

VA



U.S. Department of Veterans Affairs

Veterans Health Administration
VA Puget Sound Health Care System

Live Whole Health

Official news from VA Puget Sound Health Care System

75 YEARS VETERANS HEALTH ADMINISTRATION



Message from our Director

Fiscal Year 2020 Highlights

Hard to believe that this time last year, we were just two months into the pandemic. More than a year later, I continue to be humbled by the VA Puget Sound Team for continuing to go above and beyond, putting service before self. VA Puget Sound staff did not waiver in their ability to meet our mission of caring for our Veterans!

Nurses, doctors, filing clerks, housekeeping personnel, bio medical technicians, electricians, food service staff, social workers...there are so many important roles taken on by our dedicated team. And by working together, they each continue to play critical roles in the continuity of care we deliver to our nation's heroes—our Veterans—during this pandemic and beyond.

To highlight a few of the many things the VA Puget Sound Team should be proud of from Fiscal Year 2020 alone, include:

- Implementation of a daily COVID-19 evaluation of risk, transmission, and prevention strategies, rapid testing (Veteran and employee); implemented access to care strategies, increasing use of tele-modalities by more than 400 percent. Established standard operating procedures for surveillance.

*"I've never been prouder of
the VA Puget Sound team!"*

(continued on page 2)



2021 Summer | Issue 4

Inside this Issue

Director Message.....	1
Veteran Town Hall.....	3
New Women's Service.....	3
New Clinics Open Soon.....	4
Wall of Heroes.....	5

Activities & Observances

June

- 12: U.S. Army Birthday
- 22: Veteran Town Hall
- Men's Health Month
- LGBT Pride Month

July (none)

August

- 4: U.S. Coast Guard Birthday
- 26: Women's Equity Day

September

- 14: Women Veteran Town Hall (details to come)
- 18: U.S. Air Force Birthday
- National Hispanic Heritage Month

Message from our Director *(continued from page 1)*

- Development of a novel daily electronic COVID-19 surveillance for tracking of triage, testing, outpatient and inpatient care, tracking potentially exposed staff, patient notification of lab results, epidemiologic trends, demographics and many other topics.
- COVID-19 response efforts included leading the nation in telehealth services through increasing encounters by almost 600 percent in Fiscal Year 2020 (from 13,742 to 94,620) as compared to the prior year.
- Pathology and Laboratory Medicine began testing for COVID-19 in-house March 30, 2020. Improved turnaround time from several days when sending out tests to 19 hours using our lab.
- Developed and partnered with the Food and Drug Administration (FDA), National Institutes of Health (NIH) and America Makes to provide the general public with a curated list of 3D printable personal protective equipment (PPE) on the NIH 3D Print Exchange. This demonstrated the unique benefits its partnerships provide to not only Veterans, but the broader communities.
- Offered the largest Women's Health Program in VISN 20, with 17,000 women Veterans enrolled for care.
- Our Pain Management, Opioid Safety and Prescription Drug Monitoring Programs (PMOP) Office in the Office of Specialty Care Services adopted TelePain as its national model for virtual pain care. VISN 20's TelePain program has delivered evidence-based, interdisciplinary pain care (especially non-pharmacological pain treatment) to 904 Veterans since it began in 2016 in 2020.
- Multiple Sclerosis Center of Excellence West staff provided care to 13,898 Veterans with a confirmed diagnosis of MS through 125,968 encounters in

Fiscal Year 2020, with a very high percentage of these encounters through telehealth.

- Received and responded to 2,764 referrals from the Veteran's Crisis Line, a nearly 800 percent increase in Suicide Prevention Program utilization over the past decade.
- Provided innovative and progressive training to approximately 1,700 health care professionals—from physicians and nurses to social workers and psychologists—through our more than 150 active associated health, graduate medical education, nursing undergraduate, graduate and research affiliations in Pacific Northwest and beyond.

The list of accomplishments made possible by members of the VA Puget Sound Team, is never-ending, and always laser-focused on providing the best health care to you, our nation's heroes!

While we understand the pandemic has affected everyone around the world, and we are extremely thankful for your continued patience, I wanted to take this opportunity to have you join me in the recognition of the VA Puget Sound Team. It has never been more important to let them know how valued they are, and the incredible job they do everyday, with the needs of our Veterans front and center.

On behalf of the executive leadership team, I want to thank every member of the VA Puget Sound Team for the positive contributions they continue to make in the lives of our Veterans!

Sincerely,



Michael Tadych, FACHE
VA Puget Sound Health Care System Director



Please join us for our Veteran Town Hall



Please join us for our Veteran Town Hall. All are welcome to join. We'll be presenting information on our COVID-19 moving forward together planning, response, our vaccine progress, our soon to open new Community Based Outpatient Clinics in Edmonds, Olympia and Puyallup and more.

- Call: 404-397-1596 | Access Code: 199 003 7334 | While you will be asked for an ID#, it is not needed. Hit # to bypass it.
- Computer access: <https://veteransaffairs.webex.com/veteransaffairs/onstage/g.php?MTID=e51fd124c411bed283ddbc713b3d80da5>, and click "Join Now"

Submit your questions in advance to
PublicAffairsPugetSound@va.gov

New Service for Women Veterans!

Women's health and pharmacy teams are teaming up to make it easier for women Veterans to get birth control! You can now schedule a virtual visit with someone on our pharmacy team to get a prescription for birth control. Our pharmacists can give you information about all methods that VA provides, as well as same day access to methods including the pill, patch, ring, shot (Depo Provera), condoms and emergency contraception. We are hoping this will make it easier for women Veterans to get their birth control needs met. You are welcome to take part whether you need a new prescription for birth control or already have one and have questions. You can also ask about getting a 12-month supply of birth control!

Ask your primary care team to place a *Contraception on Demand Consult* or call 206-277-5585 and visit <https://www.pugetsound.va.gov/services/women/index.asp> for more info.



Our new Community Based Clinics to open soon



Edmonds

21616 76th Ave. West, Suites 107 and 112, Edmonds, WA 98026

Veteran capacity: 3,059

Number of Patient Aligned Care Teams (PACTs): 3



Olympia

Olympia Medical Center, 500 Lilly Rd. NE, Suites 201 and 204A, Olympia, WA 98506

Veteran capacity: 4,058

Number of Patient Aligned Care Teams (PACTs): 4



Puyallup

Sunrise Medical Center, 11102 Sunrise Blvd. East, Bldg. 3, Suites 204 and 209, Puyallup, WA 98374

Veteran capacity: 3,059

Number of Patient Aligned Care Teams (PACTs): 3-4

Services at the new clinics include primary care (in-clinic and home-based), laboratory services, mental health, social work, clinical pharmacy specialists, telemedicine and nutrition.



Wall of Heroes

The Wall of Heroes serves as a reminder for patients, visitors, staff and volunteers at VA Puget Sound Health Care System of the sacrifice, valor, bravery and heroism demonstrated by our Puget Sound Veterans. Our Wall of Heroes display, dedicated June 29, 2009, is one way we honor those Veterans. Framed biographic displays of each inductee are symbols honoring Veterans who have had significant contributions to those we serve at VA Puget Sound.

Each year, our Wall of Heroes Committee collects and reviews nominations, ultimately selecting one inductee.

CRITERIA:

- Nomination must be received complete and within the submission deadline.
- Nominee must be a U.S. armed forces Veteran who was honorably discharged or certified member of a military-related special group eligible for VA benefits as noted here in the Federal Benefits for Veterans.
- Nominee must have been awarded at least one military decoration that demonstrates the nominee's sacrifice, valor, bravery or heroism. Awards will be reviewed and authenticated with a release form signed by the Veteran or next of kin.
- If nominee did not receive any of these medals, then a strong community involvement needs to be documented and demonstrated.
- Nominee must have had a significant personal or professional investment in VA Puget Sound's service area. Veterans who receive or received care at any of our health care facilities (Seattle or American Lake campuses; Community Based Outpatient Clinics in Bellevue, Federal Way, North Seattle/Lake City, Mount Vernon, North Olympic/Port Angeles, Silverdale, Sound Sound/Chehalis; or Community Resource and Referral Center) automatically meet this criteria.
- Nominee must not have a close personal or business relationship with any standing committee member.

TIMELINE:

- Until September 10: Application packet available
- September 13 - 17: Committee reviews nomination packets

(continued on page 6)

Did you know?

- VA Puget Sound's Mobile Prosthetic and Orthotics Care Team understands how physical disability, geographic distance and even post-traumatic stress disorder can make it difficult for Veterans to seek treatment. This can lead to patients going months, even years with a broken prosthesis. By having the mobile team it allows us to work with the Veteran in their home environment, providing us an opportunity to give the best possible care.
- VA Puget Sound staff helped test over 600 designs, approving 34 designs for clinical use and another 28 designs for community use. These designs are now being used across the world, with over 1.5 million design views worldwide.
- Our Research & Development program is the 5th largest in the VA with over 700 active research projects. And our affiliation with the University of Washington School of Medicine and collaboration with Seattle Institute for Biomedical and Clinical Research (SIBCR) are integral to the ongoing discoveries that improve care to our Veterans.

VA Puget Sound Wall of Heroes

SACRIFICE. VALOR.
BRAVERY. HEROISM.
CONNECTION TO
VA PUGET SOUND.

Know of a Veteran with
these characteristics?

Submit a Wall of Heroes nomination today!

Hurry, submissions must be postmarked
by September 10, 2021

Please email
PugetSoundWallOfHeroes@va.gov
with your nominations or for more information!

VA



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- September 17: Inductee selected and information collected for biography
 - November 1: Biographic frames completed, reviewed
- Week of Veterans Day: Wall of Heroes Induction Ceremony (due to COVID-19, 2020 was postponed and will be combined with the 2021 ceremony).

NOMINATION DETAILS:

A nomination can be submitted by anyone. Patient privacy laws prohibit us from accepting anonymous nominations. Each submission must contain:

- Copies of citations and DD214 (please do not provide originals as we are unable to return).
- Completed authorization for verification form.
- Completed submission coversheet.

Submissions are reviewed for authenticity of awards through the Department of Veterans Affairs Veterans

Benefits Administration which has its headquarters in Seattle. To submit nominations:

- E-mail: PugetSoundWallOfHeroes@va.gov.
- Mail: Wall of Heroes Committee S-00, VA Puget Sound Health Care System, 1660 S. Columbian Way, Seattle, WA 98108.

Need to find Urgent Care? Visit www.va.gov/find-locations/

Need Community Care referral? Call 206-277-4545 or 206-764-2876



STAY CONNECTED: www.pugetsound.va.gov

MOVE! Maintaining health is easier with support



Maintaining personal health and early detection through prevention screenings is the best strategy against preventable chronic diseases such as heart disease, cancer and diabetes which are responsible for seven of 10 deaths among Americans each year, according to the Centers for Disease Control and Prevention (CDC).

Being overweight or obese is both a contributing risk factor and closely associated with chronic preventable disease and a complex health issue to address. According to the CDC, problem weight results from a combination of causes and contributing factors, including individual

factors such as behavior and genetics. Behaviors can include dietary patterns, physical activity, inactivity, medication use, and other exposures.

VA identified weight management as a national priority and developed MOVE!, a lifestyle intervention support group that gives Veterans the opportunity to review their personal diet, physical activity and behaviors through both one-on-one counseling and a supportive peer group.

The MOVE! Program at VA Puget Sound Health Care System region-wide enrolls about 20 people a month through primary care, about 10 people a month join groups, others select Home Tele Health support such as, TeleMOVE! Or the MOVE! Clinical Video Conference, (CVT), others only have one contact with the program. Of the Veterans who stay connected with MOVE!, they are able to make the changes, large and small, that help them regain control of their personal health.

With the help of the MOVE! care team, Veterans can reduce health risks, prevent or reverse certain diseases, improve quality of life, and even live longer.

To find out more about the MOVE! Program, call the VA Puget Sound MOVE! Program office at 800-329-8387, ask your provider and check out the national webpage at <https://www.move.va.gov/>.

Did you know many patient education classes are available virtually, such as meditation, stress management, cancer support, and even an exercise program? Scan the QR codes below to see a full listing of programs.



[Veterans Health Library](http://www.veteranshealthlibrary.va.gov/)
www.veteranshealthlibrary.va.gov/



[Healthy Living Resource Guide](http://www.pugetsound.va.gov/docs/VAPugetSoundPatientEducationClassBrochure-508c.pdf)
[www.pugetsound.va.gov/docs/
VAPugetSoundPatientEducationClass
Brochure-508c.pdf](http://www.pugetsound.va.gov/docs/VAPugetSoundPatientEducationClassBrochure-508c.pdf)



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Official news from:

VA Puget Sound Health Care System
Office of Public Affairs, MS S-00-PA
1660 S. Columbian Way
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206-762-1010

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2021 Summer | Issue 3

Inside this Issue

Director Message.....	1
Veteran Town Hall.....	3
New Women's Service.....	3
New Clinics Open Soon.....	4
Wall of Heroes.....	5

American Lake
Lakewood
9600 Veterans Dr.
Tacoma, WA 98493
253-582-8440



Main Campuses



Seattle
1660 S. Columbian
Way
Seattle, WA 98108
206-762-1010

Community Based Outpatient Clinics (CBOCs)

Mount Vernon
307 S. 13th St.
Suite 200
Mount Vernon, WA
98274
360-848-8500



North Olympic
Port Angeles
1114 Georgiana St.
Port Angeles, WA
98362
360-565-7420



South Sound Chehalis
151 NE Hampe Way
Chehalis, WA 98532
360-748-3049

Silverdale
9177 Ridgeway Blvd. NW
Silverdale, WA 98383
360-307-6920



Opening late Spring 2021

Edmonds: 21616 76th Ave. West, Suites 107 and 112, Edmonds, WA 98026

Olympia: Olympia Medical Center, 500 Lilly Rd. NE, Suites 201 and 204A, Olympia, WA 98506

Puyallup: Sunrise Medical Center, 11102 Sunrise Blvd. East, Bldg. 3, Suites 204 and 209, Puyallup, WA 98374

Opening in 2022

Everett: 220 Olympic Blvd., Everett, WA 98203

Community Resource & Referral Center

Community Resource
& Referral Center
305 S. Lucile St.
Seattle, WA 98108
206-764-5149



Have story ideas?

Office of Public Affairs

206-277-1711

PublicAffairsPugetSound@va.gov

STAY CONNECTED: www.pugetsound.va.gov

