

Phoenix VA Health Care System

Monthly Stakeholder Report



U.S. Department of Veterans Affairs

Veterans Health Administration
Phoenix VA Health Care System

November 2022

COMMUNITY INVOLVEMENT

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

- November 8 - 9 - The Phoenix VA Health Care System partnered with Northern and Southern Arizona VA Health Care Systems to put on the 4th Annual Statewide Tribal Veteran Symposium in Flagstaff, Arizona.
- November 10 - Michael Welsh represented the Phoenix VA Health Care System at the 20th Annual Heroes Patriotic Luncheon hosted by the Veterans Medical Leadership Council.
- November 10 - Attended Vet Center Open House on Indian School.
- November 11 - The Phoenix VA Health Care System paired with their counterparts at the Phoenix VA Regional Office, National Memorial Cemetery of Arizona and the local Vet Centers represented and walked in the 2022 Annual Veterans Day Parade.
- November 12 - Representatives from the Phoenix VA Health Care System along with the Phoenix VA Regional Office came together to support and provide value resources the annual StonePoint Community Resource Fair in Glendale.



- November 12 - The group focused their efforts on cleaning up the streets around the Carl T. Hayden VA Medical Center and Indian School Road between 7th Street and 7th Avenue.
- November 15 - Meeting with Payson for their Coffee Talk to see how we can better support our Veteran Community further up North.
- November 18 - Bimonthly Congressional meeting

- 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



- October 28 - National VA Medication Take Back Day at five different locations in the valley.
- December 3 - Veggies for Veterans was held for the first time at our new Phoenix 32nd Street VA Clinic. 200 bags of produce were given out to our Veterans!
- December 8 – Another very successful Veggies for Veterans was held at the Carl T. Hayden VA Medical Center. 700 bags of produce were given out to our Veterans!
- December 8 - An extra special virtual Caregiver and Family Resource Fair was held in honor of National Family Caregivers Month.
- December 17 - Our annual Flu Vaccine Event was held this year in conjunction with the Great American Smoke Out. Veterans were able to come by the main hospital and receive their flu and COVID-19 vaccinations, check out our various resource booths, gain information about quitting tobacco and enjoy a delicious hamburger/hotdog lunch.
- Also throughout the month the Phoenix VA Health Care System hosted various VISN and national level visits from, Nursing Professional Standard Board, Office of Research, and Logistics to name a few.
- During our large-scale hiring event in October, we hired around 250 new personnel ranging in various career fields, both clinical and administrative.
- The [Phoenix 32nd Street VA Clinic](#) was awarded the Design Excellence in Healthcare award by Mid-America Region of the Design-Build Institute of America (DBIA MAR)! This five-story facility in Phoenix, Arizona, houses one of the valley's largest outpatient mental health clinics. It also includes multispecialty and telehealth clinics, an education center, pathology, and imaging.



VETERAN REMINDERS

Masking Update:

Although we have done away with the screening process at our entrances, 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 any buildings in which Veterans are receiving their care.

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.

Home Based Primary Care:

Our Home Based Primary Care program has been growing. HBPC is health care services provided to Veterans in their home. The program is for Veterans who need team based in-home support for ongoing diseases and illnesses that affect their health and daily activities. Veterans usually have difficulty making and keeping clinic visits because of the severity of their illness and are often homebound, but that is not required. See this video on [Home Based Primary Care](#) for more information.

IN THE MEDIA



- November 8 - KPNX (NBC-12) published a story about the announcement of the new Phoenix VA Health Care System Medical Center Director Bryan Matthews, to be starting December 18. [The Phoenix VA Health Care System has a new director. Meet Bryan C. Matthews](#)
- November 9 – Dr. Ash Senter, Psychologist and LGBTQ+ Veteran Care Coordinator, was interviewed regarding their time in service, role at the Phoenix VA Health Care System and the impact they have on the LGBTQ+ community. Article was published online by Cronkite News, Arizona PBS. [‘Visibility matters’: LGBTQ care coordinator aims to improve care for Phoenix-area veterans](#)
- November 11 – The video talk show Arizona Horizon which featured Michael Welsh Interim Medical Center Director and Chris Norton Phoenix VA Regional Office Director talking about the PACT Act was re-aired on Veterans Day. [New law provides health care benefits for Veterans](#)

LOOKING FORWARD

- December 7 – Mr. Michael Welsh, Interim Medical Center Director will be laying 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 is part one of this event.
- December 17 – Our first ever PACT Act Screening Event will be held on Saturday, December 17. This event will be designed to get as many of our local Veterans screened and enrolled in healthcare. It will also give them an opportunity to file a claim with our partners at VBA.
- December 18 – Bryan Matthews newly appointed Phoenix VA Health Care System Medical Center Director will be starting his new role December 18. He has served as the Medical Center Director at the Gulf Coast Veterans Health Care System since 2018, among other positions and is a retired Air Force Veteran who retired from Luke AFB, AZ with 22 years of service.



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