Patient and Employee Exceptional Experience
Integrity
Act with high moral principle. Adhere to the highest professional standards. Maintain the trust and confidence of all with whom I engage.

Commitment
Work diligently to serve Veterans and other beneficiaries. Be driven by an earnest belief in VA’s mission. Fulfill my individual responsibilities and organizational responsibilities.

Advocacy
Be truly Veteran-centric by identifying, fully considering, and appropriately advancing the interests of Veterans and other beneficiaries.

Respect
Treat all those I serve and with whom I work with dignity and respect. Show respect to earn it.

Excellence
Strive for the highest quality and continuous improvement. Be thoughtful and decisive in leadership, accountable for my actions, willing to admit mistakes, and rigorous in correcting them.
2019 was a monumental year for our Erie VA Medical Center (VAMC). As a five-star facility and High Reliability Organization, we continued to improve the way we provide care by empowering employees to make the right decisions and go the extra step for the patient experience. In 2019, we continued to lead the way in our Whole Health approach to care (pg 7-8), we opened a new psychosocial residential rehabilitation treatment program to bridge a gap in mental health care for Veterans (pg 9), we continued to strengthen community partnerships (pg 17-18), and devoted resources to expand our facility and services to help meet the unique needs of our Veterans. I’d like to thank all of you – our Veterans, stakeholders, and employees – for your continued partnership in our journey to improve the lives of Veterans with world class care.

John Gennaro
Director, Erie VAMC
Erie VA Medical Center

Who We Are

2019 Practice GreenHealth
ENVIRONMENTAL EXCELLENCE AWARDS
Recognized as a five-star facility,
Erie VAMC proudly serves more than 22,600 Veterans throughout the tri-state area in northwestern Pennsylvania, northeastern Ohio, and western New York.

Our mission
is to improve the lives of Veterans with world class care. We are committed to ensuring Veterans and employees receive a five-star experience in quality, efficiency, and satisfaction.

Erie VAMC leads the way
as a High Reliability Organization. Our exceptional employees and volunteers are empowered to make the right decisions on behalf of patients which results in a better experience for our employees and the Veterans we serve.

TOTAL VETERANS PATIENTS SERVED

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
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</tr>
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<tbody>
<tr>
<td><strong>22,602</strong></td>
<td><strong>ERIE VAMC</strong></td>
<td></td>
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<tr>
<td><strong>2,914</strong></td>
<td><strong>CRAWFORD VA CLINIC</strong></td>
<td></td>
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<tr>
<td><strong>2,313</strong></td>
<td><strong>ASHTABULA VA CLINIC</strong></td>
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<tr>
<td><strong>1,112</strong></td>
<td><strong>MCKEAN VA CLINIC</strong></td>
<td></td>
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<tr>
<td><strong>1,880</strong></td>
<td><strong>VENANGO VA CLINIC</strong></td>
<td></td>
</tr>
<tr>
<td><strong>2,189</strong></td>
<td><strong>WARREN VA CLINIC</strong></td>
<td></td>
</tr>
</tbody>
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ACCOMPLISHMENTS AND AWARDS

Top 25 Environmental Excellence Award Winner
Erie VAMC once again received the Top 25 Environmental Excellence Award and the Circle of Excellence for Water from Practice GreenHealth. These awards recognize Erie VAMC as an industry leader in sustainability performance noting our new high efficiency boiler plant that has lower emissions and energy consumption, our new 46,000 gallon potable water tank that monitors and reduces water usage, and our new Bi Fuel Generator that reduces fuel oil consumption.

DAISY AND BEE AWARDS

The DAISY Award Committee continued to recognize exceptional nurses each quarter based upon nominations from patients, visitors, and fellow employees. This year, our Nursing Workforce Development Committee also launched the new Beyond Exceptional Expectations (BEE) Award to honor outstanding achievements in the workplace by non-nursing staff who make exceptional contributions toward efficiency and effectiveness of operations, teamwork, and outstanding service to the Veterans, co-workers, family and visitors.
As one of the lead High Reliability Organization (HRO) sites, Erie VAMC is committed to achieving zero harm and to providing an unmatched patient experience through the three pillars of HRO – leadership commitment, a culture of safety, and continuous process improvement. Every staff member is a problem solver and is empowered to make the right decisions for the Veterans we serve.

Affirming the trust of Veterans and their families is paramount. In 2019, our trust score based on patient surveys increased from 67 percent to 70 percent. Erie VAMC provides same day access for primary care and mental health care based upon patient need. Additional appointments, flexible hours, appointment reminders, and process improvements have led to shortened average wait times for scheduled appointments for both new and established patients.

2019 Average Wait Time in Days:

16.6 PRIMARY CARE NEW PATIENT

12.7 MENTAL HEALTH NEW PATIENT

22.8 SPECIALTY CARE NEW PATIENT

3.7 PRIMARY CARE ESTABLISHED PATIENT

2.0 MENTAL HEALTH ESTABLISHED PATIENT

6.1 SPECIALTY CARE ESTABLISHED PATIENT

During the past two years, Erie VAMC expanded services for Veterans in collaboration with specialty providers from the VA Pittsburgh Healthcare System. These services include cataract surgery in Erie and a cardiology clinic at the Crawford Community Based Outpatient Clinic. We expect to add an additional cardiology clinic in Erie and enhance oncology clinic support in the coming months. These services are improving the Veteran experience through building patient and provider relationships with specialty providers and maintaining continuity in VA healthcare.

Employees have spoken that Erie VAMC is a place they want to work, a place where they feel a sense of belonging, and a place where the mission is without question. The 2019 All Employee Survey response clearly demonstrates the engagement of employees.

<table>
<thead>
<tr>
<th>ERIE ALL EMPLOYEE SURVEY</th>
<th>FY17</th>
<th>FY19</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Satisfaction (out of 5)</td>
<td>3.68</td>
<td>3.9 (↑5%)</td>
</tr>
<tr>
<td>Organizational Satisfaction (out of 5)</td>
<td>3.65</td>
<td>3.82 (↑3%)</td>
</tr>
<tr>
<td>Recommend my Organization (out of 5)</td>
<td>3.75</td>
<td>4.02 (↑5%)</td>
</tr>
<tr>
<td>Best Place to Work (BPTW)</td>
<td>61%</td>
<td>71% (↑16%)</td>
</tr>
<tr>
<td>Servant Leader Index</td>
<td>65.8%</td>
<td>75.5% (↑10%)</td>
</tr>
</tbody>
</table>
High Reliability Organization

Creating & Sustaining

the five-star experience

Western Market – Cataract Surgery
Whole Health

Empowering patients and employees

Whole Health Tai Chi Class
Whole Health is an approach to health care that empowers and enables patients to take charge of their health and well-being and to live life to the fullest. Whole Health centers around what matters to you – your values, needs, and goals.

In 2019, our Whole Health Program

- **Expanded access to Battlefield Acupuncture** by offering this treatment at every Erie VAMC location including the five community-based outpatient clinics making effective pain management treatment available to rural Veterans.

- **Expanded community partnerships** with the YMCA, the local Vet Center, and a Cambridge Springs Reserve Unit.

- **Launched an Employee Whole Health Program** to support employee health goals and to diffuse the knowledge and first-hand experience of Whole Health services throughout the facility while supporting employee engagement.

Whole Health services throughout the facility while supporting employee engagement.

**Services include:**

- Whole Health Coaching for Healthy Living
- Mindfulness & Meditation
- Battlefield Acupuncture
- Yoga
- Nutrition and Healthy Teaching Kitchen Classes
- Reiki Sound Bath
- YMCA Movement Classes
- And many more
**exceptional Experience 2019**

**Trauma Informed Care**
Erie VAMC’s Behavioral Health Clinic launched a quarterly trauma-informed care workshop for families, friends, and loved ones of Veterans. The goal is to provide a deeper understanding of trauma, how it affects all aspects of daily living and what techniques can be used to help Veterans feel physically, psychologically and emotionally safe.

**Beyond Outpatient Care**
Erie VAMC opened a new Psychosocial Residential Rehabilitation Treatment Program (PRRTP) in July of 2019 to assist Veterans struggling with a mental health and/or substance use disorder that require care that is more extensive than outpatient treatment. The 8-bed PRRTP bridges the gap between inpatient and outpatient behavioral health care to help Veterans take ownership of their own recovery while providing personalized treatment based on the Veteran’s needs, diagnoses, and recovery goals.

**job Club**
Vocational Support
To help Veterans overcome barriers to employment, Erie VAMC’s vocational and employment specialists continue to host a weekly Job Club in Erie and Meadville. Nearly half of the Veterans served by the job club met their employment goals in 2019. The job club provides Veterans with support throughout the entire job searching process – from writing resumes, to searching for jobs, to prepping for interviews.
Behavioral Health

Opening the doors to Recovery

#1 IN PATIENT & EMPLOYEE SATISFACTION ACROSS THE NATION!
“We’re proud to say that homelessness among Veterans has reached a functional zero within the western region of PA. There will always be situations which will cause homelessness. But we, as a community, have moved into a maintenance phase for ending homelessness among Veterans. The true measure of success is having the resources and availability to provide emergency, transitional, and permanent housing for all the Veterans in our area – and because of the hard work from our staff and partnership with our community – WE DO!”

– Mike Wehrer, Supervisor, Homeless Care Team
Sheltering our Heroes
In 2019, the Erie VAMC Homeless Veteran Care Team reached a functional zero meaning homelessness among Veterans is rare, brief, and non-recurring. Erie VAMC has the right resources in place to provide emergent, transitional, and permanent housing to homeless Veterans.

Breaking Through the Stigma
Suicide Prevention remains a top clinical priority for Erie VAMC staff. To reinforce this, every VA employee, Veteran Service Organization and law enforcement official received training on suicide prevention resources.

If you are or know of a Veteran in crisis, contact the Veterans Crisis Line for confidential support 24 hours a day, 7 days a week. You are not alone.
“The My HealtheVet program makes viewing my health care record easy. Theresa Allen (Erie VAMC’s MHV Coordinator) gave me an in-depth tutorial on how to use all the features, so I feel comfortable using the web to manage my VA care. I love being able to access my health record, making it easy to share important information with my doctors. I highly recommend My HealtheVet to any Veteran – it’s easy to use and gives me peace of mind knowing I have access to my VA care. ”

– Greg Turos, Erie VAMC Patient

Connected Care

Virtual

five-star healthcare at your fingertips
Virtual care continues to grow in popularity among local Veterans by providing convenient access to five-star health care. Erie VAMC’s Home Telehealth services leads the way in having the highest percentage of enrollees in the entire VISN. Our team also expanded access to 12 new Clinical Video Telehealth clinics including cardiology and neurology to make specialty care more accessible.

In 2019, Erie VAMC conducted more than 380 virtual primary care and behavioral health visits using VA Video Connect (VVC). VA Video Connect was rolled out to 95% of Primary Care and Behavioral Health Clinic providers. To help overcome barriers to healthcare, Erie VAMC primary care and behavioral health staff also launched an initiative that offers a virtual visit via VVC to Veterans who call to cancel an appointment.

VA Mobile aims to improve the health of Veterans by providing technologies that expand clinical care beyond the traditional office visit.

Visit mobile.va.gov to find VA apps for you!

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VA Mobile aims to improve the health of Veterans by providing technologies that expand clinical care beyond the traditional office visit.

Visit mobile.va.gov to find VA apps for you!
In 2019, the Caregiver Support Program added new monthly support groups within Ashtabula and Venango counties to expand services to rural caregivers. The team also hosted several workshops and a Caregivers and Color event providing a fun, creative outlet for Caregivers. This program will add two additional staff in 2020 to further expand supportive resources.

Erie VAMC provides support to new parents through the Lactation Support Program offering face-to-face visits, a lactation support group and virtual support from the comfort of their own home through a mobile web-based device. This specialty service, which is unique to Erie, also expanded to offer virtual services to families throughout VISN 4.

The Transition and Care Management (TCM) program provides case management services and readjustment support to post 911 Veterans. The TCM team screens all Post 911 Veterans to determine if the Veteran would like to participate with ongoing case management support to enhance their engagement into the VA system and aid towards civilian success.

The Women Veterans Program launched a monthly Women Veterans C.A.R.E. (Connecting Arts to Real Experiences) group to help women Veterans explore various creative arts to reduce stress, improve self-awareness, inspire self-discovery and promote personal development.
Veteran-Centered Programs

Meeting the unique needs of our Veterans

Caregiver Support Group
Community Partnership building a community of support
2 VETERAN ENGAGEMENT BOARDS IN ERIE AND MCKEAN

93 OUTREACH EVENTS

85+ MEDIA ENGAGEMENTS

4,170 SOCIAL MEDIA FOLLOWERS

443 VOLUNTEERS

$376,322 TOTAL DONATIONS

20,218 VOLUNTEER DRIVERS HOURS

13,677 VETERANS TRANSPORTED TO OTHER VAMCS AND COMMUNITY CARE PROVIDERS

417,058 MILES DRIVEN BY VOLUNTEER DRIVERS
COMMUNITY LIVING CENTER AT THE ERIE VAMC

45
CLC LONG TERM CARE BEDS

74
NURSING STAFF

Erie VAMC’s Community Living Center continues to be rated as a five-star facility providing long-term care, short-term rehabilitation, short-stay skilled services, respite care, and hospice and palliative care. The CLC also focuses on restorative nursing to help maintain residents’ mobility, physical strength, and independence.

Erie’s CLC is pursuing the Pathway to Excellence designation which is focused on creating a healthy environment – engaged employees excelling in productivity and team work that results in exceptional patient satisfaction and safety – to enhance the quality of care provided to Veterans. The Pathway to Excellence Program is the premier designation for healthy work environments recognizing a commitment to creating the foundation of a healthy workplace for staff.

NEW 22-BED COMMUNITY LIVING CENTER AT THE ERIE VAMC

24,012
SQUARE FOOTAGE

$10M
COST

The new state-of-the-art 22-bed CLC features all the comforts of home including all private rooms, private bathrooms, kitchens, and community living rooms for family and visitors. Current CLC residents are expected to move into the new facility in Summer 2020.

COMING SOON: DENTAL CLINIC

FALL 2020
EXPECTED COMPLETION

$5.1M
COST

New, state-of-the-art Dental Clinic on the third floor. This project includes remodeling approximately 7,000 square footage converting from old surgical wing into modern dental clinic that includes four general treatment rooms, one oral specific room, and one x-ray room.
Facility Expansion

Pursuing Excellence
Four Myths of VA Healthcare

Bring a Buddy
BRING A BUDDY TO THE ERIE VAMC

Do you know a Veteran who may be eligible for VA Healthcare, but hasn't enrolled? You can be their link to receiving five-star healthcare! Bring your battle buddy to the Erie VA Medical Center’s Eligibility & Enrollment Office to see if they qualify today!

DEBUNKING MYTHS

Many Veterans don’t try to enroll in VA Healthcare because they don’t think they are eligible. Do not let any of these myths be the reason you or a buddy don’t take advantage of our services and programs:

MYTH #1

“I DIDN’T SERVE IN COMBAT/I WASN’T INJURED IN THE SERVICE, SO I’M NOT ELIGIBLE FOR VA HEALTH CARE.”

Fact: If you served in the military – even during peacetime – in the active military, naval, or air service, and are separated under any condition other than dishonorable, you may quality for VA health care benefits. Contact a VA Eligibility representative today.

MYTH #2

“I DON’T WANT TO GO TO THE VA BECAUSE I WANT TO SAVE THOSE APPOINTMENTS FOR THOSE WHO REALLY NEED THEM.”

Fact: The more Veterans who use our services, the more funding and resources we receive to continue serving more and more Veterans. You do not take away from another Veteran, so see if you’re eligible today!

MYTH #3

“I MAKE TOO MUCH MONEY, SO I’VE NEVER APPLIED FOR VA CARE.”

Fact: It’s not all about income. There are many other factors taken into consideration when applying for VA health care. Other factors include service-related injuries or illnesses (such as exposure to Agent Orange), time and location of service, former Prisoner of War status, Purple Heart Medal recipients, etc. Don’t assume, speak with a VA eligibility representative today.

MYTH #4

“I WANT TO GO TO THE VA, BUT I DON’T WANT TO LOSE MY PRIVATE HEALTH INSURANCE.”

Fact: Assuming you are eligible for VA health care, you do not need to give up your private health insurance. You can keep your own insurance and seek health care from the VA as well – the best of both worlds.

Bottom line:
If you have served in the military, you may be eligible for VA health care. Take action today!

Apply online at www.va.gov/health, in-person by stopping into the Erie VAMC Eligibility Office between the hours of 7:30a.m.-4:30 p.m. with your DD-214, or call 814-860-2970 or toll-free at 1-800-274-8387 to speak with an eligibility representative.
C.B.O.C. LOCATIONS

Ashtabula VA Clinic
2044 Lambros Lane
Ashtabula, OH 44004
Phone: 866-463-0912

Crawford VA Clinic
16954 Conneaut Lake Road
Meadville, PA 16335
Phone: 866-962-3210

Venango VA Clinic
464 Allegheny Boulevard
Franklin, PA 16323
Phone: 866-962-3260

Warren VA Clinic
3 Farm Colony Drive
Warren, PA 16365
Phone: 866-682-3250

McKean VA Clinic
23 Kennedy Street
Bradford, PA 16701
Phone: 814-368-3019

*Disclaimer: All clinic phone numbers remain the same, but reroute to the Erie VAMC phone tree where the Erie Call Center can assist you.
## Facility Pulse

### Hospital Care Provided

<table>
<thead>
<tr>
<th>Count</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>268,012</td>
<td>Outpatient Visits Total outpatient visits provided, including CBOCs.</td>
</tr>
<tr>
<td>1,764</td>
<td>Surgical Procedures Total Ambulatory Surgery Clinic procedures</td>
</tr>
<tr>
<td>461</td>
<td>Admissions Total number of veterans admitted for care, including observations.</td>
</tr>
<tr>
<td>52</td>
<td>Operating Beds Total number of hospital and nursing home beds currently available.</td>
</tr>
<tr>
<td>790</td>
<td>Employees Total number of employees: 229 nurses; 52 physicians.</td>
</tr>
<tr>
<td>235</td>
<td>Veteran Employees Number of employees who served in the military.</td>
</tr>
<tr>
<td>$156M</td>
<td>Total Operating Budget</td>
</tr>
<tr>
<td>$127M</td>
<td>Medical Center</td>
</tr>
<tr>
<td>$29M</td>
<td>Community Care</td>
</tr>
</tbody>
</table>
VA’s Veterans Health Administration is the largest integrated health care network in the United States, with 1,255 health care facilities serving 9 million enrolled Veterans each year.
New to VA?
Let’s get started.

Whether you’re just getting out of the service or you’ve been a civilian for years now, the VA Welcome Kit can help guide you to the benefits and services you’ve earned.

Download your VA Welcome Kit here: www.va.gov/welcome-kit