Mr. Lawrence B. Connell  
Acting Director  
Department of Veterans Affairs  
VA Medical Center  
50 Irving Street, NW  
Washington, DC 20422  

Thank you and the dedicated staff at the Washington, DC VA Medical Center (DC VAMC) for the progress you have made in the short 11-month period between the Office of Inspector General interim report and publication of its final report. Your leadership at the DC VAMC, and the dedication of the employees who have demonstrated their commitment to ensuring that Veterans are receiving safe high quality care has not gone unrecognized.

Through the implementation of rapid response teams, your facility has made substantial improvements; most notably:

- Establishment of an Incident Command Center (ICC), which in turn implemented a robust oversight process that identified and promptly addressed new supply or equipment shortages, and instituted a 24-hour hotline for ordering urgent and emergent medical supplies.
- Working with the Veterans Health Administration (VHA) National Center for Patient Safety to ensure that all patient safety issues were appropriately addressed. I am proud of your hard work to clear your backlog of patient safety incident reports.
- More than $3.1 million in surgical instruments have been purchased to ensure an appropriate inventory based on the needs of the Veterans served and our surgical teams.
- Transitioned inventory to the General Inventory Package: Medical Surgical Primary Inventory has been entered in the system and the periodic automatic replenishment levels are being validated to ensure stock outages do not occur.
- Secured the off-site warehouse to restrict access and protect medical equipment and supplies.
- Eliminated all pending prosthetics consults greater than 30 days, more than 9,000 to zero. During January 2018, from the time the provider put in a consult for the device until the patient received it, took an average of 2.4 days. That is down from an average wait time of 41.6 days in April 2017.
- Ensured ordering of prosthetics was not interrupted by end-of-fiscal-year financial transitions: At the end of fiscal year 2017, there was no disruption of prosthetic ordering due to lack of funds.
Allocated resources and expedited hiring into Logistics, Sterile Processing Service vacancies: A year ago, Logistics Service at the DC VAMC was 59 percent understaffed. Today, 54 staff have been hired; 7 positions remain under recruitment. To mitigate the staffing shortage, the DC VAMC has a total of 14 Contract Logistics staff on board. The Sterile Processing Service currently has

- 12 Sterile Processing Service staff vacancies, 8 of which are currently filled with contract staff; two additional contract staff are slated to come onboard.

VHA is dedicated to continued and sustained improvement and incorporating lessons learned across our network. The progress your rapid response teams have made to ensure delivery of safe and quality care to the 93,000 Veterans in the District of Columbia, Maryland, and Virginia who are served by the Washington DC VAMC will be shared across the VA system.

Sincerely,

Carolyn M. Clancy, M.D.
Executive In Charge

cc: Joseph A. Williams, Jr.
VA Capitol Health Care Network Director