic approach to cancer care. The center provides complete cancer diagnosis and evaluation, as well as a full range of cancer treatment, including surgery, radiation therapy and chemotherapy.

July ribbon cutting ceremony for the opening of the new Comprehensive Cancer Center.



Linda K. Andriano provides an ultrasound test to Veteran James P. Sherry at the Port St. Lucie Clinic.

Port St. Lucie Outpatient Clinic

The Medical Center has expanded services at the Port St. Lucie Outpatient Clinic during 2011 which include Audiology evaluations and hearing aid repair, Prosthetics, Physical Therapy, Ultrasound and Mental Health Intensive Case Management (MHICM) services. The clinic continues to provide specialized services to Veterans experiencing combat related Post Traumatic Stress Disorder (PTSD) and Military Sexual Trauma (MST). These services include individual and group therapy, medication management, family education and counseling.



Gail E. Williamson, Au.D., provides audiology care to Veteran Carl Bishop at the Port St. Lucie Clinic.

Jill Herman Nelson, Psy.D. and Veteran Richard Ricks



Leah Evangelista, MD and Veteran John Brown





Connie Gallon provides information on vocational rehab program.

Operation Enduring Freedom, Operation Iraqi Freedom, Operation New Dawn Program

An estimated 5,878 Operation Enduring Freedom / Operation Iraqi Freedom, Operation New Dawn (OEF / OIF / OND) Veterans reside within the Medical Center's service area with 4,035 or 68% enrolled for care.

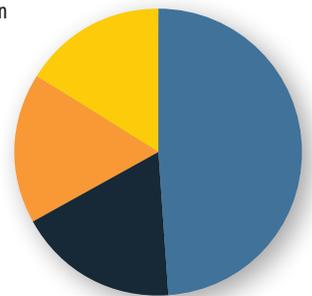
The OEF / OIF / OND Program is embedded in the Post Deployment Clinic with a mission to facilitate a smooth transition into the VA health care system and support our OEF / OIF / OND Veterans with their reintegration back into the community.



P.O. Demanch receiving information from Commander Ron Williams.

OEF / OIF / OND PROGRAM

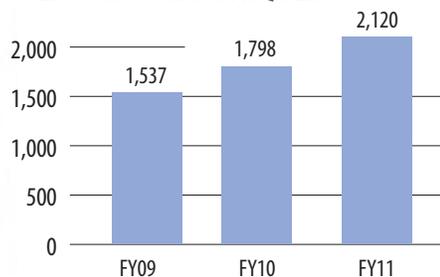
Male 89%
Female 11%



AGE

Younger than 34 36%
34 and Older 64%

OEF / OIF / OND UNIQUES



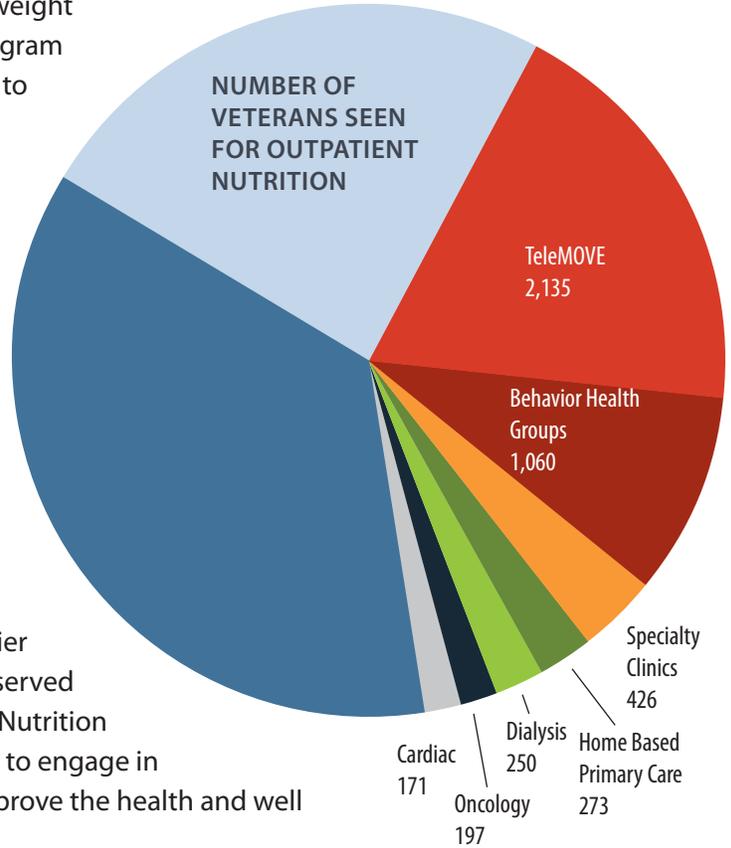
Milton Roman reviews the Annual Report with a guest.

Nutrition and Food Services



Chef Bradley Colen demonstrates cooking healthy recipes with the Mobile Teaching Kitchen, and with the dietitian, teaches the participants the fundamentals of meal management including planning and preparation of menu items.

Veterans receive nutrition care in the hospital, at home and / or through the Patient Aligned Care Teams (PACT) and specialty areas. Services offered include MOVE! program for weight management, TeleMOVE program using Telehealth technology to provide convenient services at home and individual and group clinics for Veterans with diabetes, cardiac, renal and oncology diseases. Graduates of the MOVE! program can attend the Keep MOVIN! support group and participate in a variety of hands on activities such as grocery store tours and cooking demonstrations for education on making healthier food choices. In FY2011, we served over 289,000 Veteran meals. Nutrition and Food Services continues to engage in performance activities to improve the health and well being of our Veterans.



Left to Right: Diet Technician Jennifer McKee reviews food labels with Veterans Harry Kapton, Helen Baron and Robert Stoye, Jr.

Veterans enrolled in the Keep MOVIN! Weight Management Group are provided an opportunity to participate in supermarket tours conducted at local area grocery stores to assist them (and their spouses) in making good food choices. The groups are provided "aisle-by-aisle" guidance and are taught how to read and interpret nutrition labels by clinical nutrition staff. Menu planning, savvy shopping tips and food safety guidelines are also provided.





CLC employee Connie Cochran strolls with Veteran resident Charles Bishop out to the CLC Garden.

CareTracker

The CareTracker system is a documentation tool developed for long term care. It allows staff to input data related to daily resident care tasks. It assists with the short and long term goal of improving the quality of life and reducing risk factors. The tool has increased the Community Living Center (CLC) documentation compliance from 10% to 65% to date.

CLC employee Connie Cochran uses the CareTracker prior to caring for our CLC Veterans.





Veteran Larry L. Carreker

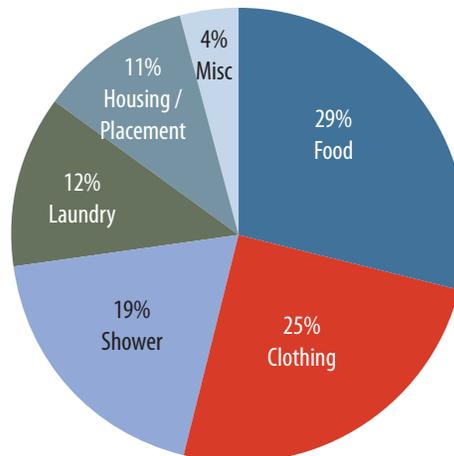
Veterans Resource Center

The Medical Center's Health Care for Homeless Veterans Programs (HCHV) remained actively involved in the VA national "Five-Year Plan to End Homelessness among Veterans." Highlights of FY2011 achievements include:

- Utilized 265 U.S. Department of Housing and Urban Development-VA Supportive Housing (HUD-VASH) vouchers, expanded their use into rural areas surrounding the Medical Center and implemented the "Housing First Approach," which provides immediate access to permanent housing.
- 132 Veterans were served through the Compensated Work Therapy (CWT) programs; 22 of those Veterans are now employed at the West Palm Beach VA Medical Center.
- HCHV staff members are engaged in weekly outreach activities with community partners.

Veteran Jimmie D. Irvin

3,340 VETERAN NEEDS MET



Veteran Michael H. James

Telehealth

Through the use of Telehealth technologies and programs, access to specialty care and services is increased and patient convenience is improved. Whether it is a clinical video conference from one of our Community-Based Outpatient Clinics to the Medical Center or another VA across the country; or technology placed in a patient's home or on their cell phone to link them to a Care Coordinator or other Health care professional, a variety of technologies and options are used to ensure our patients receive the "right care" in the "right place" at the "right time."

Expanding the number and types of Telehealth services available to our patients in 2011, the Medical Center had 25% more Telehealth visits and served 74% more patients than in 2009. More Telehealth options became available to our patients in 2011 than in the past. By making more equipment available at more locations and adding new technologies such as interactive voice recognition (IVR) on cell phones, the Medical Center has been able to increase by 50% the number of conditions treated or services provided via Telehealth than we were able to in 2009. Additional Registered Nurse and Registered Dietitian Home Telehealth Care Coordinators and Licensed Practical Nurse-Telehealth Clinical Technicians or LPN-TCTs have been hired at the Medical Center and our Community-Based Outpatient Clinics allowing us to provide even more care and specialty services via Telehealth now and into the coming years.



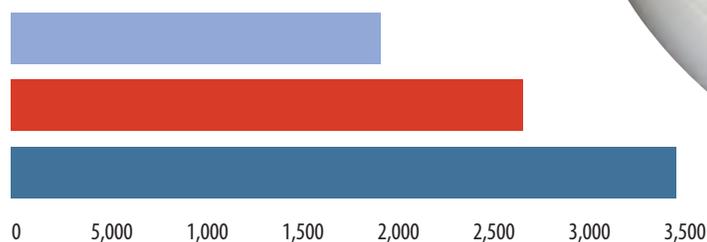
Veteran William F. Evans participates in the TeleMOVE program from his home.



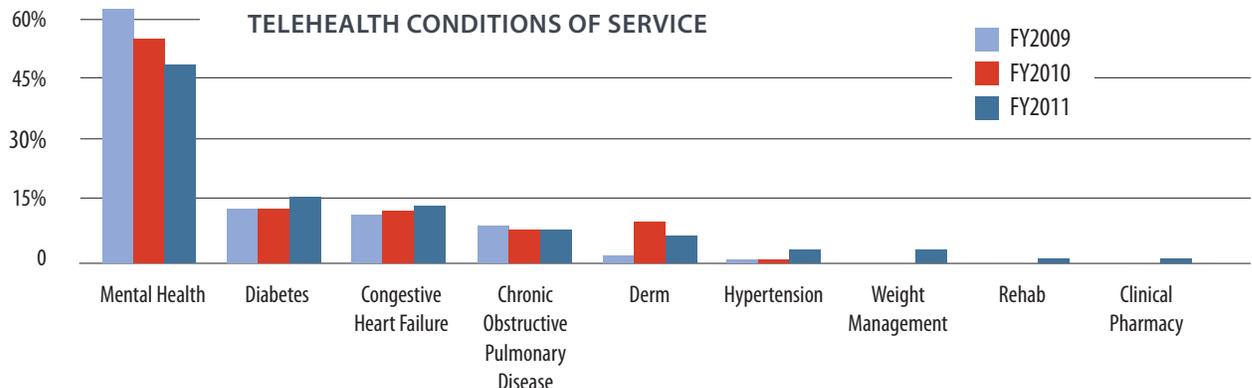
Leah N. Evangelista, MD provides care to Veteran John Brown using Video Conference Equipment.



TELEHEALTH PATIENTS BY FISCAL YEAR



TELEHEALTH CONDITIONS OF SERVICE



Sleep Center Medicine



Veteran Desmond Moree

The Sleep Center offers comprehensive patient evaluation, diagnosis and treatment of different sleep disorders such as sleep-disordered breathing, sleep associated arousal disorders and movement disorders as well as insomnia and circadian rhythm disorders. Diagnostic testing is performed in our two-bed state-of-the-art sleep laboratory, located on 7A. The laboratory is opened six nights per week. Home based sleep monitors are also available for selected patients.

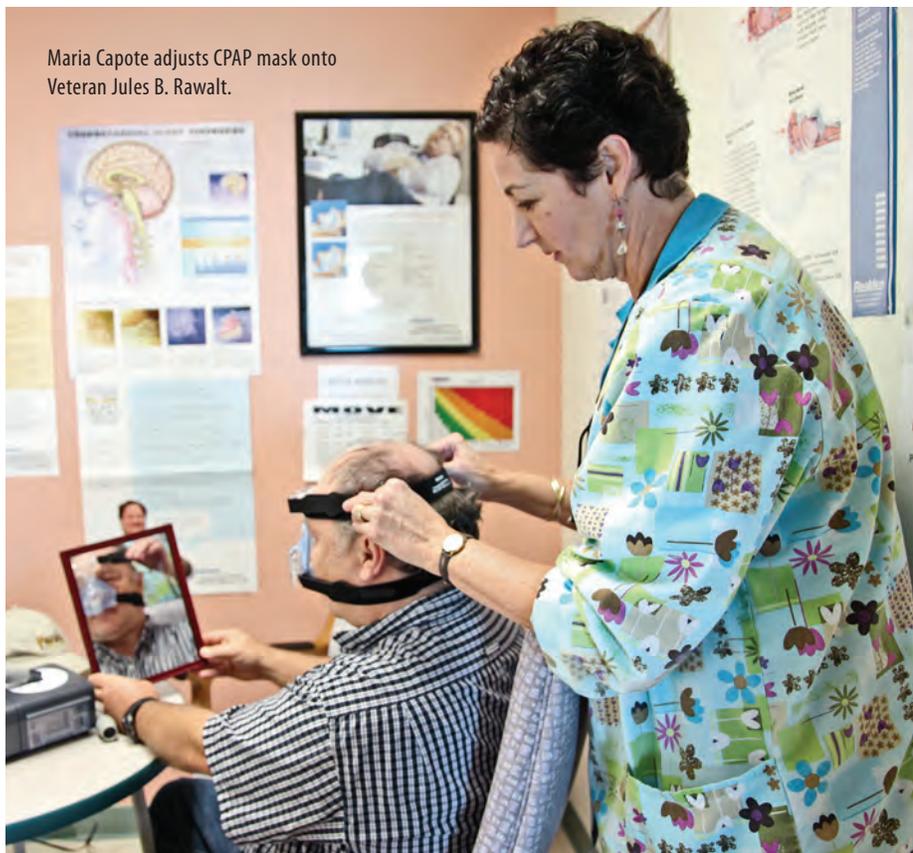
Our Continuous Positive Airway Pressure (CPAP) Clinic is open Monday through Friday and operated by Registered Respiratory Therapists.

FY2011 Data

- Overnight Sleep Lab – 456 visits for 425 uniques
- Sleep Study Applications (home) – 240 visits for 225 uniques
- CPAP Clinic – 2,384 visits for 1,306 uniques



Sleep technician Elaine Agvent prepares Veteran Desmond Moree for a sleep study.



Maria Capote adjusts CPAP mask onto Veteran Jules B. Rawalt.

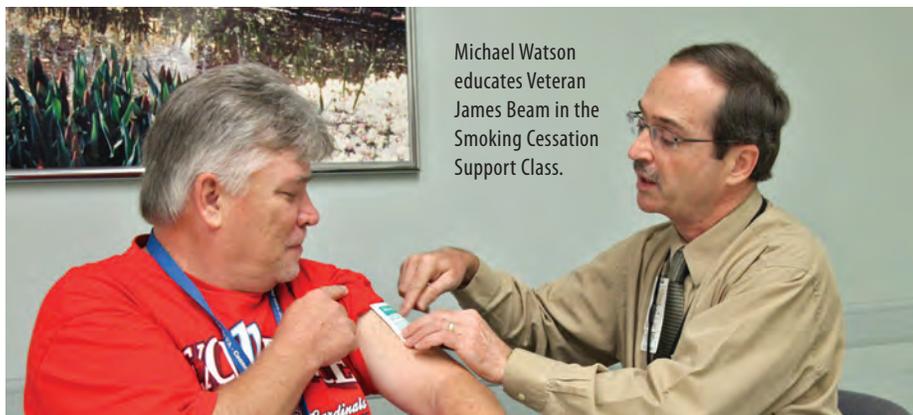
Support Groups

West Palm VA Health Promotion Disease Prevention Program goals are to keep Veterans informed and educated on ways to manage chronic disease. From Diabetes Education to Smoking Cessation classes, we offer a variety of support groups and classes designed to meet the health care needs of our Veterans.

- Anger Management
- Bereavement
- Blind Rehabilitation Support Group / VIST Education
- Cancer Support Group
- Caregiver Support Group
- Computer Training Classes
- Coordination / Home Telehealth
- Diabetes Education
- Ex-POW Support Group and Therapy
- Health Promotion Cardiac Group Clinic
- Healthy Cooking Classes
- Laryngectomy Treatment and Support Group
- Mental Health Support Groups
- MOVE!
- My HealthVet Tutorial
- New Patient Orientation – “Know Your VA”
- Nutrition and Weight Management
- Parkinson Treatment and Support Group
- Post Traumatic Stress Disorder
- Psychosocial Rehabilitation and Recovery Clinic
- Smoking and Tobacco Cessation
- Stroke Treatment and Support Group
- Substance Abuse Program
- TeleMOVE
- Women Veterans’ Support Group



Loreen Blumenthal educates laryngectomy Veteran Arlington D. Sprecher.



Michael Watson educates Veteran James Beam in the Smoking Cessation Support Class.



The Blind Rehab’s Family Program is a special day set aside for the Veteran’s family and / or significant other to go through the Blind Rehabilitation Center student’s scheduled classes, meet the instructors and simulate the activities that their loved one has experienced to appreciate the progress the student has made. During this time, the social worker also spends time with the family answering varied questions about resources in the Veteran’s community.



Volunteer Robert Blair assists in the Computer Training Program with Veteran students.

Home Based Primary Care (HBPC) Program

The HBPC program provides primary health care services to eligible homebound Veterans who reside within a forty-mile radius of the Medical Center. The HBPC program grew significantly in FY2011. Admissions went from 118 in 2010 to 148 by the end of 2011. That is a 20% increase. Our program consists of 98% males and 2% females. The largest age group is 86-95; 53% are World War II Veterans. The majority of patients (96%) live in Palm Beach County followed by Martin at 3% and less than 1% in St. Lucie counties. Our goal is to eventually expand to the other counties served by the West Palm Beach VA (i.e., Indian River, Okeechobee, Glades and Hendry).

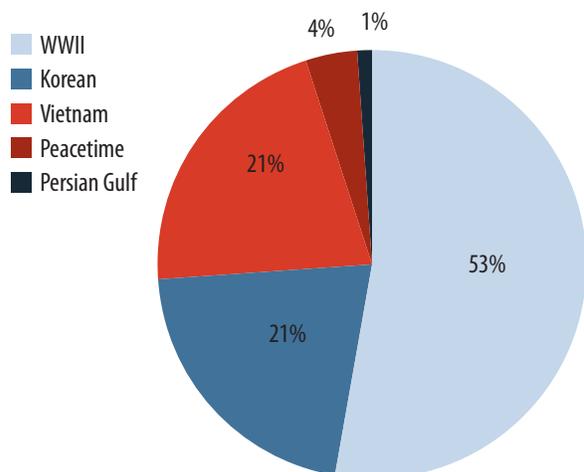


Team of Angels

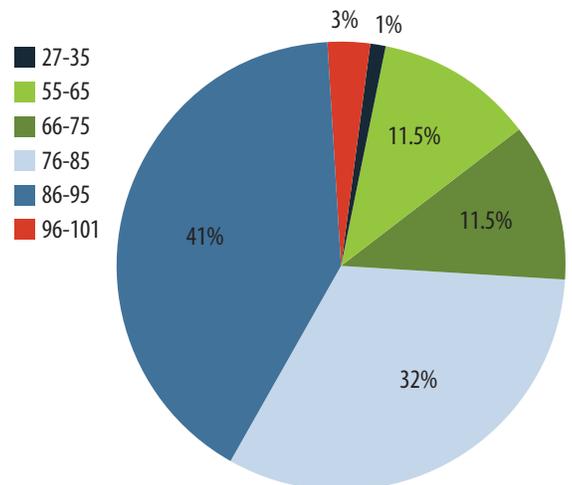
Mrs. Billie Waldo refers to them as her “Team of Angels”. She is referring to the HBPC staff. HBPC’s program goal is to help chronically or terminally ill or very disabled Veterans remain in their home and avoid hospitalization. To do this, the program provides a range of support services, such as medications, supplies, equipment and advice on a short or long term basis as indicated by the individual Veteran’s situation.

Mr. Waldo was a Vietnam Veteran. He and Mrs. Waldo were sweethearts and best friends for nearly 43 years. “They (HBPC) were my backbone for two to three years,” states Mrs. Waldo. “With them, I was able to keep my promise to my husband and keep him home. They answered all my questions and helped me receive the community resources my husband needed. Since my husband recently died, they call me daily to check to see if there is anything else they can do for me. They have become a part of my heart.”

FY2011 HBPC CONFLICT ERA DISTRIBUTION



FY2011 HBPC AGE DISTRIBUTION



The West Palm Beach VA Medical Center began implementation of the patient centered medical home model now known as PACT (Patient Aligned Care Team) in FY2010. Primary Care started the transformation with 10 dedicated PACT teams with plans to expand this concept to all primary care teams in the upcoming year. As a result, the Veteran will experience clinical interventions that are seamlessly integrated within care received from PACT and across the continuum of their health care. The long term goals of the initiative include providing excellent access to Primary Care, seamless coordination of care and facilitating a patient centered culture.

Access

- Offer same day appointments
- Increase shared medical appointments
- Increase non-appointment care

Care Management and Coordination

FOCUS ON HIGH-RISK PATIENTS

- Identify
- Manage
- Coordinate

IMPROVE CARE FOR

- Prevention
- Chronic disease

IMPROVE TRANSITIONS BETWEEN PACT AND

- Inpatient
- Specialty
- Broader team

Practice Redesign

REDESIGN TEAM

- Roles
- Tasks

ENHANCE

- Communication
- Teamwork

IMPROVE PROCESSES

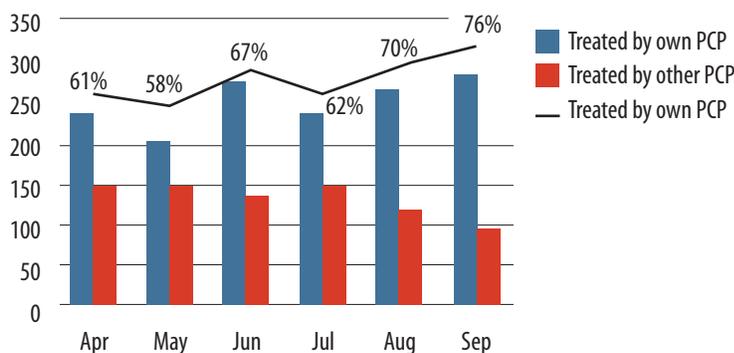
- Visit work
- Non-visit work



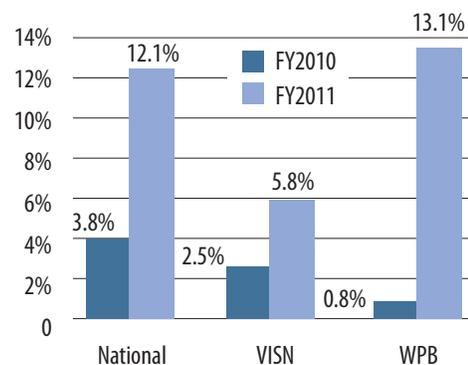
Deepak Mandi, MD,
Chief of Staff

PATIENT CENTEREDNESS: Mindset and Tools
IMPROVEMENT: Systems Redesign, VA-TAMMCS (Team-Aim-Map-Measure-Change-Sustain)
RESOURCES: Technology, Staff, Space, Community

SAME-DAY APPOINTMENTS CONTINUITY WITH OWN PC PROVIDER



RATIO OF PC TELEPHONE ENCOUNTERS TO ALL PC ENCOUNTERS



IntegratedEthics

Improving Ethics Quality in Health Care

The goal of IntegratedEthics (IE) is to support, maintain and improve ethics quality. While IE recognizes that employees must comply with laws, regulations and institutional policies, IE also emphasizes a values-oriented approach to ethics that looks beyond rules to inspire excellence. IE provides guidance and structure to help foster an ethical environment and culture where key values permeate all levels of the organization, are discussed openly and often, and become part of everyday decision making.



Mary Beth Hudak, Privacy Officer;
Paul Aloise, Compliance Officer; and
Joseph Fourcade, Office of Information & Technology





Veteran Mr. Francis Murphy on his first day in his new foster home, speaking with his nurse practitioner, Judy Perrotte, ARNP. Mr. Murphy was the first Veteran placed into the Medical Foster Home Program.

Medical Foster Home

The Medical Foster Home (MFH) Program provides Veterans an option to nursing home placement and long-term care. It offers protection, personal care and room and board with one-on-one attention in a family type setting that is more affordable to Veterans. All Veterans are followed by the Home Based Primary Care (HBPC) Team, which includes an Advanced Registered Nurse Practitioner, Registered Nurse, Social Worker, Dietitian, Psychologist and Physical Therapist. Currently, we have seven medical foster homes in Palm Beach County and have successfully placed 26 Veterans. As the HBPC program expands to other areas, so will the MFH program.





Left to Right: Johnny Chastain, MSW, Mobile Vet Center Outreach Counselor; Elizabeth Jackson, Mobile Vet Center Driver; Eayann E. Taffe, LCSW, Palm Beach Vet Center Counselor; Marshall Goby, Ph.D., Team Leader Palm Beach Vet Center; and Teresa Bennett Pasquale, LCSW, Readjustment Counselor, Palm Beach Vet Center



Jupiter Vet Center, serving northern Palm Beach, Martin, St. Lucie, Indian River, Okeechobee, Hendry and Glades Counties is located at 6650 West Indiantown Road, Suite #120, Jupiter, FL 33458. The phone number is 561-422-1220.

Recovery / Vet Center

Vet Centers (Readjustment Counseling Service) of the Department of Veterans Affairs specialize in counseling services for service members returning from a combat zone, along with their family members. Commitment is to serve Veterans of all wars at no cost.

A broad range of counseling and referral services are offered to include:

- Individual and group readjustment counseling
- Marital and family counseling
- Benefits assistance referrals
- Liaison with VA facilities and programs
- Referral to other community agencies
- Bereavement counseling for surviving family members
- Drug / alcohol abuse counseling referrals
- Sexual trauma counseling



Palm Beach Vet Center, serving all of Palm Beach County, is located at 4996 10th Avenue North, Suite #6, Greenacres, FL 33463. The phone number is 561-422-1201.

Chronic Pain Management

The Chronic Pain Management Program, managed by the Physical Medicine & Rehabilitation (PM&R) Service, utilizes both interventional and conservative pain management approaches to provide a wide variety of coordinated therapies.

Therapies available include:

- Physical Therapy (guided exercise programs and multiple physical modalities)
- Alternative Medicine (acupuncture)
- Psychological evaluation and management
- Expert comprehensive medication management and monitoring
- State-of-the-art invasive procedures (spinal injections and nerve blocks, botulinum toxin injections, joint injections, radiofrequency ablation procedures, kyphoplasty and implanted spinal stimulators, among others)



Physical Therapist Malou King and Veteran Terrence Downing

Pharmacy

For the 3rd year in a row, the Department of Veterans Affairs Pharmacies have ranked very high in JD Powers Customer Satisfaction Survey for Mail-Order Pharmacies and have exceeded those scores for the number one ranked private sector mail-order pharmacy. A majority of the VA's mail order prescriptions are filled and mailed from one of the VA's six Centralized Mail Order Pharmacies (CMOPs). However, each local VA medical center significantly contributes to the overall satisfaction score. It is the responsibility of the Pharmacy Department at each VA Medical Center to have their pharmacists verify these prescriptions for accuracy and appropriateness prior to them being sent to the CMOPs to be filled.

In 2011, the Pharmacy Department added automation to the Outpatient Pharmacy vault to improve the timely dispensing of controlled substance prescriptions. The FastFill device holds 60 of the most commonly dispensed controlled substance prescriptions. The automation prioritizes and fills window prescriptions first so that the wait time for these prescriptions is minimized. All controlled substance prescriptions dispensed from this machine are triple counted--once by the machine, once by a technician and once by a pharmacist.



Pharmacy Technician Laura R. Locke operating FastFill device.



VA Therapeutic Gardening Program volunteers are awarded "Florida Friendly Garden" by the University of Florida Institute of Agriculture and Food Sciences (IFAS) for the Freedom North Lakeside Garden redesign project. Left to Right: Timothy Hadsell, Barbara Hadsell, Molly Sims, Raymond Lofton, Susan Lerner, Maura Miller, Harry Winkler, Laura Sanagorski, Renee Sayler and Ann Tiffin.

Geriatrics and Extended Care Services

Geriatrics and Extended Care Service (GEC) continues to offer multiple services to benefit the health and well being of our Veterans and their families. These include: in-patient services such as long and short term care, Hospice and physical rehabilitation at our Community Living Center (CLC). Outpatient services are provided through our Home Based Primary Care Program. Additional services provided under the auspices of GEC include: Community Adult Day Care, Community Respite Care, Medical Foster Home, Community Nursing Home, Home Telehealth, Homemaker Home Health Aide, Skilled Nursing and Community Hospice.

During FY2011:

- The CLC was awarded the "Florida-Friendly Yard" for their gardening program through the Mounts Botanical Garden and the Institute of Food & Agricultural Sciences-University of Florida.
- 390 Veterans were admitted into the CLC with 396 discharges.
- A Clinical Specialty Initiative (CSI) \$5 million grant was awarded to West Palm Beach VA Medical Center to build a new 12-bed full service hospice building adjacent to the CLC.



Release of butterflies showing Veteran Roland Booth holding the vivarium with volunteer Mary Shields.



Volunteer Ann Tiffin tends to Freedom North Lakeside Garden.





Far East U.S. Air Force
WWII Veteran
Jules Horowitz



Audiologist Arica Carter, Au.D., explains the bones in the inner ear to employee Mary C. Weatherdon.



Caregiver Support Training



Donation of a crocheted blanket to VA in memory of Lynelle Zelnar's nephew.

Four Chaplains



At 12:30 A.M. on February 3, 1943, the bell on the troopship U.S.A.T. DORCHESTER rang twice and never sounded again.

The U.S.A.T. DORCHESTER was torpedoed by an enemy submarine and 672 young men made the supreme sacrifice. Included in the 672 were Four Men of God — a rabbi, a Roman Catholic priest, a Methodist minister and a Dutch Reformed minister — all Army Chaplains. These Four Chaplains gave their lifejackets to save four soldiers and, in so doing, gave up their only means of survival. They were last seen on the deck of the ship with their arms linked together and their heads bowed in prayer as they went to their watery graves in the North Atlantic off the coast of Greenland. Each year in February the West Palm Beach VA Chaplain Service conducts a service of remembrance in honor of these Four Chaplains in the Chapel, who, in sacrificing their lives, created a unique legacy of brotherhood.



Chaplains Dan Devore, Rommel Moye, Gary Leopard and Yosef Grodsky

EVENTS AND HIGHLIGHTS



Barry Golden and Wendy Irvin thank Veteran Sidney Forman for his service on Veterans Day in the CLC.



Martin Luther King Day Celebration



Entertainer Clint Holmes performs during National Salute to Veteran Patients week.



Lt. Col. Aaron C. Marx, USMC Keynote speaker at 2011 Memorial Day Ceremony



Employee Namaris Perez and her partner Joe Robideux demonstrate a salsa dance at the Hispanic Heritage Month celebration.



Veteran Pat Riley and Banna I. Ghioto, a retired Army Colonel, at the Veterans Day Parade



Veteran Lathan Kyles, with his wife, receives a "Blanket of Love" while at the Cancer Center.



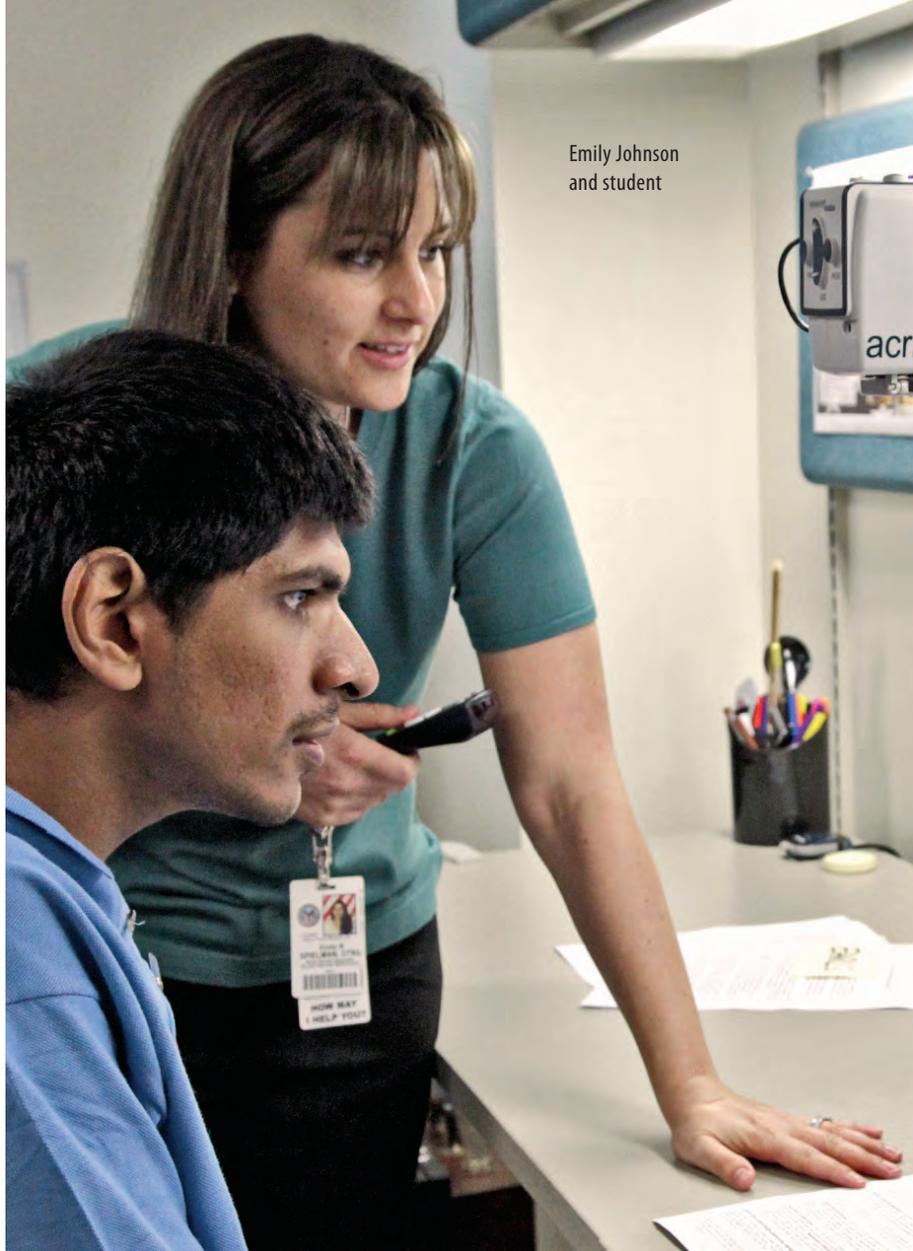
Left to Right: Lt. Nathan Smith; Officer Kenneth Carter; Charleen R. Szabo, Medical Center Director; Officer Philip Koche; and Cristy McKillop, Associate Director



Veteran Geraldine Palovic and Charleen R. Szabo, Medical Center Director



Lisa Riley and student



Emily Johnson
and student

Disability Mentoring Day

In October, our 6th Annual Disability Mentoring Day was celebrated to promote career development for students / job seekers with disabilities through one-on-one job shadowing and hands-on career exploration. This event served to increase awareness of the successes among the disability and employment communities, and the barriers people with disabilities face in finding and keeping employment.



Brian Corey, Rose Lee
Archer and Tom Corey

VA 2K Walk: Anthony Maroun, Alisha Darcy, Jimmie Davie and Kimberly Gelbke



During Nutrition Month: Left to Right: Cathryn Rhyant, Kristi Arnett, Ruth Conover, Cristy McKillop, Arturo Biscaino and Kathleen Waddell



Debra Marcelle-Coney, Ph.D., Minority Veterans Program Coordinator educates Veteran Johnnie Sellers, Jr. about his health during the Leveling Minority Health Disparities Kick-Off Event.



Cindy Lang and Michelle Dickinson educate our staff and Veterans during World Tuberculosis Day.

Wellness



Special Employee Events

Special Contribution Award presented by Charleen R. Szabo to Saidia Shillingford, MD for her exemplary contribution to the Integrated Ethics Program and Women's Health Program.

Asian Pacific Heritage Month:
Left to Right:
Charleen R. Szabo, Soomdat Ragoo, Ariel Ash, Daniel Golio, Dr. Deepak Mandi, Dr. Karm, Dr. Balu and Dr. Ramesh Loungani



Dr. Venkataraman Balu, retired cardiologist, presents at the Asian Pacific Heritage Month Event.



Elena Suprun

Tamara Sinobas

Bohunka
Lipner-
Holcomb

Jenny Pugh



Holiday Celebration: Howard
Lang and Bill Gilcrease



Holiday Celebration: Tesha
Daniels and Alita Awolowo



Nurses Week Laugh Therapy
Sessions: Employees learn to
laugh with Dawn Farrell, RN.



Joe Fourcade and William Tang
hand out ice cream during the
IRM Employee Survey promotion.



Holiday Celebration:
Scottie Alexander and
Karma Johnson



Holiday Celebration: Luz Jimenez, Fanny Capellan, Elsa Perez and
Elsa Verna

Holiday Celebration: Joann Entrikin
and Debra Simpson

Multicultural Fair: Sandra Ortiz



Employee Picnic:
Gina Jaranilla, Laurie Vessio, Estrella Arciszewski and Sobe Ochoa



Health Care Food Service Week: Cathryn Rhyant, RD



Veterans Day Employee Recognition: Richard Secandi and Kathleen Waddell



Health Care Food Service Week: Benita Terry



Health Care Food Service Week: Cheryl Gillard, N&FS Secretary



June Bridges Cox MC's the Women's History Month Event.



Women Veteran Yolette Sanguinetti participates in the Minority Veteran Meet and Greet presented by Debra Marcelle-Coney, Ph.D.



Canteen of the Year Event.
Canteen Employees:
Bottom: Karen Royer and
Charity Browning
Middle: Rose Jackson
Top: David Wilson



FMS Energy Center employees Joe Passanisi and Alven D. Martin review plans.

BEHIND THE SCENES

Facility Management Services (FMS)

FMS is responsible for a broad scope of functions involved in operation and maintenance of the 1,707,155 square feet of space included in the 18 buildings and 69 acres of land that constitute the Medical Center's main campus.

Scope of FMS functions includes:

- Professional Engineering oversight of all physical plant operations and functions and over 5,200 biomedical medical devices utilized in the care and treatment of our Veterans.
- Preventative maintenance and repair of all structural, electrical and mechanical functions of the Medical Center including the completion of over 25,000 individual work orders in FY2011 in response to staff and patient needs.
- Oversight of the Medical Center's Energy Conservation and Management Programs involving all electrical distribution, steam production, hot and cold water, heating and cooling systems. The Energy Savings Program has reduced the Medical Center energy cost in FY2011 by \$577,678.



David Clark, Veteran, U.S. Marine Corps



Michael Self



Doug Twitchell and Thomas Wolff



Kimberly Pope and Gilda Gomez



Alex Bacon



Kara Martin and Heather Brooks, GEMS Committee members



Plumber Shashi Patel repairs a faucet as part of the FMS night crew.

- Project Management oversight of over \$12 million in construction funding including the completion of 72 in-house projects during FY2011.
- Patient Transportation Services logging over 1,627,000 miles last year transporting and / or providing services for our Veterans.
- Occupational Safety and Health oversight of compliance with 498 elements of performance for compliance with regulatory and accreditation requirements.
- Green Environmental Management Systems (GEMS) committed to promoting operations with minimal impact on the environment including recycling and reduction of waste, fuel and power consumption and water usage.
- Emergency Preparedness — A full time Emergency Preparedness Coordinator responsible for Medical Center disaster preparedness programs including coordination of response and recovery efforts with city, county, state and federal partners.



Carpenter Don Gilpin



Jim Ragey

Logistics Service

Logistics Service performs various functions for the Medical Center and is composed of three areas:

The Distribution Section is responsible for the purchasing, inventory and distribution of expendable medical, office, housekeeping and engineering supplies to various areas of the Medical Center.

The Property Management Section is accountable for the equipment used at this facility. The staff conducts inventories of all equipment at least once a year and assures that items can be located when needed.

The Warehouse Section is responsible for receiving all incoming shipments and assuring



Bob Johnson

deliveries are made to the using services. The mailroom is located within the warehouse and the staff distributes incoming mail and prepares the outgoing mail for delivery to the post office.



Steve Britt

U.S. Army Veteran
Sgt. Kenneth Carter



Police Service



Police Service is committed to providing our stakeholders with quality customer service. Our motto is "Protecting Those Who Have Served." Police Service is responsible for providing for the safety and security of all patients, visitors and staff at the Medical Center. The Police Service is also actively involved in the enforcement of laws and statutes, investigation of crime, arrest of perpetrators, conducting physical security assessments, traffic and parking issues, identification badging and access privileges and the coordination and management of the facility's security management system (electronic door locks and closed circuit television systems).



Police Dispatcher and U.S. Navy
Veteran Richard Shapleigh



9A-210
Clinical
Check-in

Anthony Maroun, Medical Support Assistant, assists Veteran Robert Comanse with check-in for his Primary Care appointment. MAS staff know that the first impression at check-in sets the tone for the remainder of the visit and check-out is the last opportunity for interaction with the patient prior to their departure.

**Medical
Administration
Service
(MAS)**



Carolyn Bennett, MAS STEP student assisting Veteran Vernon Whitaker with his travel needs.



Kimberly Gelbke, Medical Support Assistant, assists Veteran Joseph Dinerman.

Integrity
Commitment
Advocacy
Excel



Telephone Room

Meet one of our behind-the-scenes support staff, telephone operator Joseph Clavin, who is one of the voices that can be heard making announcements through our facility's overhead paging system.



Janice Johnson, MAS Beneficiary Travel Assistant, processes travel claims with a smile to reimburse eligible Veteran Wayne Nelson for travel to the Medical Center for treatment.

Respect lence



Wilfred F. Michaud cleans with the floor scrubbing machine.



John Austin cleans the MRI in the Cancer Center.



Willie Mae Palmer cleans a CLC patient room.



Edward Poje, Pest Control



Mark Tetzlaff operates dryers.

Environmental Management Service (EMS)

Environmental Management Service (EMS) is dedicated to providing excellence in quality care and consistently searches for best practices for improvement. EMS is organizationally divided into four sections: Environmental Sanitation, Textile Care, Integrated Pest Management and Waste Management / Recycling.



AV Production Specialist and Veteran Employee Corey Bullard sets up green screen light on video camera.



Senior Medical Photographer Gary L. Dale photographs Veteran Voley Martin.

Medical Media Production Service

Medical Media Production Service provides and creates products in support of direct patient care, continuing education, training, patient health education and public relations. Medical Media ensures the Medical Center needs are met in the areas of photography, graphic design and publishing, video / sound recording, patient television / video distribution, video conferencing, electronic signage and photo copying / finishing. During FY2011, Medical Media completed 679 medical photo requests, 511 Public Affairs photo requests, 988 graphic requests, 649 audio-visual requests, 1,470 copy requests and 138 form requests.



Program Support Assistant Victoria DeBiase prepares matted photo of the VA Medical Center.



Veteran Employee John Magine designing a graphic.

EMPLOYER OF CHOICE



2011 PRIDE Graduates

Front Row: Cristy McKillop, Magda Morales, Audrey Hamilton, Kari Jeanlouis-Haliburton and Charleen R. Szabo
Back Row: Chris Saslo, Shawn Martin, Jerome Darville and Jennifer Bolton



2011 Competency Development for Leaders in the 21st Century (CDL) Graduates

Front Row: Tina Hang T. Cha, Gene W. Braxton and Aveni Patel
Back Row: Lissette Ronga, Margaret Spanks, Ralph S. Chiavola Jr., Valerie J. Milewski, Kyle K. Bogan and Rafael Rodriguez Jr.
Not Present: Amarah K. Hicks, Kathy A. Maragh and Karen L. Gray



Assistant Chief of Audiology and Speech-Language Pathology Loreen Blumenthal educates summer student.



Summer Student Chelsea Perez takes photos in Medical Media.

Summer Student Program

The VA Medical Center West Palm Beach utilized the Student Temporary Employment Program (STEP) this summer. We received 119 applications for 37 positions. These college students worked across all disciplines within the Medical Center. In this program, students must be a U.S. citizen, have an overall GPA of at least 2.75 and meet security and health requirements.



Federal Employee of the Year

The Federal Employee of the Year Award recognizes outstanding men and women in the Federal Community who have performed exceptional and meritorious work.

Professional

Front Row: Salisha Ramroop, Mary Ann Goodman, Joanne Deithorn and Damaris Rosado-Morales
Back Row: Roberta Watson, Jean Brooks, Mary Phillips, Jay Williams and Lorien Nelson



Clerical

Tara Fallacaro, Cristy McKillop, Charleen R. Szabo, Melissa Barbosa-Ortiz and Gloria Bays

Valor

Police Officers Jeffrey Trapp, Louis Velazquez and Terrance Mays

Trades and Crafts

Hugh Scott, John Prickett, Ralph Chiavola and Joseph Vieira

AWARDS AND RECOGNITION

FY2011 Employee of the Quarter



Bernardino Bryan
Clinical Employee
of the 2nd Quarter



Cheryl Brandt
Administrative
Employee
of the 2nd Quarter



Carrie L. Kairys
Clinical Employee
of the 3rd Quarter



Frank A. Bennett
Administrative Employee
of the 3rd Quarter



Ronald M. Levin, M.D.
Clinical Employee
of the 4th Quarter



Kenneth A. Collette
Administrative Employee
of the 4th Quarter

FY2011 Semi-Annual Supervisor



Robert Rauchwerger
Clinical Semi-Annual
Supervisor 1st and
2nd Quarter



Laura Nasso
Administrative Semi-
Annual Supervisor 1st
and 2nd Quarter



Olivia A. Freda
Clinical Semi-Annual
Supervisor 3rd and
4th Quarter



Darla G. Goudey
Administrative
Semi-Annual
Supervisor
3rd and 4th Quarter



National CELC Implementation Center Award of Excellence presented to William J. Castle in recognition of his exceptional service in the provision of bereavement care to our Veterans and their families.



Canteen of the Year Award for 2011
Left to Right: Sylvia Albani; Marilyn Iverson, VCS Director; Ronald Martin and Samuel Andrews



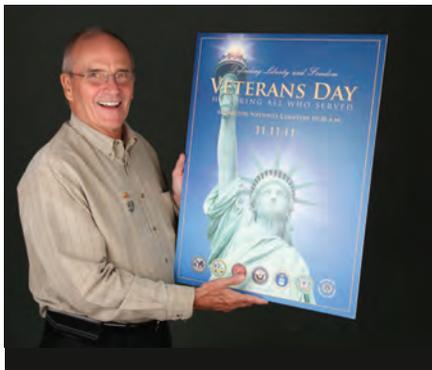
Three officers from the West Palm Beach VA Police Service were presented the "VA Police Officer of the Year Award" for Heroism. Officer Jeffrey Trapp, Officer Terrance Mays and Officer Louis Velazquez were honored for the actions they took with a violent felony suspect.



David Miller, RN
2011 Hands and Heart
Award recipient



American Academy of Ophthalmology Secretariat
Award presented to Emanuel Newmark, MD, FACS.



Veteran John Magine, Medical Media's Visual
Information Specialist, was selected as the
2011 National Veterans Day Poster designer.



Michele Walder, ARNP
RN Other Category



Norma Whipple, HT
Nursing Assistant /
Health Technician
Category

*2011 Secretary's
Award for Excellence
in Nursing*



Jeanne Malgeri, LPN
Palm Health Care Foundation, Inc.
2011 LPN of the Year Award



Neldy Diaz, LPN
LPN Category



Dianne Ragno, RN
RN Staff Nurse Category



Jesse Quick receives the Communication
Award for her work with the Atlantic Coast
Combined Federal Campaign.



American Legion Riders, St. Lucie County, Post 318



Justin Deithorn, Suncoast Community High School Math Science Engineering Student, volunteers with Biomedical Engineering Section.

VOLUNTEERS

The Department of Veterans Affairs Voluntary Service (VAVS) was founded in 1946 and currently functions as one of the largest centralized volunteer programs in federal government with over 350 organizations providing over 260 million hours of service to our Veterans nationwide.

The value of the West Palm Beach VA Medical Center volunteer workforce's contributions equals a cost savings of over two million dollars based on man-hours to our facility through their volunteer commitments. West Palm Beach VA Medical Center provides over 135 different type of assignments for our volunteers to work with Veterans.



Presidential Awards for 2011 were presented to Anthony Criveau, Jimmy Curry, Julius Horowitz and Martin Nunberg.

| | |
|--------------------------------|-----------|
| Regularly scheduled volunteers | 570 |
| Total hours contributed | 95,606 |
| Monetary donations | \$249,871 |
| Non-monetary donations | \$476,784 |
| Total Donation Value | \$726,655 |



Dorothy Greenwald, 25,000 hours Jade Crystal Award



Ed McKeon, 17,500 hours Superior Service Award



Harry "Kip" Monroe, 15,000 hours Exceptional Honor Award



Catherine Douckas, 10,000 hours Honor Award



Edward Green, 8,750 hours Outstanding Merit Award



Muriel Chesky, 8,750 hours Outstanding Merit Award



Robert Arnold, 8,750 hours Outstanding Merit Award



Sal Delanni, 7,500 hours Dedicated Service Award



COMMUNITY PARTNERS

South Florida National Cemetery

Since its opening in April of 2007, the South Florida National Cemetery has provided over 10,400 internments to our Nation's heroes. The 313-acre cemetery site currently has 68 developed acres which include 5,488 above ground columbarium niches for cremation inurnments, 8,857 in ground cremation sites and 10,079 preplaced crypt sites. Services provided include a VA provided graveliner / crypt for casketed burials, the headstone, perpetual care and a committal service. All services are scheduled through the funeral home of the Veteran's choice.



Veterans Service Organizations (VSO)

Representatives from Veterans Service Organizations (VSO) are also located in Building 10 and the Vet Centers to assist Veterans in filing claims for VA benefits and providing other types of assistance.

They include:

- American Legion
- Military Order of The Purple Heart
- Disabled American Veterans
- Veterans of Foreign Wars
- American Ex-POWs
- Jewish War Veterans
- Vietnam Veterans of America



Veterans Benefits Administration (VBA)

A counselor is available in Building 10 to assist Veterans with VA disability compensation, pension, government insurance, education, GI loans and vocational rehabilitation.



Florida Department of Veterans Affairs (FDVA)

The Florida Department of Veterans Affairs (FDVA) is a state agency created to assist all former, present and future members of the Armed Forces of the United States and their dependents in preparing claims, securing hospitalization, vocational training and other benefits or privileges to which they may be entitled under Federal or State regulations.



Associated Health Academic Affiliations

The Medical Center has associated health affiliations with the following institutions providing educational experiences for the following disciplines: Nursing, Occupational Therapy, Social Work, Nurse Assistant, Dietetics, Pharmacy, Medical Assistant, Physical Therapy, Physician Assistant, Nuclear Medicine, Radiology, Surgical Technician, Respiratory Therapy, Dental Assistant, Paramedic, Vision Therapy, Audiology and Health Information Management Technician.

- Academy for Practical Nursing & Health Occupations, West Palm Beach
- Ball State University
- Barry University
- Capscore Academy for Health Care Ed
- Central Arizona College
- Florida A & M University
- Florida Atlantic University / Charles E. Schmidt College of Medicine
 - » Medical Students
- Florida Career College, West Palm Beach
- Florida International University
- Florida State University
- Gulf Coast Community College
- Hospice of Palm Beach County — in affiliation with University of Miami
- Hospice and Palliative Care Fellows
- Howard University
- Indian River State College
- Institute of Allied Medical Professions, Delray Beach, FL
- Keiser Career College
- Keiser University, Fort Lauderdale, West Palm Beach, Port St. Lucie
- LECOM School of Pharmacy, Bradenton, Florida
- LECOM School of Pharmacy, Erie, PA
- Lincoln College of Technology
- Massachusetts College of Pharmacy
- Medical Career Institute of South FL,
- Medvance Institute, Palm Springs, FL
- Nova Southeastern University School of Dentistry
 - » Endodontics (residents)
- Palm Beach Atlantic University
- Palm Beach Center for Graduate Medical Education (Columbia Hospital Osteopathic programs)
 - » Internal Medicine (residents)
 - » Dermatology (fellows)
 - » Psychiatry (residents)-to begin in July 2012
 - » Medical Students (from NOVA Southeastern University)
- Palm Beach County Health Department — in affiliation with NOVA Southeastern University
 - » Preventive Medicine (residents)
- Palm Beach Medical Career Institute
- Palm Beach State College
- Palm Beach Vocational Institute
- Salus University (Osborne College of Audiology), Elkins Park, PA
- Seton Hall University, NJ
- South Technical Charter Academy, Boynton Beach, FL
- South University, West Palm Beach
- State of Florida Department of Health
- Touro College School of Health Sciences
- University of Florida, Gainesville, FL
- University of Miami / Miller School of Medicine-Regional Campus
 - » Internal Medicine (residents)
 - » Medical Students
- University of Medicine & Dentistry of NJ
- University of Minnesota
- University of Pittsburgh
- University of South Florida, West Palm Beach
- Walden University, Minneapolis, MN
- West Palm Beach
- Wingate University, Wingate, NC

Independent post graduate programs:

- General Practice Dentistry (residents)
- Psychology (interns)

The University of Miami / Miller School of Medicine-Regional Campus Internal Medicine residency program received 5-year unconditional accreditation from the Accreditation Council on Graduate Medical Education.



GOALS

| FY2012 | |
|---------------------------|---|
| ACCESS | Meet or exceed appointment availability measures for all Primary and Specialty Care Services. |
| | Improve efficiencies in health care with continued focus on system redesign efforts focused on ER / Inpatient, Surgical Service and Mental Health. |
| QUALITY | Continuously improve the quality of health care services provided and meet or exceed all related performance measures. Decrease pulmonary consult time, delays in diagnosis and patient treatment initiation. |
| | Expand Veteran participation in My Health _e Vet, telehealth and virtual medicine venues and enhance information available via Medical Center Internet site. |
| | Continue to improve Veterans' Mental Health, fill all position vacancies and expand treatment capacity via the completion of Mental Health building construction. |
| SATISFACTION | Continue efforts to end Veteran homelessness. |
| | Ensure Veteran and family centric focus to help Veterans navigate the health care delivery system and receive coordinated care (PACT- Womans health, Non-institutional Care). |
| EMPLOYER OF CHOICE | Improve Veterans and family satisfaction with the implementation of Patient Center Care principles. |
| | Develop and implement service based action plans to improve employee satisfaction. |
| | Fill key leadership vacancies and continue staff leadership development via mentoring and implementation of the Competency Development of Leadership in the 21st Century (CDL), Leadership Effectiveness and Development (LEAD) and Positive Results in Diversity Enhancement (PRIDE) programs. |
| | Effectively resolve employee complaints / disputes focusing on resolution at the lowest organizational level possible, facilitate open communication and ensure ethical leadership practices. |
| COST | Implement effective staff succession planning, recruitment, retention and development programs. |
| | Ensure that the appropriate level of services and care are provided and documented for all Veterans resulting in optimized revenue generation (VERA and MCCF collections). |
| | Increase FTET, decrease purchased care and decrease overtime and intermittent staff use. |

CONSTRUCTION

| NEW CONSTRUCTION | | |
|-------------------------------------|--|-------------|
| Parking Garage | Add 400 parking spaces to the existing parking garage. | 2011 / 2012 |
| Hospice and Palliative Care | The Hospice Building project is to provide a complete and functional two story Hospice Care Unit addition to the CLC building, consisting of approximately 15,826 gross square feet. This new building will provide 12 private patient rooms to accommodate the individual privacy needs of dying Veterans and their families. | 2011 / 2012 |
| Mental Health Building | Add 12,500 sq ft to support Mental Health Services. | 2011 / 2012 |
| Domiciliary (Design) | Design 60-bed Domiciliary. | 2011 / 2012 |
| Patient Support Center | Redesign 1st floor to a patient focused area. Work will include the expansion of the Outpatient Pharmacy, relocation of Agent Cashier and Beneficial Travel, as well as the relocation of the Blood Draw Clinic to the 1st floor. | 2012 / 2013 |
| Redesign Nuclear Medicine | Relocate Camera #3 and install new SPECT / CT. | 2012 |
| Domiciliary (Construction) | Construct 60-bed Domiciliary. | 2013 / 2014 |
| FY2011 AWARDED MAINTENANCE PROJECTS | | |
| Chiller Installation | Install four-1000 ton VA owned chillers. | 2011 / 2012 |
| Fire Alarm | Replace the existing hard wire fire alarm system with a fully addressable system including voice and strobe notification. | 2011 / 2012 |
| Electrical Upgrade | Upgrade the amperage and circuit capacity of the electrical distribution system to accommodate the additional equipment changes that are necessary. | 2011 / 2012 |
| Public Restroom Renovation | Replace all wall and floor finishes in the public restrooms throughout the Medical Center. The finishes are 16 years old and are in need of replacement. | 2011 / 2012 |
| Bath Renovation in CLC | Replace finishes in the two large congregate bathrooms in the CLC. | 2011 / 2012 |
| Tele / Data Closet Cooling | Additional A / C to cool existing closets. | 2011 / 2012 |
| Interior Finishes 7A Design | Refinish bathrooms, walls, floors and ceilings on 7A inpatient unit. | 2011 / 2012 |
| Install Boiler Controllers | Install boiler controls and variable speed drives to increase efficiency and decrease energy costs. | 2011 / 2012 |
| Replace Elevator Controllers | New elevators up to code. | 2012 |
| 3yr Breaker Testing | Required testing of the Emergency Electrical Distribution System. | 2012 |
| Replace Front Vestibules | Life Safety. | 2012 |
| FY2012 PLANNED MAINTENANCE PROJECTS | | |
| Replace / Re-key Master Key System | Re-key the Medical Center and all outer buildings to a patented secure key system. | 2012 |
| Canteen Fall Protection | Install fall protection on the Canteen dome roof. | 2012 |
| Install E-Mag Phase III | Install additional E-Mag security throughout the Medical Center. | 2012 / 2013 |



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