



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

### UPCOMING EVENTS:

#### Tasty Truck Thursday

December 2 & 16

#### Education Services Week

December 6 - 10

#### Blood Drive

December 22, 10 a.m. – 3 p.m.  
Main Auditorium

#### Christmas Eve, Federal Holiday Observed

December 24

#### Christmas

December 25

### 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



**2,726**  
**Families Served**

# MONTHLY REPORT FROM THE DIRECTOR



As Americans gathered around their dinner tables last week to celebrate Thanksgiving, I took the opportunity to pause and think about some of the things that I am thankful for. I thought about family, friends and coworkers... I also thought about all of the Veterans we are lucky to serve here at the Ralph H. Johnson VA Health Care System. Because of the sacrifices our Veterans have made over the years, we were able to sit down with our families and friends and enjoy this holiday season.

Last week, we announced some amazing news that I want to share with all of you: we were named the only 5-star medical facility in South Carolina for patient satisfaction... This was out of the 71 hospitals! In a state where we have such high-quality health care, I am thrilled to say our customers think we are the best!

This 5-star rating was determined through the Centers for Medicare and Medicaid Services (CMS) using the Consumer Assessment of Health Care Providers and Systems (HCAHPS).\*

For us it's not about comparison, it's about doing what's right for our Veterans. We want our Veterans to not only be confident in what we do, but also in how we do it, delivering care with compassion and respect. We will continue to provide high-quality care and an exceptional patient experience for all of our Veterans – after all, they deserve our very best.

But, there is still a lot of work to do. We are working every day to continue to improve our wait times for appointments. Our wait times are certainly some of the best locally, but we can and will do better. I am also excited about the innovation coming from our team. We are bringing advanced robotic surgeries to our Veterans, offering 3D printed medical devices, groundbreaking research and much more.

2022 is going to be a fantastic year here at the Ralph H. Johnson VA Health Care System. I am excited for the great things to come as we continue to provide our Veterans with the level of care they deserve.

I hope you all have a safe and happy holiday season!

Respectfully,

Scott R. Isaacks Director & CEO

*\*HCAHPS is the first national, standardized, publicly-reported survey of patients' perspectives of hospital care. The HCAHPS Survey (pronounced "H-caps") is a 29-item instrument and data collection methodology for measuring patients' perceptions of their hospital experience. HCAHPS allows valid comparisons to be made across hospitals -- locally, regionally and nationally.*

**VA**



**U.S. Department of Veterans Affairs**

Veterans Health Administration  
Ralph H. Johnson VA Health Care System