Dear Reader,

We truly experienced a unique year with leadership changes and the COVID-19 pandemic. I’m honored to have assumed the role as the Medical Center Director in October 2020, and I want to take this opportunity to thank Jennifer Harkins, Associate Director, for her support in stepping into the Interim Medical Center Director role after Ms. Sivek’s retirement in January, 2020.

From the beginning of the pandemic, our staff responded quickly by adapting to new processes and protocols to continue operating the medical center in accordance with CDC guidelines. In March we created a COVID-19 Incident Command Team, to continuously plan and respond to rapidly changing situations. A number of our staff took on new important roles such as screening duties, as a first line of defense to mitigating the spread of the pandemic by screening all who entered the campus. A select group of our medical center staff deployed across Pennsylvania and New Jersey to provide needed support to State run health care facilities who were stricken hard by the pandemic. To accommodate positive cases, we readied quarantine and isolation units. Essential outpatient services were consolidated to a single outpatient clinic area to meet in-person care needs. Access to virtual care was significant and Facebook live sessions provided recovery and wellness sessions. By mid-June the medical center began a phased approach to face-to-face healthcare, while continuing to offer virtual care options. I’m also pleased to announce that healthcare surveyors during a Joint Commission survey this summer were complimentary of our excellent staff and quality of services we provide.

It is through a dedicated team, which includes our staff, volunteers and stakeholders who pulled together, that we can reflect on our accomplishments. On behalf of our medical center, I would like to thank our community partners as well as the individual donors for their continued support through their many donations.

I’m very proud of how the medical center staff has teamed up and managed the pandemic and now with the distribution of the COVID-19 vaccine underway we can hopefully look forward to curbing the pandemic. We will remain focused to providing outstanding care and as our work continues, I want to lay out my priorities for the future:

**Priorities**

**Patient Care Satisfaction:**
Our top priority is to provide high quality care to our Veterans, who we are privileged to serve. We want to ensure that our Veterans satisfaction and trust scores remain high.

**Employee Satisfaction:**
To ensure that our employees have the tools and resources they need to do their job well and to remain highly engaged and satisfied.

**Capturing Workload:**
Our budget is based on capturing our workload correctly. We will focus on capturing our workload efficiently, expanding our services and to increase the number of Veterans we serve.

**Enhancing our Facility:**
Develop a master space plan to enhance the infrastructure of our campus and to provide a modern welcoming environment for our Veterans and employees.
COVID-19 Response

From the onset of the COVID-19 pandemic crisis, the Coatesville VAMC activated an Incident Command team and developed a comprehensive plan to protect the health of everyone and to maintain continuous services at the facility and its two Community Based Outpatient Clinics. All outpatient services at the main campus were consolidated to a one-single outpatient clinic area to ensure meeting Veteran in-person care needs. Most health care appointments were performed through video and other remote methods. Especially noteworthy has been the impressive amount of VA Video Connect use within Home Base Primary Care, Social Work, Nutrition and Pharmacy. Facebook live sessions provided Veterans access to live recovery group sessions, mindfulness, chaplaincy services, and wellness classes. Additionally, social media postings, blogs, delivery messages kept Veterans informed of COVID-19 changes to facility operations medical center began a phased approach to face-to-face care in June, but continues options. Community support through Voluntary Services has been outstanding. related donations (food, masks, face-shields), totaled $79,419. Over 600 employees donations specifically designated for healthcare workers.
Screening everyone coming on campus

Staff wearing Personal Protective Equipment (PPE)

Virtual classes for Veterans

Radiology/Imaging

Arrival of food donations

Ensuring physical distancing during training sessions

Staff working remotely
Providing Emergency Support:
VA's Fourth Mission

Coatesville VAMC and staff supported VA's national initiative to exercise its Fourth Mission to aid local communities and health care facilities during an emergency. Since April, the medical center deployed 15 personnel, mostly across Pennsylvania and New Jersey, to assist with direct clinical care, testing, education and training. These medical center employees deployed to support state run health care facilities hit hardest by the coronavirus and were on-hand supporting nurses and caring for Veterans who were most at-risk in nursing homes where COVID-19 was prevalent. CVAMC personnel inserted themselves into the existing teams and worked to mitigate the spread of COVID-19 at each of their assigned facility. The CVAMC also worked closely with other regional VA medical centers; Pittsburgh, Wilmington and Lebanon to accept non-COVID-19 Veteran residents to the CVAMC Community Living Center to allow VISN4 VAMCs the ability to expand their bed capacity for severely ill COVID-19 patients.

Connie Fagan, RN deployed to South Eastern Veteran's Center (SEVC)

Mary McGuire, CNP deployed to New Jersey State Veterans Home

Steve Miller, RN deployed to SEVC
Coatesville was one of the top performing Level 3 VA Medical Centers in the nation in FY20 when it comes to VA Video Connect (VVC) encounters. VVC allows Veterans and their caregivers to meet virtually with their VA care teams on any computer, tablet, or mobile device with an internet connection. As in-person interactions decreased in response to the coronavirus pandemic, VVC supported Veterans' abilities to continue receiving care from anywhere. Reliance on VVC increased by more than 2,488% from the beginning of the fiscal year. Currently, thousands of Veterans are using VVC monthly, where previously it was less than 200. Mental health appointments made up 64% of all Telehealth appointments and Social Work was the next most used service at 18%, followed by Ambulatory care at 7%. Other areas contributing to the rapid increase include Home Based Primary Care, Clinical Pharmacy, Nutrition, and Physical Medicine and Rehabilitation.

In January the medical center partnered with Ompractice (provides live online wellness classes), through the Whole Health program. Free access for Veterans began in May who registered to participate in self-management programs to reduce chronic pain, stress, improve weight loss, sleep and overall enhance their well-being. Ompractice uses Zoom to facilitate their online platform and provides more than 50 instructors who host 20 classes each day which includes yoga, tai-chi, qigong, mindfulness and meditation. The partnership enables the medical center to further increase Veteran’s access to complimentary services through the VA, by removing geographic, financial, and convenience barriers for Veterans. The program has been so successful that free access to Ompractice sessions was extended to include medical center employees.
Keeping our Veterans Informed

Using Social Media Platforms & Facebook Live Sessions Extensively

Providing Updates & Posts

Through Media Interviews:
Radio shows focusing on Post Traumatic Stress Disorder treatment

Preparing for virtual yoga session

Virtual Bible study

Virtual Chapel service

Newsletter Distribution

The Eagle

Free Access to Classes with ompractice

Mask Wear and Tips

For more information, visit the website at ompractice.com.
Coatesville VA Medical Center Services

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<td>Veterans Justice Outreach</td>
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* Indicates services through the Eastern Market Collaboration

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Services Expanded through VISN 4 Eastern Market Collaboration

Coatesville VAMC continues to collaborate with other VISN 4 Eastern Market sites to increase the specialty services offered on site and keep care within VA. Specialties offered through this effort include urology, orthopedics, general surgery, gynecology, and plastic surgery. Neurosurgery is to be added by FY21. This regional collaboration is complemented by the national Referral Coordination Initiative, which demonstrated initial success in helping patients understand their options and choose VA. This initiative will continue to expand in FY21.
Montessori Approaches to Patient-Centered Care at work

Coatesville is one of VA’s original Montessori sites where trained staff implemented Montessori approaches at our Community Living Center (CLC). Residents are easily identified with name tags that not only include their names, but also their rank and branch of Service. The name tags are worn with pride and are a conversation piece between Veterans.

The Montessori Resident Committee worked together, as part of a systems redesign group, to address their desire to have access to Wi-Fi. In just two weeks they not only had Wi-Fi access but also had coordinated with Voluntary Service for the donation of six Chrome books and a computer lab. The Veterans have shown increased feelings of self-worth and greater levels of engagement with the implementation of the Montessori approach at the CLC.

Window Visits made it possible for Veterans at the CLC to visit with family and friends.
## 2020 Operating Statistics

### Total Operating Budget:
$191,976,000

- **Medical**: $149,399,000
- **Facilities**: $24,064,000
- **Support & Compliance**: $18,513,000

### Operating Beds:
- **Total**: 302
  - **Mental Health Beds**: 28
  - **Residential Rehabilitation Treatment Program Beds**: 148
  - **Community Living Center Beds**: 126

### Veteran-Patients:
- **Admissions (including observation)**: 1,287
- **Primary Care Management Module Uniques**: 17,200
- **Male**: 16,212
- **Female**: 988
- **Outpatient Visits**: 193,171

### Virtual Care:
- **Encounters completed via Telehealth**: 8,276
- **Telemental health care encounters**: 1,760
- **Unique Veterans who used secure messaging**: 1,788

### Employees:
- **Total**: 1,183
- **Employees who are Veterans**: 275
- **Nurses**: 179 RNs 91 LPNs **Total**: 270
- **Physicians**: 35

### Outpatient Clinics:
- **Delaware County CBOC**
  - **Unique Patients**: 3,040
  - **Outpatient Visits**: 12,604
- **Spring City CBOC**
  - **Unique Patients**: 2,588
  - **Outpatient Visits**: 9,467

### Research:
- **Projects**: 10
- **Funding**: $113,137

### Voluntary Service:
- **Volunteers**: 262
- **Volunteer Hours**: 18,310
- **COVID-19 Specific Donations**: $79,419
- **Total Donations**: $584,609

### Outreach Events:
- **Outreach teams attended**: 33 community events
Spring City CBOC located on the grounds of the State Veterans Home in Spring City will be relocating to West Norriton. The new CBOC will be 10,699 square feet, doubling the current space and expanding patient access to an underserved location. The new CBOC design is currently underway, construction is expected to start in early 2021.

- **Boiler Plant repairs**: 95% complete
- **Renovation of Building 2 Patient Aligned Care Team**: 95% complete
- **Tree Management and Beautification in Oval 1**: 95% complete
- **Replace Steam & Condensate Lines**: 80% complete
- **Safety Door Replacement throughout the medical center**: 80% complete
- **Renovation of Building 58 Basement for Home Based Primary Care, Social Work and Food & Nutrition Service**: Complete
- **Curb and Sidewalk Repair throughout the medical center**: Complete
- **Replacement of Flooring in Buildings 1, 3, 6 and 38**: Complete

**Artist’s rendition**
Building 2

Entrance & reception area

Hallway

Waiting room and hallway area

Sidewalk & outdoor entrance

Please Excuse our Appearance while we’re Making Improvements

U.S. Department of Veterans Affairs
Indian Health Service
Coatesville VA Medical Center
Voluntary Service

Coat Drive: Veteran Service Organizations and community donors participated in a two month long coat drive. The drive brought in racks of all styles of men’s and ladies coats, to include hats, gloves and scarves. The overwhelming response of donations allowed the medical center to continue to distribute coats all season long through the Voluntary Service clothing rooms.

Pantry Project: Dedicated donors contributed to the Pantry Project which distributed 900 bags of food over two and a half months to our Veterans who are in Home Base Primary Care, Mental Health Intensive Case Management and our VA Supportive Housing program. The pantry allowed our Veterans shut-in due to pandemic restrictions, to receive necessary food items.

Compassionate Contact Corps: 25 Volunteers took on a new role to connect with isolated Veterans through friendly phone calls.
Virtual Musicians: Volunteer musicians worked around the pandemic restrictions by sharing their musical talents virtually. Using facility live stream capabilities, Volunteer musicians were able to perform for our Veterans. Even our Chief-of-Staff shared his piano talents virtually with Veterans.

Lap Tops for CLC: The Veteran Resident Council in the Community Living Center (CLC) requested additional technology to help connect CLC Veterans to family and friends. Within a short turn-around time six Chromebooks were purchased through Voluntary Service donations made to the medical center to support this request. Veterans have been pleased and are using these Chromebooks to email, Skype and Zoom.
Awards

Gina Lucchesi, MSW, LSW, became the recipient of the VISN 4 director’s quarterly I CARE award for going above and beyond with case management services for a homeless Veteran and his pet.

Tree Campus Healthcare Recognition
The medical center enter was recognized in April 2020, by the Arbor Day Foundation program as a Tree Campus Healthcare facility. The medical center allocated funds, maintained tree protection standards to include pruning, removing and planting 272 trees. Volunteers contributed 230 hours of labor and donors contributed to area beautification of our green spaces. Taking care of green spaces is a priority for the medical center, since trees not only contribute to the environment, but also create calming spaces which are essential to stress recovery.
Connie Fagan, RN

2020 Partner for Change Award from Practice Greenhealth
In recognition for its achievement and innovation in health care sustainability, the Coatesville VA Medical Center received the 2020 Partner for Change Award from Practice Greenhealth, the nation’s leading organization dedicated to environmental sustainability in health care. Recognition is based on demonstrating continuous improvement and expansion to eliminate mercury, reduce and recycle waste.

The Coin of Excellence is presented to an employee for sustained superior performance or performing above and beyond normal expectations.

Recipients
Deborah Nash ........ January 2020
Kevin Axe ............. January 2020
Zachary Willoughby ... August 2020
Jamie Ploppert ........ August 2020
Suziliene Board ...... September 2020
Events &
Happenings

Marine Veteran Edward Popiolek honored at CLC

Veterans Week
Nov. 2019

Saluting U.S. Military Dog/Animal Handlers and all Military Service Animals

Veterans Week Parade Grand Marshals, G. Hayes, RN w/ Luka, Reuben Stolzfus Vietnam Veteran, CPL M. Smith w/ K-9 Rascal

Employee Holiday Social

Wear Purple for Domestic Violence Awareness

First Responders Drive-By
Eagles fans recognizing Veteran Robin Divak

Black Lives Matter Walk

Nurses Week

Employee Appreciation

Black bear spotted on campus, June 2020

Food drive for the community
Connect with us...

www.coatesville.va.gov

Facts and figures represented in this report are Fiscal Year 2020 data.

Some photographs in this annual report were taken prior to COVID-19 protocols.