

# VA



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

Veterans Health  
Administration

Northern Arizona VA Health Care System (NAVAHCS)

## **Stakeholder Update July 2022**

### **Leadership Changes**

- Dr. Artur Sadowski is the new Chief of Psychiatry for NAVAHCS.

### **Pipeline and Haywire Fires**

- NAVAHCS continues to monitor the fires in the Flagstaff area and our Emergency Management Coordinator is actively communicating with the Coconino County Incident Command Team. As of June 27<sup>th</sup>, the Pipeline Fire is 90% contained and the Haywire Fire is 95% contained. All evacuated areas have been repopulated. Here is the link for updates: [Coconino County Situational Awareness Viewer \(arcgis.com\)](https://arcgis.com)

### **COVID-19 Update & Vaccine Plan (as of June 27<sup>th</sup>)**

- NAVAHCS is continuing with the following precautions:
  - Masks are still required in ALL areas.
  - We are authorizing 1 caregiver to accompany a Veteran on their appointment.
  - Nobody under the age of 18 is authorized entry to the facility.
  - Before visiting any inpatients, please call 928-445-4860 to coordinate the visit with the nurse manager.
  - One visitor is authorized in the Acute Care Area (3B/4B) during visitation hours (10 a.m. – 6 p.m.)
  - The CLC visitation requires flexibility to ensure the healthy and safety of our Veterans. Please contact the CLC nurse manager before visiting.
  - Domiciliary visiting hours are Monday – Friday from 4 p.m. – 6 p.m. and Saturday, Sunday and Federal Holidays from 12 p.m. – 6 p.m.
  - Please do not come to the facility or clinic unless you have a scheduled appointment or have a medical emergency.
  - Please do not visit other areas of the hospital while you are visiting a patient.
- The COVID-19 vaccine is available at the main hospital and the CBOCs for all Veterans (including non-enrolled Veterans, spouses and caregivers). Please call **928-717-7406** to schedule your appointment.
- If you have COVID-19 questions, or other health related questions, you can call the Nurse Advise Line (24/7) at 1-877-252-4866.
- As of **June 27<sup>th</sup>**, NAVAHCS administered a total of 28,954 doses of the COVID-19 vaccine.

## VA Video Connect (VVC) Data (as of June 27<sup>th</sup>):

- This FY (October 2021 – now) we have provided 17,956 VVC appointments for Veterans and we will continue to utilize VVC services in-lieu of face-to-face appointments.

## NAVAHCS Events & Updates:

- Voluntary Environmental Stewardship Program



NAVAHCS was recognized by the Arizona Department of Environmental Quality as a Bronze Level participant.

- **Independence Day: July 4<sup>th</sup>** the main hospital and clinics will be closed for the 4<sup>th</sup> of July observance. The Emergency Department is open 24/7.
- **VBA Claims Clinic: July 6<sup>th</sup>** in Bldg. 154 (old library) across from the flagpole from 9 a.m. – 1 p.m. (first come, first serve). Any questions, please call 800-827-1000.
- **Prescott Car Show** is on **July 9<sup>th</sup>** at Rafter 11 – Entertainment District, 7210 Pav Way, Prescott Valley, AZ from 10 a.m. – 3 p.m. POC is 928-899-0742.
- **Blood Drive: July 12<sup>th</sup>** in the Theater, Bldg. 15 from 8:30 a.m. – 4:30 p.m. Click [here](#) to make an appointment. POC is Voluntary Service at 928-776-6013.
- **Veterans Virtual Town Hall: July 20<sup>th</sup> from 5 p.m. – 6 p.m.** We will discuss facility updates, Veteran services and resources and answer questions from Veterans on the call. Anyone interested in participating in the meeting can call 833-490-0775 or can click [access.live/NAVAHCS](https://access.live/NAVAHCS) to join. You DO NOT need a smart phone. You can join with any touch-tone, mobile or cellular phone.
- Please mark your calendars for upcoming Stand Down Events in Flagstaff & LaPaz County on **September 9<sup>th</sup>** and Prescott on **September 16<sup>th</sup>**. Any questions, please contact [Josh Wear](#).
- THRIVE Sessions for Women Veterans will begin again. 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.
- If you are not already signed up for MyHealthVet (MHV), you can click the link and register in a matter of meetings. [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 with the portal.
- 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.

## **NAVAHCS Average Wait Time:**

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

New Patient Wait Time	Jul- FY21	Aug- FY21	Sep- FY21	Oct- FY22	Nov- FY22	Dec- FY22	Jan FY22	Feb FY22	Mar FY22	Apr FY22	May FY22	June FY22
Mental Health	10.2	8.5	12.8	10.4	9.0	9.4	6.9	9.4	20.5	6.8	16.3	9.9
Primary Care	24.2	21.2	25.3	25.4	22.8	29.1	22.4	21.4	21.3	23.6	18	18.3
Specialty Care	18.2	17.0	15.0	15.4	14.4	11.9	12.8	13.8	13.7	13.0	13.7	17.3

## **Housing Updates for Veterans:**

- The Health Care for Homeless Veterans (HCHV) program currently houses 360 Veterans through the VA Supportive Housing (VASH) program.
- There will be a job fair July 19<sup>th</sup> from 9-2 at the Armory in Flagstaff.
- The US Vets Grant Per Diem program (GPD) currently transitionally houses 69 homeless Veterans.
- Jerry Ambrose Veterans Council of Mohave County GPD in Kingman transitionally houses 22 homeless Veterans.
- The U.S. Vets Frail Elderly program transitionally houses 10 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:**

- 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.
  - We are expecting to have this program up and running by Quarter 1, FY23.
- Employer Partnerships
  - We have finalized the CWT Transitional Work MOA with the DAV.
  - Effective in May they will host 1-2 CWT workers in our CWT Transitional Work program.
  - These work sites will provide the Veterans with customer service skills as well as other soft skills needed to reintegrate to employment.
- Veterans Employment Readiness Training (VERT) Workshop
  - We are starting up the VERT workshops again.
  - The VERT manual takes Veterans step by step through a process of identifying their interests, naming their weaknesses and exploring employment options.
- Community Events
  - Participating in the Collective Impact Meetings and we are currently facilitating a Federal Resume job workshop at US Vets.
- 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.

**Trust Scores:**

- VHA Outpatient Services Survey of the past 90 days shows an 89.1% Trust Score rating which indicates Veterans trust NAVAHCS with their care. VISN 22 Trust Score was 88.9% for the same period.