



chooseVA

Corporal Michael J. Crescenz Veterans Affairs Medical Center





Choosing to Serve

For the Corporal Michael J. Crescenz VA Medical Center, 2018 was a year of transitions in leadership. Throughout these transitions, our dedicated employees continued to display their commitment to serving our Veterans. There is a palpable energy for improvement and success across the organization. Continuous improvement in quality and customer service remained our priority.

After over 35 years of government service, Medical Center Director Dan Hendee retired. In his absence, we continue to be guided by his departing message that "VA has the noblest calling of any government agency" and "Veterans will continue to benefit from the cutting-edge clinical services, research, and teaching programs at the Medical Center."

The medical center will continue to focus on emerging as a high reliability organization. We introduced programs designed to improve patient care and safety outcomes. We began the implementation of Whole Health, designed to put the Veteran first in his or her health care with a focus on what matters most to the Veteran. Leadership introduced Relationship Based Care, a care model that provides the framework for self-care, teamwork for Veterans and their families. It recognizes that these relationships are essential to the provision of outstanding health care that our Veterans deserve. These initiatives will continue to be incorporated into how we provide care to Veterans and become the standard practice for our organization.

Customer Service remains our primary focus. We know that Veterans have more options for care and we want them to choose VA. The staff remain committed to providing our Veterans the high-quality care they earned through their service, not only where they want it, but when they want it.

On behalf of the executive leadership team, thank you to staff, volunteers, stakeholders and community partners for your continued support of the medical center in helping us provide high quality care to Veterans. We are excited about the path and opportunities that lie ahead. Choose VA and join us on this path forward!

Patricia O'Kane, MSS
Interim Medical Center Director

Current CMCVAMC Leadership



Patricia O'Kane, MSS
Interim Medical Center Director



Jeff Beiler
*Interim Associate Director for
Finance/Operations*



Latriece R. Prince Wheeler MBA
*Associate Director for
Support Services*



John J. Kelly, MD, MBA, FACP
Chief of Staff



Coy Smith, ND, RN, MSN, NEA
BC, FACHE, NAHQ
*Associate Director for Nursing/
Patient Care Services*



Jason Cave, J.D.
Assistant Director

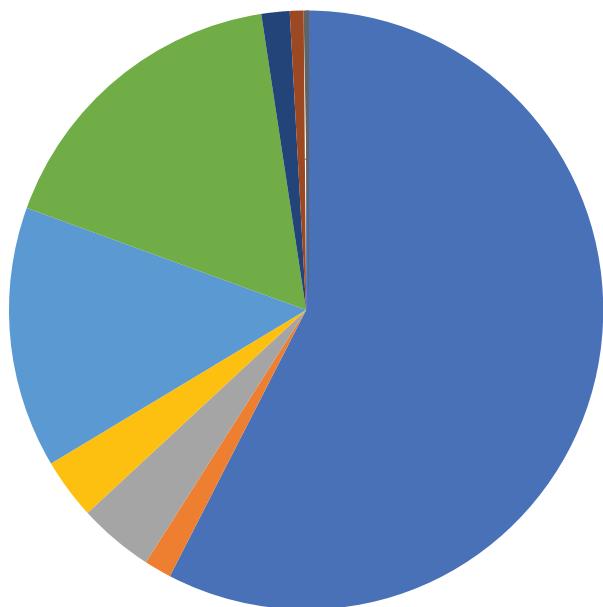


Nancy Hofstetter
*Interim Associate Director for
Finance/Operations*



Matthew McGahran, LCSW
*Interim Associate Director for
Support Services*

2018 Annual Budget: \$559,728,000



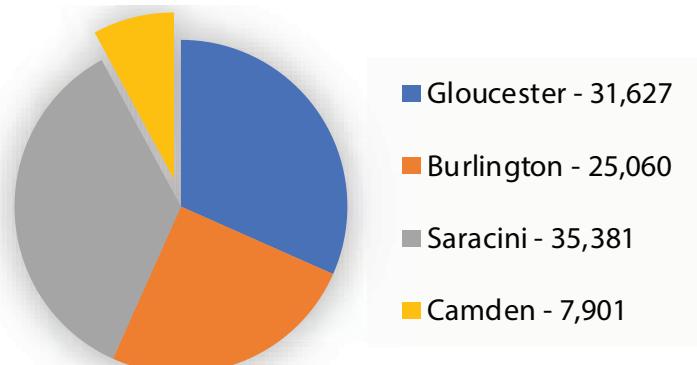
Employees: 2,744

Research Funding: \$12,382,000

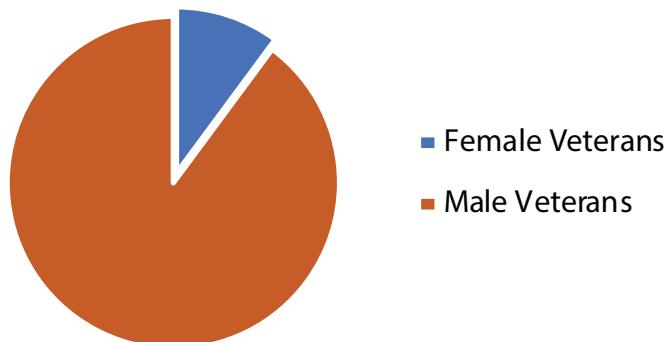


Telehealth Encounters: 9,764

Unique Virtual Care: 5,439



Total number of out-patient visits at each of the CBOCs: 99,969



Percent male Veterans/percent female Veterans:
89.9% male Veterans - 10.1% female Veterans

In-patient admissions: 6,308 • Total number Veterans served: 57,897

Suicide Prevention is Everybody's Business

#BeThere
for Veterans and Servicemembers

 **Send a text.**



The Veterans Crisis Line helps about **2,000**

callers daily. More and more Americans are taking advantage of VA's suicide prevention resources.

In the past 10 years, the Veterans Crisis Line has answered over **3.5 million calls**, engaged in over 413,000 online chats, and responded to over 98,000 text messages. And VA suicide prevention coordinators conducted over 22,000 outreach events last year, reaching 2.2 million Veterans and family members.

Our Suicide Prevention Team **responded to 2124 calls** from the Veterans Crisis Line at CMCVAMC.

The CMCVAMC Suicide Prevention Team is working with our Community Partners, and with all the CBOCs in our counties, to ensure they are engaging Veterans where they live and work. We also work with Vet Centers, Mobile Crisis Units, universities, and community hospitals that service our Veterans.



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Women's Health Clinic

The CMCVAMC Women Veterans program held true to the motto of offering women Veterans quality health care in a concerned, compassionate, and comprehensive manner throughout their life span. In FY18 they did this in an unprecedented manner.

For more information contact:

Name: Julie Allen, LCSW

Title: Women Veterans Program Manager

Phone Number: (215)-823-5800 Ext. 5915

E-mail Address: Julie.Allen@va.gov

Expanded Women's Health Services

The CMCVAMC Women Veterans program continued to enhance and expand the services provided to our women Veterans. A state-of-the-art Brevera breast biopsy imaging system was brought online, making it possible to do in-house breast biopsies. CMCVAMC was among the first VAMCs in the nation to offer this care. The addition of this service means we provide real-time imaging and automated specimen handling, which significantly improves the patient experience by providing fast, accurate procedures with less time under compression. Coupled with our ability to provide in-house screening and diagnostic mammograms, our women Veterans receive the very best in breast care right here.

Plans are in motion to create a new on-site Women's Imaging Center. Additionally, in FY 2019 breast surgery and MRI-guided biopsies will be added.

FY 2018 saw the addition of two gynecologists, making it possible to offer enhanced specialty care and treatment, including gynecological surgery and oncology services.

The Women Veterans Program hosted the first Philadelphia-area Women Veterans Town Hall and Expo, partnering with the state Governor's Council on Veterans Affairs. Over 140 women registered for the event, and there are plans to build on the partnership established to increase outreach to women Veterans in our catchment area.



CMCVAMC Women's health provider consulting with a patient in the expanded women's health clinic.



Supporting Data: Women Veterans represent the fastest growing Veteran population. While the overall Veteran population is expected to decline by 1.9% by 2037, the women Veterans' population is expected to increase by 0.7%. At CMCVAMC, market penetration of women Veterans receiving care increased from 24.2% in FY 2017 to 35.4% in FY 2018. Projections for enrolled women Veterans at CMCVAMC show an increase of nearly 21% by 2023.

CMCVAMC and Veterans Benefit Administration Staff sharing information to Women Veterans during the first ever Philadelphia Women Veterans Town Hall & Expo.

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IMPaCT Program

The IMPaCT program implemented by the Penn Health System and Corporal Michael J. Crescenz VA Medical Center, and a team led by CHERP Co-Director Judith A. Long, MD, was named one of 11 Gold Status winners of the 2018 VA Diffusion of Excellence, VHA Shark Tank Competition.

For more information contact:

Name: Judith A. Long, MD

Title: CHERP Co-Director

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E-mail Address: Judith.Long@va.gov

IMPACTing Lives

The Corporal Michael J. Crescenz VA Medical Center (CMCVAMC) and the Penn Health System implementation of IMPaCT was submitted for the Diffusion of Excellence, Shark Tank competition, where it was named one of 11 Gold Status winners. IMPaCT is a highly successful Community Health Workers (CHW) model which hires people from within local communities to provide social support, advocacy and navigation to patients who are at high-risk for poor outcomes and re-hospitalizations.

The intervention has been implemented at the Penn Health System and CMCVAMC, and a team led by Center for Health Equity Research and Promotion (CHERP) Co-Director Judith A. Long, MD. At CMCVAMC, the CHW intervention has improved post-hospital outcomes for socially-disadvantaged and low-income Veteran patients. Both the Penn Health System and CMCVAMC have adopted CHW as part of their respective system-wide population health management strategies for high-risk patients with multiple chronic conditions. The program is currently working to expand the model to Iowa City VAMC and additional VA medical centers in VISN 4 with the long-term goal to expand across the Veterans Health Administration.



CMCVAMC Veteran explaining to the gardening group how the CHW program has changed his life by tending this urban garden.



CMCVAMC Veteran sharing the vegetables from the group's urban garden efforts.

Supporting Data: IMPaCT has served more than 7,000 people in Philadelphia through the Penn Health System, and is scientifically proven to improve patients' post-hospital primary care access, chronic disease control, and mental health while reducing hospital admissions by 30%.

American Tableau Mural Dedication

The mural “American Tableau” was conceived as a project of the Veterans Empowerment Center (VEC), a psycho-social rehabilitation and recovery center at the CMCVAMC. The VEC provides a therapeutic approach to healing, by helping Veterans identify and achieve their goals.

CMCVAMC hosted the dedication of American Tableau a new mural created through a partnership of VEC, Mural Arts Philadelphia, and the City of Philadelphia Department of Behavioral Health and Intellectual disAbility Services. The mural pays tribute to the strength and resilience of our nation’s Veterans.

Working with the Porch Light program of Mural Arts Philadelphia, a division that promotes healing through expressive arts, the Veterans collaborated with artist James Burns to create American Tableau. The design pays homage to the past, present and hope for the future. It incorporates the images of the Veterans who participated in the process, as well as Michael J. Crescenz, for whom the medical center is named, and the artist’s father, Sgt. James. M. Burns.

The mural honors all who served, and stands as a beacon for Veterans in Philadelphia, and all those who come to the CMCVAMC for health care. As stated by artist James Burns, “This mural, American Tableau, depicts solidarity, support, internal pain and moral injury, physical sacrifice, resilience, hope, and faith. It honors the past, embraces the present, and looks forward with optimism, to a future that is understood as a work in progress.”



Felicia Zimmer, Clinical Nurse Specialist

Felicia Zimmer, Clinical Nurse Specialist, facilitated the mural project with the Veterans in the VEC. The project, conceived by Veterans, is part of the dynamic health and wellness programming that meets the expressed needs and goals of the Veterans. Felicia coordinated all aspects of the project and stood proudly during the ribbon cutting.



Medical center leadership, elected officials, including Mayor Jim Kenney, Congressman Dwight Evans, City Councilwoman Jannie Blackwell, and Mural Arts Director Jane Golden, attended and spoke at the ribbon cutting. The mural stands as a public testament to the strength and resilience of our Veterans.

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MAKING THE RIGHT CHOICE

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Connected Care

CMCVAMC Connected Care team continues to work on bringing the most innovative Virtual Care possible to our Veterans.

For more information contact:

Name: Lynn Watson, MS

Title: Facility Telehealth Coordinator

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Setting the Standard

When we talk about setting standards, nothing speaks to that more than what the CMCVAMC Connected Care Team has done this year. The VA has a mission to improve access to care for patients. One way of improving access is to provide patients with the ability to have virtual visits with their providers. In FY 2018, the medical center completed a record number of virtual telehealth encounters for any year, a total of 9,764; of those 5,439 were with individual unique patients.

In this effort to increase access to care, reduce travel burden for patients, and reduce no-show rates and missed opportunities, CMCVAMC partnered with the Bucks County Veterans Affairs Office to provide telehealth services in Levittown, PA, in the Bucks County's health clinic. Bucks County provided the VA with space to allow Veterans to have virtual routine visits in their community in a convenient, cost-effective, and innovative way, thereby eliminating the need to travel a long distance for their appointments.

The CMCVAMC also implemented the next-level of telemedicine: VA Video Connect (VVC) visits. In these visits, patients are either at home, or in one of the outpatient clinics, having an appointment with a specialist here at the main facility, or one of our outpatient clinics. These video visits are similar to Face Time or Skype. This modality of care enables patients to use their home computer (desktop, laptop), iPad, iPhone, or smart phone. Patients who work, and/or attend classes at a college or university, are also provided the ability for video visits.

Expanding the use of virtual care services broadens the ability to provide Veterans the care when they want it and where they want it.



CMCVAMC Leaders and elected officials cutting the ribbon on the Bucks County clinic.



Supporting Data:

Mileage Saved: 13,000+

Telemental health care encounters: 1,322

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Research Accomplishment

Research is one of the three missions of the VA. This year, we reaffirmed our commitment to Research by providing the best possible work environment and equipment for our highly dedicated staff so important research can continue to improve the lives of Veterans and the public.

For more information contact:

Name: Kyong-Mi Chang, MD

Title: Associate Chief of Staff for Research

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E-mail Address: Kyong-Mi.Chang@va.gov

Raising the Bar

On May 17, 2018, CMCVAMC celebrated the ribbon cutting and re-dedication of the newly renovated Research Building. The last renovation for the Research building was in 1977. The re-dedication ceremony was held during Research Week, which afforded Dr. Theresa Gleason, Director of VA Clinical Sciences Research and Development, the opportunity to participate. VA Office of Research and Development provided a grant of \$3 million toward research instrument refresh. The \$19.5 million renovation completed an overhaul that included more than 70 labs. At CMCVAMC, over 100 principal research investigators are associated with over 217 active research projects, including two large VA multi-center studies: the Million Veteran Program (MVP) and the PRIME Care Study. The MVP is a VA funded research program partnering with Veterans receiving their care in the VA to study how genes affect health. The program currently has over 750,000 Veterans who have donated a blood sample for the research program study. The PRIME Care Study is to determine the effectiveness of providing depressed Veterans and their providers the genetic test results at the time an antidepressant is to be initiated and determine whether use of the test results improves patient outcomes.



Dr. Chang explaining the construction changes to the space and the benefits it will afford researchers, the CMCVAMC and Veterans while touring visitors through the newly renovated facility



Research is a significant portion of our mission and the renovated space affords talented research investigators and staff the tools and space to continue the impressive life altering research conducted daily.

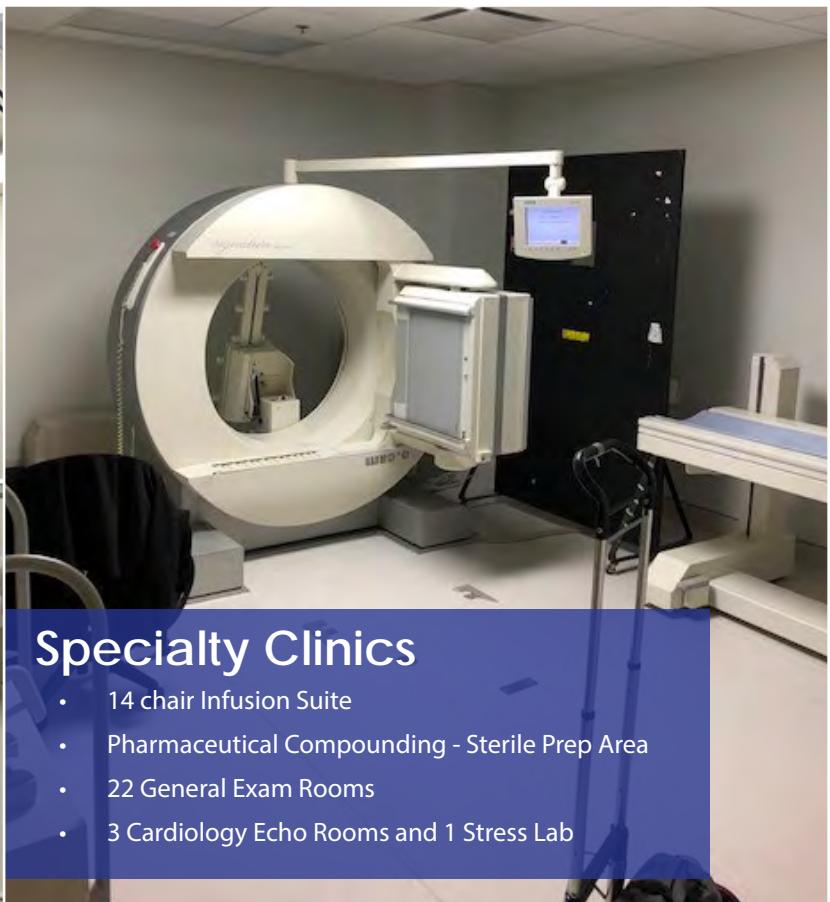
Supporting Data: The Research Building Re-Dedication Ceremony was held during Research Week with participation of Dr. Theresa Gleason, Director of VA Clinical Sciences R&D, VA Office of R&D and \$3 million from the VA Office of R&D to refresh research instruments.

Construction Projects Update 2018



Upgrade OR Suite

- 1,000 square foot Hybrid Operating Room
- 6 Operating Rooms (avg. 650 square feet)
- New Staff Support Areas



Specialty Clinics

- 14 chair Infusion Suite
- Pharmaceutical Compounding - Sterile Prep Area
- 22 General Exam Rooms
- 3 Cardiology Echo Rooms and 1 Stress Lab



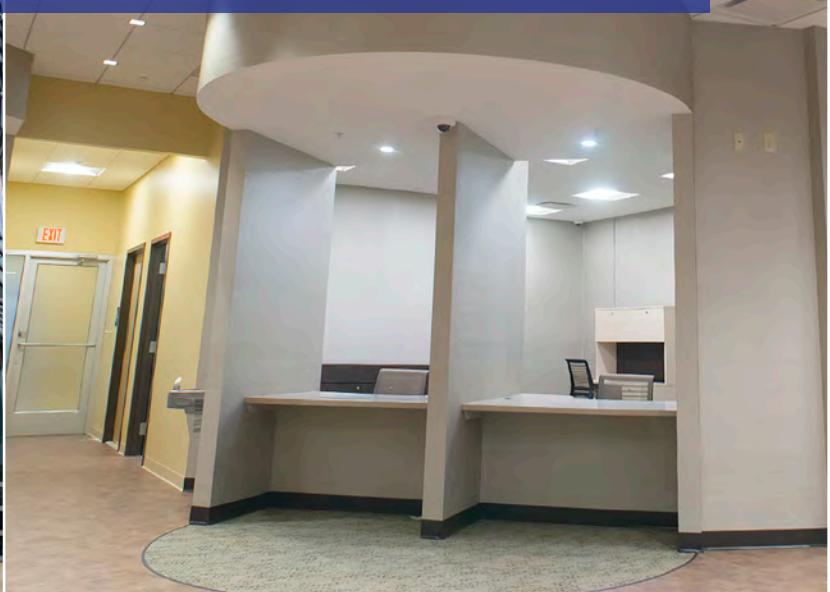
CLC Phase 1

- 1st & 2nd Floor Resident Dining Room Atrium
- Phase 2 & 3 will include:
- 54 - Single Resident Rooms
- 10-bed Palliative Care Unit



West Philadelphia VA Clinic

- Opening March 2019
- 10,000 Square Feet
- Primary Care & Behavioral Health



CMCVAMC Accreditation and Recognition for FY2018

Accreditations and Recognition

In an effort to continuously improve the health care provided to our Veterans, Corporal Michael Crescenz VAMC (CMCVAMC) seeks evaluation from external review program agencies such as: The Joint Commission (TJC), Commission on Accreditation of Rehabilitation Facilities (CARF), Food and Drug Administration (FDA), College of American Pathologists (CAP), Long Term Care Institute (LTCI) and Office of Inspector General (OIG). These agencies evaluate the care processes of CMCVAMC and inspire the staff to provide excellent, safe, and effective care of the highest quality and value. CMCVAMC has received and sustained a number of accreditations and awards. Some of our notable accomplishments include:

The Joint Commission (TJC) conducted an unannounced triennial visit in July 2017 to survey the Hospital, Home Care, Long Term Care, and Behavioral Health Programs such as Mental Health Intensive Case Management (MHICM), Residential Rehabilitation Treatment Program (RRTP), Psychosocial Rehabilitation Recovery Center (PRRC), and Compensated Work Therapy (CWT) with CMCVAMC receiving a three-year accreditation through July 2020.

Commission on Accreditation of Rehabilitation Facilities (CARF): Medical Rehabilitation-Comprehensive Integrated Inpatient Rehab Program (CIIRP) and Amputee Program-Polytrauma/Amputation Network Site (PANS) accredited through August 2020. Employment and Community Services-Health Care for Homeless Veterans (HCHV), HUD-VASH, and Grant & Per Diem, accredited through October 2020. Behavioral Health-Residential Recovery Treatment Program (RRTP)/Snyder House, accredited through October 2021. Behavioral Health-Psychosocial Rehabilitation and Recovery Center (PRRC)-BH Community Integration Standards VEC (Veterans Empowerment Center) accredited through October 2019. Behavioral Health-Compensated Work Therapy (CWT), accredited through October 2019.

The Joint Commission/VHA Focused Reviews related to Access and Coordination of Care: The Joint Commission surveyed the organization October 7-8, 2015.

Opioid Treatment Program (OTP): TJC conducted an unannounced survey in August 2016; OTP received a 3-year accreditation through August 2019.

Substance Abuse and Mental Health Services Administration (SAMHSA): SAMHSA Certification for OTP accredited through August 2019.

Association for Assessment and Accreditation of Laboratory Animal Care: The Association for Assessment and Accreditation of Laboratory Animal Care (AAALAC) was onsite July 2018 and awarded accreditation for three years. The Office of Laboratory Animal Welfare accreditation is effective through July 2021.

Commission on Dental Accreditation: Commission on Dental Accreditation (CODA) surveyed CMCVAMC Post-Doctoral General Residency Practice Dentistry Program in June 2015 and awarded accreditation through June 2022.

American Association of Blood Banks: Accredited CMCVAMC's Blood Bank through August 2019.

Radiation Oncology: Accredited by the American College of Radiation Oncology. Surveyed in October 2017 and accredited through October 2020.

Mammography Program: Accredited by the American College of Radiology through January 2021.

Sleep Program: The VISN 4 Eastern Region Sleep Center was surveyed in August 2014 by the American Academy of Sleep Medicine and was re-accredited through August 2020.

Behavioral Health: The American Psychological Association accredited Behavioral Health through 2020.

Community Living Center: The Community Living Center (CLC) was surveyed by the Long-Term Care Institute in July 2018 for accreditation, and is inspected annually.

VHA National Health Physics (NHPP): Received accreditation through August 2020.



Our Mission Statement

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

VETERAN WE DEDICATE THIS MEMORIAL
TO THE GALLANT MEN AND
WOMEN WHO HAVE SERVED IN ALL
THE ARMED FORCES

Our Vision Statement

To be a patient-centered, integrated health care organization for Veterans providing excellence in health care, research and education; an organization where people choose to work; an active community partner; and a back-up for national emergencies.



U.S. Department of Veterans Affairs

Veterans Health Administration

Corporal Michael J. Crescenz VA Medical Center

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2018



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U.S. Department of Veterans Affairs

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