

# VA



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

Veterans Health  
Administration

Northern Arizona VA Health Care System (NAVAHCS)

## **Stakeholder Update September 2022**

### **Leadership Changes**

- Mr. Sample has been appointed as the Medical Center Director, effective August 14, 2022. Nathan Hizer is the Interim Associate Director. We are going through the Boarding process for our newly selected Nurse Executive/Associate Director of Patient Care Services. Once the process is complete and will announce the name and anticipated start date.

### **Mask Mandate**

- It is important for our Veterans to understand that VA requires a medical grade mask in all clinical care areas on the main campus and CBOCs. If someone does not have a mask, our staff will provide one. It is vital, especially with this current variant, that we continue to protect our Veterans and staff.

### **COVID-19 (As of August 30<sup>th</sup>, 2022)**

- COVID-19 cases in the area have shown a decrease within the last month.
- Currently we have 1 COVID positive inpatient, 17 outpatients and 5 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 **August 2022**, NAVAHCS administered a total of 29,333 COVID-19 vaccines.

### **Monkey Pox**

- NAVAHCS has 30 doses of the vaccine available for at-risk patients. We have a plan in place to notify at-risk Veterans of vaccine availability to schedule their shot.

### **Flu Vaccine**

- NAVAHCS is anticipating receiving the Flu vaccine within the next few weeks. We will have the vaccine available at the main hospital in Prescott (including a drive-thru clinic) as well as at the CBOCs Monday – Friday during normal business hours. Information about the Flu vaccine will be provided to Veterans through our [Internet site](#), [Facebook page](#) and Gov Delivery email.

### **VA Video Connect (VVC) Data (as of August 30<sup>th</sup>):**

This FY (October 2021 – present) we have provided 21,837 VVC appointments for Veterans and we will continue to utilize VVC services in-lieu of face-to-face appointments.

### **NAVAHCS Events, Activities & Updates:**

- **Women's Equality Day Event:** NAVAHCS hosted a Virtual Event on Friday, **August 26<sup>th</sup>** at 11 a.m. to remember and honor 100 years of Women's Right to Vote with approximately 200 in

attendance. The guest speaker was Betty Fry, Vice Principal of the Valley of the Sun Chapter for Federally Employed Women.

- **Hiring Fair:**



We held our inaugural Hiring Fair Event on Saturday, **August 27<sup>th</sup>** at the main campus in Prescott. It was a very successful event with more than 80 position offers made in various service lines to include, Nursing, Social Work, Medical Support Assistant and Police Officers to name a few.

- **Suicide Prevention Poker Run:** NAVAHCS is hosting this event on **September 3<sup>rd</sup>** from 8 a.m. – 1 p.m. to raise awareness of Suicide Prevention. The event will begin at the Prescott Gateway Mall and runs 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.
- **VBA Claims Clinic:** VBA's monthly Claims Clinic is on Wednesday, **September 7<sup>th</sup>** from 9 a.m. – 12 p.m. in Bldg. 154 (across from the Flagpole), First Come, First Serve. Other ways for Veterans to file a claim are at: [www.benefits.va.gov/phoenix/](http://www.benefits.va.gov/phoenix/) or by contacting our DAV representative, Michael O'Toole.
- **10<sup>th</sup> Annual Hope Fest Event:** **September 10<sup>th</sup>** at the Courthouse Square in Prescott from 10 a.m. – 9 p.m. Various organizations and community partners will be attending this event and NAVAHCS is conducting outreach at the square from 10 a.m. – 2 p.m. There will be live music, a Remembrance Ceremony, Resource Fair and free family fun zone. Any questions, please call, 928-387-HOPE (4673).
- **Stand Down Events:** Please mark your calendars for upcoming Stand Down Events in Williams & LaPaz County on **September 9<sup>th</sup>** and Prescott on **September 16<sup>th</sup>**. Any questions, please contact [Josh Wear](#).
- **Blood Drive:** **September 13<sup>th</sup>** in the Theater, Bldg. 15 from 8:30 a.m. – 4:30 p.m. Click [here](#) to schedule your appointment time.
- **3<sup>rd</sup> Annual Virtual VA Be Connected Mental Health Summit:** **September 21<sup>st</sup>** from 8 a.m. – 12 p.m. Click the link to register for this free event: [2022 VA Be Connected Community Mental Health Summit Tickets, Wed, Sep 21, 2022 at 8:30 AM | Eventbrite](#). This year's theme is: Reconnecting. Any questions, please contact Mary Dillinger at 928-717-7587.
- **PACT ACT:** The PACT Act is a historic new law that expands VA health care and benefits for Veterans exposed to burn pits and other toxic substances. This new law empowers VA to provide generations of Veterans – and their survivors – with the care and benefits they have earned. Here are some helpful links:  
[FACT SHEET: PACT Act Delivers on President Biden's Promise to America's Veterans - The White House](#)  
[The PACT Act And Your VA Benefits | Veterans Affairs](#)

- **MyHealthVet:** If you are not already signed up for MyHealthVet (MHV), you can click the link to register. [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 enroll.
- **DAV Drivers:** The DAV is looking for drivers. Anyone interested should call 928-776-6064.
- **Volunteers:** NAVAHCS is in need of volunteers. Anyone interested 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	Sep-FY21	Oct-FY22	Nov-FY22	Dec-FY22	Jan-FY22	Feb-FY22	Mar-FY22	Apr-FY22	May-FY22	June-FY22	July-FY22	Aug-FY22
Mental Health	3.0	3.7	3.6	3.9	5.0	4.9	4.0	3.0	3.2	2.8	3.0	3.5
Primary Care	18.0	14.2	16.2	15.7	15.8	16.7	16.2	16.0	14.2	13.5	13.8	12.7
New Patient Wait Time	Sep-FY21	Oct-FY22	Nov-FY22	Dec-FY22	Jan-FY22	Feb-FY22	Mar-FY22	Apr-FY22	May-FY22	June-FY22	July-FY22	Aug-FY22
Mental Health	12.8	10.4	9.0	9.4	6.9	9.4	20.5	6.8	16.3	9.9	7.7	9.7
Primary Care	25.3	25.4	22.8	29.1	22.4	21.4	21.3	23.6	18	18.3	20.4	18.0
Specialty Care	15.0	15.4	14.4	11.9	12.8	13.8	13.7	13.0	13.7	17.3	17.9	13.0

**Housing Updates for Veterans:**

- The HCHV program continues to be on track to meet their portion of the national goal to house 38,000 homeless Veterans this year.
- The program currently houses 362 Veterans through the VA Supportive Housing (VASH) program.
- The US Vets Grant Per Diem program (GPD) transitionally houses 58 homeless Veterans.
- Jerry Ambrose Veterans Council of Mohave County GPD in Kingman transitionally houses 24 homeless Veterans.
- The U.S. Vets Frail Elderly program transitionally houses 9 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 2<sup>nd</sup> 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.
  - CWT Supported Employment services is officially available to Veterans in the Kingman area.
- 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](mailto:Kristin.lutsch@va.gov).

**Trust Scores:**

- VHA Outpatient Services Survey of the past 90 days shows an 89.7% Trust Score rating which indicates Veterans trust NAVAHCS with their care. VISN 22 Trust Score was 88.6% for the same period.