

# MONTHLY REPORT FROM THE DIRECTOR



**Scott R. Isaacks, FACHE**  
Medical Center Director

## UPCOMING EVENTS:

**Independence Day**  
July 4 (observed July 5)

**SUICIDE PREVENTION  
TAKES EVERYONE!**

*#BeThere*

**Veterans Crisis Line:**  
1-800-273-8255 and Press 1

**Online chat at:**  
[www.veteranscrisisline.net](http://www.veteranscrisisline.net)

**Text:** 838255



**VA**

Ralph H. Johnson  
VA Medical Center



**2,477**

**Families Served**

Being nearly halfway into the new year, I wanted to give all of you an update on our vaccination efforts and discuss how we are improving the services that we offer all of you. To date, we have given nearly 64,000 vaccinations and I couldn't be prouder of our team. Our vaccinations efforts are leading the way across the VA and I feel like this is the first step in getting us back to a sense of normalcy.

Here at the Ralph H. Johnson VA Medical Center, we do some things extremely well and there are some areas where we can improve. One area where we excel at is inpatient care. Our HCAHPS scores (Hospital, Consumer Assessment of Health Care Personnel and Systems), essentially patient satisfaction is fantastic. Our inpatient care is ranked number two in the country for level 1A facilities! Also, our Community Living Center/Nursing Home has received the highest possible 5-star rating for the seventh quarter in a row, which is unbelievable. Likewise, our overall Medical Center had received the highest possible 5-star rating for many years placing us in the top 10 percent of all VA Hospitals and the overall quality of care at our VA continues to improve. Lastly, our Healthcare Technology Management team is now ranked third in the nation! Again, I am proud of the work this team does for our Veterans.

As I mention these accomplishments, I want you all to know that we still have work to do. Our Primary Care services are fantastic, but it is one area we are working on... we can always do better! We are focusing on improving your wait times. We are working hard to make sure you are seen quickly when it comes to your routine care. I have tasked our Chief of Primary Care to make significant changes as it relates to Veteran access to appointments. You should see significant changes very soon if you have not already! My goal is for you to be able to get in to see your provider quickly, when you need it, and I am committed to making sure your access to our Primary Care services are available when you need them. With our new and larger facility located in North Charleston, we have more space to accommodate our Veterans for routine care, while still offering urgent care at our main facility.

## New Clinics

In April, we opened our new state-of-the-art 84,000 sq. ft. clinic in Myrtle Beach and we hosted a [virtual grand opening](#) to showcase the incredible new facility. We could not be more excited for our patients in the Grand Strand area. They are finally receiving the full services locally that they deserve in the facility that they deserve. On June 8, our new 75,000 sq. ft. clinic opened in North Charleston. This clinic has been a long time coming and I know our Veterans will love it! Many of you were even given a peek inside the facility when our team opened it up early as a vaccination clinic. This clinic is a welcome addition for our Veterans in the north area. You can view the Virtual Grand Opening of the North Charleston Clinic on our [Facebook Page](#).

## National Press

It is not often that you get to turn on national television and see your local VA featured on the national stage. Recently, NBC's Today Show, the number one rated morning show in the U.S., payed us a visit. During their visit they featured a heart-warming story about one of our Veterans who suffered from degenerative hearing loss. His audiologist, Dr. Kent Flanagan along with Biomedical Engineer Nikki Beitenman developed the VA's first ever 3D printed compassionate use hearing device approved by the FDA. This story was seen by 3.45 million people who watched the Today Show and another 1.65 million people who watched it online. I love having the hard work of our staff being seen by so many people as they care for our nation's Veterans. You can see the segment on the [Ralph H. Johnson VA Medical Center's official Facebook page](#).

Thank you all for bearing with us during this difficult year.

Respectfully,

*Scott R. Isaacks*

Scott R. Isaacks Director & CEO