**ACKNOWLEDGEMENTS:**

We wish to thank everyone who contributed to the production and development of the FY 2016 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.

“They work with you to achieve your goals... they want to get you healthy so that you can not only survive, but thrive.”

Larry Karlin is a U.S. Army Veteran who was seriously injured, resulting in the amputation of his right leg. Despite his disability, he was determined to get back on a bike. With the help of the West Palm Beach VA staff, Hugh G. Patton, Orthotic Lab Supervisor and state-of-the–art prosthetics made available to Veterans, Mr. Karlin was able to achieve his goal.
Message from Leadership

Caring for our nation’s Veterans is one of the noblest missions that we have the honor and privilege of undertaking. For our facility, caring for those who have “borne the battle” is more than just an ideal - it is a calling. It means dedicating ourselves and our work to a cause bigger than ourselves. Caring for this most unique and esteemed population of people instills in us a sense of pride and fuels our commitment to excellence.

With that commitment comes great responsibility to continuously improve our access to care, scope of services and the Veteran experience. We understand that in order to exceed the expectations of our Veterans, their families and our other stakeholders we must keep evolving the way we do business and provide services. To do this we have to be forward-thinking in our approach and create a culture of innovation. We must also focus more on outreach and forging additional community partnerships.

Fiscal Year 2016 was a period of transition for our facility as some of our previous leadership team members moved on to retirement or other opportunities. This year we enthusiastically make way for some new executive leadership team members and their fresh perspectives and ideas. It is our goal to continue striving for excellence in all facets of our operations to ensure that we are delivering the best care anywhere. We plan to make FY 2017 our best year yet!

Sincerely,

West Palm Beach VA Medical Center Leadership Team

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.
FACILITY AND SERVICES

The West Palm Beach VA Medical Center opened in 1995 and is a general medical and surgical facility. The facility is also a teaching hospital, providing a full range of patient care services, as well as medical education and residency programs. All-inclusive health care is provided through a myriad of services to include tele-medicine; primary care; emergency care; long-term care; surgery; mental health; physical medicine and rehabilitation; radiology; dentistry; hemodialysis; comprehensive cancer center; and geriatrics and extended care (including hospice and palliative care). The facility operates a 15-bed Blind Rehabilitation Service, which is the referral center for blind and visually impaired Veterans throughout the state of Florida. The West Palm Beach VA operates six contractor operated Community Based Outpatient Clinics in Delray Beach, Boca Raton, Stuart, Ft. Pierce, Vero Beach and Okeechobee, Florida, serving seven counties on Florida’s Treasure Coast. There are two rural clinics located in Clewiston and Moore Haven. A Post-Combat Trauma Clinic with adjacent expanded services is located in Port St. Lucie. The facility also operates a consolidated Laundry Service with the Miami VA Medical Center.

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
- Extended Care
- Geriatric Psychiatry and Geriatric Medicine
- Health Care for Homeless Veterans/Outreach
- Health Care Re-entry for Veterans
- Hemodialysis Center
- Home Based Care Coordination/Telemedicine
- Home Based Primary Care
- Hospice and Palliative Care
- Inpatient Medical, Surgical and Mental Health Services
- Low Vision Clinic
- Medical and Surgical Specialty Care
- Medical Foster Home
- Medical Media
- Mental Health Intensive Case Management (MHICM)
- MOVE! Program
- Nutrition
- Orthopedic Surgery
- Outpatient Psychiatry
- Pathology and Laboratory
- Pain Management including Acupuncture
- Pharmacy
- Plastic Surgery
- Podiatry Care
- Post Deployment Clinic
- Post Traumatic Stress Disorder (PTSD)
- Primary Care
- Prosthetics
- PTSD Combat Treatment (PCT) Clinic
- Psychosocial Rehabilitative Recovery Center (PRRC)
- Recreation Therapy
- Rehabilitation Medicine including Cardiac Rehab
- Respiratory Therapy/ Pulmonary Function Lab
- Sleep Medicine Laboratory
- Social Work
- Substance Abuse Treatment Outpatient Program (SAIOP)
- Suicide Prevention
- Telemedicine
- TeleMental Health
- Transition and Care Management (OEF/OIF/OND Program)
- Vascular Surgery
- Veteran Justice Outreach
- Veterans Resource Center
- Vocational Rehabilitation
- Voluntary Service
- Women’s Health Clinic
- Wound Care Clinic
Boca Raton CBOC

Sandy Ellerie, ARNP
Clinical Administrator

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

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, Enteroostomal 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

Fort Pierce CBOC

Vicki Erickson
Clinical Administrator

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

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, Enteroostomal Treatment, Home Based Primary Care, Mental Health Individual, Mental Health Integrated Care, MOVE (Weight Reduction), Pain Clinic, Primary Care Shared Appointment, Speech Language Pathology, Tele-retinal Imaging, Wound Care, Tobacco Cessation Group

Stuart CBOC

Alyssa Malki
Clinical Administrator

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

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, Enteroostomal 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

Delray Beach CBOC

Winnet Reid, RN
Clinical Administrator

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

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, Enteroostomal 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

Okeechobee CBOC

Francesca White
Clinical Administrator

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

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, Enteroostomal 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

Vero Beach CBOC

Patricia Foster
Clinical Administrator

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

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, Enteroostomal 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
Port St. Lucie Clinic - Mental Health

The Port St. Lucie PTSD Clinical Team (PCT) Outpatient Program is 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.

TREATMENT SERVICES AVAILABLE INCLUDE:
• Group Therapy
• Individual Therapy
• Medication Management
• Family Education and Counseling
• Mental Health Intensive Case Management Program
• Peer Support
• HUD/VASH (The Department of Housing and Urban Development – VA Supportive Housing) services are available at this location.
• Emergency services are not available at the PCT Clinic.

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

Telehealth services available:
• Care Coordination Assessment & Treatment
• Diabetes Education Follow-up
• Diabetes Education Group
• Genomics
• MOVE Group 12-week Class
• Nutrition
• Speech Therapy
• Wound Care

“Last year, my doctor sat me down and asked me about my weight. I told her I was trying to lose weight. When she said I was morbidly obese, I didn’t like it at all. She told me about the TeleMOVE! Program and I said, “I’m in, I’ll take it!”

“Don’t wait any longer, start now! TeleMOVE! is well designed and you’ll have strongly supportive, extremely knowledgeable VA staff to guide you. A journey of a thousand miles begins with one step. Never get discouraged, just do it!”

Veteran Larry Farrell holds up his previous pants size 56.
**Connected Care at West Palm Beach VA Medical Center**

Ongoing Telehealth Services at the West Palm Beach VA Medical Center (includes Port St. Lucie Clinic):

- Anesthesia Pre/Post-Op Consult
- Cardiac Surgery
- Cardiology—pre Catheterization
- Clinical Pharmacy
- Dermatology Store and Forward
- Diabetes
- EKG
- Gastroenterology
- General Surgery
- Genomic Care
- Home Telehealth
- Mental Health Clinic Individual
- Mental Health Risk Factor Reduction Group
- MOVE Program
- Nutrition Individual
- Pain Clinic
- Parkinson’s Disease
- PCT PTSD Individual
- Primary Care Shared Appointment
- Spinal Cord Injury
- Thoracic Surgery
- Audiology
- DME (Durable Medical Equipment) Prosthetics
- Hepatitis-C
- Insomnia
- Psychology
- Pharmacy Specialty Clinic
- Oncology
- Orthopedics
- Oxygen Follow-Up
- Physical Therapy
- Podiatry
- Primary Care Behavioral Health
- Tele-retinal Imaging (store and forward)
- Tobacco Cessation Group
- Women’s Health

**FY 2016 Telehealth Services**

<table>
<thead>
<tr>
<th>Service</th>
<th>Visits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Secure Messaging</td>
<td>30,656</td>
</tr>
<tr>
<td>Clinical Video Telehealth</td>
<td>9,105</td>
</tr>
<tr>
<td>eConsults</td>
<td>3,576</td>
</tr>
<tr>
<td>Store and Forward</td>
<td>2,231</td>
</tr>
<tr>
<td>Home Telehealth</td>
<td>1,484</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>47,052 visits</strong></td>
</tr>
</tbody>
</table>

**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
- VVC (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 Outpatient Specialist (BROS)
- Speech Therapy

Source: VSSC Connected Care Report
Priority 7-8: 32%
Priority 1-6: 65%
Non-Veterans: 3%

VA set up “Priority Groups (1-8)” to make sure that certain groups of Veterans are able to be enrolled before others. Once a Veteran is enrolled, their eligibility will be verified. Based on specific eligibility status, a Priority Group is assigned.
Dedicated to meeting the needs and expectations of the patients we serve, the West Palm Beach VA Medical Center heard the Veteran’s voice through satisfaction surveys and patient concerns. In 2016, more than 19,000 Same Day appointments were completed in Primary Care and there were nearly 6,000 Same Day appointments in Mental Health with changes underway to increase that number in 2017. Key process improvements were also made which opened up more appointments for Veterans by reducing missed appointments or no-shows.
Awards and Recognition

PRIDE Graduates Left to right back row June Bridges Cox (PRIDE Coordinator) John Richards, Lea Philips, Deidre-Ann Suckram and Jason Pena. Left to right front row Sandra Cole and Nathaniel Merritt. 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.

CDL Graduates Left to right Ann Wick, Haresh Patel, MD (Deputy Chief of Staff), Charleen R. Szabo (Former Medical Center Director), Megan Waterhouse, Elizabeth Santiago, Cynthia Christopherson and Joan Roberts.

FY 2016 Employees of the Quarter

Sara C. Grabowski (MH&BSS) Clinical Employee of the 2nd Quarter

Patrick Gerald McCoon (FMS) Administrative Employee of the 3rd Quarter

Debra Marcelle-Coney, PhD (MH&BSS) Clinical Employee of the 4th Quarter

Brian R. Booth (FMS) Administrative Employee of the 4th Quarter

Dalene Mares MSN VISN 8 Employee of the 3rd Quarter.

Lourdes Colón RN VISN 8 Employee of the 4th Quarter.

FY 2016 Semi-Annual Supervisors of the Quarter

Shelley Combs (Human Resources) Administrative

Velma V. Hughes (Patient Care Services) Clinical

Saleh El Dassouki, MD Resident of the Year

Ronald K. Williams, DO Physician of the Year - Chief of Community Care Coordination

Thomas Thomas, MD Physician of the Year - Endocrinologist

Munir H. Hamzi, MD Physician of the Year - General Surgeon

FY 2016 VISN 8 Employees of the Quarter

Velma V. Hughes (Patient Care Services) Clinical

Shelley Combs (Human Resources) Administrative

2016 Physicians of the Year

Recognition Awards
2016 Federal Employee of the Year Nominees

Nominees included: • Administrative (Individual) - Elizabeth Santiago • Administrative Clerical (Individual) - Monica Ibanez • Management (Individual) - Donnalee Relyea • Service to the Community (Individual) - Kevin Dobson • Trades and Craft (Individual) - Edward Kozik • Valor (Individual) - Eugene Russell • Professional Category (Individual) - Carla-Paula daSilva and Stephanie Dill-Bloomberg • Law Enforcement (Team) Active Threat Response Team - Lt. Brian Lewk, John Yannotti and Terrance Mays • Professional Category (Team) HUD VASH Lease-Up - Robert Christensen, Luis Maldonado, Jose Lopez-Rodriguez, Christopher McGinley and Kelly Gates • Professional Category (Team) Blind Rehabilitation Center Team - Everica Baptist, Tamecka King, Neldy Lopez Diaz, Donnia Currie, Nathalie Horton, Caren Lyman, Zaskia Diaz-Marrero, Angela Lee, Ashley Mattis, Rachel Edwards Brown, Margaret Ribeiro and Diana McMenemy-Deacon • Valor (Team) Police Intervention - Clyde Hall and David Silva Jr.

2016 Federal Employee of the Year Winners

Lynnea Valpatic, LCSW, ACHP-SW (Social Work) won 1st Place at the 51st Annual Federal Employee of the Year Program.

Nicole Richardson (MH&BS) and Laura Dolena (EES) won 1st Place in Innovation (Health Promotion & Disease Prevention Team) at the 51st Annual Federal Employee of the Year Program.

Under Secretary of Health (USH) Award for Excellence in Social Work Practice

Lynnea Valpatic, LCSW, ACHP-SW with award flanked by Charleen R. Szabo (Medical Center Director) and Dr. Deepak Mandi (Chief of Staff).

Association of VA Social Workers

Myrna Molinari, LCSW (Social Work) Employee of the 2nd Quarter

2016 VISN 8 5S Team Winner

5S Education Room Team Members: Laura Dolena, Sparrow Adson, Lisette Ronga, Althea Wilmot, Milton Greenberg, Caitlynn Cutright, Norm Williams, Corey Bullard, Lowre Mongo, Chris Young, Marquis White, Anthony Hollins, John Knowles, Lisa Purvis, Tyree Bowe, Clarence Parrish Jr., Cathy Kasperowski and Sara Grimsgaard.

WINNERS OF THE 2015 UNDERSECRETARY FOR HEALTH PHARMACY AWARDS

Pharmacy Benefits Management Innovation Award (The PhARMD Project): Julie Groppi, Anthony Morreale, Heather Ourch, Kimberly Quicci-Roberts, Scott Mambourg, Jennifer Hirsh, Samantha Wright, Dana Frank, Richard (Spenser) Schafer, Augustus “Rob” Hough (only West Palm Beach VA participant), Donna Leslie, Jan Carmichael, Michelle Shank, Carla Staresnic, Pamela Belperio, Joy Meier, Tung Le, Tera Moore, Ketayoun Davari, Sharon Castle, Allyce Schenik.
An VISN 8 Innovation Grant was submitted by Dr. D. Marcelle-Coney, Connie Gallon, LCSW and Dr. Maura Miller to enhance the quality of life for the residents of our Community Living Center. Once the grant was approved, the Community Living Center Therapeutic Sensory Garden was planned and developed as a partnership between the West Palm Beach VA, The Breakers Hotel, American Farmers, Florida Atlantic University Pine Jog Environmental Center, Wantman Group, VA Voluntary Service and private donors.

The Breakers Hotel Green Team provides maintenance on this garden along with assistance from our Environmental Management and Facilities Management Services. Our residents enjoy spending time in this lovely garden.

On June 8, 2016, we had a ribbon cutting ceremony to recognize the hard work and loving care that went into making this garden a reality.
Day Room & Patio Ribbon Cutting

Vietnam Veteran Glen Lippincott flanked by left to right Mike Piccone and Charlie Dykes in prayer.

Project 425 Vietnam Veteran members left to right: Chuck Carroll, Bill Jeczalik, Curt Rich and General Wayne Jackson, Sr.

Vietnam Veterans shake hands to say “Welcome Home.”

NATIONAL VA COMMEMORATIVE KICK-OFF OF THE 50TH ANNIVERSARY OF THE VIETNAM WAR

West Palm Beach VA paid tribute to our Vietnam Veterans in a ceremony on March 29, 2016.
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

- 781 regularly scheduled volunteers
- 152 new volunteers
- 168 total youth volunteers
- 59 new youth volunteers
- 299 applications processed
- 88,125 total hours served
- $249,906 in monetary donations
- $395,943 in non-monetary donations
- $44,153 in activity donations i.e. Recreation, Baby Shower
- $690,002 grand total of donations

Impact of Volunteer Contributions

For FY 2016, Voluntary Service contributed $2 million worth of support to the Medical Center. This is based on total hours served and all monetary contributions and goods donated to the medical center.

Volunteer Assignments

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

2016 Volunteers of the Year

Millie was awarded Volunteer of the Year for her outstanding 19 years of Service to the Medical Center.

Millie supports the office of Voluntary Service where she answers phones and handles a lot of paper work.

Mildred Kendall

John was awarded Volunteer of the Year for his 12 years and more than 7,000 hours of service. He can be found working the Information Desk where he provides superior service by helping everyone he comes in contact with each day to navigate the facility.

John Gerberding

Special Recognition Awards

7,500 HOURS OF SERVICE
Alice Zervas and Gay Earl

12,500 HOURS OF SERVICE
Cynthia Howell
Mural Chesky
Joseph Jakuboski

15,000 HOURS OF SERVICE
George Sanders

25,000 HOURS OF SERVICE
Donald Habor

DAVA Barber Shop 20th Anniversary

West Palm Beach VA continues to provide grooming services for our Veterans. The volunteers have provided over 46,000 hours of Service and served over 420,000 customers! Pictured are: Charleen R. Szabo, Patricia Ashel, Pamela Walsh, Mary Phillips and Anne Matozzo. Seated: Don Pashe and Lilibeth Johanson.
Donations Impacting Medical Center

- 12 passenger bus from Martin County for Veterans Transportation Network
- 5 Flat Screen TVs for New MRI Suite and 1 Flat Screen TV for in-patient mental health dining room
- Microwaves / Large Coffee Pots/ Refrigerators
- $86,000 Trust Fund distributed to several services
- $27,000 Annual Palm Beach Gardens Veterans Golf Tournament
- 10,000 Gift Cards from American Legion Riders Poker Run (9th year)
- $20,000 Fisher House Foundation Grant
- 80,000 pounds of non-perishable food items donated
- Clothing items donated and organized to support needs for the VRC
- $10,000 dollars given by community business partner
- Wounded Warriors of South Florida Pre-Paid Gift Cards for Transition Care

Veterans Transportation

- 54 Drivers transported our Veterans
- 16,557 Hours were given to program
- 19,963 Veterans Transported
- 228,613 Miles Driven

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)
- 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
- 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)

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

Palm Beach Vet Center
4996 10th Avenue North, Suite #6
Greenacres, FL 33463
561-422-1201
This center serves all of Palm Beach County.

Jupiter Vet Center
6650 West Indiantown Road, Suite 120
Jupiter, FL 33458
561-422-1220
This center serves the northern Palm Beach, Martin, St. Lucie, Okeechobee and Southern Indian River Counties.
Accredited Programs

Programs that are currently accredited:

THE JOINT COMMISSION (TJC)
- Programs currently accredited by TJC include: Hospital, Home Care and Behavioral Health. (Surveyed FY2016)

COMMISSION ON THE ACCREDITATION OF REHABILITATION FACILITIES (CARF)
- Blind Rehabilitation Center (BRC): BRC received no recommendations for the 3rd consecutive survey and many commendations from this accreditation organization. The BRC is one of the few programs nationwide to have achieved this accomplishment. It was praised by the surveyors for its efforts in providing quality programs and for continuously improving to meet changing requirements and emerging needs. The dedication and professionalism of the staff and the high level of satisfaction expressed by the Veterans they served were recognized. (Surveyed February 2015)
- 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.” (Surveyed July 2015)
- Health Care for Homeless Veterans (HCHV) Programs: (Surveyed January 2016)
- Compensated Work Therapy (CWT): (Surveyed January 2016)
- Mental Health Intensive Care Management (MHICM): (pending CARF initial survey)

ACR COMMITTEE ON RADIATION ONCOLOGY PRACTICE (Surveyed January 2017)

AMERICAN ASSOCIATION OF BLOOD BANKS

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

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 FY 2015)

LONG TERM CARE INSTITUTE
- Community Living Center
  VHA decision for LTCI annual survey will replace TJC triannual survey starting in FY17 (Surveyed August 2016)

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 FY 2015)
NATIONAL VETERANS CREATIVE ARTS FESTIVAL

The National Veterans Creative Arts Festival is both a local and a national showcase of Veteran creativity. In March 2016, Creative Arts Therapists Shashanna Orellano, MM, MT-BC and Sara Windrem, MS, ATR-BC, LMHC 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 local event featured 51 entries by 29 Veterans. After placing first at the West Palm Beach VA competition, Veteran Don White’s assemblage piece entitled “Baby Barcode” went on to win third place honors at the national level. Mr. White is one of 13 Veterans from VISN 8 who was recognized amongst the best art entries from Veterans across the nation. There were also a few more Veterans who were recognized. John Rifenberg placed third in Creative Writing: Personal Experience and Walter Smith received the Muriel Barbour Memorial Therapeutic Arts Scholarship which enabled him to attend the national festival in Jackson, Mississippi. West Palm Beach VA Medical Center is very proud of all of our Veterans who entered the Creative Arts Festival and we’re pleased to see more and more Veterans engaging in creativity as this event grows each year.

HUMAN HUG PROJECT

On April 26, 2016, West Palm Beach VA Medical Center hosted OIF Marine Veteran Ian Michael, OEF Marine Veteran Gino Greganti and his wife Erin and their friend Bright Ryan during their journey to travel across the country to offer a different type of healing by giving out free hugs.

“Our hugs are simple reminders that our heroes are appreciated and loved” shares Michael.

In addition to traveling the country and giving away free hugs to Veterans at VA hospitals and people in the community, the Human Hug Project’s mission is “Bringing awareness to PTSD by giving love back to humanity one hug at a time.”
Associated Health Professions Academic Affiliates

We offer residency training in all major medical, dental and surgical specialties and subspecialties. Associated Health training is offered in audiology, blind rehab, chaplain, dietetics, imaging, nursing, occupational therapy, pharmacy, psychology, recreation therapy, social work and speech language pathology.

Graduate Medical and Dental Academic Affiliates

• 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).

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 launched this 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.
Inpatient Mental Health Unit Renovations Provide Welcoming Atmosphere: The West Palm Beach VA Medical Center unveiled major renovations to its inpatient mental health unit this year. In March 2016, there was a ribbon cutting ceremony for a newly refurbished day room and patio on the acute inpatient mental health unit. In December 2016, the new inpatient dining room opened, featuring a lovely view, new furniture, a large screen TV and an overall improved dining experience.

**FY 2017 CONSTRUCTION**

**Projects in Construction**
- Mental Health Domiciliary
- Renovate Emergency Department
- Update Physical Access Control and CCTV
- Replace OR Chiller System
- Renovate ER X-Ray
- Renovate CT#1 and CT#2
- Redesign Ambulatory Care Phase One - Create New GI

**High Tech High Cost Equipment**
- New CT #1 and #2
- Replace Angio Suite #2
- Replace Emergency Room CT
- Replace X-Ray Room #4

**Local Projects**
- Install Sprinklers in Audio Lab
- Expand Building #11 to provide additional space for transportation.
- Replace Refrigeration System
- Replace Exterior Water Valves
- Renovate MAS

**Projects Approved and Proceeding**
- Redesign Ambulatory Care Clinics
- Replace Angio Suite
- Install Security Fencing on Parking Deck
- Replace Finishes on 6B Inpatient Unit