

Annual Report 2017

Wilmington VA Medical Center

VETERANS
HEALTH
CARE

Modernization
Compassion
Innovation
Trust

VA



U.S. Department of Veterans Affairs
Wilmington VA Medical Center

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From the Executive Leadership Team

On behalf of the Executive Leadership Team at the Wilmington VA, we would like to express our sincere gratitude to our staff, volunteers, and Veteran Service Organizations for your continued support. We would also like to specifically thank our Veterans for choosing VA and giving us the opportunity to serve them. During 2017 our focus was reviewing and implementing new systems, promoting same day services, and modernizing our care environment throughout the organization to give Veterans first-class service. Our mission remains the same, to provide Veterans access to high quality care that improves your overall wellbeing.

To accomplish this in 2018, we will continue to focus on these priorities:

- Putting Veterans first by providing quality care every day in every service.
- Ensuring our employees have a good place to work.
- Developing and sustaining a culture of fairness, safety, and excellence.

As we begin a new year, we will continue to look for and implement innovative programs across the organization along with our community partners that we hope will positively impact your health care experience with VA. Access, suicide prevention, care coordination, modernizing our facility and systems, growing our community presence, and partnerships to better serve Veterans remain our top focus.

We hope the information in this Annual Report is educational and helps to keep you informed about your VA.



Tele-ICU - Virtual Care for Veterans adds more security at Wilmington VA

Modernization is one of VA's top five priorities. A new, state of the art program, integrating telecommunications technology with intensive care physicians who are on duty around the clock in a remote location hundreds of miles away was kicked off at the Department of Veterans Affairs Medical Center in Wilmington, Delaware during 2017. The program was designed to enhance health care services for Wilmington VA patients.

A real time video link connects critical care nurses at the VA Cincinnati Tele-ICU Monitoring Center 24 hours a day, seven days a week with patients in VA Wilmington's Intensive Care Unit (ICU) or Emergency Room (ER). Critical care physicians in Cincinnati are available overnight and on weekends. The remote providers have access to bedside clinical data that allows them to assess a Veteran through video conferencing technology, provide consultative recommendations or directly intervene in patient care as desired by the local staff. The Tele-ICU team monitors designated patients in the unit and can alert

the bedside staff at VA Wilmington if any problems occur.

In the event that a patient becomes critically ill, the Wilmington ICU or ER nurses are able immediately access the Tele-ICU services at VA Cincinnati by pressing a button in the patient's room which immediately connects the nurse to the Cincinnati Monitoring Center. The Critical Care Nurses and Physicians in Cincinnati will appear on the screen in the patient's room and the camera allows them to see the patient and offer immediate assistance to the Wilmington nurses. If the patient's condition becomes more critical, the staff monitoring from Cincinnati are directly able to activate an alert in Wilmington, allowing medical staff to rapidly respond to the patient's room to assist the nurses in caring for the Veteran safely and emergently. In the photo below, Wilmington Director, Vince Kane, demonstrates the new Tele-ICU technology for a patient room in ICU as he speaks to Dr. Ralph Panos, Clinical Director of VISN 10 Tele ICU.



Wilmington VA Deploys Robots - Innovations in Cleaning Technology

Wilmington VA's newest cleaning equipment (Xenex) emits a bright light that kills invisible micro organisms to help keep Veterans safer.

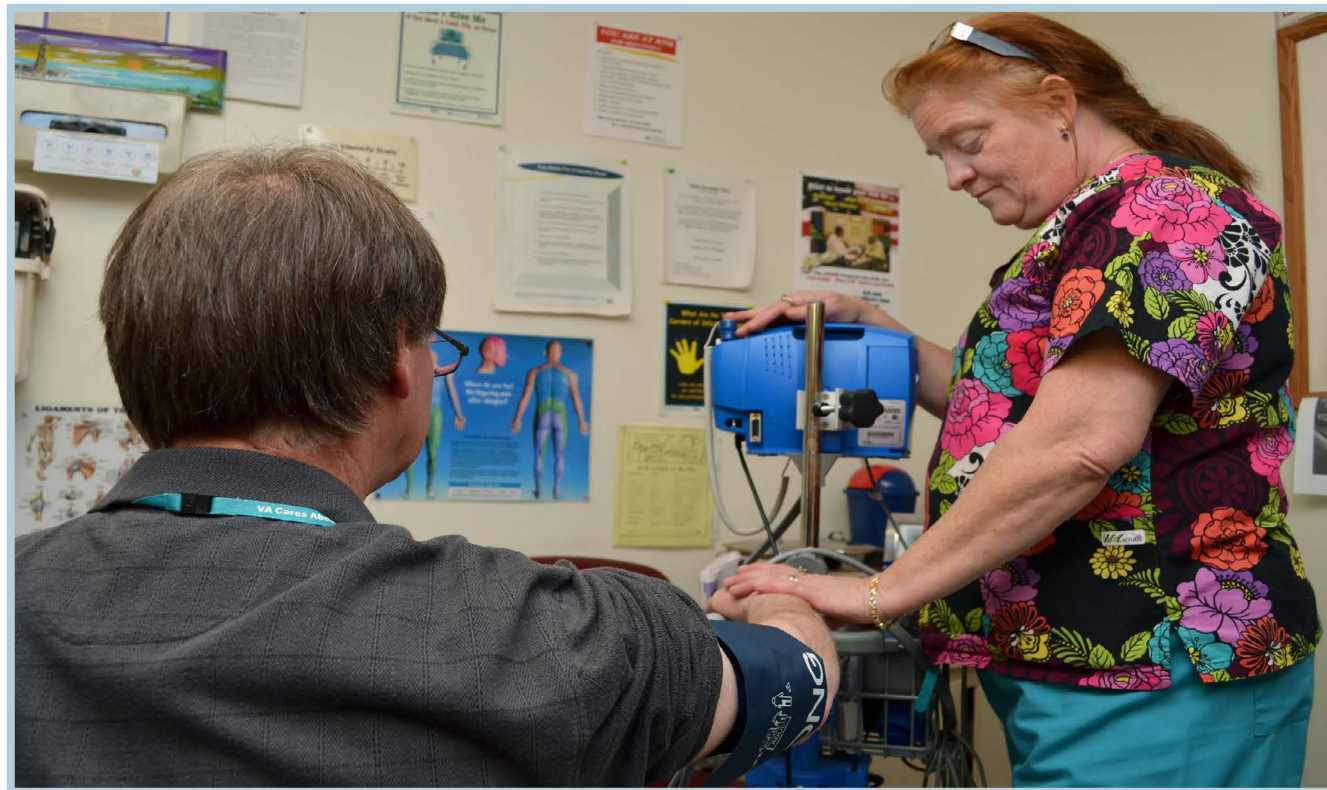
The new robots were deployed in the medical center in the fall of 2017 to assist with infection control efforts already in place at the medical center. When deployed, the robots are carefully wheeled into each room and operated to help eliminate and reduce potential micro organisms that can cause infections like MRSA, Staph and C. Difficile.

The robots are deployed after the room has been thoroughly cleaned by Environmental Management Staff (EMS) to help disinfect the areas before anyone else is admitted. The robot is being used to clean rooms in the ICU, 4 East, Community Living Center, and all of the medical center Operating Rooms.

Bacteria, viruses, and fungi can exist anywhere - viruses and bacteria are becoming more virulent. The ultra violet light emitted from the robot eradicates the micro organism exposed to the light.

The machines are not designed to replace EMS staff who will continue to clean in conventional ways. The robots are being used to kill viruses and bacteria that Cannot be eradicated with bleach and soap alone.

Each patient room usually takes three 5-minute sessions with the robot. Larger areas, like operating rooms, take longer. While the garbage can-size robots weigh about 175 pounds, they are easily wheeled into place where they emit UV-C light to reach all exposed areas killing germs



Primary Care Service Improving Access for Health Care

In an effort to improve the timeliness of services by increasing Veterans access to care, Patient Aligned Care Teams (PACT) are implementing modern innovative approaches for Veterans to conveniently schedule appointments and coordinate their care.

Expanded access on Wednesday evenings and Saturday morning now includes appointments with the Veteran's PACT registered nurses. The recently initiated Rapid Access Clinics (RAC) allows the Nurse Call Center to schedule Veterans who need a same day appointment with their PACT. The new VAMobile app enables Veterans to schedule appointments using the ease of modern technology. (James - Do we have a photo of the screen to show?) Veterans are encouraged to discuss these services with their PACT team during their next appointment.

When a Veteran is admitted as an inpatient at the medical center they can now expect a visit from their PACT. This allows the Veteran to easily transition to outpatient care following their discharge and allows them to see a familiar face during their admission. Initial feedback from Veterans about this change has been positive.

To better coordinate all of their patient's care needs the PACTs are now able to access to the Delaware Health Information Network (DHIN). This means that VA can view medical records of care provided to the Veteran by their community providers including hospitals, imaging centers and laboratory service centers throughout Delaware. DHIN access is an innovative way to improve communication and coordination of care between VA and their community partners.

Community Based Outpatient Clinics Reorganization Structure

The Wilmington VA Medical Center has implemented an innovative new leadership structure for oversight and management of its five Community Based Outpatient Clinics (CBOCs) serving Veterans in both lower Delaware and southern New Jersey. The CBOC Leadership team includes a Program Manager, Medical Director, and Business Manager who are charged with ensuring that all Veterans receive the highest quality of coordinated care provided as close to their home as possible. The team also includes nurse managers located in the CBOCs that provide direct, on-site management of the clinic. Additionally, two new behavioral health leads ensure CBOC Veterans receive collaborative and coordinated behavioral health (BH) and primary care services. All members of the CBOC leadership team are located in one of the CBOCs and regularly visit all locations.

This leadership structure connects the CBOCs to one another and assures all clinics provide a standard level of practice. Primary Care Patient Aligned Care Team (PACT) principles and concepts are the backbone of this practice

from the new clinic design to regular team huddles. PACTs include a primary care provider, nurses (LPN and RN), and an advanced medical support assistants working together to meet the Veterans care needs. The CBOC Leadership team also leverages technology to connect the CBOCs and to provide communication platforms to disseminate information and maintain documentation repositories.

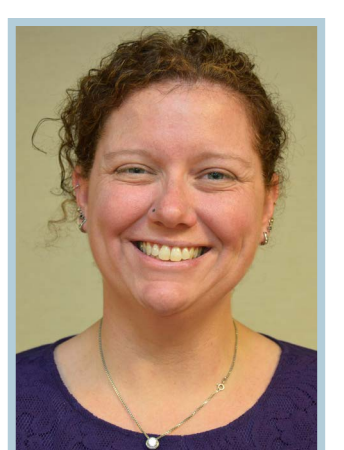
The Wilmington VA Medical Center is excited to see the forward progress this structure will bring to the CBOCs to better serve our Nation's Veterans who access their care in both Southern Delaware and Southern New Jersey. In 2018, The CBOC leadership team will assume oversight of all Community Based Care (VA and non-VA). Plans include providing designated staff in each CBOC that will assist Veterans with navigating through the non-VA referral process while ensuring the Veterans receive timely and coordinated care no matter where that care is provided.



Dr. Anthony Slavinski



Bill Griffiths



Samantha Achey

Community Based Outpatient Clinic Relocations



Susan Trimboli, Nurse Manager and Cumberland County CBOC staff members.

The Cumberland County and Sussex County Community Based Outpatient Clinics (CBOCs) relocated to larger more modern facilities, significantly improving access to services. The space is specifically designed to support convenient patient flow for Veterans receiving care from their Patient Aligned Care Teams (PACT) and provide a comfortable exam room setting. VA Services offered at the new clinic locations include Primary Care, Comprehensive Women’s Health, Laboratory Services, Telehealth Services (including tele-retinal, and tele-dermatology), Podiatry, Psychiatry, Behavioral Health counseling, and



Cumberland Community Based Outpatient Clinic, Vineland, NJ



Sussex County Community Based Outpatient Clinic, Georgetown, DE

Social Work. The Wilmington VA recognizes the growing number of Veterans in southern New Jersey and is committed to enhancing and expanded services for those Veterans. The Cumberland County Community Based Outpatient Clinic (CBOC) relocated to 79 Landis Avenue in Vineland, New Jersey on December 27, 2016. The new clinic was designed specifically to improve access to care, enhance clinical work in teams, and give Veterans in central New Jersey a clinic to be proud of. The new building nearly doubles the size of the former clinic and allows for future expansion of services. Audiology and Optometry services, previously provided at the New Jersey Veterans Memorial Home, moved into new state of the art suites at this new location.



Meg Marie Ryan, Nurse Manager and Sussex County CBOC staff members in the new staff work area

The Sussex County CBOC is further evidence the VA recognizes the growing number of Veterans in lower Delaware and is committed to providing them the best health care available. The CBOC officially moved to 21748 Roth Avenue in Georgetown, Delaware, situated across the street from Delaware Technical Community College, on September 12, 2017. It is approximately 10,000 sq. ft., which is 2,500 sq. ft. larger than the previous building. The additional space allows for future expansion of services to meet the needs of veterans which includes the ability to provide radiology services on site.

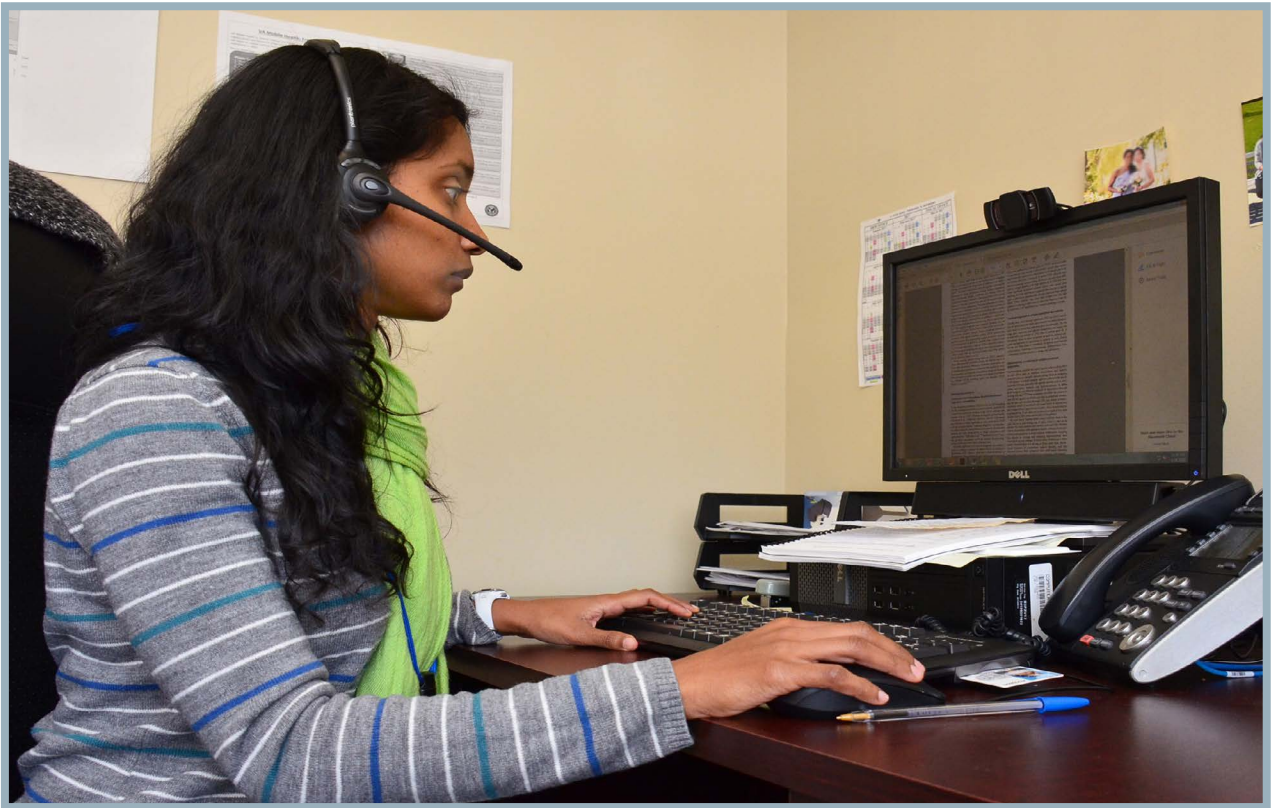
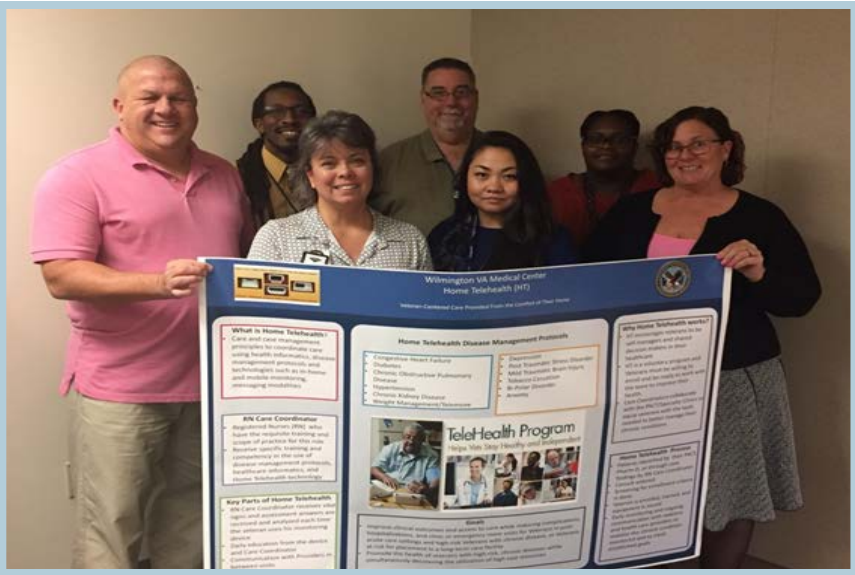
Telehealth Connects Veterans to health care

The Home Telehealth Program is a voluntary program for enrolled Veterans that need assistance with self-managing and making decisions about their healthcare. Specially trained Registered Nurses (RNs) collaborate with the Veteran’s Patient Aligned Care Teams (PACT) and specialty providers to equip Veterans with the tools they need to better manage chronic conditions like Congestive Heart Failure, Diabetes, Chronic Obstructive Pulmonary Disease, Hypertension, Chronic Kidney Disease, Weight Management, Depression, Post Traumatic Stress Disorder, Mild Traumatic Brain Injury, Tobacco Cessation and Anxiety. The RNs use disease management protocols and modern technology such as in-home and mobile monitoring and messaging to coordinate their care. The RNs receive vital signs and assessment answers from Veterans that use their monitoring devices at home or when they travel. The RNs also provide education and communicate with the Veteran’s providers between visits.

Staffing for Home Telehealth was increased in 2017 allowing the program to expand from 250 to 374 enrolled Veterans. The increase in staff has allowed the program to expand Home Telehealth enrollment to include Behavioral Health Services (BHS). The addition of a Mental Health Care Coordinator has supported the development of a Veterans centered relationship with BHS clinicians and Wilmington VA continues to expand that relationship and support to Veterans being serviced. The increase in staff provided an additional RN Care Coordinator for Home Telehealth in our southern New Jersey CBOCs and 93 southern New Jersey Veterans have been enrolled.

Expansion of the Home Telehealth program improves clinical outcomes and access to care while reducing complications, hospitalizations, and clinic or emergency room visits for Veterans after being discharged from inpatient care and high risk Veterans with chronic diseases.

Staff from the Wilmington VA are partners in Veteran care and bringing healthcare services into the home of participating Veterans. The goal of Home Telehealth is to closely monitor Veterans symptoms to help prevent more frequent hospitalizations.



Clinical Pharmacists Specialists added to CBOC Teams

The Pharmacy Service at the Wilmington VA received funding from a Rural Health Grant to hire four Clinical Pharmacy Specialists (CPS) to expand pharmacy services to the CBOCs.

Prior to the grant funding, CPS focused on the main facility with limited to part-time coverage of Patient Aligned Care Teams (PACT) at the Kent and Sussex County CBOCs.

The four newly funded positions, combined with current pharmacy staff, is a major expansion of clinical pharmacy services to providing full-time PACT coverage of the CBOCs in Kent and Sussex County in Delaware, and Cumberland County in New Jersey. Additional coverage is provided through Clinical Video

Telehealth and by telephone to the CBOCs in Atlantic and Cape May Counties in New Jersey.

The grant also provides for specialist clinical pharmacy services in Behavioral Health and Pain Management via CVT and telephone to all CBOCs.

The Clinical Pharmacy Specialists will help Veterans with their medication management to help improve medication outcomes. They will expand Veterans’ access to the pharmacy service and result in improved access to other VA providers. Because the Veteran can meet with the CPS, fewer visits will with other providers will be required, improving access for everyone.

NEW Affiliation Agreements established with local Universities

The U.S. Department of Veterans Affairs Medical Center (VAMC), Wilmington, and the University of Delaware officially announced an Academic Affiliation Agreement on June 9, designed to improve the healthcare and wellbeing of Veterans throughout Delaware and southern New Jersey.

The agreement with the University of Delaware was established for the purpose of enhancing clinical services through increased use of research informed, evidence based practices, educating future providers, and collaborating on research to promote cutting edge innovations for Veterans healthcare and clinical activities related to acute and chronic physical medicine and rehabilitation.

The academic affiliation with the University of Delaware’s Physical Therapy program means faculty and students from the University can practice and train at the VA and at the University’s STAR campus. Education and training of the nation’s healthcare professions is one of the VA’s core missions.

Wilmington has an active partnership with the University of Delaware’s School of Nursing and is eager to partner with other schools at the University to help expand Veteran care. This unique relationship with the Department of

Physical Therapy provides new opportunities to participate in research studies that ultimately will improve the health of Veterans.

Academic Affiliations have also been established with Rowan University School of Osteopathic Medicine and Cooper University School of Medicine. These agreements will enhance care provided to Veterans by providing additional Primary Care and Behavioral Health services to the southern New Jersey



Vince Kane Director of Wilmington VAMC and Dennis Assanis, President of the Delaware University signing the new affiliation agreement

Community Based Outpatient Clinics (CBOCs), as well as expanded access for vascular surgery, dermatology, and OB/GYN surgical services at the main facility.

These agreements further enhance the partnership between the VA and local universities

by putting processes in place designed to enhance Veteran healthcare.

The medical center is also working on an agreement with the Inspira Health Network that serves Vineland and other areas in southern New Jersey. The agreement will include Internal Medicine and Family Practice Residents.

The University-VA affiliations are unique partnerships that promise to add exceptional value to both institutions’ missions.

VA continues to expand clinical services at the medical center and at the community based outpatient clinics. These agreements are a springboard for more extensive and diverse research and clinical collaboration. Strategic partnerships with world class institutions like the University of Delaware, Rowan, and Cooper are vital to accomplishing our mission to Honor America’s Veterans by providing exceptional health care that improves their health and well-being.



Rowan



Cooper Medical



Inspira



University of Delaware

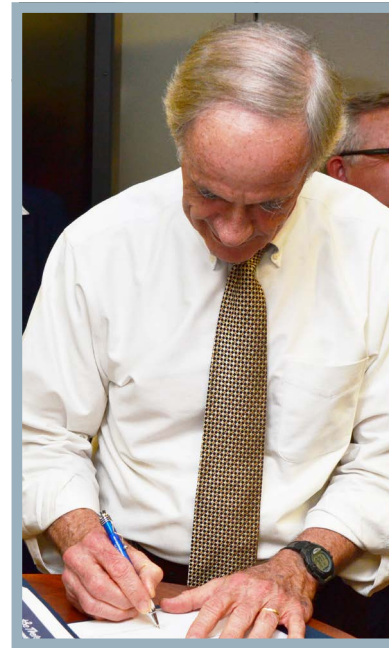
#BeThere Suicide Prevention Declaration

*We believe
suicide is
preventable!*

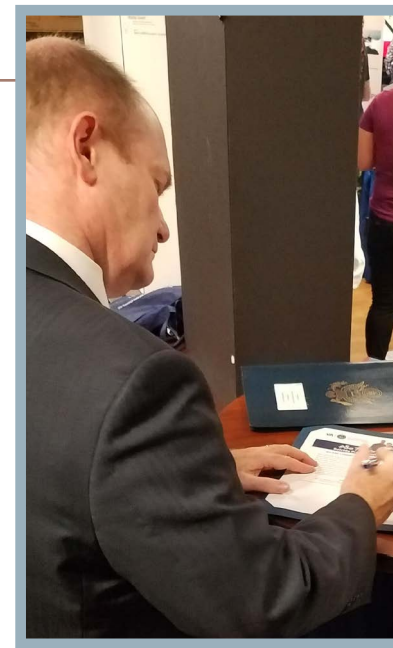
*Through our
actions, we
pledge to help
Veterans at
risk!*

*Our actions
can save lives!*

- **Adopt** a “no wrong door” philosophy to suicide prevention so every VA employee will assist Veterans in need.
- **Work** with our Community Veteran Engagement Boards and/ or other community groups in suicide prevention efforts.
- **Establish** a “buddy system” so Veterans can reach out to someone when needed.
- **Include** the Veterans Crisis Line phone number in our e-mail Signature blocks: 1-800-273-8255, Press 1, and distribute the number to all employees.
- **Implement** Press 7 across all of our telephone systems, where feasible, to provide immediate access to the Veterans and Military Crisis Line.
- **Expand** use of our predictive modeling tool, REACH VET, during routine appointments to identify Veterans at risk of a mental health crisis.
- **Establish** open access in our facility mental health clinics and same day access in our community based mental health clinics within six months.
- **Work** across clinical specialties to ensure Veterans receive integrated specialty pain management and sleep services as needed.
- **Have** all staff and employees complete the S.A.V.E. Training or clinical suicide prevention training.
- **Arrange** appointments for Veterans seeking care through the Enhanced Enrollment procedures.
- **Increase** the number of Veterans and providers connecting through our Telemental Health services.



U.S. Senator Tom Carper



U.S. Senator Chris Coons



Congressman Lisa Blunt Rochester

Our nation has an obligation to protect those who have served and suicide prevention is VA's top clinical priority. Suicide is everyone's business.

The Wilmington VA has strong support from our community partners in both Delaware and New Jersey to follow VA Secretary Shulkin's mandate to address suicide. Dedicated Suicide Prevention staff are also located in our CBOCs.

Suicide Prevention staff have established outreach points-of-contact with hospitals and psychiatric crisis programs throughout the area. Staff are managing a new initiative (REACH VET) that identifies the top 0.1 percent of at-risk Veterans using a national algorithm.

The Wilmington VAMC staff, community partners, and congressional leaders have signed the official pledged to #BETHERE for our nations Veterans.



Congressman Frank LoBiondo, Maisha Brown from Senator Booker's office, and southern New Jersey Health Care Organization Leaders signing the #BETHERE Pledge during awareness campaign event.



2017 Community Partner Mental Health Summit held in Wilmington, DE allowed for multiple speakers

Community Joining Together to Better Serve Veterans - Suicide Prevention

In support of suicide prevention month, the Delaware Suicide Prevention Coalition hosted the 2017 Military & Veterans Mental Health Summit at the Chase Center in Wilmington, Delaware. The Wilmington VA is an active participant in the annual event which presents and disseminates information and resources to veterans, service members, families and support members in Delaware. Workshops allow providers who work with veterans and the military, including VA Wilmington, to highlight their programs and innovative approaches to preventing suicide amongst Veterans. The event hosted 250 attendees and over 30 exhibitors.

This event is co-sponsored with the following institutional partners: Delaware Suicide Prevention Coalition, Department of Veterans Affairs, Delaware Commission of Veterans Affairs, The Delaware Academy of Medicine / Delaware Public Health Association, Mental Health Association in Delaware, The Department of Services for Children, Youth and Their Families, Rockford Center, Dover Behavioral Health System, Delaware National Guard, Meadow Wood Behavioral Health Systems, Delaware Health and Social Services, Contact Lifeline Inc.

Veterans Justice Outreach Program

The Veteran's Justice Outreach (VJO) Program continues to help avoid the unnecessary criminalization of mental illness and extended incarceration among Veterans by ensuring justice-involved Veterans had timely access to VA services.

Direct outreach, assessment and case management are provided to Veterans in jails and courts throughout Delaware. In the Veterans treatment court, 47 Veterans have successfully graduated and made positive changes in their lives and community. They are provided an alternative to incarceration and, with the help of the Veteran Justice Outreach Program, address underlying issues, complete evidenced-based treatment programs, and are linked to necessary resources and services.

The VJO program also spearheads a partnership with the Veteran Treatment Courts, Department of Labor and the Delaware Council on Gambling Problems. A representative from these agencies is now consistently physically present in the courtroom alongside the VJO program to coordinate care, which creates more access to supportive services and eliminated barriers.

The VJO program also provides specialized training regarding Veteran related mental health, substance abuse, medical and social issues in the community. These trainings are facilitated at Widener Law School and the State of Delaware's Mental Health Screener Credential program.

During 2017, the VJO program took the lead on educating and forming Delaware's first Veterans Response Teams (VRT) in partnership with VA Police and Behavioral Health staff. This Delaware VRT consists of Police Officers who are Veterans from each county in Delaware and is only the second of its kind in the country. The VJO program assisted in planning and teaching crisis intervention techniques and practical information that provided them the tools necessary to reach fellow Veterans in need, deescalate situations, and offer effective options other than the criminal justice system, thereby promoting public safety as well. The VRT and involved VA Police were featured in the October 20, 2017 edition of The News Journal. Due to the success of the first pilot training VRT class, the VJO program has been invited back to help facilitate the class state-wide on a quarterly basis.



Delaware's first Veterans Response Team graduates from training class included VA Police Officers Paul Woodland, David Stroup and Brian Weaver along with New Castle County Police Officers.



Veterans participate in group discussion led by Dr. Drew Wallace at the Wilmington VA Medical Center

New Model of Care, Helping Veterans Achieve Recovery

A new, modern recovery model of care allows Veterans the strength to pursue their Behavioral Health needs through a variety of services. All care is individualized to the Veterans' needs and readiness for change. It is imperative that all Veterans be met where they are in their recovery journey and afforded the skills and support that let them progress toward their goals.

The Recovery Clinic is a 90 day introduction to available services for Veterans new to Behavioral Health at the Wilmington VA. Veterans are encouraged to engage in recovery oriented care through classes, online resources, individual therapy, and telephonic check-ins. The goal is to offer Veterans full access to all services on a daily basis so that they can engage in their recovery as much as they want within

their first 90 days of mental health care at the Wilmington VA.

Recovery at the Wilmington VA extends well beyond the Recovery Clinic. The Veterans' Advisory Council is a Veteran based committee that works with Wilmington's Behavioral Health Leadership to help improve Veteran care and ensure Veteran needs are being met. Participation in activities that help other Veterans is a powerful way for our Veterans to share their recovery success.

Our Veterans are also taking the time to share their recovery stories with other Veterans so that the message of hope is passed forward. Veterans helping other Veterans is at the heart of recovery, and, at the Wilmington VA, that is happening more and more.

VA Outreach Teams Connecting Veterans with VA Health Care

The Wilmington VA Outreach Team, began engaging Veterans in Delaware and southern New Jersey in June 2017. Their goal is to ensure local Veterans take full advantage of health care and other services they have earned by educating and enrolling those Veterans into VA health care.

The journey for the team members includes introductions to local governments officials, Veterans Service Officers, and community partners throughout Delaware and southern New Jersey. Those introductions lead to invitations for them to represent Wilmington VA at community events hosted by Veteran Service Organizations, County Fairs, Craft/Art Fairs, Conventions, NASCAR events, Air Shows and anywhere that they can outreach to Veterans.

The VA Outreach Team also works with local colleges to engage students who are Veterans and provide them with information about VA benefits and resources. They also build relationships

that establish community partnerships to assist Veterans. In order to fully engage Veterans, it is important that team members have personal face to face interaction with the Veterans.

The team's diverse experiences bring a unique understanding of military culture and personal knowledge of navigating VA. Staff from the medical center, Veterans Benefits Administration, Veteran Service Organizations, and other community partners join the Outreach Team at community events to talk with Veterans one-on-one, answering questions, and providing information about VA services and benefits.

Since June 2017, Delaware's Outreach Specialist has attended 120 Outreach events and enrolled 110 new Veterans. The southern New Jersey specialists have been busy attending 53 events and enrollment for 272 Veterans throughout southern New Jersey is in progress.



Awards & Recognition

Greenhealth Partner for Change

Presented By: Practice Greenhealth, the nation’s leading membership and networking organization for institutions in the healthcare community that have made a commitment to sustainable, Eco-friendly practices.

The selection as an Environmental Excellence Award winner recognizes our ongoing commitment to improving environmental performance and realizing a top standard of excellence in sustainability.



Shaikh Tayeb, GEMS Coordinator at the Wilmington VAMC presented with the Greenhealth Partner for Change Award by Vince Kane, Medical Center Director.

VA Lead Police Officer of the Year

Presented by: The U.S. Department of Veterans Affairs
VA Police Lieutenant Stephen Thayer is the recipient of the national award for VA Lead Police Officer of the Year for medium-sized VA medical centers.

Thayer was in the top five percent of the department’s self-initiated activities. While at Wilmington VA, Thayer drafted policies, and oversaw the implementation of the department’s Prescription Take-Back box. He serves as one of the department’s Ground Defense Instructors and is the Lead Evidence Custodian. Thayer’s self-initiated activities led to the confiscation

of illegal weapons and drugs in addition to locating Veterans in crisis and guiding them to treatment. Thayer’s leadership skills were also acknowledged as part of the award.

There are nearly 4,000 VA police officers nationwide, who are charged with the protection of life and property at all VA controlled facilities. The VA Police motto is “Protecting those who’ve served.”



VA Police Lieutenant Stephen Thayer is the recipient of the national award for VA Lead Police Officer of the Year for medium-sized VA medical centers

Veteran Justice Outreach Program

Presented By: National Alliance on Mental Health Illness (NAMI)

In recognition of the outstanding work done by Cecilia Gonzalez, VJO Social Worker, she was awarded the “Healthcare Professional of the Year Award” by the National Alliance on Mental Illness.



Cecilia Gonzalez is the Veteran Justice Outreach Social Worker for the Wilmington VA Medical Center and instrumental in managing the VJO program in DE and NJ..

Maydee Hernandez-Jimenez RN

“I had the privilege to work directly alongside Ms. Hernandez during our recent DEMPS deployment to the Manati, Puerto Rico Federal Medical Station, Oct. 12-22, 2017. I wanted to personally recognize her for her tremendous contribution.”

*Christopher E. Olson, MD
Staff Physician, Ambulatory Care
James A. Haley VA
Tampa, FL*

Disaster Emergency Medical Personnel System (DEMPS)

Deployments for Hurricane Relief

Anthony Knight, RN, Dover CBOC Deployed to Federal Medical Station Manati, PR
Darin Bishop, Social Worker, Primary Care, Deployed to VAMC San Juan, PR
Lisnely Cruz-Matrir, LPN, Atlantic County, CBOC, Deployed to VAMC San Juan, PR
Maydee Hernandez-Jimenez, RN, VAMC Wilmington ED, Deployed to Federal Medical Station Manati, PR
Lillian Pritchett, Program Sup HMIS, VAMC Wilmington, Deployed to VAMC San Juan, PR
Dewayne Williamson, SPS Tech, VAMC Wilmington, Deployed to Federal Medical Station Manati, PR
Nannette Vaughan, LPN, Cumberland County NJ CBOC, Deployed to Federal Medical Station Manati, PR
Tom Tracy, Finance, processed travel, credit cards and cash advances
Susan Giannitrapani, Occupational Health, completed physicals and assured all immunizations completed

Special Thanks for all of the co-workers that covered during their absence.

The Numbers

Access and Quality in VA Healthcare Care

www.accesstocare.va.gov data was updated Nov. 2017, with Primary Care and Mental Health wait times



Primary Care Average Wait Times Return Appointments Wilmington VA Medical Center: 3 days Kent County CBOC: 2 days Sussex County CBOC: 2 days Atlantic County CBOC: 3 days Cape May County CBOC: 1 days Cumberland County CBOC: 3 days	Mental Health Average Wait Times Return Appointments Wilmington VA Medical Center: 2 days Kent County CBOC: 4 days Sussex County CBOC: 2 days Atlantic County CBOC: 4 days Cape May County CBOC: 3 days Cumberland County CBOC: 2 days
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What Veterans Say About Access to Care:

www.accesstocare.va.gov data was between 12/2016- May 2017

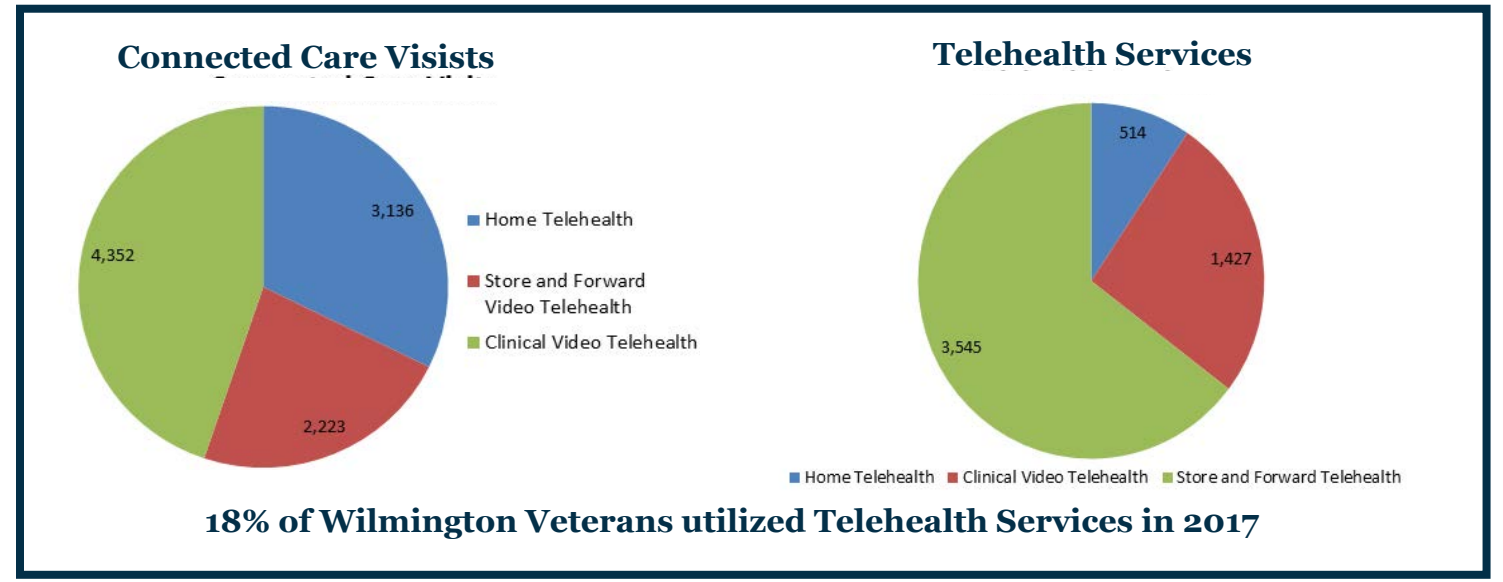
Veteran who reported they were Always or Usually able to get an appointment when needed for Primary Care (routine) Wilmington VA Medical Center: 87 % Kent County CBOC: 87 % Sussex County CBOC: 85 % Atlantic County CBOC: 89 % Cape May County CBOC: 98 % Cumberland County CBOC: 98 %	Total Operating Budget: \$228,175,000 Veterans Enrolled: Total: 30,606 Male: 28,250 Female: 2,356
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Outpatient Visits: 317,618
Emergency Room Visits: 9,160
Admissions: 1,037
Surgical Procedures: 1,109
Operating Beds:
Medical/Surgical Beds – 22
Community Living Center Beds – 40



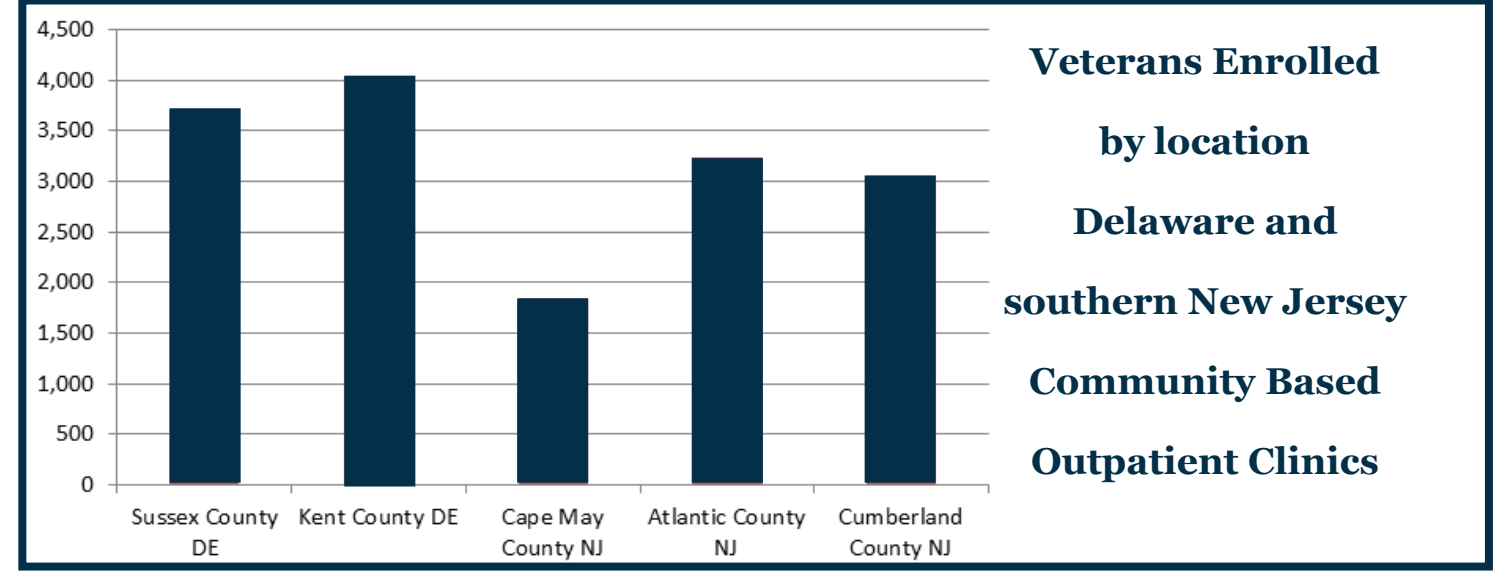
Connected Care

Access to Care Utilizing Telehealth Technology



11,524 Veterans used Secure Messaging through MyHealtheVet





WILMINGTON VA MEDICAL CENTER

1601 Kirkwood Highway
Wilmington, DE 19805
(302) 994-2511 or (800) 461-8262
<http://www.wilmington.va.gov>

COMMUNITY BASED OUTPATIENT CLINICS

Kent County CBOC

1198 S. Governors Avenue
Suite 201
Dover, DE 19901
(800) 461-8262, ext. 2400

Sussex County CBOC

15 Georgetown Plaza
Georgetown, DE 19947
(800) 461-8262, ext. 2300

Atlantic County CBOC

1909 New Road
Northfield, NJ 08225
(800) 461-8262, ext. 2800

Cape May County CBOC

1 Munro Avenue
Cape May, NJ 08204
(800) 461-8262, ext. 2850

Cumberland County CBOC

79 West Landis Avenue
Vineland, NJ 08360
(800) 461-8262, ext. 6500

