“I witness the dedication, care and compassion on a daily basis from the staff here. When it comes to my physical health and my emotional well-being, I know I’m in good hands — and that’s why I love the West Palm Beach VA.”

Evelyn Alba, MD, U.S. Army Veteran Patient, West Palm Beach VA Medical Center
Fiscal Year (FY) 2017 was the “Year of New Beginnings” at the West Palm Beach VA Medical Center. This year was a new beginning for our leadership team who all joined together for the first time in FY 2017. The new executive leaders promoted innovative ideas and began new initiatives that became the foundation for our great progress in FY 2018.

We weathered through a new experience with Hurricane Irma’s landfall. During the storm the team saw our organization at its best – staff members who demonstrated the highest commitment to Veterans, their families and their colleagues.

Our facility broke ground on a new domiciliary; cut the ribbon on our new Magnetic Resonance Imaging (MRI) clinic; and broke through walls on our second floor to make way for a new ambulatory care space.

Last fiscal year we began the development of our new 5-year Strategic Plan for years 2018-2023. This plan will provide a framework for our direction over the next five years. It also provides an opportunity for us to evaluate our progress, assess our strengths and determine future opportunities to enhance the services we deliver.

We also welcomed a new beginning with the introduction of five new VA national priorities which has served as our road map to success. I committed to developing new and effective partnerships so our Veterans can access the highest quality care and experience seamless transitions as they move through the continuum of care.

Last, but not least, I began my new service to Veterans last February by affirming my commitment to them and our country and urging our staff to reaffirm their commitment as well. Our staff members were encouraged to own every moment they spend with Veterans and provide the highest quality of customer service possible.

The reason for our continued evolution and innovation is simple – our nation’s Veterans and their families deserve the very best care possible and we have made it our mission to provide it. This mission is at the core of who we are and what we strive to accomplish each day.

Donna Katen-Bahensky, MSPH
Medical Center Director

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

Vision Statement
Veterans Health Administration (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.
West Palm Beach VA Medical Center
7305 N Military Trail
West Palm Beach, FL 33410
561-422-8262
1-800-353-8262
www.westpalmbeach.va.gov

FACILITY AND SERVICES

The West Palm Beach VA Medical Center opened in 1995 and is a 153-bed general medical and surgical facility and teaching hospital, providing a full range of patient care services, as well as comprehensive medical education and residency programs. All-inclusive health care is provided through primary care, emergency care and long-term care in the areas of medicine, surgery, mental health, physical medicine and rehabilitation, radiology, telemedicine, dentistry, hemodialysis, comprehensive Cancer Center and geriatrics and extended care including hospice and palliative care.

It is also a design site for the VA’s Whole Health program that focuses on providing Veterans with proactive care and incorporates more alternative medicine options.

The medical center provides health services to Veterans throughout South Florida and the Treasure Coast at its main facility in West Palm Beach and six contractor-operated community-based outpatient clinics in Boca Raton, Delray Beach, Fort Pierce, Okeechobee, Stuart and Vero Beach. The facility also operates a 108-bed Community Living Center and 13-bed Blind Rehabilitation Service, which is the referral center for blind and visually impaired Veterans throughout the state of Florida.

Scope of Services

- Audiology and Speech Pathology
- Blind Rehabilitation Center
- Cardiac Catheterization (diagnostic)
- Caregiver Support
- Chaplain Service
- Chest Pain Center
- Chiropractic Care
- Community Living Center
- Comprehensive Cancer Care
- Dental
- Diagnostic and Interventional Radiology
- Emergency Department
- Geriatric and Extended Care Service: Community Living Center, Contract Nursing Home Program, Geri-PACT Outpatient Clinic, Home Based Primary Care Program, Hospice and Palliative Care, Medical Foster Home, Respite Program
- Health Care Re-entry for Veterans
- Hemodialysis Center
- Inpatient Medical, Surgical and Mental Health Services
- Low Vision Clinic
- Medical and Surgical Specialty Care
- Medical Media
- Outpatient Mental Health: Mental Health Intensive Case Management (MHICM), Post Traumatic Stress Disorder (PTSD), Psychosocial Rehabilitative Recovery Center (PRRC), PTSD Combat Treatment (PCT) Clinic, Substance Abuse Treatment Outpatient Program (SAIOP), Suicide Prevention
- MOVE! Program
- Nutrition
- Orthopedic Surgery
- Outpatient Psychiatry
- Pathology and Laboratory
- Pain Management including Acupuncture
- Pharmacy
- Plastic Surgery
- Podiatry Care
- Primary Care
- Prosthetics
- Recreation Therapy
- Rehabilitation Medicine including Cardiac Rehab
- Respiratory Therapy/ Pulmonary Function Lab
- Sleep Medicine Laboratory
- Social Work: Homeless Programs, Veteran Justice Outreach, Veterans Resource Center, Vocational Rehabilitation
- Transition and Care Management (OEF/OIF/OND Program), Post Deployment Clinic
- Vascular Surgery
- Voluntary Service
- Women’s Health
- Wound Care

= CBOCs & Rural Clinics
= VA Medical Center

7-County WPB VA Catchment Area

Puerto Rico
## COMMUNITY BASED OUTPATIENT CLINICS (CBOC’S)

**Boca Raton CBOC**

**CBOC Services:** Primary Care, Mental Health (Clinical Social Worker), Nutrition Counseling, Social Work Services, Clinical Pharmacist, Audiology

**CBOC Telehealth Services:** Clinical Pharmacy, Dermatology, Diabetes, EKG, Enterostomal Treatment, Mental Health Individual, Mental Health Integrated Care, MOVE (Weight Reduction), Nutrition Individual, Pain Clinic, Primary Care Shared Appointment, Tele-retinal Imaging, Wound Care Shared Appointment

901 Meadows Road, Boca Raton, FL 33433  
**Phone:** 561-416-8995  
**Fax:** 561-416-9374

Sandy Ellerie, ARNP, Clinical Administrator

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**Delray Beach CBOC**

**CBOC Services:** Primary Care, Mental Health (Face to Face), Nutrition Counseling, Social Work Services, Clinical Pharmacist, Audiology, Radiology

**CBOC Telehealth Services:** Blind Rehab, Clinical Pharmacy, Dermatology, Diabetes, DME-Prosthetics, EKG, Enterostomal Treatment, Home Based Primary Care, Mental Health Individual, Mental Health Group, MOVE (Weight Reduction), Pain Clinic, Primary Care Shared Appointment, Tele-retinal Imaging, Wound Care

Linton Medical Park, 800 Linton Blvd., Suite 300, Delray Beach, FL 33445  
**Phone:** 561-495-1973  
**Fax:** 561-495-2097

Winnet Reid, RN, Clinical Administrator

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**Fort Pierce CBOC**

**CBOC Services:** Primary Care, Mental Health (Face to Face), Nutrition Counseling, Social Work Services, Clinical Pharmacist, Audiology, Radiology

**CBOC Telehealth Services:** Clinical Pharmacy, Dermatology, Diabetes, EKG, Enterostomal Treatment, Home Based Primary Care, Mental Health Individual, Mental Health Integrated Care, MOVE (Weight Reduction), Nutrition Individual, Pain Clinic, Primary Care Shared Appointment, Speech Language Pathology, Tele-retinal Imaging, Wound Care, Tobacco Cessation Group

1901 South 25th Street, Suite 103, Fort Pierce, FL 34947  
**Phone:** 772-595-5150  
**Fax:** 772-595-6560

Vicki Erickson, Clinical Administrator

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**Okeechobee CBOC**

**CBOC Services:** Primary Care, Mental Health (Clinical Social Worker), Nutrition Counseling (Telehealth), Social Work Services, Clinical Pharmacist

**CBOC Telehealth Services:** Audiology, Clinical Pharmacy, Dermatology, Diabetes, EKG, Enterostomal Treatment, Home Based Primary Care, Mental Health Individual, Mental Health Integrated Care, Mental Health Group, MOVE (Weight Reduction), Nutrition Individual, Pain Clinic, Primary Care Shared Appointment, Tele-retinal Imaging, Wound Care

1201 N. Parrot Ave., Okeechobee, FL 34972  
**Phone:** 863-824-3232  
**Fax:** 863-824-3379

Francesca White, Clinical Administrator

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**Stuart CBOC**

**CBOC Services:** Primary Care, Social Work Services, Clinical Pharmacist, Audiology, Home Based Primary Care, Mental Health Integrated Care, Mental Health Group, Nutrition Individual, Wound Care, Audiology, Nutrition Counseling

**CBOC Telehealth Services:** Clinical Pharmacy, Dermatology, Diabetes, EKG, Enterostomal Treatment, Home Based Primary Care, Mental Health Individual, Mental Health Integrated Care, Mental Health Group, MOVE (Weight Reduction), Nutrition Individual, Pain Clinic, Primary Care Shared Appointment, Speech Language Pathology, Tele-retinal Imaging, Wound Care

Willoughby Commons, 3501 S.E. Willoughby Blvd., Stuart, FL 34997  
**Phone:** 772-288-0304  
**Fax:** 772-288-1371

Alyssa Malki, Clinical Administrator

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**Vero Beach CBOC**

**CBOC Services:** Primary Care, Mental Health (Face to Face), Nutrition Counseling, Social Work Services, Clinical Pharmacist

**CBOC Telehealth Services:** Audiology, Blind Rehab, Clinical Pharmacy, Dermatology, Diabetes, DME-Prosthetics, EKG, Enterostomal Treatment, Home Based Primary Care, Mental Health Individual, Mental Health Integrated Care, Mental Health Group, MOVE (Weight Reduction), Pain Clinic, Primary Care Shared Appointment, Podiatry, Speech Language Pathology, Tele-retinal Imaging, Wound Care

Marklena Center, 372 17th St., Vero Beach, FL 32960  
**Phone:** 772-299-4623  
**Fax:** 772-299-4632

Patricia Foster, Clinical Administrator

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Port St. Lucie PTSD Clinical Team (PCT) Outpatient Program:
A specialized treatment program for Veterans who are having difficulty coping with the effects of having experienced combat or sexual trauma while in the military. Services available in the PCT include: group therapy, individual therapy, medication management, family education counseling, and peer support.

Mental Health Intensive Case Management Program (MHICM):
Provides non-traditional, intensive case management and treatment to Veterans with severe mental illness in coordination with community services. Areas of assistance include: housing and caring for the home, budgeting, managing medications, identifying community resources, keeping track of appointments, personal hygiene care, and purposeful activities such as volunteering or work. Services are provided by a multidisciplinary team.

The Department of Housing and Urban Development - VA Supportive Housing (HUD/VASH) services are available at this location.

Port St. Lucie Clinic Expanded Services include:
Occupational Therapy • Prosthetics • Telehealth • Ultrasound

Telehealth services available:
• Care Coordination Assessment & Treatment (Home Telehealth)
• Genomics
• PCT from West Palm Beach

EXPANDED SERVICES
Phone: 772-344-9288
Fax: 772-621-4532
** Emergency services are not available at the Port St. Lucie Clinics.**

Veteran Joseph Angel has an ultrasound procedure conducted by Linda Andriano (Ultrasound Technician).

Veteran Carl Frier receives orthopedic shoes from Hugh Panton (Orthotic Lab Supervisor).
Telehealth

Connected Care at West Palm Beach VA Medical Center

Ongoing Telehealth Services at the West Palm Beach VA Medical Center:

- Anesthesia Pre/Post-Op Consult
- Audiology
- Cardiac Surgery
- Cardiology-Pre Catheterization
- Clinical Pharmacy
- Dermatology (store and forward)
- Diabetes Education
- DME (Durable Medical Equipment) Prosthetics
- Gastroenterology
- General Surgery with Miami VA
- Genomic Care
- Hepatitis-C
- Home Telehealth
- Mental Health Clinic Individual
- Mental Health Risk Factor Reduction Group
- MOVE Program
- Nutrition Individual
- Orthopedic Surgery Follow-up with Miami VA
- Oxygen Follow-Up
- Pain Clinic
- Parkinson’s Disease
- PCT PTSD Individual
- Pharmacy Specialty Clinic
- Physical Therapy
- Podiatry
- Primary Care Behavioral Health
- Psychology
- Tele-retinal Imaging (store and forward)
- TeleMOVE
- Thoracic Surgery
- Tobacco Cessation Group
- Women’s Health

Clinical Video Telehealth

- 27 different clinical services extend care to patients at remote sites and at patient’s home
- 8 remote VA Systems across the country provide specialty care to patients here
- Virtual Medical Room and Tablet technology now available

Home Telehealth

- Patients monitored daily via Technology in their own home
- RN Care coordinator views data and coaches Veteran
- Three arenas of care coordination
  » Chronic conditions
  » Mental Health
  » Tele-MOVE (weight reduction)

Veteran Video Connect

Provider connects to Veteran’s Smartphone, tablet or PC.

- Mental Health
- Blind Rehab (BROS)
- Speech Therapy
- Primary Care
- Cardiac Rehab
- Nutrition
- Social Work
- Women’s Health

Source: VSSC Connected Care Report

Veteran Marion Colie, uses a tablet as part of the Video on Demand program, to communicate with Joy McGraw (Blind Rehab Outpatient Specialist).
2,727 TOTAL STAFF MEMBERS
893 VETERAN STAFF MEMBERS

Veterans by Age

<1% 6% 6% 9% 15% 28% 19% 19%
<25 25-34 35-44 45-54 55-64 65-74 75-84 84+

Total Veterans Served

60,344

3,518 (FEMALE)
56,826 (MALE)

Priority Status

3%
NON-VETERAN

66%
PRIORITY 1-6

31%
PRIORITY 7-8

Veterans by Service Era

13% 12% 5% 7% 11% <1% 9% <5%
KOREAN NON-VETERAN PERSIAN GULF OEF/OIF/OND POST-KOREAN POST-VIETNAM PRE-KOREAN VIETNAM WORLD WAR II OTHER
In FY17

279,160 calls to our Clinical, Pharmacy and Scheduling call centers were answered in 89 SECONDS on average.

Average Wait Times

2 DAYS FOR PRIMARY CARE
3 DAYS FOR MENTAL HEALTH
5 DAYS FOR SPECIALTY CARE (Down from 6.8 days in FY16)

Visit www.accesstocare.va.gov for recent data information

$1.2 million PRESCRIPTIONS PRESCRIBED

Outpatient Workload

8% ANCIENTLY
.2% OTHERS
.1% SURGERY
2% REHAB
8% MEDICINE
13% MENTAL HEALTH
1% OCCUPATIONAL HEALTH
11% PRIMARY CARE
7% REHAB
10% SURGERY
14% TELEPHONE

Appointments

753,332 OUTPATIENT
164,332 SAME DAY

SAME DAY ACCESS: Same day access in primary care and mental health offered at all locations. Cardiology, Audiology, and Physical Therapy also offer same day or next day access.

88% COMPLETED WITHIN 7 DAYS OF THE CLINICALLY PREFERRED DATE

98% COMPLETED WITHIN 30 DAYS OF THE CLINICALLY PREFERRED DATE

Primary Care Workload

Medical Center Operating Budget

$494 million OPERATING BUDGET

$17 million CAPITAL ASSET EXPENDITURES

WEST PALM BEACH VA MEDICAL CENTER
KEEPING THE FOCUS ON VETERANS

At the West Palm Beach VA Medical Center we are proud to offer our Veterans personalized, alternative care to meet their overall needs. Those needs are not only physical but mental and spiritual as well. The medical center also hosts or participates in various Veteran-centered events throughout the year. From Equine (Horse) Therapy, Yoga and Tai Chi to Kayaking, Baby Showers and birthday parties.

... Our focus has been and forever will remain on the whole Veteran.

1) It’s a boy! Veteran Jamie Hollett admires handmade baby gifts during the West Palm Beach VA baby shower in February.

2) Veteran Catherine Chapman and Donna Katen-Bahensky (Director) connect for a warm embrace during a West Palm Beach VA baby shower in February.

3) David Geisler, U.S. Marine Corps Veteran, works one-on-one to build a trusting interaction with one of the horses at the Healing Horse Therapy Center.

4) U.S. Air Force Veteran Howard Ramsey and Dr. Regina Wiegger (Nursing) from the Blind Rehab Center participate in White Cane Day.
1) Kim House (Chaplain) and Reva Williams (Quality Management) kayaking at the Life Mapping Retreat for women Veterans.

2) Veterans combat stress and lead healthier lives. Tai Chi instructor and blind rehabilitation outpatient specialist Lauren O’Farrell (front, left) guides a group of Veterans through a Tai Chi class which provides meditation instruction and improves strength, flexibility and balance.

3) Kenita Gordon (Public Affairs) celebrates Red Nose Day.

4) U.S. Navy Veteran Alexander Valare beams as he celebrates his 100th birthday in the Community Living Center (CLC). According to Mr. Valare, “The key to a long life is making the best of each day you have on earth.”

5) Dr. Deepak Mandi and volunteer Eileen Torricelli participate at our Breast Cancer Awareness event.
In the Community

Participating in and hosting local events allows us the opportunity to collaborate with community partners and raise awareness about the issues effecting Veterans. We believe that building partnerships is vital to the success of our organization. We work to display our commitment to Veterans and our community through many activities to include staff-led donation drives for Hurricane survivors; walks to raise awareness for homeless Veterans; special visits from community organizations to our medical center; and even parades.


2) Veterans Day Parade, city of West Palm Beach.

3) U.S. Army Veteran Connie Jerkins engages with visiting Marines at the Community Living Center Luncheon.

4) Victor Petto, U.S. Army Veteran, enjoys a doughnut served by Pamela Walsh at the Disable American Veterans Auxiliary Unit 109 Memorial breakfast.
National Creative Arts Festival

The National Veterans Creative Arts Festival is both a local and a national showcase of Veteran creativity. In March 2017, Creative Arts Therapists Shashanna Orellano (Recreation Therapy) and Sara Windrem (Recreation Therapy Service) organized a display of art, creative writing, music, dance and drama created by local Veterans to promote healing, recovery and to improve their quality of life. The 2017 West Palm Beach Festival featured 71 entries created by 32 Veterans in 42 categories. Three entries from West Palm Beach VA Medical Center were recognized nationally: Veteran Kenneth E. Dempsey won 2nd place in Sculpture, Veteran Noe’ Diaz won 2nd place for his Personal Experience Creative Writing entry and Veteran Michael Callahan posthumously won 3rd place for his Humorous Poem. West Palm Beach VA Medical Center is proud to promote and encourage the creativity of our Veterans. Congratulations to all our participants!

1) U.S. Air Force Veteran Kenneth E. Dempsey won 1st place in the Sculpture category at the West Palm Beach VA Medical Center and 2nd place nationally.

2) U.S. Army Veteran Pablo Machany receiving treatment from Dr. Beverly Sicherer at the outpatient Same-Day Urgent Care Walk-In Clinic.

Increasing Primary Care Mental Health Access

New Urgent Care Walk-In Clinic

Over the past fiscal year, the West Palm Beach VA Medical Center has significantly improved its outpatient Same-Day access in Primary Care and Mental Health. In Primary Care, Same-Day access for Veterans increased by 4 percent and in Mental Health, Same-Day consult appointments seen increased by 20 percent. Also, the medical center developed and implemented a Walk-in Clinic co-located near the Emergency Department to serve Veterans experiencing urgent, non-emergency health issues.
WEATHERING THE STORM

In September 2017 the West Palm Beach VA Medical Center experienced a near-catastrophic event with the landfall of Hurricane Irma. Our staff truly came together and demonstrated an unwavering commitment to Veterans and their families and colleagues. While the storm battered various areas throughout South Florida and the Treasure coast, staff members at the medical center hunkered down and worked for hours and days to ensure that care coordination and services continued to be delivered to Veterans. Staff members showed the highest level of collaboration and encouragement amongst one another working around the clock within and across various departments. Teamwork was evident across the organization and staff were focused on making life as comfortable as possible for Veterans and the families of essential VA staff members during this time of uncertainty.

After the storm members of the Incident Command team were asked to share what they were grateful for during Irma.

I am Grateful for …

“… all the MAS staff that came in to assist contacting patients and fielding calls regarding clinics and hospital operations.”

“… the Pentad who was flexible and adaptable as the circumstances changed. Thank you for allowing your Chiefs to be flexible and think outside the box.”

“… the Family Support Team had the large group of children thinking they were at Summer Camp and had a great time.”

“… the staff and families who did not let anyone want for anything if they were less than prepared.”

The final statement of gratitude says it all:

“I am grateful because I was able to be a part of the team that kept our nation’s heroes and their families safe from Hurricane Irma”.

1) Dr. Sara Grabowski (Mental Health & Behavioral Science) bowls with some of the smallest medical center guests at “Camp VA”.
2) Lynn Warren (Nursing) cares for Veteran Thomas Vucina.
3) Robert Gawel (Community Employment) preparing for Hurricane Irma.
IMPROVING ACCESS

Active Projects
- Construct a new Domiciliary
- Emergency Department Renovation
- Replace Operating Room Chiller System
- Update Physical Access Control and CCTV
- Redesign Ambulatory Care Phase One – New GI
- Install Security Fencing on the Parking Deck
- Replace Finishes on 6B Inpatient Unit
- Expand Transportation Building

High Tech High Cost Equipment
- Replace Angio Suite
- Replace R/F X-Ray #1
- Replace R/F X-Ray #2
- Replace R/F X-Ray #3
- Replace PETCT
- Renovate ER X-Ray
- Replace SPECT

New Construction Projects (projected or started)
- Create Administrative Support Services (Atrium)
- Replace DA Tank and Auxiliary Controls
- Enhance Privacy on 7B
- Replace Pneumatic Tube Systems
- Replace Finishes in CLC North and Admin Offices
- Replace Air Handling Units
- Improve Patient Spaces 1A
- Declutter Halls and Walls 7A, 2nd and 1st Floor

Local Projects (projected or started)
- Create New Patient Advocate Office
- Construction Offices in 4B-283
- Create GI Admin Space on 2C

Rendering of the Domiciliary entrance.
Domiciliary - Ground Breaking

On September 6, 2017 our medical center held a ground breaking ceremony to commemorate the start of construction for a new domiciliary. This 60-bed, 30,000 square foot facility will be an active clinical rehabilitation and treatment program for male and female Veterans that are integrated with the Mental Health Residential Rehabilitation and Treatment Programs (MH RRTPs). The program will provide state-of-the-art, high-quality residential rehabilitation and treatment services for Veterans with multiple and severe medical conditions, mental illness, addiction, or psychosocial deficits. Construction will take approximately 18 months to complete and the building is projected to open in FY 2019.

MRI Ribbon Cutting

In March 2017 our medical center also opened a new Magnetic Resonance Imaging (MRI) suite. This 6,168 square-foot suite features a modern design, patient centered layout and state-of-the-art equipment to include two new MRI machines – a 1.5T and 3T Siemens. The equipment has advanced the quality of the images captured by the medical center as well as enhanced Veterans quality of care.
On May 11, 2017 staff members from the Surgical Service broke down the walls of office space on the second floor of the medical center to commemorate the start of construction for a new clinical space. A total of 25,000 square feet of space is being renovated for this project which includes the addition of a new GI suite; renovation of the existing ambulatory surgery clinic; and renovation of existing cardiology clinic and Operating Room waiting areas.
Employee Recognition

Here at the West Palm Beach VA Medical Center we believe an engaged, educated and informed workforce is one of our most powerful assets. We understand the value of investing in staff education and recognizing staff members accomplishments. Our staff members are a critical component of our success as an organization.

2017 Federal Employee of the Year Nominees

Nominees for individual categories included: Rollin Brenner (Imaging) -Professional, Corey Bullard (Medical Media) -Innovation, Gerald D. Holmes (Engineering) -Trades and Crafts, Jessica Hughes (Primary Care) -Professional, Sean Martin (Quality Management) -Administrative, Julia Spence (Acting Assistant Director) -Management, Rosalinda Vera-Aviles (Human Resource) -Administrative, Carianne Williams (Nursing) -Clerical/Administrative Support. Nominees for the Service to the Community category included: Vida Boone (Nursing), Darryl Brown (Human Resource), Laura E. Dolena (Patient Centered Care), Ogochukwu Ekwuabu (Office of General Counsel), Nicole C. Richardson (Mental Health).

2017 Federal Employee of the Year Winner

Carianne Williams (Nursing) won 1st Place in Administrative category at the 52nd Annual Federal Employee of the Year Program.

2017 VISN 8 5S Team Winner

SS Dental Team Members: Penny B. James, Kimberly A. Gutierrez, Terri Myers, Lisa M. Checkley.

Under Secretary for Health Commendation

Abigail T. Brooks, PharmD and Christine Vartan, PharmD

The Legacy of Leadership Recognition

Deepak Mandi, MD presents the certificate of Recognition to Kerri L. Boyd
Stepping with PRIDE

PRIDE Graduates Left to right June Bridges Cox (PRIDE Coordinator), Kenneth Madden, O’laide Asekun, Maria Garcia, Edens Puns. Stepping with PRIDE (Positive Results in Diversity Enhancement) is designed to identify individuals from diverse backgrounds who are committed to personal and professional growth, display leadership potential and have the desire to advance within the Department of Veterans Affairs.

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

CDL Graduates Left to right Rojean Williams, Lyumma Archeval (Associate Director of Patient Care Services), Donna Katen-Bahensky (Medical Center Director), Audrey Atkinson, Amy Block, Paul Desh, Margaret Chickey, Maria T. Nguyen, MPH (Acting Associate Director), Barbara Williams, Michele Liscio.

FY 2017 Employees of the Quarter

Marilia Norberto-Farrell Clinical Employee of the 1st Quarter
Richard Avant Non-Clinical Employee of the 1st Quarter
Icilda L. Hay Clinical Employee of the 2nd Quarter
Jocelyn C. Marshall Non-Clinical Employee of the 2nd Quarter

FY 2017 Semi-Annual Supervisor of the Quarter

Sally Pessagno Clinical Supervisor of the 1st & 2nd Quarter
Justin Parone Non-Clinical Supervisor of the 1st & 2nd Quarter

FY 2017 VISN 8

Employee of the 4th Quarter

Angela Dennison VISN 8 Employee of the 4th Quarter.

Employee of the Year

Lourdes Colon VISN 8 Employee of the Year.

2017 Physicians of the Year

Brian Garnett, MD Resident of the Year
Evelyn Alba, MD Physician of the Year - Emergency Medicine Physician
Lori Beth Feather, DO Physician of the Year - Psychiatrist
Monina S. Mabuti Lim, MD Physician of the Year - Primary Care/Women’s Health Clinic Physician
COMMUNITY PARTNERS

MEDICAL CENTER PARTNERS

Voluntary Service’s Mission is to provide:

- Volunteer support to the medical center staff to enable them to deliver quality health care to Veteran patients.
- Encourage both community partners and Veteran Service Organizations to play an active and rewarding role.

Volunteer Contributions

- 543 total volunteers
- 76,498 total volunteer hours
- $450,768 in monetary donations
- $397,270 item donations in non-monetary donations
- $43,255 in activity donations i.e. Recreation, Baby Shower
- $891,294 grand total of donations
- $1,846,649 total resource impact (volunteer hours)

Impact of Volunteer Contributions

In FY 2017, Voluntary Service contributed over $2.7 million worth of support to the Medical Center. This is based on total volunteer hours served and all monetary contributions and goods donated to the medical center.

- Kiosks
- Way Finders
- Get-Well Network
- Ambassadors

Volunteer Assignments

- Information Desk
- Cancer Center
- Nursing
- Recreation
- Pharmacy
- MAS
- Logistics
- Medical Media
- Fisher House
- Pharmacy
- Information Resource Management
- Employee Education
- Clinical Services
- CBOC
- Vet Centers
- South FL National Cemetery

2017 Volunteers of the Year Recipients

Robert “Bob” Wigersma, Disabled American Veterans (DAV) Deputy Representative has been volunteering for 14 years where he supports the DAV program as a Driver as well as delivering the Oxygen tanks throughout the medical center. Bob has volunteered over 7000 hours and was awarded the 6250 Honor Award during the VAVS Awards Ceremony.

Linda Grevera, American Legion Auxiliary (ALA) Representative volunteered for the past six years and was instrumental in putting the ALA organization at West Palm Beach back in action. Linda coordinated special events for the Community Living Center and Mental Health programs. Through her leadership she re-opened the Veterans Resource Clothing Closet. Linda volunteered over 350 hours for the medical center.

Mike Sedor, Knights of Columbus volunteer at the West Palm Beach facility and has donated over 2500 hours in the past three years. He is actively involved with the Decedent Affairs office and Mike is always available to assist family members in their time of need.

Special Recognition Awards

7,500 HOURS DEDICATED SERVICE
Jim Curry
Mildred Kendell
Robert Wigersma

8,750 OUTSTANDING MERIT AWARD
Cynthia Howell
Mural Chesky
Joseph Jakuboski

10,000 HONOR BOWL AWARD
Sal De Ianni
Nancy Decker

15,000 EXCEPTIONAL HONOR MEDALLION
Cynthia Howell
Large Donations for FY 2017 included:

- 14 passenger vehicle for transporting Veterans
- Refurbished engine for 1995 Bus
- Desktop Computers
- Washer and Dryer
- Pre-Paid Cards for haircuts, stores, restaurants, entertainment events and phones
- Floral arrangements
- Toys for the Holidays
- Baby Shower items, supplies, diapers, bags
- Non-perishable food items for the Veterans Resource Center
- Clothing, Shoes and Undergarments for Veterans Resource Center
- Quilts hand-made by many community partners
- Cases of Girl Scout Cookies

Veterans Transportation

The Volunteer Transportation Network (VTN) transported over 13,000 Veterans to and from the seven county areas to the West Palm Beach VA Medical Center. Drivers from the Disabled American Veteran (DAV) organization facilitated transportation using donated vehicles. Over 226,000 miles were driven by 30 very dedicated volunteers under the direction of Voluntary Service and Eugene Hoover, DAV Coordinator.

Vet Centers

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. Their 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

Community Partners

- CareerSource Palm Beach and Research Coast
- (Port St. Lucie)
- Faith*Hope*Love*Charity, Inc.
- Fisher House
- First TEE of the Palm Beaches
- Florida Department of Veterans Affairs (FDVA)
- Homeless Advisory Board
- Healing Horse Therapy Center
- Indian River State College (Fort Pierce, FL)
- Mandel Public Library
- Mounts Botanical Garden of Palm Beach County
- Palm Beach State College
- Palm Beach County Legal Aid Society
- Palm Beach County Veterans Coalition
- Palm Beach and Jupiter Vet Centers
- PGA HOPE (Helping Our Patriots Everywhere)
- Renewal Coalition
- Salvation Army
- Southeast Florida Honor Flight
- South Florida Hospice-Veteran Partnership
- South Florida National Cemetery
- Treasure Coast Homeless Services Council
- Veterans Benefits Administration (VBA)
- Veterans Treatment Court
- Veterans Service Organizations (VSO)
Top Medical and Nursing Affiliations

Florida State University
Florida A&M University
Florida Atlantic University
Florida Intercontinental University
NOVA Southeastern University
University of Miami
University of Florida

Graduate Medical and Dental Academic Affiliates

We are proud to operate independent graduate education programs in General Practice Dentistry and Psychology Internship. Our Graduate Medical and Dental affiliations are with:

- University of Miami Miller School of Medicine Regional Campus: Internal Medicine, Surgery, Hospice and Palliative Care.
- Nova Southeastern University: Endodontics, Internal Medicine and Dermatology (through the Palm Beach Center for Graduate Education) and Preventive Medicine (through the Palm Beach County Department of Health).
- Larkin Community Hospital: Physical Medicine and Rehabilitation.
- Broward Health Medical Center: Dermatology.
- We also provide undergraduate medical education experiences to students from the University of Miami Miller School of Medicine, Florida Atlantic University and Nova Southeastern University.

Cardiology Fellowship Program Launched

A shared commitment to excellence at the West Palm Beach VA Medical Center makes the facility an ideal location and academic partner. A Cardiovascular Diseases Fellowship Program was launched this past year in affiliation with the University of Miami Miller School of Medicine, a long-standing partner in undergraduate and graduate medical education. The program will train six fellows when it reaches full enrollment in 2018. It has already received provisional accreditation from the Accreditation Council for Graduate Medical Education.
Accredited Programs

Programs that are currently accredited:

THE JOINT COMMISSION (TJC)
• Programs currently accredited by
  TJC include: Hospital, Home Care and
  Behavioral Health. (Surveyed FY 2016)

COMMISION ON THE ACCREDITATION OF
REHABILITATION FACILITIES (CARF)
• Blind Rehabilitation Center (BRC): BRC
  received no recommendations for the 4\textsuperscript{th}
  consecutive survey and many commendations
  from this accreditation organization. The BRC
  is one of the few programs nationwide to
  have achieved this accomplishment. The BRC
  was praised by the Surveyors for ensuring that
  Veterans receive services that exceed their
  expectations and for providing customized
  and individualized services to meet the
  Veterans’ needs and goals. The dedication
  and professionalism of the staff in addition
  to the high level of satisfaction expressed by
  the Veterans they served was also recognized.
  (Surveyed March 2018)
• Psychosocial Rehabilitation and Recovery
  Center (PRRC): “The organization is highly
  regarded by community stakeholders and the
  leadership seeks opportunities for productive
  partnerships in the surrounding communities.
  Several Veterans referred to the VA services
  in general and the PRRC at the West Palm
  Beach VA Medical Center services specifically
  as having saved their life. Often, their decision
  to participate in services turned on a single
  outreach or a kind word.” - CARF Surveyor,
  2015 (Pending CARF survey FY 2018)
• Health Care for Homeless Veterans (HCHV)
  & Compensated Work Therapy (CWT):
  Employment and Community CARF Survey
  was completed in December 2016 with
  Compensated Work Therapy (CWT) Program
  and Healthcare for Homeless Veterans (HCHV).
  All programs received a 3 year accreditation.
  (Pending CARF Survey December 2018) This will be
  the 6\textsuperscript{th} Accreditation Survey for CWT and HCHV.

• Mental Health Intensive Care Management
  (MHICM): (pending CARF initial survey, June
  2018)

ACR COMMITTEE ON RADIATION ONCOLOGY
PRACTICE (Surveyed January 2017)

AMERICAN ASSOCIATION OF BLOOD BANKS (AABB)

AMERICAN COUNCIL ON GRADUATE MEDICAL
EDUCATION (ACGME)
• Residency Programs

AMERICAN DENTAL ASSOCIATION
• General Practice Dental Residency Program

AMERICAN PSYCHOLOGICAL ASSOCIATION (APA)
• Psychology Internship Program

AMERICAN SOCIETY OF HEALTH-SYSTEM
PHARMACISTS (ASHP)
• Post-Graduate Year 1 Pharmacy
  Practice Residency
• Post-Graduate Year 2 Pharmacy
  Specialty Residency in Cardiology
• Post-Graduate Year 2 Pharmacy
  Specialty Residency in Pain/Palliative Care

COLLEGE OF AMERICAN PATHOLOGISTS (CAP)

FLORIDA MEDICAL ASSOCIATION
• Continuing Medical Education Program

FOOD & DRUG ADMINISTRATION
• Mammography “Congratulations to you, your
  Chief of Radiology and your mammography
  staff in this accomplishment and in sustaining
  the high quality standards for patient
  mammographic screening and breast cancer
  detection.” – Lisa C. Wall, MBA, Mammography
  Program Director, VA Central Office. (Surveyed
  July 2017)

LONG TERM CARE INSTITUTE
• Community Living Center
  VHA decision for LTCI annual survey will
  replace TJC triannual survey starting in FY 2017
  (Surveyed March 2018)