

VA



**U.S. Department
of Veterans Affairs**

Veterans Health
Administration

Northern Arizona VA Health Care System (NAVAHCS)

Stakeholder Update August 2022

Mask Mandate

- It is important for our Veterans to understand the VA has a mask mandate. Anyone arriving at any of the NAVAHCS care areas at the main campus or CBOCs is required to wear a mask. If the person does not have a mask, our staff can provide a mask. It is vital, especially with this current variant that we continue to provide our Veterans and staff.

DOM COVID-19 Update

- NAVAHCS is continuing to monitor the outbreak of COVID-19 cases within the Domiciliary Veterans and staff.
 - Over the past week we have seen a significant decrease in our DOM COVID patients and staff.
 - Currently there is 1 positive Veterans and 1 positive staff.
- The staff and residents at the Domiciliary are tested 3 times a week for COVID-19 to help us better manage the situation.
- We are continuing to screen new admissions to see if they can be rescheduled. Veterans who do not have housing or a safe home environment are still admitted during the outbreak. Any new admissions are COVID tested prior to room assignments.
- Safety of our Veterans and staff is our main priority during this outbreak

Other COVID-19 Issues

- COVID-19 cases in the area have shown a decrease in the last two weeks.
- Currently we have 3 COVID positive inpatients, 23 outpatients and 15 staff unable to work.
- The COVID-19 vaccine is still available to all Veterans, spouses, and/or caregivers. Please call **928-717-7406** to schedule an appointment to receive the vaccine or booster shot.
- As of **July 2022**, NAVAHCS administered a total of 29,271 COVID-19 vaccines.

VA Video Connect (VVC) Data (as of June 27th):

This FY (October 2021 – now) we have provided 19,263 VVC appointments for Veterans and we will continue to utilize VVC services in-lieu of face-to-face appointments.

NAVAHCS Events, Activities & Updates:

- **Blood Drive:** We had a blood drive on **July 12th** which provided 27 units of blood that supported the lives of 95 individuals in the community.

- **Veterans Virtual Town Hall:** We held our quarterly event on **July 20th**. We discussed facility updates, provide resources to Veterans and answered questions Veterans presented related to their care and services. We had approximately 1,700 people on the call.
- **Suicide Prevention Poker Run:** NAVAHCS is hosting this event on **September 3rd** from 8 a.m. – 1 p.m. The event will begin at the Prescott Gateway Mall. It is a motorcycle ride from Prescott, to Cottonwood, Verde Valley, Prescott Valley and back to Prescott. Anyone interested in participating or volunteering for this event can call 928-445-4860 ext. 2713.
- **Stand Down Events:** Please mark your calendars for upcoming Stand Down Events in Flagstaff & LaPaz County on **September 9th** and Prescott on **September 16th**. Any questions, please contact [Josh Wear](#).
- **New Veterans Crisis Line:** A new National number has been created to make it easier for individuals who are in crisis to access help. **Dial 988 and Veterans Press 1**. The 800-273-8255 number still works, however this is another access option for those in need.
- **Accreditation:** Our Emergency Department obtained National Accreditation recognized by the American College of Emergency Physicians for Geriatric Emergency Department care.
- **THRIVE Program:** These are sessions for Women Veterans. THRIVE is a program designed for Veterans looking for a holistic approach to health and well-being. These are virtual 2-hour weekly sessions spanning over 14 weeks. Anyone interested in participating can contact our Women Veteran Program Manager at 928-445-4860 ext. 6888.
- **MyHealthVet:** If you are not already signed up for MyHealthVet (MHV), you can click the link and register in a matter of minutes. [MyHealthVet](#) is a patient portal where Veterans can view their upcoming appointments, check on their labs and images, order medication refills, and even send secure messages to their team and other clinics. Veterans can also call 928-445-4860 ext. 6488 to schedule an appointment with our MHV Coordinator to get set-up.
- **DAV Drivers:** The DAV is looking for drivers. Anyone interested can call 928-776-6064.
- **Volunteers:** NAVAHCS is in need of volunteers. Anyone interesting in volunteering at the main hospital or one of the Community Based Outpatient Clinics (CBOCs) can contact Voluntary Service at 928-776-6013.
- **New Website:** The VA updated the Access to Care website. The new and improved site has welcoming resource available for Veterans and their caregivers. The new site displays wait times, quality measures, and Trust Scores. Here is the link: <https://www.accesstocare.va.gov/>

NAVAHCS Average Wait Time:

Established Patient Wait Time	Aug-FY21	Sep-FY21	Oct-FY22	Nov-FY22	Dec-FY22	Jan-FY22	Feb-FY22	Mar-FY22	Apr-FY22	May-FY22	June-FY22	July-FY22
Mental Health	3.2	3.0	3.7	3.6	3.9	5.0	4.9	4.0	3.0	3.2	2.8	3.0
Primary Care	5.8	4.8	4.3	6.3	5.7	5.8	6.7	6.3	6.0	4.2	3.5	3.8
Specialty Care	4.6	5.9	5.9	5.3	5.8	5.0	4.6	4.0	3.3	3.8	4.2	4.5

New Patient Wait Time	Aug-FY21	Sep-FY21	Oct-FY22	Nov-FY22	Dec-FY22	Jan-FY22	Feb-FY22	Mar-FY22	Apr-FY22	May-FY22	June-FY22	July-FY22
Mental Health	8.5	12.8	10.4	9.0	9.4	6.9	9.4	20.5	6.8	16.3	9.9	7.7
Primary Care	21.2	25.3	25.4	22.8	29.1	22.4	21.4	21.3	23.6	18	18.3	20.4
Specialty Care	17.0	15.0	15.4	14.4	11.9	12.8	13.8	13.7	13.0	13.7	17.3	17.9

Housing Updates for Veterans:

- The Health Care for Homeless Veterans (HCHV) program were recently visited by surveyors from the Commission on Accreditation of Rehabilitation Facilities (CARF) and were pleased to receive no recommendations on any Standards.
- The HCHV program has also received praise from the Homeless Programs National Office for being on track to meet their portion of the national goal to house 38,000 homeless Veterans this year.
- The program currently houses 358 Veterans through the VA Supportive Housing (VASH) program.
- The US Vets Grant Per Diem program (GPD) currently transitionally houses 63 homeless Veterans. Jerry Ambrose Veterans Council of Mohave County GPD in Kingman transitionally houses 27 homeless Veterans.
- The U.S. Vets Frail Elderly program transitionally houses 8 Veterans.
- The Transition in Place (TIP) program currently houses 13 Veterans through U.S. Vets and 7 are enrolled with Catholic Charities TIP.

Vocational Rehabilitation:

- CWT VHA Vocational Rehabilitation participated in its 2nd Commission on Accreditation of Rehabilitation Facilities (CARF) accreditation survey with a successful outcome of “No Recommendations”.
 - When a program is CARF accredited, it means that it has undergone an in-depth review of its services and demonstrated substantial conformance to the CARF standards.
 - CARF evaluated the CWT program by examining over 120 different required standards in areas such as Health and Safety, Risk Management, Technology, Strategic Planning, Rights of Persons Served, Accessibility, Performance Measurement, Performance Improvement, Program Structure, Individual Centered Service Planning and more.
 - If Stakeholders would like more information pertaining to this survey outcome they can contact Kristin Lutsch, CWT Program Manager at Kristin.lutsch@va.gov.
- Expanding CWT services to Mohave County
 - We recently hired a CWT Supported Employment Vocational Rehabilitation Specialist for Kingman who will provide vocational support services to Veterans diagnosed with serious mental illness.
 - CWT Supported Employment services will officially be available to Veterans in the Kingman area effective August 2022.
- Get Back to Work with CWT
 - We are continuing to offer this weekly workshop for anyone who wishes to know more about vocational services available to Veterans within the VA as well as with our community partners. For more information on this workshop please reach out to Kristin Lutsch, CWT Program Manager at Kristin.lutsch@va.gov.

Trust Scores:

- VHA Outpatient Services Survey of the past 90 days shows an 88.5% Trust Score rating which indicates Veterans trust NAVAHCS with their care. VISN 22 Trust Score was 88.5% for the same period.