

VA



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STAKEHOLDERS REPORT

February 2024



Bryan C. Matthews, MBA
Medical Center Director
VA Phoenix Arizona Health Care



Jennifer S. Gutowski, MHA, FACHE
Medical Center Director
VA Southern Arizona Health Care



Steve Sample, MS, CHC, VHA-CM
Medical Center Director
VA Northern Arizona Health Care

UAV Meeting

Dr. Leslie Lockridge, Associate Director of Patient Care Services
Phoenix VA Health Care System

February 3, 2024

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U.S. Department of Veterans Affairs
Veterans Health Administration
Phoenix VA Health Care System

*To fulfill President Lincoln's promise to care for those who have served
in our nation's military and for their families, caregivers, and survivors.*





Vietnam Veterans Recognition Ceremony

PVAHCS honored Vietnam Veterans at the Carl T. Hayden VAMC Jan. 5

- PVAHCS in partnership with The United States of America Vietnam War Commemoration, hosted a Vietnam Veterans Recognition and Pinning Ceremony at the Carl T. Hayden VA Medical Center
- Maj. General Ed Chrystal, Dir. of the US Vietnam War Commemoration along with Col. Pat Cramer, Lt. Col James Tom and Phoenix VA executive leadership recognized about 50 Veterans who served during Vietnam
- Gen. Chrystal also paid a visit to the Arizona State Veteran Home - Phoenix to recognize and pin Veterans along with CEO Dana Allmond
- Also in attendance were numerous Veterans Service Organizations to thank our nation's heroes. Veterans Affinity and many more



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Martin Luther King Jr. Holiday Celebration

PVAHCS held a King holiday celebration for Veterans and employees at the Carl T. Hayden VA Medical Center Jan. 11

- The theme for this year's event was "It Starts with Me: Shifting the Cultural Climate"
- The program was hosted by the Phoenix VA's Black Employment Special Emphasis program, one of seven Special Emphasis programs designed to address unique concerns of targeted groups to ensure equal opportunity for employment, advancement, and retention within the VA on a non-discriminatory basis
- Read full article: <https://bit.ly/4aQfejX>





VR Therapy

PVAHCS has already begun providing VR Therapy to residents of the Community Living Center at the Carl T. Hayden VA Medical Center

Jan. 11

- The Veterans at the CLC were able to visit exotic far-away places for a little bit, before travelling back to walk around their hometown
- The Recreation Therapy program also recently kicked off its pilot program to offer VR therapy with a familiarization class that was attended by six Veterans
- Last week was Day 1 of this new program and Veterans learned about the VR system, how it works, what it can do, and got a taste of the possibilities
- The Veterans ended the session by producing more than a dozen ideas of what they would like to do with the new VR program





Vets 4 Vets

PVAHCS partnered with the Arizona Humane Society to host a free pet clinic for Veterans at the Carl T. Hayden VAMC Jan. 19



- 1st pet clinic held at the Phoenix VA that was sponsored by the Arizona Humane Society's Healthy Tails Mobile Veterinary Clinic
- Served nearly 100 Veterans and their pets, helping to significantly offset the expensive cost of Veterinarian services
- The event provided wellness or medical exams that included ears, skin, eyes, mouth and body, various vaccines, prevention treatments including Flea, Tick, Heartworm, and Pyrantel Dewormer, grooming, diagnostic testing, and more microchip
- Article Link: <https://bit.ly/3vRI6Z6>





Wickenburg Veterans Stand Down

PVAHCS joined American Legion Post 12 and Wickenburg Elk's Lodge #2160 at the 2024 Wickenburg Veterans Stand Down Jan. 20



- Veterans and families of the Military and Reserves received help with food, shelter and housing, grooming, clothing, health and therapy counseling as well as benefit services
- Local Veterans also were able to receive legal and employment assistance
- Phoenix VA Deputy Medical Center Director Michael Welsh provided brief opening remarks and spent some time connecting with Veterans, families, caregivers, and Veteran provider agencies as well as the Phoenix VA outreach team also manned booths and spoke with Veterans and their families as well as caregivers about the Phoenix VA's services
- Article Link: <http://tiny.cc/lctkwz>





Nelson Visit

RimaAnn Nelson, Assistant Under Secretary for Health for Operations visited Carl T. Hayden VAMC and 32nd Street VA Clinic Jan. 24 - 25



- Nelson strategized with the Phoenix VA leadership on spreading home grown Veteran Resource Center concept throughout VA





Community Engagement

Black History Month Opening Ceremony

The Phoenix VA Health Care System is celebrating black History with a line up of various events through the month of February.

February 1, from 10 am – 11 am

32nd Street Outpatient VA Clinic

400 N 32nd St, Phoenix, AZ 85008

Vet Fest

An event focused on bringing veterans together for fun, community and connections to services.

February 10, from 5 pm – 8 pm

Mark Coronado Park

15960 N. Bullard Ave.

<https://surpriseaz.gov/1353/Vet-Fest>

Iwo Jima Flag Raising

79th Anniversary, all Public and Veterans Group Welcome

February 24, from 8:30 am

Mathew B Juan, Ira H. Hayes Veterans Memorial Park

Voak Dr, Sacaton, AZ 85147

Black History Month Closing Ceremony

Closing ceremony to conclude celebration for black History month

February 29, from 11 am – 12 pm

32nd Street Outpatient VA Clinic

400 N 32nd St, Phoenix, AZ 85008

Phoenix VA Outreach Event VFW Post 9907

An informational stand down for Veterans

March 9, from 9 am – 3 pm

381 N. Central Show Low, AZ 85901

2024 Maricopa County Vet Standown

PVAHCS Resource Fair Stand Down

March 21, from 6:30 am – 3 pm and March 22, from 7 am – 2 pm

Arizona State Fairgrounds

1826 W McDowell Rd, Phoenix, AZ 85007

<https://www.azhousingcoalition.org/avsa.html>

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Veterans Health Administration
Phoenix VA Health Care System



Get Connected with Us

On the Web

VA www.phoenix.va.gov



On Social Media

 linktr.ee/prphoenix



A diverse group of healthcare professionals, including doctors and nurses, are smiling and waving at the camera. They are wearing white lab coats and blue scrubs. The image has a blue tint. The word "Questions?" is overlaid in the center in white text.

Questions?

- **The *MOVE!* Program-** SAVAHCS *MOVE!* Program is here to support you. *MOVE!* Is the VA's weight management program with a focus on overall health. Find out what works for you and meet your healthy living goals.

Start with the *MOVE!* Orientation Class. This introductory class will review the program concepts, goals, and resources. Ask your Primary Care clinic to schedule or place an order for scheduling. Orientation classes are available virtually and in person. For more information contact the *MOVE!* Program at (520) 629-4659 or Secure Message: TUC *MOVE!* PROGRAM. Learn more about *MOVE!* on the website: www.move.va.gov



**YOU CAN
SAVE A LIFE**
WITH HANDS-ONLY CPR



Call 911 Put your phone on speaker and start compressions



Push hard and fast in the center of the chest 100-120 compressions per minute



Continue CPR until professional help arrives or an automated external defibrillator (AED) is available



**YOU DO NOT NEED
TO BE CERTIFIED**

Hands-Only CPR - During a cardiac event, Hands-Only CPR could double or even triple a person's chance of survival. Be ready and learn Hands-Only CPR. You never know when it may help you save a life!

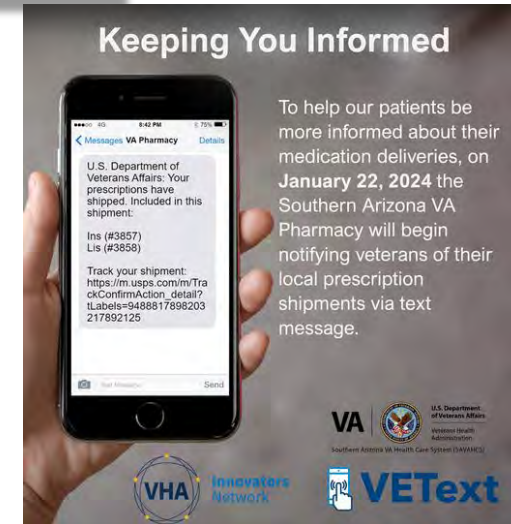
Watch this quick video to see how it's done.
www.youtube.com/watch?v=C6bCbFnPu4Y

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VEText - On January 22, 2024, the Southern Arizona VA Pharmacy began notifying Veterans of their local prescription shipments via text message. VEText will alert Veterans when the Mail Order Pharmacy ships their prescription and provide a link for Veterans to track the shipment as well.



VA Health Chat - The VA Health Chat app provides easy, online access to chat with VA staff when you have questions about medications or need to refill a prescription. Only patients receiving care within SAVAHCS are eligible to use VA Health Chat.

VA Pharmacy staff members are available to chat Monday through Friday from 8 a.m. to 4 p.m., excluding federal holidays.

Access the website or download the app here:

<https://mobile.va.gov/app/va-health-chat>



National Salute to Veteran Patients - VA's [National Salute to Veteran Patients](#) is observed annually during the week of Valentine's Day. A day of caring and sharing which underscores the Salute's expression of honor and appreciation to inpatient and outpatient Veterans. This year's observance for National Salute to Veteran Patients will be February 11-17, 2024.



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Tucson - SAVAHCS

Save the Date!

Tucson Rodeo - SAVAHCS Outreach Team will collaborate with the Tucson VET Center to host a resource table at the Tucson Rodeo 2024 Events from February 17 – 25, 2024. The Outreach Team will provide information and answer questions regarding Eligibility and Enrollment, Environmental Registry, Suicide Prevention, Women's Health, PACT Act, COMPACT Act, and Minority Veterans Program. If you attend the Tucson Rodeo, please stop by the resource table to meet our wonderful staff.



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- Special thanks to Andriana Yvette Hart who raised and donated over \$500 dollars and 20 blankets to CHAMP to be used for the Fisher House
- The Grand Chapter of Arizona Order of the Eastern Star presented the Fisher House with a generous monetary donation
- SAVAHCS Outreach Team attended the Eyman Veteran Resource Fair. Veterans in attendance received information and assistance with Eligibility and Enrollment, VET Center, Suicide Prevention, and M2VA. Special thanks to our outreach team and all they do to serve our Veterans

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Tucson - SAVAHCS

Community Engagement & Partnerships



- SAVAHCS African American Special Emphasis Program Manager held a MLK Remembrance Walk to honor the life and legacy of Dr. Martin Luther King Jr. Here at SAVAHCS we honor Dr. King's legacy not just through words, but through actions as we care for our Veterans, our staff, and our community
- SAVAHCS Women's Health Clinic hosted a Women Veterans Tele Town Hall. Six panelist discussed and answered questions on the topic: Women Veteran Sexual & Reproductive Health. There were over 600 Women Veterans in attendance of the online event. A Special thank you to the Women's Health Clinic and the care they provide our Women Veterans

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- SAVAHCS Director, Assistant Director and members of the Outreach Team were invited to participate in Congressman Ciscomani's Veterans Council meeting with Congressman Ciscomani present. SAVAHCS shared updates on the facility and activities. The outreach team answered questions and provided information on services. A special thank you to the council members and community partners for the work they do to serve our Nation's Veterans
- SAVAHCS had the honor of hosting Steve Gonzalez, Deputy Staff Director House on Veterans Affairs Committee (HVAC), Alex Fink, Legislative Assistant, Rep. Ciscomani Office and Nancy Heiser, Director Special Programs, Rep. Ciscomani Office. The special guests visited our main campus for a Leadership Briefing, Windshield Tour of facility and a Fisher House Tour. They were pleased with the tour, and we look forward to their return for another visit



- Veteran Harvey Horn was honored with a signed letter from the Secretary of the VA to commemorate his 100th Birthday! Veteran Horn still volunteers at the Tucson VA assisting Veterans and family members with directions and a warm smile. Thank you, Veteran Harvey Horn, for your continued service to our Veterans



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- **PACT Act:**
 - As of 1/2/24 we have screened 46,000 Veterans for Toxic Exposure Screenings.
- **In 2023, we have many things to celebrate and be proud of as an organization:**
 - We celebrated 95 years of providing exceptional health care and services to our Veterans, their families, and survivors!
 - We had the privilege to visit with VA Secretary, Denis McDonough and the Under Secretary for Health, Dr. Shereef Elnahal and highlight the outstanding work done by our staff.
 - We implemented new and innovative programs and opened a Long COVID clinic and a new Virtual Health Resource Center.
 - We graduated the first students in the Dietetic Internship Program.
 - We expanded our Whole Health programming to both Veterans and our employees.
 - We on-boarded over 100 staff in our Mental Health department for FY23.
 - We maintained a Veteran Trust score of > 90%.
 - Every three years, the Veterans Health Administration (VHA) conducts a comprehensive assessment of its medical facilities' complexity through the VHA complexity model, and the most current release has placed SAVAHCS as a 1A Facility - the most complex. VHA Complexity Model is a method to classify VA medical facilities based on the complexity of their clinical services, patient population, education and research missions, and administrative factors.
 - For FY23 the SAVAHCS Suicide Prevention Program participated in a total of 130 outreach activities, reaching over approximately 20,000 community members, community partners, Veterans, and Veteran supporters.
 - In collaboration with community partners/grantees, HUD-VASH completed 503 permanent housing placements in 2023.
 - For first quarter of the current fiscal year which is October - December, our outreach team attended 16 outreach events and engaged over 1000 Veterans.
- **In response to the Office of the Medical Inspector (OMI) report received.** The Mental Health Services (MHS) recognized staffing shortages and proactively addressed them before the Office of Management and Inspection (OMI) arrived. They hired additional staff, secured external support, and converted existing positions to address the Substance Use Disorder Treatment Program (SUDTP) needs.

Questions

Prescott - NAVAHCS

Expanded Services at Chinle Clinic

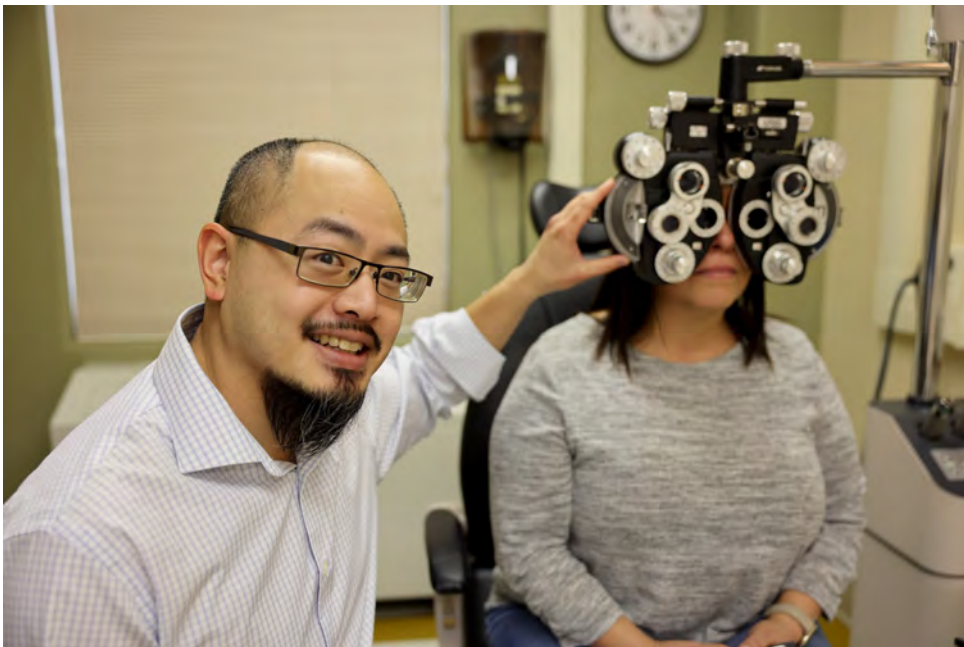


- Chinle VA Clinic now offering 5-day-a-week, face-to-face primary care
- Similar expansions for Polacca, Kayenta and Tuba City clinics coming soon

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- Recently reorganized Specialty & Diagnostics: PM&R went to Integrated Services; Urology/Podiatry/Gastroenterology/Surgeons all went to Surgery; 95% of nursing staff reallocated to other programs
 - Optometry is back online with new optometrists
-
- Prescott VA **Eye Clinic** provides comprehensive primary eye care for our Veterans' vision and ocular needs. Services include eye exams, urgent/emergent care (during clinic hours), eye disease diagnosis and management, and prescriptions eyeglasses
 - The **Optical Dispensary** offers a selection of high-quality, modern frames. Glasses are delivered straight to your doorstep.



- VA signage is up!
- Expected move-in is tentatively slated for mid-Jun, with official opening in July/August
- Building is 21,000 square feet, which is more than three times the size of our current LHC CBOC



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Parker 400

Jan. 12-14

- Our first time attending the event
- 30,000+ attendees
- Event organizers reserved VA space next to start/finish line
- Great introduction to continued partnership for similar events



Parker VFW

Jan. 15

- Hosted a small resource event at the VFW Post 7061 in Parker using the resources already in the area due to Parker 400



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National Salute Week

February 11- 16

Our CDCE will be delivering gifts/food to our resident Veterans throughout the week

DOM:

Sunday 11th: Pizza party

Monday 12th: Togo Coffee Mugs

Tuesday 13th: Beanies

Wednesday 14th: Chocolates and fidget Spinners

Thursday 15th: Push pop balls

Friday 16th: Reusable Food Storage bags

CLC:

Sunday 11th: Pizza Party

Monday 12th: Hats

Tuesday 13th: Word Searches

Wednesday 14th: Chocolates and Cards

Thursday 15th: Small handheld Flags & Donuts

Friday 16th: Balloons & Fidget balls

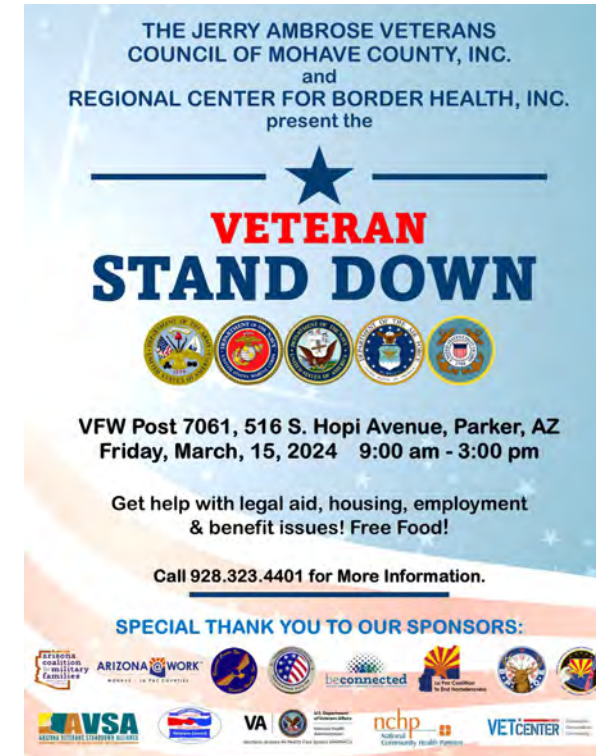


Veteran Resource Fair Bullhead City, March 1



- **When:** 10 a.m. to 2 p.m.
Friday, March 15
- **Where:** 1252 Hwy 95,
Bullhead City
- **Contact:** events@javc.org

Veteran Stand Down Parker, March 15



- **When:** 9 a.m. to 3 p.m.
Friday, March 15
- **Where:** VFW Post 7061,
516 S. Hopi Avenue, Parker
- **Contact:** 928-323-4401

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New Employees



We continue to fill vacant
positions with new employees.

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Questions?

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