

MONTHLY REPORT FROM THE DIRECTOR



This week we paused to reflect on the tragic events of Sept. 11, 2001. I find it hard to believe that it has been 20-years since that horrible day that changed our world forever. As I looked back on the past 20-years, I can't help to think about the service members who have sacrificed so much for our nation. It also reminds me of the heavy responsibility that we bear here at the VA, to take care of those who have given so much. I can tell you; we don't take this responsibility lightly and I think about it every day.

Our team at the Ralph H. Johnson VA Health Care System is dedicated to providing you with the service you earned and deserve. In my last message, I discussed many of the accomplishments of our great staff, and I also discussed services that we are working to improve. Our dedicated Primary Care team has been working hard to improve your quick access to care. While we are one of the busiest VA facilities in the nation, I am proud to say we have made incredible strides and I am sure many of you have already seen a difference. Here are some of the improvements we have made:

- We are committed to and have been successful at seeing new patients within 7-days of their desired date.
- We are committed to calling patients back the same day if they call prior to 2:00 p.m., and by noon the following day if you call after 2:00 p.m.
- Lastly, our Primary Care team is committed to seeing a patient on the same day if requested prior to 2:00 p.m.

Here is where you all come in... These statistics are unmatched locally in the commercial market and are huge strides in the way our Veterans access their care. We are asking that you all help spread the word. Please continue to be our advocate and remind those around you that the care you receive at the Ralph H. Johnson VA Health Care system is amongst the best in the nation. We are committed to continuing to provide Veterans the care they deserve.

As COVID-19 continues to rise across our state and nation, we have joined other local medical facilities in a campaign to encourage all of you to get your vaccination, if you have not received it. We truly feel that a vaccinated population is the step we all need to take to get back to normal. Our facilities are full, our medical professionals are exhausted, and we need everyone to do their part.

Also, flu season is now here and we have flu shots available for all of our Veterans. You can find out more about our flu shots at <https://www.charleston.va.gov/flu.asp>.

Lastly, we think it is important to stay in contact with all of our Veterans and share news, stories and events. We do all of this on social media and encourage all of you to follow us. We have so many events and happenings and we want you all to participate when you can. You can follow us on [Facebook](#), [Twitter](#) and [Instagram](#).

Respectfully,

Scott R. Isaacks Director & CEO

Scott R. Isaacks, FACHE
Medical Center Director

UPCOMING EVENTS:

Tasty Truck Thursday

September 2, 16 and 30

Labor Day

September 6

Moment of Silence

September 11, 8:46 a.m.

SUICIDE PREVENTION TAKES EVERYONE!

#BeThere

Veterans Crisis Line:

1-800-273-8255 and Press 1

Online chat at:

www.veteranscrisisline.net

Text: 838255



VA

Ralph H. Johnson
VA Health Care System



2,604

Families Served