

We Are Wilmington

Veterans | Employees | Community



ANNUAL REPORT

2019

VA



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

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Locations

Main Location

Wilmington VA Medical Center
1601 Kirkwood Highway
Wilmington, DE 19805-4917
Phone: 302-994-2511
1-800-461-8262

Community Based Outpatient Clinics (CBOC)

Delaware

Kent County CBOC
1198 South Governors Avenue
Suite 201
Dover, DE 19904-6930
Phone: 1-800-461-8262, ext. 2400

Sussex County CBOC
21748 Roth Avenue
Georgetown, DE 19947-2300
Phone: 1-800-461-8262, ext.2300

Southern New Jersey

Atlantic County CBOC
1909 New Road
Northfield, NJ 08225-1537
Phone: 1-800-461-8262, ext.2800

Cape May County CBOC
1 Munro Avenue
Cape May, NJ 08204-5000
Phone: 1-800-461-8262, ext.2850

Cumberland County CBOC
79 West Landis Avenue
Vineland, NJ 08360-8122
Phone: 1-800-461-8262, ext.6500

Find Additional VA Locations
www.va.gov/find-locations

A Message from our Medical Center Director

Throughout 2019, the Wilmington VA Medical Center's focus was on providing exceptional health care to Veterans we serve while increasing availability to services in the community. Exceptional care starts with a focus on offering technically excellent service that utilizes evidence-based practice and is provided in a caring and respectful manner. I open every meeting talking about the need of putting Veterans first, every day, in every service, in everything we do.

Our second focus is assuring that quality, safety and excellence are the foundation for everything we do. Wilmington VA, and all of Veterans Health Administration (VHA), is on a journey to become a High Reliability Organization (HRO). Being an HRO requires that we focus on creating environments in which there is zero patient harm. To get to this point, we must commit to being consistent, provide clear communication and seize upon opportunities to improve. At the core of an HRO is a culture in which all employees look for and report problems or unsafe conditions before they pose a substantial risk to Veterans and/or the organization.

We are also working to make Wilmington VA Medical Center the best place to work. Research has shown when staff feel valued, supported and when they are included as subject matter experts helping to define solutions, patient safety quality and care outcomes improve. Another characteristic of high reliability and exceptional care is that as an organization we must commit to continuous learning. As an organization, we must embrace innovation and be open to constantly learning, growing and serving to ensure our Veterans get the best care. Listening, especially to our Veterans, is an essential part of continuous learning. Our goal is to be your preference for where you receive your care, and we recognize that means we must be able to listen, hear and respond to your needs. As we progress on our journey of high reliability, our *North Star* needs to be improving the Veteran experience while ensuring safety, quality and excellence — all are at the core of our services.

Our VA staff are all honored to serve and are looking forward to 2020 where we anticipate increasing our services at our Community Based Outpatient Clinics (CBOC) in Kent County, Delaware and Cape May County, New Jersey. The current Kent County CBOC, located at 1198 South Governors Avenue in Dover, Delaware, will be relocated to the former Blue Hen Mall at 655 South Bay Road in Dover. This move will increase the clinic space from its current size of 9,000 square feet to over 29,000 square feet. The additional space will allow for the expansion of services such as primary care, behavioral health, specialty services and telehealth. The Cape May County CBOC will be relocating from its current location on the Cape May Coast Guard Station to a portion of the Rio Grande Mall in Rio Grande, New Jersey. This move will allow for expansion into an 11,000 square foot clinic offering primary care, behavioral health, specialty care and telehealth.

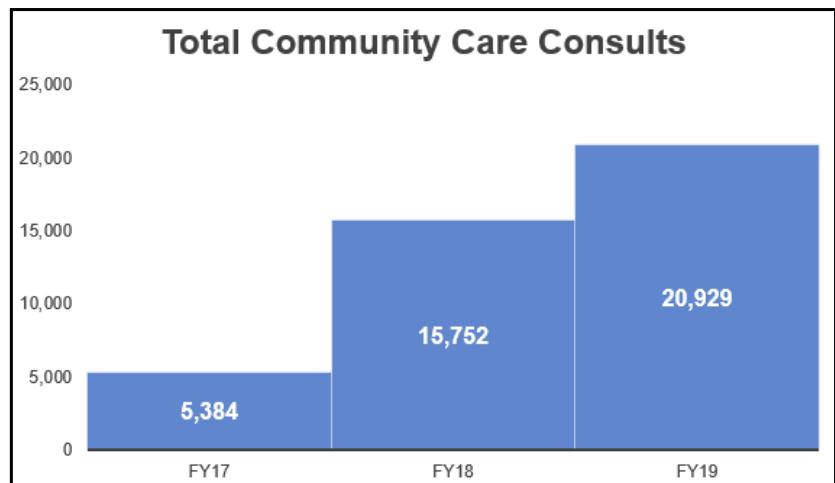
On behalf of all of us at Wilmington VA Medical Center and our five CBOCs in Delaware and southern New Jersey, *THANK YOU!*



Vince Kane, Director, Wilmington VA Medical Center

MISSION Act – Community Care

On June 6, 2019, VA implemented major parts of the new Veteran Community Care Program under the MISSION Act. Wilmington VA Medical Center dedicated efforts to expand access to health care by expanding eligibility through the Mission Act while the Veterans Choice Act was ending. The Wilmington VA Medical Center Office of Community Care continues to broaden the community care network through our third-party administrator and Veteran Care Agreements (VCA).



Community Care Nurse Navigation teams support the medical center and are located in all Community Based Outpatient Clinics (CBOC) to facilitate local network expertise and integration with the VA Primary Care teams. The navigation teams are responsible for coordinating all community care needs, to include timely scheduling, care transition and oversight of the quality of care and veteran experience. While we continue to grow community care benefits and services, Veterans are still accessing high-quality health care at Wilmington VA Medical Center and our CBOCs.

Working to Improve the Patient Experience

Improving the Experience of Veterans and employees was a focus throughout 2019. Early in 2019, we began evaluating a patient's journey from the time they first contact Wilmington VA Medical Center through the time they receive their care. This evaluation included the physical location of services that Veterans needed to conveniently access but also ensuring that our staff had the tools they need to efficiently and effectively complete their duties.

Routinely Accessed Services

Routinely accessed services including Release of Information, Eligibility and Enrollment, Billing, Patient Advocates and the Veterans Transportation were co-located near the new west entrance of the medical center. This will become the facility's main entrance once the parking garage construction is completed.

Red Coat Ambassadors

To assist Veterans entering the medical center two dedicated Red Coat Ambassadors were hired. The Ambassadors are located near the main and west entrances to assist with questions and directions.



Working to Improve the Patient Experience

VA Patient Experience Academy with the University of Delaware

During the evaluation we recognized that our front-line staff needed additional tools to better serve our Veterans. In partnership with our affiliate the University of Delaware's Lerner College of Business Hospitality Management Program and the VA Patient Experience Office, Wilmington established the VA Patient Experience Academy (PXA). With a mission "to make hospitals truly hospitable," the PXA focused on experience and engagement addressed through a variety of learning methods.

VA staff attend the Academy at the University's Star Campus two hours a week for five weeks. The sessions are facilitated by representatives from the hospitality industry as well as academics. More than 80 staff members attended in 2019.

"There is a difference between patient service and patient experience. Experience is connecting to customers' emotions. What makes this challenging is that customers have different expectations, which makes managing those expectations a highly remarkable skill. We focus on that something extra beyond excellent service. Excellent service is expected." — Ali Poorani, UD associate professor and principal investigator of the PXA.



Working to Improve the Patient Experience

Annual Veterans Leadership Summit

This was the first time a VA medical center established a patient experience program for their staff. In fact, when Secretary of Veterans Affairs, Robert Wilkie visited the medical center for Senator Tom Carper's Annual Veterans Leadership Summit in May, he was invited to visit the University to meet staff and learn more about the program.



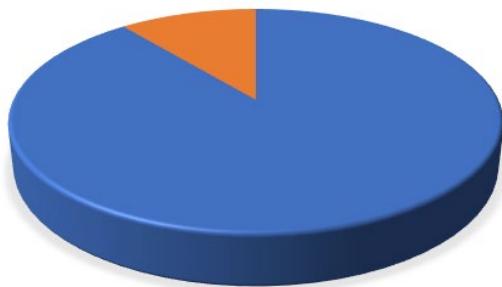
Working to Improve the Patient Experience

2019 Veterans Survey Results

VA is using a variety of tools to incorporate the voice of the Veteran in performance improvement initiatives. Veterans enrolled in care may receive an electronic Veteran Signals (VSIGNALS) survey or a paper Survey of Healthcare Experiences (SHEP) survey and are encouraged to provide their feedback.

In 2019, 89.2% of the Veterans surveyed through VSIGNALS said that they trusted Wilmington VA Medical Center for their health care. Also, 93.3% told us that they felt respected and comfortable at their appointments.

VETERAN TRUST IN THE HEALTH CARE WE PROVIDE: 89.2%



VETERANS FEELING RESPECTED AND COMFORTABLE DURING APPOINTMENTS: 93.3%



We appreciate your support and would like to do better in 2020. For those completing the survey, please leave us a comment with your scores to help us better meet your expectation.

Veteran Comments

"My experience at this VA has always been favorable. Everyone treats me with respect. The folks that answer my questions on my healthy vet are polite and knowledgeable and sometimes call me directly. I am able to get treatment at other private facilities; however, I have chosen this location and I also volunteer there. There is a feeling there that the providers care about us vets."

"I'm always glad to have the opportunity to rave about the care that I get at the Wilmington VA. This VA has superb medical staff and I trust him with my life"

"I was treated with courtesy and respect and I enjoy the staff at the VA hospital they're exceptional."

"The doctor I had the appointment with on the 24th has always been respectful, courteous understanding of my needs and problems he takes the time to make sure I was completely satisfied with the appointment. Office staff and Doctors at the VA clinic in Vineland have always been helpful patient and make sure all my needs are covered and taken care of before I leave I'm grateful and thankful."

"I consider it a blessing to be alive today and I credit Wilmington VA for this. From cancer to cataract, heart and lungs, knee replacement teeth, eyes, maintenance to medications. All with kindness and professionalism, over many years now. Yeaaaaa VA Wilmington De.!!!"

We look forward to receiving feedback from our Veterans to evaluate our success in improving their experience.

2019 Operating Statistics

Operating Budget

\$245,347,194

Workload

Outpatient Visits

354,790

Admissions

1,099

Surgical Procedures

1,589

Operating Beds

Total
62

Medical Surgery

16

Intensive Care Unit

6

Community Living Center

40

Total Unique Patients

Total

33,010

Male

29,639

Female

3,206

Virtual Care

Encounters Completed via Telehealth

6,831

Tele-mental Health

2,251

Unique Veterans Using Secure Messaging

7,778

Workforce

Total Staff

1,170

Physicians

88

Nurses

241

Veterans

355

Volunteers

Total Volunteer Hours

39,038

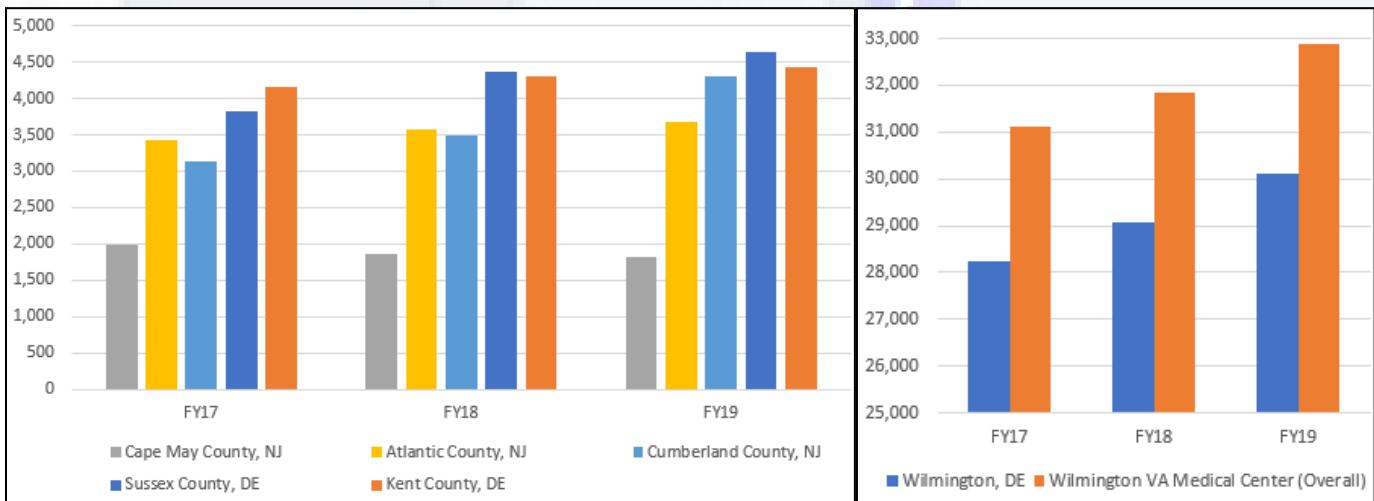
Total Volunteers

272

Youth Volunteers

17

Three-Year Patient Expansion CBOCs – Left | Wilmington/Overall – Right



	Wilmington VAMC Overall	Wilmington, DE	Sussex County, DE	Kent County, DE	Cape May County, NJ*	Atlantic County, NJ	Cumberland County, NJ
Growth	5.6%	6.6%	20.9%	6.5%	8%	7.4%	36.6%

*The Cape May County CBOC in New Jersey will be moving off the U.S. Coast Guard Station to an 11,000 square foot clinic in 2020. This will grant more Veterans in the area access to their care at this clinic.

Shared Governance Day

Wilmington VA Medical Center started the shared governance model early 2018 with the creation of Unit Based Councils in all clinical areas and the reorganization of the Nurse Practice Council.

From the AES result each unit was asked to pick a project that would examine and considered ways to improve employee satisfaction and another project that could be used to improve Veteran Satisfaction.

As part of this celebration, 14 different projects were presented out of which three were selected for future application. These three are:

- **Atlantic County Community Based Outpatient Clinic:** Self-Alert for Coordination of Care
- **Behavioral Health Services:** BHS Long Acting Injection Clinic Tracking Sheet
- **Emergency Department:** Improving Patient Flow Metrics

The Shared Governance Day agenda for that day included poster presentations by each unit-based council representative, and a speaker that talked about the benefits and advantages of shared governance.

The Shared Governance Day celebration has created more room for collaboration, staff engagement and communication. The turnout during this celebration was excellent with approximately 72 employees in the attendance.

Vince Kane, the medical center director, was there to celebrate with nurses and used his closing remarks to thank and appreciate nurses for their great work. He urged everybody to always look at what could be done to advance care and promote staff engagement. He also talked about team work and respect. He emphasized the need for better collaboration and teamwork in clinical areas between different professional members.



Whole Health – Whole Experience

Whole Health is VA's cutting-edge approach to care that supports Veteran health and well-being. Whole Health centers around what matters to individual Veterans, not what is the matter with the Veteran. This means the Veteran's health team will get to know the Veteran as a person, before working with him or her to develop a personalized health plan based on individual values, needs and goals.

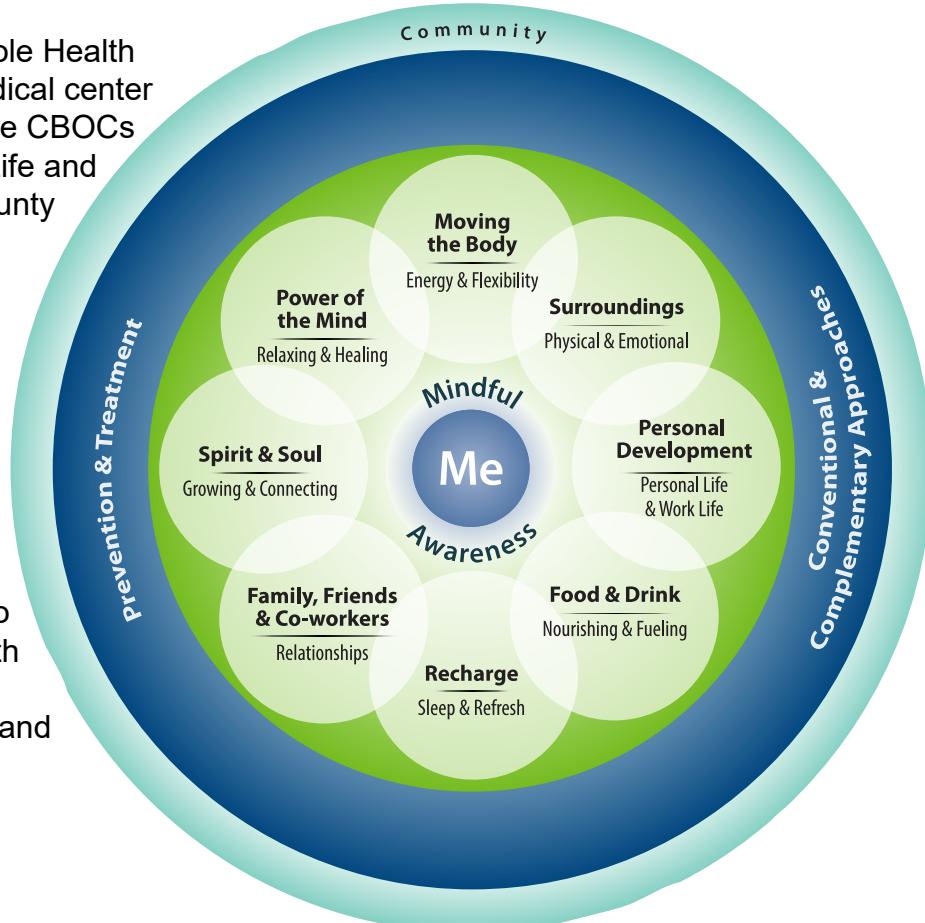
Wilmington VA Medical Center expanded its Whole Health services to the main facility and throughout our five Community Based Outpatient Clinics (CBOC). The Whole Health program currently offers battlefield acupuncture, including services provided after business hours, mindfulness-based cognitive therapy, guided imagery, handheld biofeedback, chiropractic care and Tai-Chi.

The Whole Health team successfully recruited volunteer providers for yoga and medical massage therapy and are working to identify community partners to provide clinical hypnosis. Whole Health Champions were identified in over five areas throughout the hospital and continue whole health offerings in multiple service lines, including primary care, behavioral health services, rehabilitation, nutrition and pain clinic.

Wilmington VA Medical Center launched Employee Whole Health to include weekly Employee Tai-Chi classes and an Employee Wellness Series to provide staff with the opportunity to experience Whole Health. The Inaugural Whole Health Fair included demonstrations of available Whole Health classes and modalities with participation from Veterans, employees and community partners.

The program expanded to Whole Health Introduction Groups at the medical center in Wilmington and the Delaware CBOCs and the Taking Charge of My Life and Health Classes at the Kent County CBOC.

It is exciting to teach Whole Health concepts to all new employees during the New Employee Orientation, present at Grand Rounds for the hospital and continue to train our employees to deliver Whole Health 102 classes, which is designed for all staff to explore and apply Whole Health approaches to optimize health and well-being for themselves and for the Veterans they serve.



Primary Care Mental Health Integration

So what is PCMHI?

Primary Care Mental Health Integration (PCMHI) is a stepped care model designed to support the collaborative care of common mental health (MH) conditions within the Patient Aligned Care Team (PACT) model. This approach allows Veterans to obtain mental health treatment services that are matched to their individual level of functioning and provides opportunity to receive high quality care while remaining in the primary care setting when appropriate.

Though PCMHI has been effective at Wilmington VA Medical Center, we faced challenges implementing it in our Community Based Outpatient Clinics (CBOC). So, in a collaborative venture with our Philadelphia partners at the Corporal Michael J. Crescenz VA Medical Center, we developed a Virtual Integrated PCMHI (VIP) model, which was recognized as a VISN 4 Best Practice in 2019.

Availability of VIP at CBOCs creates an equal standard of behavioral healthcare with the main facility, giving rural Veterans equitable access to resources for assessment and treatment, suicide prevention, and preventive health. It allows for early identification of problems and initiation of brief treatment in a timely manner within a primary care setting, which can reduce the risk of Veterans developing more serious and chronic behavioral health conditions that require specialty mental health services.

How does this work?

VIP is able to effectively deliver all PCMHI services in a virtual format. PCPs refer to VIP through a virtual Warm Handoff (vWHO) and the Veteran is seen by the VIP psychologist for 20 – 25 minutes immediately after the PC appointment through VA Video Connect

(VVC) with an iPad, or by telephone in order to complete the baseline assessment and determine a plan of care. If a Veteran is not able to stay for the vWHO a consult is placed and VIP contacts the Veteran by phone within 1 – 2 business days.

Referrals to VIP can include any Veteran who is new to behavioral health or has had no BHS level care in the past 12 months, for any behavioral health/ substance use concerns (i.e., depression, anxiety, PTSD, at risk alcohol use, substance use) and health related concerns (i.e., insomnia, chronic pain, tobacco use, to support chronic illness management such as diabetes, etc.).

Assessment/Triage: VIP provides a comprehensive, measurement-based care baseline assessment using Behavioral Health Lab (BHL) software, which is a gold standard model of care. This includes screening metrics to determine the presence and severity of conditions like depression, suicide risk, anxiety, PTSD, cognitive impairment, chronic pain, insomnia, alcohol misuse, substance use, tobacco use, psychosis, mania, psychotropic medication adherence and any side effects, and social support.

Disposition (i.e., type and level of care) is then determined by the VIP psychologist and the Veteran, anchored in BHL's empirically supported algorithm.

Intervention: Those meeting criteria for a brief model of care are retained and cared for virtually within VIP with brief (20 – 25 minutes) evidence-based interventions (i.e., Watchful Waiting, Medication Monitoring and Care Management/brief psychotherapy). Those identified as needing a higher level of care are referred to BHS and VIP tracks engagement with BHL's Referral Management protocol.

VA Police Serve Our Veterans with Honor and Integrity

The Wilmington VA Medical Center Police provide security and law enforcement services to our facilities in Delaware and Southern New Jersey. The police service staff perform their duties with an emphasis on Veteran Centered Policing. The concept of the Veteran Centered Policing model integrates a whole person approach that explores treatment-based options first, promoting long lasting solutions to temporary challenges.

The Wilmington VA Police are actively involved in the New Castle County Veterans Response Team (VRT) in partnership with the National Alliance on Mental Illness (NAMI), and local and state police agencies. The partnership increases the reach of treatment-based options into the community through enhanced lines of communication with our community counterparts. VA Police staff provide training support and expertise to the VRT team members when new members are added to the team.

National Award Winners

Three Wilmington VA Police Officers are national award winners for 2019. The officers were chosen from over 3,000 VA Police Officers nationwide, recognizing their achievements in Veteran Centered Policing. Deputy Chief Paul Woodland (2018 Supervisory Officer of the Year [Category II]), Sergeant Pedro Custodio (2018 Lead Officer of the Year [Category II]) and Detective Chris Peters (18 Patrol Officer of the Year [Category II]) are the award recipients. Their nomination and selection are a proud achievement that reflects the commitment of the Wilmington VA Medical Center to providing Veteran-focused services.



Pizza with Police

Wilmington VA Police enjoy a fully integrated relationship with our Veteran community. We have held Pizza with Police events to allow Veterans and our officers to relax in an informal setting and have good conversations.

Care Management & Social Work Services

Care Management & Social Work Service (CMSWS) at Wilmington VA Medical Center was busy in 2019. The service focused on building partnerships with stakeholders to enhance service delivery as well as increased focus on serving Veterans in the communities where they live. CMSWS held a very well attended Veteran Resource Fair. CMSWS also created an Intimate Partner Violence Assistance Program and expanded Health & Safety Screenings to all patients receiving Primary Care Services.

Multiple mobile food pantries were held in partnership with community providers at locations across the catchment area including Wilmington, southern New Jersey, Georgetown and Dover. Wilmington VA CMSWS staff held a very well attended legal clinic to assist Veteran's with other than honorable discharges. Our Caregiver Support Program held several events throughout the year including a very creative painting event for Caregivers in the Comprehensive Caregiver Program.



Some of our 2019 accomplishments include:

- Our Homeless team grew and Wilmington VA received new U.S. Department of Housing and Urban Development-VA Supportive Housing (HUD-VASH) Program vouchers that will be used to house homeless Veteran families.
- The Veteran Justice Outreach team received acknowledgment from state courts in the New Jersey and Delaware for their exemplary work with justice involved Veterans.
- The Compensated Work Therapy (CWT) program successfully received a three year Commission on Accreditation of Rehabilitation Facilities (CARF) accreditation and graduated two classes of Veteran participants.
- Veterans received services from the Care Managers and Social Workers at the Wilmington VA throughout 2019 who continue to show a strong commitment to supporting Veterans.



Our Call Center Ranked in Top 10 Among VA Medical Centers

The Wilmington VA Medical Center Call Center is a resolution center for our Veterans whether they are calling for the Wilmington main facility or one of our Community Based Outpatient Centers located in Delaware and southern New Jersey. Our trained agents are available to assist you while your Patient Aligned Care Teams are providing care to other Veterans. This also assures that when you are receiving care, your provider will be able to devote their attention to your care needs, listen to any changes in your medical condition, explain your medication or test results, and ensure all of your questions are answered before you leave your appointment.

The call center can make primary care appointments, including virtual care, and assist with or direct to the appropriate clinic for making, cancellation and rescheduling specialty care appointments. They can also

relay messages to your provider or other members of your care team.

For fiscal year 2019, the Wilmington VA Medical Center Call Center was ranked 8th in the nation amongst VA medical centers for call responsiveness!

Did you know that Wilmington also offers a nurse triage call center to answer any questions about your medical condition or any time you need to speak with a nurse 24 hours a day, 7 days a week? Just call 1-800-461-8262, select Option 3.

If you're a Veteran in crisis or concerned about one, there are caring, qualified VA responders standing by to help 24 hours a day, 7 days a week at 1-800-273-8255 (Press option 1).

If any of our Veterans are having a medical emergency, they should dial 911.



Our Urology Department Introduces New Technologies and Services

Wilmington VA Medical Center Urology Department introduced multiple new technologies and services to help improve the health and well-being of our Veterans.

New Technologies and Services

- **MRI/Ultrasound fusion guided prostate biopsy** precisely targets abnormal areas of the prostate to be biopsied. This can lead to better prostate cancer detection.
- **Urolift** is a minimally invasive procedure for benign prostatic enlargement in men. Patients have reported excellent improvement in urinary symptoms.
- In collaboration with the Philadelphia VA Medical Center Interventional Radiology Department, **prostate artery embolization** treats benign prostate hyperplasia.
- **Blue Light Cystoscopy with Cysview** is used to improve the detection of non-muscle invasive bladder cancer and allows for improved resection of tumors.
- **Botox** is used for in the operating room under light sedation to treat overactive bladders that are refractory to oral medication.



VISN 4 Primary Care Clinical Resource Hub

The Veteran Integrated Service Network (VISN) 4 Primary Care Clinical Resource Hub (CRH), located in Wilmington VA Medical Center, are resources that provide Primary Care to Veterans in VISN 4 that are experiencing staffing gaps. These gaps may be due to VA facility staff attrition, extended leave or an expanding Veteran population. Clinical services offered by the Primary Care CRH are delivered primarily through virtual modalities. Clinical services currently are limited to primary care providers and advanced medical support assistants, but we are planning to expand to include other PACT members so that the provision of care can be more team based. The Primary Care CRH has served several sites throughout VISN 4 this year including Butler VA Medical Center, Williamsport and Sayre Community Based Outpatient Clinics (CBOC) (Wilkes-Barre VA Medical Center) and Ashtabula CBOC (Erie VA Medical Center).

Baby Grand Piano Brought Back to Life

In 1950 by the Mothers of World War II, donated the piano to the Wilmington VA Medical Center. While it was likely used back in the day, for years, it had gathered dust in the facility's auditorium. Voluntary Services staff sought to breathe new life back into the classic piano for Veterans to enjoy while waiting for their appointments.

Fred Montney III, a retired Master Sergeant in the U.S. Marine Corp, has been a volunteer at the Wilmington VA, stepped forward with his wood working skills to help restore the badly damaged exterior of the piano.

During an interview with WDEL radio, Montney said, "I put in about 10, 12 hours of just restoring the top to get down just below the finish to still keep the veneer, keep as much color as we want, and then I used a stain to try to match it from 70 years ago between a mahogany and red oak."

Because the work is so delicate, he had to use a palm sander to keep the veneer in tact.

Benjamin Kennedy works at DuPont and serves as a liaison between DuPont Veteran Employee Association and the Wilmington VA Medical Center. A U.S. Air Force veteran, when he heard about the piano-playing opportunity, he was quick to raise his hand to volunteer to play.

Kennedy was the first to play the piano after it was restored Tuesday, April 2, 2019, Kennedy talked about the power of music.

"I love music, I know what it can bring to someone, especially if you strike a chord that resonates with them so it's really neat to be able to feel that reverberation through somebody. If there was any kind of stress from the day, it kind of fades in the background," he said. "As a veteran and having so many veterans in my family, including my wife, just

knowing the process of coming to the VA... it can be stressful, so having gone through that myself, it's nice to sit here and play for an hour or two; if it helps reduce any of that stress for people here in the lobby, it makes me feel pretty good."



Veteran Outreach Team Receives Honor From American Legion



The Wilmington VA Medical Center Veteran Community Outreach Team received the Overall Exceptional Employment, Homeless & Education Partner Award from the American Legion – Department of New Jersey Commander Raymond A. Miller.

The team was recognized at the 101st Annual State Convention in Wildwood, New Jersey for their exemplary service to the New Jersey Veteran community.

The mission of the Outreach Team is to provide our Delaware and southern New Jersey Veterans with information regarding all VA health care services they may be entitled to. Team members assist Veterans in the enrollment process for VA health care. They attend community events in Delaware and southern New Jersey, and in order to educate Veterans and their families on VA health care benefits, provide resources and answer questions.

Our team understands Veterans' unique health care needs on a personal level, which makes their outreach efforts a mission of honor and respect for every Veteran and/or family member they meet.

If you have an upcoming event in Delaware or southern New Jersey and would like our Outreach Team to attend, please contact our team at VHAWIMOutreachTeam@va.gov.

We Are Wilmington

Veterans | Employees | Community





Important Contact Information

Anticoagulation Management & Education

800-461-8262 Ext. 5977

Audiology

800-461-8262 Ext. 5252

Behavioral/Mental Health

302-994-2511 Ext. 4805,
800-461-8262 Ext. 4805

Cancer Care Coordinator

800-461-8262 Ext. 4702

Care Giver Support Program

302-994-2511 Ext. 4837

Chaplain Services

800-461-8262 Ext. 5433,
800-461-8262 Ext. 4592

Community Living Center

800-461-8262 Ext. 4679

Dental Service

800-461-8262 Ext. 5283

Diabetes Education & Management

800-461-8262 Ext. 4630

Emergency Room

302-994-2511 Ext. 5209

Environment Health Registry for Veterans

302-994-2511 Ext. 4190

Eye Clinic

302-994-2511 Ext. 4665

Geriatrics and Extended Care

800-461-8262 Ext. 4679

Healthy Eating

302-994-2511 Ext. 5595

Home Telehealth

800-461-8262 Ext. 5928

Home-Based Primary Care

302-994-2511 Ext. 4434

MOVE!

Weight Management Program

302-994-2511 Ext. 5595

Medical Foster Home Program

800-461-8262 Ext. 4972

Military Sexual Trauma (MST)

800-461-8262 Ext. 2451

MyHealtheVet

302-994-2511 Ext. 5849

National Veterans Crisis Line

800-273-8255 Ext. Press 1

Nutrition and Food Services

302-994-2511 Ext. 7778

Oncology

302-994-2511 Ext. 4270

Outreach

302-357-8715, 302-304-5509

Pharmacy – Prescription Refills

302-633-5484

Prosthetics & Sensory Aids Service

800-461-8262 Ext. 5343

Public Affairs

302-994-2511 Ext. 5389

Smoking Cessation Services

800-461-8262 Ext. 4662

Suicide Prevention Coordinator

302-275-5676,
800-461-8262 Ext. 4805

Telehealth

800-461-8262 Ext. 5928

Transplant Coordination

302-994-2511 Ext. 4814

Traveling Veteran Program

800-461-8262 Ext. 4488 or
7859, 302-383-2181



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