Executing VA Core Values

At the Washington DC Veterans Affairs Medical Center, our 2,647 full-time employees execute VA’s Core Values: Integrity, Commitment, Advocacy, Respect and Excellence.

Mission
To respect and serve Veterans by honoring them with excellent health care, serves as the foundation for our dedication to Veterans.

Vision
The leadership, employees and volunteers of the Washington DC Veterans Affairs Medical Center are honored to serve 107,030 Veterans who reside in the District of Columbia and areas of Maryland and Virginia. We are committed to ensuring Veterans receive safe, quality health care in an environment that fosters compassion, commitment and service.

Our medical center, along with the four community-based outpatient clinics and the 24/7 VA Community Resource and Referral Center (CRRC) offers Veterans comprehensive primary and specialty care including: general and surgical specialties, geriatric and extended care as well as medical research.

The medical center has 175 acute-care beds, 30 psychosocial residential rehabilitation treatment beds, an adjacent 120-bed Community Living Center and a 20-suite Fisher House.
Operation Resolve *Making Strides Forward*

The medical center closed out 2017 at a pivotal point, following the Office of Inspector General (OIG) report released in April 2017. Making a number of changes and process improvements to resolve logistics and supply deficiencies and staffing shortages, a number of rapid-response teams were deployed to yield the following improvements in an eight-month period:

- Establish an effective inventory management process by reactivating the VA’s Generic Inventory Package (GIP);
- Launching a new process to monitor critical areas with Environment of Care rounds conducted twice daily to identify low medical supply stock, and to ensure cleanliness of supply areas;
- Creating a new supply request process, activating a dedicated telephone request line and email address to receive and manage emergent supply requests;
- Procuring a new Sterile Processing Service temporary trailer space to ensure proper sterilization, decontamination and processing of medical equipment;
- Procurement of more than 2,700 medical instruments to ensure Surgical Service has replacement and spare instruments to safely perform procedures, increase operating room proficiency and improve the number of procedures that start on time;
- Initiating an aggressive recruitment effort to fill critical vacancies in Nursing, Logistics, Sterile Processing, Prosthetics, Mental Health and Police Services;
- Implementing an Environmental Management Service support contract to supplement cleaning the facility;
- Implementing a customer service internal communications campaign, “Putting Veterans First”, to offer helpful points of engagement to increase customer service and improve Veterans’ perception of VA care;
- Coordinating with community partners like the American Legion to host a Veterans Town Hall, as well as establishing regular employee town halls, and one-on-one open-door sessions to encourage open communication and information sharing at all levels of the organization.

The multidisciplinary team is working hard each day to fulfil President Lincoln’s promise: “To care for him who shall have borne the battle, and for his widow, and his orphan.”

Medical Affiliations

We are committed to developing future health care professionals through our highly successful residency program.

- Georgetown University
- Howard University
- The George Washington University
- Uniformed Services University of the Health Sciences
Access to Care

Expanding Access to Health Care and Community Resources for Homeless and At-Risk Veterans

VA Community Resource and Referral Center
1500 Franklin Street, N.E.
Washington, D.C. 20018
202-636-7660

The VA CRRC is located in the heart of the District of Columbia, providing homeless and at-risk Veterans with 24/7 access to VA health care and programs as well as community resources, benefits and services.

VA Services Available at the CRRC:
Health care for Homeless Veterans Program
Outreach and emergency housing assistance
Case management and social work services
Primary Care
Preventative care and health assessments
Mental Health
Diagnosis, treatment and referrals
Transitional Housing
HUD-VASH and permanent housing
Justice Programs
Veterans justice outreach
Health care for re-entry Veterans
Compensated Work Therapy
Transitional work experience
Vocational rehabilitation
Veterans Benefits Administration
Claims, education and the Loan Guaranty Program

By strategically collaborating and partnering with federal, state and local government agencies and private and public organizations, Veterans are linked to services to help avert and combat homelessness, unemployment and under employment.

Community Partners Available at the CRRC:
Friendship Place
Easter Seals
Housing Counseling Services, Inc.
US VETS
Prince George’s County Department of Social Services
Psychiatric Center, Inc.

Health Care for Homeless Veterans

The medical center’s Health Care for Homeless Veterans (HCHV) Program provides case management, health care and services for homeless and at-risk Veterans. HCHV also partners with the Department of Housing and Urban Development (HUD) to offer housing vouchers to homeless Veterans in the DC Metropolitan Area. Since 2008, 1,479 Veterans have been housed through the HUD/VA Supportive Housing Program. According to the most recent Point-in-Time Survey, there are 408 homeless Veterans in the DC-area.

Veterans Serviced at the CRRC

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of Veterans seen at the CRRC</th>
<th>Number of Veterans seen by appointment</th>
<th>Number of Veterans seen as walk-ins</th>
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</thead>
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<tr>
<td>FY15</td>
<td>9,961</td>
<td>2,406</td>
<td>3,428</td>
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<tr>
<td>FY16</td>
<td>8,950</td>
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<td>3,418</td>
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<tr>
<td>FY17</td>
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Number of Veterans seen at the CRRC

<table>
<thead>
<tr>
<th>Year</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
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<td>FY15</td>
<td>173</td>
<td>134</td>
<td>131</td>
</tr>
<tr>
<td>FY16</td>
<td>251</td>
<td>197</td>
<td>177</td>
</tr>
<tr>
<td>FY17</td>
<td>32</td>
<td>28</td>
<td>18</td>
</tr>
</tbody>
</table>

Virginia
Maryland
Total

Number of Veterans seen by appointment

Number of Veterans seen as walk-ins
Community Based Outpatient Clinics

The medical center’s four community clinics offer Veterans closer-to-home primary care and telehealth services. Veterans are followed by a designated Primary Care Team comprised of physicians, nurses, a dietician, a social worker, a pharmacist and administrative support personnel. The clinics are located in the District of Columbia, Maryland and Virginia.

Coming Soon: New Community Clinic in Montgomery County Maryland
A new 11,600-square foot community clinic will offer closer-to-home care for over 44,600 Veterans living in Montgomery County. The clinic will offer: primary and mental health care; social work services; Telehealth; and dieticians. The expected opening date is July 2018.

VA-Fort Belvoir
9300 DeWitt Loop
Fort Belvoir, Va 22060
571-231-2408

2017 Patient Visits
Scheduled 26,065
Walk-ins 2,569
Total 28,634

Southeast DC
820 Chesapeake Street, SE
Washington, D.C. 20032
202-745-8685

2017 Patient Visits
Scheduled 3,567
Walk-ins 635
Total 4,202

Southern Prince George's County
5801 Allentown Road
Camp Springs, Md 20746
301-423-3700

2017 Patient Visits
Scheduled 19,887
Walk-ins 4,214
Total 24,101

Southern Maryland
29431 Charlotte Hall Road
Charlotte Hall, Md 20622
301-884-7102

2017 Patient Visits
Scheduled 14,193
Walk-ins 2,894
Total 17,087

Gray color on map represents medical center catchment area
Emergency Department

The medical center’s Emergency Department (ED) professionals treated 25,490 Veterans in FY 2017. The ED has 11 main treatment rooms used to treat high-acuity patients and three fast-track rooms to treat low-acuity patients. The ED will soon open five more fast-track beds which will increase patient flow, reduce average wait times, provide better outcomes and improve the Veterans’ experience.
Virtual Care for Veterans

Virtual Care, including clinical and home telehealth, consults and secure messaging between patients and providers, is improving Veterans’ access to VA health care and communication with providers.

Telehealth by the Numbers - FY 2017

The number of Veterans receiving care via telehealth services including:

Telehealth services afforded 45% of these Veterans living in rural areas, easy access to VA health care.

Telehealth by Modality
Veterans Accessed VA Care Through One or More Telehealth Types in FY 2017:
- Clinical Video Telehealth: >10,000 Veterans
- Home Telehealth: >1,100 Veterans were enrolled
- Store and Forward Telehealth: >3,000 Veterans

Improved patient outcomes resulting in reduced use of inpatient care in FY 2017. Veterans enrolled in Home Telehealth for non-institutional care needs and chronic care management had a 42% decrease in VA bed days of care, and a 31% decrease in VA hospital admissions. Mental Health services provided to Veterans via Clinical Video Telehealth (TeleMental Health) reduced Acute Psychiatric VA bed days of care by 34%, and VA hospital admissions by 31%.

High Veteran Telehealth Satisfaction Scores in FY 2017
- 92% for Clinical Video Telehealth
- 88% for Home Telehealth
- 93% for Store and Forward Telehealth

Veteran Rob Jones

Runs 31 Marathons in 31 Days in 31 Different Cities

In 2010, Marine Combat Engineer Rob Jones was wounded by a land mine in Afghanistan. Two years later, he was bringing home a bronze medal in rowing from the 2012 Paralympics. In 2013, he began a 5,180-mile, 181-day bike ride across America which raised over $100,000 for Veterans’ charities. From 2014 to 2016, the double-amputee diligently trained in the sport of triathlon with hopes of competing in the 2016 Paralympic Games. In 2017, the retired Sergeant embarked on his most ambitious quest yet, 31 marathons in 31 days in 31 different cities.

The Washington DC Veterans Affairs Medical Centers’ Physical Medicine and Rehabilitation staff first met with Jones via a telehealth appointment prior to the Month of Marathons. Later he visited the medical center as a walk-in where a multi-disciplinary team addressed concerns with his prosthetic fit and function.

He started his journey October 12, 2017 with his wife Pam (an Olympian and champion rower herself). Each day in a new major city, he would run 26.2 miles, the equivalent of a marathon. Then he and Pam would set off in their RV to the next city and do it again. They crisscrossed America in 31 days, successfully finishing the “Month of Marathons” at the National Mall in Washington, D.C. on Veterans Day, November 11. He says he knows that being a double amputee doesn’t mean he’s incapable of continuing to serve his country. His motto is: “Survive. Recover. Live.”
Modernizing Systems

VA Video Connect
The Washington DC VA medical center has been an early adopter of VA Video Connect, an app that allows Veterans receiving VA care to easily and securely access health care services on their smartphones, tablets and personal computers. VA Video Connect makes VA health care more convenient especially in rural areas with limited VA health care facilities.

VA Online Scheduling
The implementation of VA Online Scheduling, led by the DC VA Medical Center’s Chief Health Informatics Officer and the VHA Office of Connected Care’s Clinical Director of VA Mobile Health Deployment and Evaluation, represents a major improvement in scheduling appointments. Now Veterans from the medical center and more than 110 participating VA medical centers nationwide can use the program to manage their VA primary care and certain specialty care appointments.

Vein Illumination Improves Patients’ Experience
The medical center received over $174,000 in funding to implement vein illumination devices to reduce the need for multiple needle sticks for blood draws and IVs. The vein illumination system is designed to help health care professionals locate the best vein for venipuncture and demonstrates the hospital’s commitment to improving patients’ experiences. Simply pointing the lightweight, portable device at the skin and clicking to display the peripheral veins beneath the skin is improving the “first stick” success and reducing patients’ pain and anxiety.

Comprehensive Health Care for Women Veterans
Women are the fastest growing population of Veterans receiving VA care and services. The Women’s Health Clinic offers comprehensive health care in a safe environment where the health, welfare and dignity of women Veterans are at the forefront. As the number of women Veterans increases so do the services offered. The clinic has expanded its comprehensive health services to include maternity care coordination in the community, gynecological care and on-site mammography.

Number of Women Veterans Receiving VA Health Care at Washington DC VA Medical Center:

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Number</th>
</tr>
</thead>
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<tr>
<td>FY15</td>
<td>14,351</td>
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<tr>
<td>FY16</td>
<td>14,821</td>
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<td>FY17</td>
<td>18,058</td>
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</table>
Managing and Coordinating Health Care

Transition and Care Management Program
The new Transition and Care Management Welcome Center opened in April 2017. The center houses a variety of VA programs as well as community partners. The TCM Program provides expert care coordination services to Veterans returning from Iraq, Afghanistan, and other “hostile fire” areas from November 11, 1998 to current, as well as to Post 9/11-era Veterans.

The TCM Center serves as a one-stop resource center for Veterans. It is a busy place, in FY 2017 the team:
• held 34 outreach events in the community including the annual Welcome Home Celebration
• reviewed 706 Veterans for case management needs

At any given time the TCM and poly-trauma case managers are coordinating the care of 385 Veterans. On average 1,800-2,000 Veterans a month seek assistance at the TCM Welcome Center for the many different services.

Managing and Coordinating Health Care

Winterhaven Homeless Veterans Stand Down
In January 2018, the medical center hosted its 24th annual Winterhaven Homeless Veterans Stand Down event to care for 840 homeless, at-risk and underemployed Veterans. At least 79 federal, state, and community agencies along with Veteran Service Organizations, non-profit community partners, donors and sponsors came together with a single mission--to provide a full day of services, support and resources for Veterans in need.

Transitioning Veterans from Homelessness
The Health Care for Homeless Veterans Program partnered with Community Solutions and Community Connections to create an innovative housing opportunity for Veterans. The 14-story John and Jill Ker Conway Residence houses 60 Veterans using the HUD/VASH voucher program. The medical center provides on-site social workers, group activities such as social skills training, cooking classes, coffee and conversation, fitness, a legal clinic, resource fairs, and ongoing events and meals to bring the residents together as a community. The initiative has achieved worldwide recognition from the Secretary of the Department of Housing and Urban Development, Secretary of the Department of Veterans Affairs, Mayor of the District of Columbia and housing leaders from the United Kingdom.
Community Collaboration, Volunteerism and Donations

Community partnerships with Veteran Service Organizations, local and national non-profit organizations and corporate businesses help to make many of the medical center’s ongoing programs and major outreach events possible. The 520 volunteers, who work in many areas throughout the medical center, are an integral part of our mission, and prove the community’s commitment to caring for and serving Veterans in the DC-area.

You can spot our volunteers, wearing red vests and working throughout the hospital in many capacities.

To volunteer or to make a donation, call Voluntary Service, 202-745-8320.

Mary Allen, the 91-year-old DC VA Medical Center Volunteer, was awarded the “President’s Voluntary Service Lifetime Achievement Award” For the past 25 years, this amazing woman has contributed more than 16,326 volunteer hours to Veterans.

<table>
<thead>
<tr>
<th>Voluntary Service</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Monetary Donations</td>
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<td>Activity Donations</td>
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<td>Item Donation</td>
<td>$510,327.00</td>
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<td>Total Donations</td>
<td>$918,818.00</td>
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<tr>
<td>Volunteer Hourly Value</td>
<td>$1,488,520.00</td>
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<td>Total Resources Impact</td>
<td>$2,407,338.00</td>
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A number of construction and renovation projects are underway at the Washington DC Veterans Affairs Medical Center and its Community Based Outpatient Clinics. Some projects will upgrade the medical center’s infrastructure while others will improve patient areas, expand parking areas and allow the medical center to enhance its health care services to Veterans and improve employee work space.

Community Living Center Renovation
Renovations are underway to expand the Community Living Center and to provide a more home-like environment for the 120 residents receiving long-term and rehabilitative care. The project includes: improved finishes and fixtures, eliminates resident rooms with more than two beds, and creates 11 new private resident rooms. Completion Date: Fall 2019

Emergency Department Renovation
This full renovation and 5,000 square foot expansion will add 11 new bed spaces, increasing the bed-capacity to 22. This will improve the ED’s work flow, and reduce patient wait times. Completion Date: Winter 2019

Patient/Visitor Parking Garage Expansion
Preconstruction has begun on the project which will add 252 new spaces to the patient garage and make improvements to the existing, lower levels of the parking garage.

Campus Parking Lot Expansion
A project is underway to add 117 new Veteran parking spaces to parking lot #1 between Fisher House and the CLC. The project will help reduce the shortage of parking spaces. Completion Date: May 2018

Canteen Renovation
The project will improve the Canteen kitchen, dining rooms, refrigeration, HVAC, traffic flow, and permit the installation of new food preparation and serving equipment to allow VCS to expand food offerings. Completion Date: Fall 2018

Sterile Processing Service Renovation
SPS is responsible for cleaning, sterilizing, preparing and storing surgical and medical equipment and supplies. The major project entails a full renovation and expansion of the SPS area in the basement of the main hospital. Completion Date: Winter 2018

Wing 3D East Renovation
The renovation for Mental Health’s 3D East wing involves reconfiguring rooms so that none will have more than two patients. The project also includes renovating finishes, replacing all furniture, installing new lighting, and eliminating safety deficiencies. Completion Date: Fall 2018

New Linear Accelerator for Cancer Treatment
The site is being prepared for Radiology’s new Linear Accelerator for state-of-the-art cancer treatment. The new 21EX linear accelerator will match the present 21EX and will replace the aged 6EX unit. This will allow for continuation and expansion of services to Veterans with less down time. This phase of the project is expected to be complete in winter 2018.

New Digital PET/CT Scanner
Site preparation has recently been completed for the new Positron Emission Tomography–Computed Tomography Scanner. Once installed, this will be the first “Digital PET/CT” to be deployed in the VA Health Care System.
## Operating a High Performance Organization

### Fiscal Revenue and Expenditures

#### Revenue

<table>
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<tr>
<th>Category</th>
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<td>Medical Care Cost Recovery</td>
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<td>Medical Care</td>
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#### Expenditures

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<th>Category</th>
<th>Amount</th>
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</thead>
<tbody>
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<tr>
<td>Equipment</td>
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<tr>
<td>Supplies and Services</td>
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<td>Salaries</td>
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#### Capital Asset Expenditures

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<td>Equipment</td>
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<tr>
<td>NRM* Construction (VERA)</td>
<td>$16,196,351</td>
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*Non-Reoccurring Maintenance

### Enrollees

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<th>Year</th>
<th>Number</th>
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<tr>
<td>FY16</td>
<td>97,554</td>
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<tr>
<td>FY17</td>
<td>104,695</td>
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### Surgical Cases

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<td>3,739</td>
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<tr>
<td>FY17</td>
<td>3,452</td>
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The medical center’s Department of Surgery treats a wide breadth of benign and malignant surgical diseases. The scope of surgical expertise entails ENT, Vascular, Cardiothoracic, General, Colorectal, Plastics, Podiatry, Orthopedics, Ophthalmology, and Urology. The clinical outcomes for several of these sections are superlative and exceed the national averages. With the support of the facility, the Department of Surgery will continue to manage complex surgical diseases.
Engaging Veterans, Employees and the Community

Making Strides Forward

The small but stalwart and award-winning Office of Public Affairs keeps Veterans and staff engaged through its social media, website, intranet, internal messaging display monitors, and numerous publications and outreach efforts. The team works to transcend the mission and vision into effective campaigns, health initiatives and educational marketing programs which spotlight quality care, enhance the Veteran and employee experiences and broaden community partnership and stakeholder support.

The PAO’s successful relationships with local media outlets such as ABC 7, WJLA 8, WUSA 9, Radio One, WMAL, Howard University Radio and Military and community newspapers, allow the team to take local VA health care stories beyond the walls of the medical center.

Consistency, formalized campaigns and relevant content about Veterans, staff and VA services has helped grow social media reach and engagement. The medical center’s Facebook page ranks first in “Likes” and its Twitter ranks second in “Followers” among all VA medical centers in the nation which have social media.

Award-Winning Office of Public Affairs

The medical center’s Office of Public Affairs was recognized for its exemplary efforts by the Veterans Health Administration with two first-place communications awards in 2017. The four-person DCVAMC team, lead by Director, Public Affairs and Community Relations Gloria Hairston, was honored for its Annual Report 2016, A Narrative of Quality of Care: Veteran and Caregiver, and also for its Colon FIT Testing patient education video. Judges for the competition are public relations professionals who evaluate the hundreds of entries on the basis of the quality of the materials, research, planning, execution and results.

Organ Donation Best Practices

Dr. Harry Marshall, Chief of General Surgery and Director of Surgical Critical Care and Cheryl Landry RN, Quality Management Consultant, were honored with the “Leslie Ebert Synergy for Life Award” by the Washington Regional Transplant Community, a nonprofit agency that recovers organs and tissues for transplants and research. The award recognizes smaller hospitals that support organ, eye and tissue donation.

Spirituality and the Arts Players

Spirituality and the Arts Players (SAP) is a Veteran and employee musical group which meets regularly to practice and perform at special events throughout the medical center and in the community. The group also hosts weekly sing-a-longs. SAP began with private guitar and piano lessons offered to Veterans in the LIVe (Lifestyle Interventions for Veterans with Diabetes) program at the Medical Center and grew into a morale-boosting creative group. If you are interested in joining SAP or participating in the weekly sing-a-longs, contact Chaplain Cheryl Jones, 202-745-8000, ext. 54165.
Suicide Prevention

The Suicide Prevention team currently follows 233 Veterans at risk for suicide and has made a number of internal improvements to increase collaboration with community partners, Vet Ceters and Chaplain Service. Through its numerous outreach events, the team met its goal of distributing 1,000 gun locks to Veterans and their family members in 2017.

The Office of Public Affairs partnered with the Suicide Prevention team to broaden awareness of suicide prevention and support opportunities. OPA initiated a robust and ongoing outreach campaign to educate Veterans and the community about mental health wellness and the many tools available to assist Veterans in crisis as well as expanded mental health care to Veterans with other than honorable discharge.

The campaign included numerous outreach events and aimed at pulling the community together to reduce the stigma associated with seeking mental health care: radio ads, metro bus ads, radio and television interviews, awareness walks, internal education classes, information fairs for Veterans and staff, web stories, social media posts and internal messaging on digital display monitors and static posters.

After adjusting for differences in age, risk for suicide was 2.5 times higher among female Veterans compared with U.S. civilian adult women.

(Reference: U.S. Department of Veterans Affairs (VA) Office of Mental Health and Suicide Prevention (OMHSP) Facts About Suicide Among Women Veterans: August 2017)
Veterans Make a Pact After Suicide

After losing a combat buddy to suicide last year, Iraq War Army Veterans Jay Johnson, John Seymore, Sr. and Eric Hinson made a pact to never let this happen again. “We are closer than brothers,” Seymore said. They are godparents to each other’s children, and celebrate all the major milestones together. “Our friend’s suicide, that came out of left field, we didn’t suspect anything. One day he was posting in our Facebook group and the next day we received the news of his death.” The comrades-in-arms took the shocking news of their friend’s suicide hard. At first, Seymore was in disbelief and wasn’t sure he could go through attending the memorial service. “Then the rest of us banded together and made a promise to each other, that we would not let this happen again,” Seymore said.

“If one of us is having a hard time, we’ll schedule a night out and talk amongst ourselves to work it out. It’s our way of holding each other accountable,” Hinson explains.

They’ve doubled up efforts to keep in close contact with other members of their unit and even communicate as part of a Facebook group on social media. They often go and check on the mom of one of their lost friend. “We check on her and make sure she gets whatever she needs, it’s the least we can do,” Seymore says.

The three combat Veterans, whose convoy was hit in Iraq, have been through a lot together. They were part of the transportation company, delivering supplies when their convoy was hit by an improvised explosive device (IED). They lost a total of four Soldiers and each of them sustained injuries during their deployment. They now have a friendship and a brotherhood for life, in more ways than one.

New Alcohol Pharmacotherapy Clinic

Pharmacy Service implemented a new Alcohol Pharmacotherapy Clinic to initiate evidence-based pharmacotherapy to patients with a diagnosis of Alcohol Use Disorder (AUD). The goal is to assist Veterans who would benefit from the use of medication-assisted treatment to decrease hazardous alcohol consumption. The clinic employs an interdisciplinary team of pharmacists, nurses and addiction counselors to increase the access of AUD pharmacotherapy to patients in the primary care setting rather than in a specialty program like the medical center’s Substance Abuse Recovery Program.
Avoid Being a No Show
Missed appointments are costly and they compromise the health of Veterans. OPA embarked on an aggressive social media and internal communications campaign to help reduce the number of no-shows following the release of the Interim OIG Report, April 2017.

Operation Resolve
After the release of the Interim Inspector General Report in April 2017, leadership needed a way to communicate new processes and improvements. OPA quickly created an internal webpage and an internal communications campaign which greatly helped employees transition to the new processes established to improve processes.

Major Marketing and Awareness Campaigns
Office of Public Affairs

Sharing the Local VA Message across the Airwaves
Veterans & Community Health Sunday Magazine

Join the medical center’s Office of Public Affairs for a weekly 30-minute round-table discussion featuring current health and wellness information on a variety of topics presented by subject matter experts from the medical center and the community.
Whole Health Care for Veterans *Integrated Health and Wellness*

The Integrative Health and Wellness Program offers a wide range of complimentary health and wellness services such as: tailored group acupuncture, gentle and restorative yoga, meditation, T’ai Chi/Qigong, nutritional workshops, and wellness massage. Veterans may also enroll in Whole Health groups that empower them to make healthy decisions and to work toward self-identified health and wellness goals. Participating Veterans have reported improvements in pain management, handling difficult emotions, elimination or reduction in use of opioids, and increased flexibility and improved mobility.

DC VA Medical Center Employees Association

The Employees Association engages employees and increases recognition by offering diverse team-building activities to improve communication, morale and satisfaction.

Vet Centers

The Vet Center program provides a broad range of counseling, outreach and referral services to assist eligible combat Veterans and their families in transitioning from military service to civilian life. Services include, but are not limited to individual and group counseling in areas such as PTSD, alcohol and drug assessment, Military Sexual Trauma and suicide prevention referrals. All services are free of cost and strictly confidential.

**Washington, D.C.**
1296 Upshur Street, N.W.
1-877-927-8387

**Virginia**
6940 South Kings Hwy, Suite 204
Alexandria, Va.
703-360-8633

**Maryland**
7905 Malcolm Rd., Suite 101
Clinton, Md.
301-856-7173

2900 Linden L.n., Suite 100
Silver Spring, Md.
301-589-1073