

IMPORTANT PHONE NUMBERS TO CLIP AND SAVE

Appointment Scheduling Center
(800) 461-8262

Beneficiary Travel
(800) 461-8262, ext. 5212/4000

Billing Information
(800) 461-8262, ext. 5130

Community Based Outpatient Clinics
Kent County
(800) 461-8262, ext. 2400

Sussex County
(800) 461-8262, ext. 2300

Atlantic County (NJ)
(800) 461-8262, ext. 2800

Cape May County (NJ)
(800) 461-8262, ext. 2850

Cumberland County (NJ)
(800) 461-8262, ext. 6500

Eligibility & Enrollment Center
800-461-8262, ext. 5212/4000

Family Caregiver Support Line
(800) 461-8262, ext. 4589/4837

Medical Records/Release of Information
(800) 461-8262, ext. 4133/5242

MyHealtheVet Coordinator
(800) 461-8262, ext. 5849

Patient Concerns & Complaints
(800) 461-8262, ext. 5556

Prescription Refill Line
(800) 450-8262

Wilmington Primary Care Teams:
(800) 461-8262

- Team Alpha, ext. 5972
- Team Bravo, ext. 5970
- Team Charlie, ext. 5971
- Team Delta, ext. 5973
- Team Echo, ext. 5979
- Team Foxtrot, ext. 5976
- Team Gulf, ext. 2106
- Team Hotel, ext. 5977

Regional Office
(215) 842-2000

Returning Veterans
(800) 461-8262, ext. 4763/4576

VA Benefits
(800) 827-1000

Vet Centers
Sussex Vet Center
(302) 225-9110 or (877) 927-8387

Ventnor NJ Vet Center
(609) 487-8387

Wilmington Vet Center
(302) 994-1660 or (877) 927-8387

Veterans Crisis Line
(800) 273-8255 (Press 1)

Women Veterans Services
(800) 461-8262

- Women's Health, ext. 7600
- Program Manager, ext. 4953

WILMINGTON VAMC NEWSLETTER

Summer 2016

an informational newsletter for Veterans

Improving Access with Patient Aligned Care Teams



Patient Aligned Care Teams (PACT) coordinate all aspects of care.

In transforming health care delivery to provide more patient-centric care, we are working to fully implement the PACT teams for Veterans. The transformation begins with primary care and permeates into all other areas.

With PACT, Veterans work with providers to plan for life-long health. Care teams consider all aspects of a Veteran's health, with an emphasis on prevention and health promotion. All care team members have clearly defined roles built on trust and personal relationships with patients.

Teams include family members, caregivers, and health care professionals—a primary care provider, registered nurse, clinical associate, and admin clerk. When other services are needed, the PACT oversees and coordinates care.

“Our teams are focused on improving access and taking care of our Veterans. We started education on roles and responsibilities for managing patient care with the ultimate goal of improving same day access,” said Tanveer J. Qureshi, M.D. Associate Chief of Staff for Primary Care.

“Veterans need to know who to call when they need us, whether it is their PACT nurse or the person who helps

schedule appointments – everyone on the PACT team has the same goal in mind and that is to help Veterans connect with the care,” said Qureshi. “While we have made improvements, there is still more we can do to improve the Veteran's experience. I think this will help us get there.”

The Wilmington VA has been hiring additional clinical and administrative staff with the goal to have fully integrated PACT teams at each Community Based Outpatient Clinic and at the main medical center's Primary Care clinics.

“As we welcome our new staff, Veterans should see quite a few new faces,” said Qureshi.

MyVA Access Signing

David J. Shulkin, VA Under Secretary for Health attended the MyVA Access Declaration signing ceremony at the Wilmington VAMC.

The declaration is the first in many steps in VHA's pledge to provide timely, Veteran-centered health care.

The declaration's nine priorities include: Provide timely care, including same day services in Primary Care as needed; Provide timely Mental Health care, including same day services as needed; Provide Veterans medically necessary care from another VA Medical Center while away from their primary facility; Respond to routine clinical inquiries within two business days; Offer appointments and other follow-up options upon leaving the clinic; Actively engage Veterans for timely follow-up in a clinic if canceled due to unforeseen circumstances; Integrate community providers as appropriate to enhance access; Offer Veterans extended clinic hours, and virtual care options, such as Telehealth, when appropriate; Transparently report access to care data to Veterans and the public.

VISIT US ON THE WEB: WWW.WILMINGTON.VA.GOV

Published for the Veteran patients of the Wilmington VAMC. This newsletter is offered to provide reliable health information. It is not intended to take the place of medical advice, which should be obtained directly from your health care provider. If you have questions or comments, please call 302-633-5389.

ADDRESS SERVICE REQUESTED

Defining
EXCELLENCE
in the 21st Century



Wilmington VAMC
1601 Kirkwood Highway
Wilmington, DE 19805

Dear Veterans and partners,

Thank you for your continued confidence in the Wilmington VA Medical Center. On behalf of all of our staff, I can tell you that we are motivated and inspired to serve you. Our goal is delivering health care that exceeds your expectations – that is our top priority.



Over the years, we have remained dedicated to providing exceptional health care and building trusting relationships with our Veterans and community partners.

We pride ourselves on providing high-quality patient centered health care meeting all of your needs. We are working towards improving access, having recently signed the MyVA Access Declaration, and are committed to making it happen. We want to know what areas we need to improve so we can exceed your expectations.

Each quarter, the VA randomly selects the names of Veterans who have received care at the medical center and mails them a customer satisfaction survey. If you cannot rate us a “10”, we need to know what we can do differently. The survey results provide us with important information, however, sometimes it is difficult to gauge if we are making improvements you would like to see. For this reason, we have positioned comment card boxes throughout the medical center and at the Community Based Outpatient Clinics. I read each comment card and sincerely appreciate the suggestions for improvements.

If there is anything that we can do to improve our services to you, I will listen. On behalf of our staff, I can say it is indeed an honor to serve America’s Veterans. Please do not hesitate to contact me if there is anything we can do to improve our services.

Sincerely,

Veterans Choice Program

If you are already enrolled in VA health care, the Choice Program allows you to get health care from non-VA providers under certain circumstances.

Am I Eligible?

You are eligible if any of these situations apply to you:

- You have been (or will be) waiting more than 30 days for VA medical care (the Veteran is told by his/her local VA health care facility that he/she will need to wait more than 30 days for an appointment from the date clinically determined by his/her physician or, if no such date is provided, the Veteran’s preferred date).
- Your residence is more than 40 miles from the closest VA health care facility including CBOCs.

How Do I Sign Up?

Step 1: Check if you are eligible by visiting the Choice Program website and completing a short questionnaire, at va.gov/healthbenefits/apps/choice/.

Step 2: Explore which doctors are participating in your area by visiting the following website and entering your address: va.gov/opa/apps/locator/index.html.

Step 3: Make sure you have information on hand about any other health insurance coverage you may have.

Step 4: Call **866-606-8198** to make sure you qualify and to schedule an appointment.

At the Wilmington VA Medical Center, Choice Program Champions can answer all your questions related to this program.

Wilmington VAMC Choice Champion is
Christine O'Donnell, **302-994-2511, ext. 4248**

Veteran Town Hall

Monday Sept. 19, 2016

American Legion Post 17, American Legion Rd., Lewes, DE
12 p.m.—1 p.m.

Call: **(302) 633-5389** for more information

Are You Traveling this Summer?

If you’re planning to be away for a long time, you may want to use the Traveling Veteran Program (TVP).

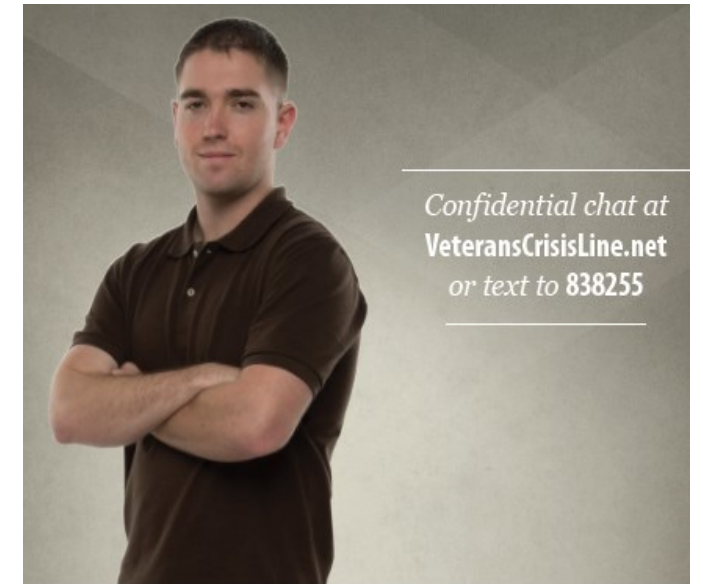
Begin by notifying your Patient Aligned Care Team (PACT) of your travel plans. The Traveling Veteran Coordinator (TVC) will arrange for VA medical services at your alternate VA medical facility.

Before leaving let us know the destination & temporary address, a valid telephone number, arrival and departure dates, and specific care concerns.

Temporary address and phone numbers are important so medications can be sent to your temporary address.

If you have additional questions about coordinating your health care needs while on extended travel, please contact the Wilmington VA Medical Center.

Traveling Veteran Coordinator, Colleen Donahue
(302) 994-2511, extension 7859.



Confidential chat at
VeteransCrisisLine.net
or text to 838255

1CHAT

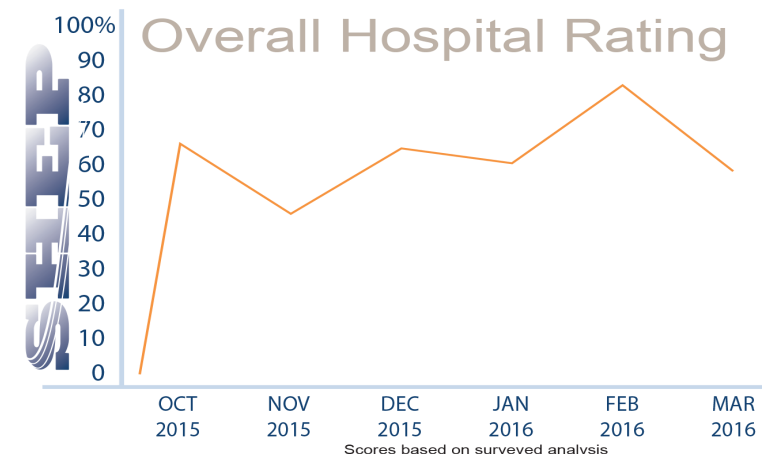
opens the **DOOR**

VeteransCrisisLine.net/Chat



 **Veterans
Crisis Line**
1-800-273-8255 **PRESS 1**

How Do We Rate? *SHEP scores tell the story*



Providing Veterans with quality healthcare is one of the most important goals we have. Veterans who have recently used the medical center are often mailed a Survey of Healthcare Experience of Patients (SHEP).

The survey provides information to see if we are making the changes you want to see. Here are some of the results from the Wilmington VAMC SHEP survey.

“Tell the Director” comment cards are located throughout the facility for you to provide suggestions for improvements.