

Phoenix VA Health Care System

Monthly Stakeholder Report



U.S. Department of Veterans Affairs

Veterans Health Administration
Phoenix VA Health Care System

December 2022

COMMUNITY INVOLVEMENT

The Phoenix VA Health Care System continues putting forth a diligent effort to support all Veteran groups throughout our community and rural areas across the state of Arizona. The list below was events the PVAHCS attended and/or provided support and resources.



- December 3 - Michael Welsh attended the Veterans Day Parade Awards Ceremony where the Phoenix VA Health Care System was awarded 1st Place Large Civilian Marching Unit for 2022.

- December 7 - Dr. Leslie Lockridge, Acting Deputy Medical Center Director laid the Phoenix VA Health Care System Wreath during the Pearl Harbor Remembrance Ceremony.

- December 12 - The Phoenix VA Health Care System was selected as one of the VHA healthcare systems to hold a large-scale screening event for

the new PACT Act. The PACT Act Telephonic Townhall was completed on December 12. Over 140K local Veterans were reached out to and around 33K attended the call.

- December 17 - The Phoenix VA Health Care System partnered with the Phoenix VA Regional Office (VBA) and Arizona

Department of Veterans Services for our first ever PACT Act Screening Event. The event was held on Saturday, December

17 at the new Phoenix 32nd Street VA Clinic to inform Veterans, their families, caregivers, and survivors about the PACT Act and encourage them to apply for the toxic exposure-related health care and benefits they have earned. This event included special guests, Phoenix VA Health Care System Interim Medical Center Director Michael Welsh, Phoenix VA Regional Office Director



Chris Norton, Arizona Department of Veterans Services Director Wanda Wright, VISN 22 Desert Network Healthcare Network Director Michael Fisher, Under Secretary of Benefits Senior Advisor Julia Gusse, Office of the Secretary Veteran Affairs Tahmika Jackson, and Congressman Ruben Gallego. Local VA was on site to help Veterans apply for benefits, complete toxic exposure screenings, and enroll in VA health care.

- December 21 – The Phoenix VA Health Care System hosted the Annual Jewish War Veterans Menorah Lighting Ceremony at the Carl T. Hayden VA Medical Center. Our new Medical Center Director, Mr. Bryan Matthews, took part in the ceremony and lit the shamash. The Chief of Staff from Congressman Greg Stanton also took part in the ceremony.



- Executive Leadership Team is always busy making their rounds to check up on various departments, clinics, programs, staff, and Veteran patients. They even make sure to visit all our community-based outpatients' clinics even the ones located outside the Phoenix Metropolitan area. We have clinics located in Show Low, Payson and Globe where they also met with concerned Veterans.
- Phoenix VA Health Care System has been partnering with local tribal leadership and Indian Health Services to ensure our Native American and often rural Veterans receive care and services.

AROUND THE FACILITY

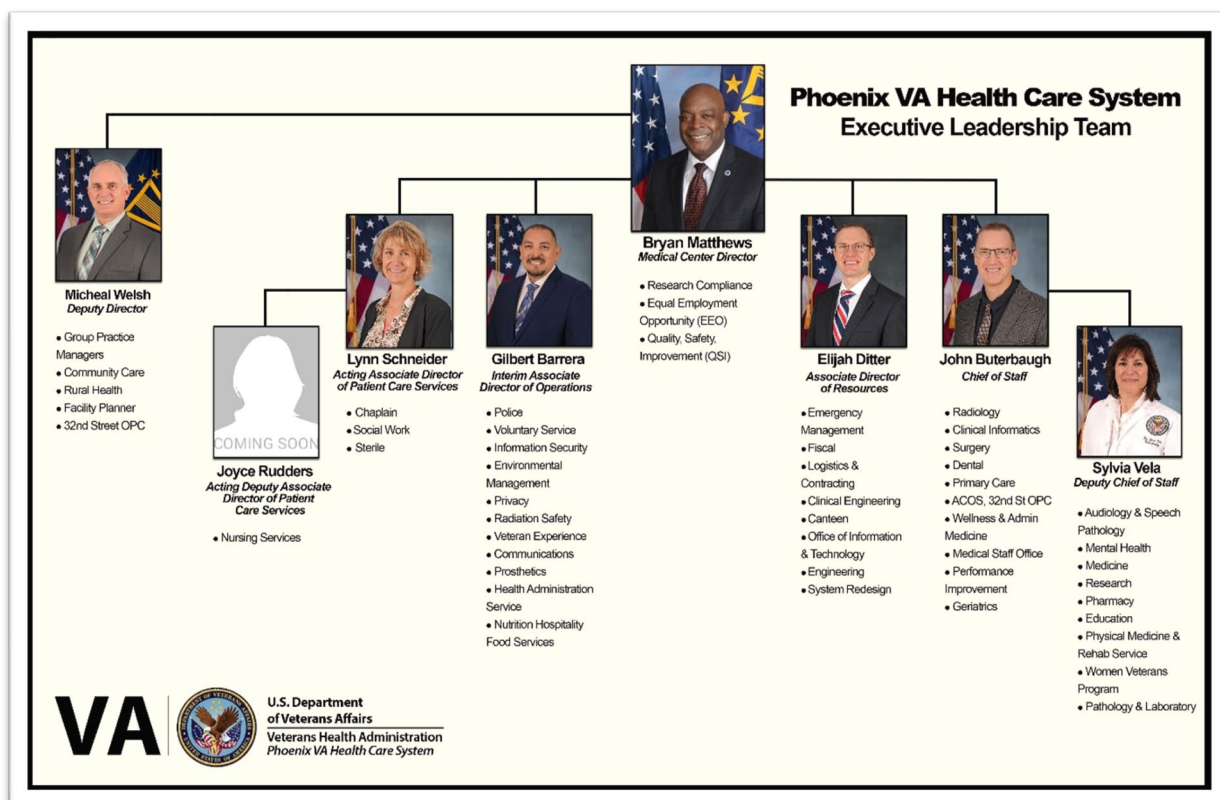
- December 6 - Another successful Veggies for Veterans was held on December 6 at the Carl T. Hayden VA Medical Center. 700 bags of fresh fruit and vegetables given out along with 500 pairs of socks!
- December 18 - Bryan Matthews started his new role as the Phoenix VA Health Care System Medical Center Director December 18. Mr. Matthews began his career at Detroit's John D. Dingell VA Medical Center as the Chief of Supply, Processing and Distribution. He has held leadership positions within the Veterans Healthcare Administration, which include Medical Center Director, Fayetteville, Arkansas, Associate Medical Center Director and Chief Operating Officer of the Washington D.C. and Jack C. Montgomery VA Medical Center, Muskogee, Oklahoma. He has also held positions of authority at the VA Maryland Healthcare System, Baltimore, Maryland. He is a retired Air Force Veteran with 22 years of service.

Mr. Matthews is a graduate of the University of Maryland and received his Master of Business Administration degree in Healthcare Management from the University of Phoenix. He is a member of the American College of Healthcare Executives and a graduate of the 2010 Executive Career Field Career Development Program.



The Phoenix VA Health Care System has around a \$1.3 billion operating budget, several major academic affiliates, and a non-profit research foundation. Established in 1949, the health care system includes nearly 4000 employees providing care at the Carl T Hayden VA Medical Center and 12 outpatient clinics.

In addition to Mr. Matthew's arrival there has been some leadership position changes. See below for an update of your Phoenix VA Health Care System executive leadership team. Our normal Associate Director of Patient Care Services and Nurse Executive, Dr. Leslie Lockridge, will be serving as the Acting Deputy Medical Center Director for the Southwest Louisiana VA Health Care System for the next 120 days.





- A feasibility study site visit was conducted from November 29 – December 2 for the preparation of an Economic Business Case Analysis for the replacement of the PVAHCS, to be presented to VA leadership in October 2023. Interviews were completed with ELT, service line and support service leadership, and VSOs and various PVAHCS clinics were toured. Based on the findings from the visit a development delivery plan will be created and presented to ELT in mid-Jan.
- After receiving multiple awards, the Phoenix 32nd Street VA Clinic finished 2022 strong with a cover story in Medical Construction + Design Magazine.
- The Phoenix VA Health Care System had three staff selected for a competitive Health Care Leadership Development Program. HCLDP is comprehensive, leadership program for aspiring healthcare leaders preparing as a VHA executive. The three-week residency program applies competencies for successful healthcare leadership and uses a variety of modalities and senior leader coaches to develop key skills



with ongoing feedback. Congratulations to Dr. Joelle Oizumi, Clinic Psychologist, Julie Kurtz, Chief of Nutrition, Hospitality Food Services, and Dr. Jeremy Lee, Chief of Anesthesia.

- Some of our amazing local Dietitians here at the Phoenix VA Health Care System completely revamped the “Cooking with Ease Cookbook”. This cookbook replaces the original Cooking with Ease Cookbook, with a collection of over 50 simple yet delicious recipes in various cooking method categories: no-cook, microwave, stovetop, oven, and slow cooker. The cookbook also includes a set of never-before-seen handouts which target various aspects of improving the cooking and meal preparation process.
- A new strategic plan for 2023 has been completed. You can view the complete version by click the image below.



<div>  PHOENIX VA HEALTH CARE SYSTEM STRATEGIC PLAN FY2023  </div> <div>Our Path to a High Reliability Organization (HRO)</div>								
EXECUTIVE PRIORITIES	Undersecretary of Health (USH) Priorities			3 - 5 Year Breakthrough Objectives of Phoenix VA			Characteristics of a High Reliability Organization	
	<ul style="list-style-type: none"> - Hiring faster and more competitively - Connect veterans to soonest and best care - Serve veterans with toxic exposure - Accelerate our HRO journey - Support Veterans whole health, caregivers, and survivors - Prevent veteran suicide 			<ul style="list-style-type: none"> - Enhancement of Complexity 1A Facility - Fully modernized health system (inpatient, ICU, surgery) - Provide an exceptional veteran experience (Own the Moment) - Expand our culture of diversity, equity and inclusion - Connecting healthcare access across the VA Enterprise - Become Whole Health designated site 			<ol style="list-style-type: none"> 1. Sensitivity to operations 2. Reluctance to simplify explanations for problems 3. Preoccupation with failure 4. Deference to frontline expertise 5. Commitment to resilience 	
STRATEGIC FRAMEWORK VISION STATEMENTS	V	E	T	E	R	A	N	S
	Veteran Centered We create a personalized Veteran Experience	Employee Engagement We recruit, engage, develop and retain the best people.	Teamwork & Innovation We combine our talents to make a difference	Education & Research We learn, teach, use, and research the best practices	Resource Management We commit to be there for our Veterans when they need us	Access We will provide timely access for Veterans, as determined by their clinical needs	Network Strategic Partnerships We ensure the highest level of coordinated care	Superior Quality We deliver the highest quality and safest care for our Veterans
FY2023 ANNUAL OBJECTIVES FOR THE PHOENIX VA HEALTH CARE SYSTEM	<input type="checkbox"/> Integrate Whole Health Application into Primary Care and Mental Health <input type="checkbox"/> Expand scripting initiatives in Primary Care <input type="checkbox"/> Optimize Home Based Primary Care (HBPC) <input type="checkbox"/> Expand Native American Community outreach & partnership - PTOCs <input type="checkbox"/> Improve Veteran Trust Scores <input type="checkbox"/> Complete Toxic Burn Pits Screenings <input type="checkbox"/> Improve Veteran Communication <input type="checkbox"/> Enhance the comprehensive Veteran travel program <input type="checkbox"/> Expand dementia program	<input type="checkbox"/> All Employee Survey (AES) Data Use and Data Sharing in all services <input type="checkbox"/> Reboot & Stay in the VA <input type="checkbox"/> Formalized, purposeful, and consistent Leadership rounding <input type="checkbox"/> Merge EEO, SEPM & DEI into comprehensive inclusion program <input type="checkbox"/> Continue "Pathways to Excellence" journey <input type="checkbox"/> Expand internal communication plan <input type="checkbox"/> Enhance a Culture of Psychological Safety <input type="checkbox"/> Execute VHA Workforce and Succession Strategic Plan tools <input type="checkbox"/> Psychological Safety Training	<input type="checkbox"/> Implement the Integrate case management model <input type="checkbox"/> Increase spiritual care across the health system <input type="checkbox"/> Support innovative efforts within service lines <input type="checkbox"/> Coordination of Veteran Patient experience services with Chaplain, palliative care, whole health arena <input type="checkbox"/> Increase suicide prevention efforts across all disciplines <input type="checkbox"/> Initiate preparations for Cerner <input type="checkbox"/> Increase diagnostic and radiology capabilities <input type="checkbox"/> Expand SIM center capabilities <input type="checkbox"/> Pilot a Long COVID clinic	<input type="checkbox"/> Increase academic clinician workforce <input type="checkbox"/> Expand support for and increase # of training programs with Academic Affiliates <input type="checkbox"/> Expand processes for joint recruitment with Academic Affiliates <input type="checkbox"/> Promote state-wide and VISN wide research activities <input type="checkbox"/> Create an aligned education umbrella <input type="checkbox"/> Optimize succession planning <input type="checkbox"/> Ensure administrative support model and competencies	<input type="checkbox"/> Improve equipment & supplies management & distribution <input type="checkbox"/> Storage space optimization <input type="checkbox"/> Start & align CDI operation with Revenue cycle optimization, collection, coding, and VERA <input type="checkbox"/> Execute a new RMB/PMC structure tying fiscal and HR components together to support decision-making <input type="checkbox"/> Implement Environment of care improvement zone based strategy <input type="checkbox"/> Execute COR strategy including governance <input type="checkbox"/> Implement ACLS level interfacility ambulance service	<input type="checkbox"/> Expand services to maximize access <input type="checkbox"/> Enhance and expand virtual rooming and checkout <input type="checkbox"/> Continue Optimizing inpatient flow <input type="checkbox"/> Optimize telephone access <input type="checkbox"/> Continue work with Community Care partners to improve Access <input type="checkbox"/> Implement centralized RCI for care coordination <input type="checkbox"/> Explore expansion of CBOC currently at capacity <input type="checkbox"/> Comprehensive approach to increase OR capacity	<input type="checkbox"/> Maintain active, open relationships with VSO, VFAC, and congressional partners <input type="checkbox"/> Continue to expand Arizona statewide initiatives for suicide prevention and homelessness <input type="checkbox"/> Explore community options for endoscopy expansion <input type="checkbox"/> Establish formalized external communication plan <input type="checkbox"/> Expand working relationships with federal & state partners	<input type="checkbox"/> Enhance our surgical complexities <input type="checkbox"/> Start a Mohs surgery program <input type="checkbox"/> Start Cochlear implant surgery program <input type="checkbox"/> Ophthalmology residency <input type="checkbox"/> Comprehensive review of Cancer Care coordination <input type="checkbox"/> Complete the process for standing up surgical critical care <input type="checkbox"/> Build nursing support for specialty clinics <input type="checkbox"/> Ongoing regulatory readiness & compliance <input type="checkbox"/> Optimize patient safety for Veterans <input type="checkbox"/> Exceed HEDIS & ORYX preventative healthcare metrics
CAPITAL IMPROVEMENT AND IN-HOUSE CONSTRUCTION OBJECTIVES	FY2023 Construction <ul style="list-style-type: none"> • Remodel Ward 2C - single patient rooms • Replace Boilers • Remodel Dietetics Kitchen • Renovate the rest of 2D (Radiology) • EHRM infrastructure project • Repair/replace Medical Center roof • SPS and RME Storage • PETCT replacement • Expand Emergency Power to Medical Center 			FY2023 Designs/Studies <ul style="list-style-type: none"> • Feasibility study for a new Bed Tower • 2nd Floor ACC Infusion Center • Electrical infrastructure (Power study) • Upgrade and modernize the simulation center • Design new OR suite • Build a Fisher House 		FY2024 (To be prioritized for funding or anticipated start) <ul style="list-style-type: none"> • Construct new SPS Building • Expand Parking Garage • Construct Women's Clinic redesign • Consolidated scope processing area • Construct consolidated recovery space • Design a new warehouse • Modernize halls and walls phase 2 • Remodel Ward 4C/4D - single patient rooms 		FY2025 and beyond vision <ul style="list-style-type: none"> • Design new Bed Tower • Design new CLC • Design 2nd Cath Lab

VETERAN REMINDERS

Masking Update:

- We continue to require FDA-approved Medical Procedure masks for all who enter our facilities. VA will issue a disposable mask when you arrive on campus if you do not have one. This applies to all patients, visitors, employees, contractors, and volunteers and applies to all buildings in which PVAHCS employees are working.

Visitor Policy:

- No more on-site screening, all visitors will still be required to wear a mask.
- Our visitor policy has returned to pre-COVID hours.
- No visitors under age 15 on inpatient units.
- Visitors are now allowed in our Community Living Center in a limited capacity based on community positivity and transmission rates.

Vaccinations:

- Flu and COVID-19 vaccinations can keep you from getting sick this season and reduce the risk of being hospitalized. Getting a Flu and COVID-19 shot is especially important for people with health conditions such as diabetes and heart disease. Pregnant women and young children should also get a flu shot. Getting vaccinated yourself may also protect people around you, including those who are more vulnerable to serious flu and COVID illness. Go to any VA facility and get your COVID booster and Flu shot or visit one of our community partners.
- COVID-19 and flu vaccines are now available at our Phoenix 32nd Street VA Clinic. The COVID-19 Vaccination Clinic is located on the 1st floor in the specialty clinic. Hours are Monday - Friday 6:30 a.m. to 4 p.m.

Veteran Crisis Line:

This shorter, three-digit number provides an easier-to-remember way to access help for those who need it.

Access to Care Website:

VHA has launched an updated Access to Care website [Accesstocare.va.gov](https://www.accesstocare.va.gov). This improved site is a resource for Veterans and their caregivers, providing them with an improved user experience, additional access and satisfaction information, and improved wait times that better align with their experience when scheduling appointments.

**LOOKING FORWARD**

- Payson Coffee Talk Outreach Tuesday, January 31.
- Martin Luther King Celebration, January 12.
- VHA Electronic Health Record Modernization National Council Jan 31 – Feb 2, PVAHCS visit.

LOCAL CONTACT INFORMATION

- Phoenix VA Health Care System Main Line 602-277-5551
- Caregiver Support Program x7777
- Community Care x6049
- Eligibility and Enrollment Section x6508
- Homeless Program CRRC 602-248-6040
- Mental Health Clinic x2752
- Patient Advocate Office x2774
- Communications Department (Public Affairs/Medical Media) x2667
- Release of Information Office x3267
- Voluntary Services x7045
- Billing and Insurance x2173

VA NATIONAL CONTACT INFORMATION

- 1-800-MyVA411 (1-800-698-2411) questions about care, benefits, and services
- General VA Billing Questions 1-866-400-1238
- National Caregiver support line 1-855-260-3274
- National Memorial Cemetery Phoenix 1-480-513-1412
- Phoenix Regional Office (VBA) 1-800-827-1000
- VA Billing and collections Consolidated Patient Account Center (CPAC) 1-866-802-6819
- VA Desert Pacific Healthcare Network Nurse Advice Line 1-877-252-4866
- VA Health Care 1-877-222-8387 (VETS)
- Veterans Crisis Line 9 Press 1, text 838255, or chat VeteransCrisisLine.net/chat



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