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**SETTING THE EXAMPLE** is what we do across the West Palm Beach VA Healthcare System for our American heroes.

As we work to always deliver nothing less than exceptional care, we do so by remaining flexible, adaptable, and most of all dedicated to our VA mission.

Over the course of 2021, we truly embodied the power of coming together with our local community. We fought the toughest of times united together. Whether it was a local college allowing us the grounds to offer a Pop-Up COVID-19 Clinic in the community, assisting our most vulnerable homeless Veteran population, or the efforts to improve the beaches we love most, together, we did it.

The year in reflection provides an overview of how we go beyond healthcare for our Veterans and provide access like never before. Our healthcare system values and genuinely listens to the voices of our Veterans, and their Caregivers and loved ones. After all, we are here because of them, so it is only right we serve them with nothing short than excellent care.
Getting Down & Dirty for the Place We Call Home

FEET IN THE SAND AND GLOVES ON HANDS. The West Palm Beach VA team proudly serves beyond their service to Veterans.

For the WPBVA, service does not stop at the end of the workday, it only continues. Dressed in red VA shirts paired with a smile and energy of excitement to better the place they call home, otherwise known as Juno Beach, employees joined the Loggerhead Marinelife Center to make a difference.

The new partnership offers employees the chance to give back outside of their medical scrubs and professional suits.

The VA team gathered on a bright, sunny Florida morning to walk the crystal-clear shores of Juno Beach and pick up the trash found throughout the ocean waters and sand. Together, employees collected a whole bucket full of 868 debris pieces scattered throughout the pier and beach with their very own hands!

One of the service members, who also took home the trophy of the most collected trash, serves as a Caregiver Support Nurse. Aside from her passion to serve Veterans, Ms. Jennifer Winter, also has a love for Mother Nature and was at the top of the Community Service sign-up list.

She says, “I love the ocean, every week you can find me at the ocean. I got the opportunity to help the ocean and I am so happy to be here! This is a wonderful experience, and it was a great morning to come together and better the environment. We live here, so we should all help to keep our beach clean.”

Coming together to serve a cause on their day off only reflects the hearts that make up the local VA.
Speaking of hearts, Mindy Cleveland, COVID-19 Vaccine Nurse, has the biggest heart for serving Veterans. She says, “This is the best! As a Nurse, there is nothing that makes me prouder than to serve our Veterans, but on top of that, this opportunity to give back to our community is so rewarding. This is a really rough time for us all and to serve a great purpose like we are today is truly a pleasure and so fun.”

Not only were medical staff present, but the Director also showed up to get his hands dirty and could not be prouder of his fellow employees!

Cory Price, West Palm Beach VA Healthcare System (WPBVAHCS) Executive Director, says “We talk about ICARE Values and commitment, but commitment goes beyond your title and tour of duty. We are committed to not only our Veterans and one another, but also to our community, and this is just one of many examples of that. We are proud to serve where we live. If we can meet to do this, we can meet to do anything to better our community.”

The service outing symbolizes the strength an impact holds when individuals unite as one. It took each and every effort to fill the 7 pounds of debris collected to the rim of the large bucket. There are many more buckets to fill and impacts to make on the place we all call home. WPBVAHCS is only getting started!

Conservation Field Assistant Valerie Tovar and Executive Director Cory Price could not be more proud of the impact made to improve our Mother Nature.
What Matters to You

No matter the diagnosis, cancer is life altering. U.S. Army Veteran Anthony Starace was unexpectedly diagnosed with a malignant growth on his brain. He has and continues to prove that cancer will not decide his fate. As the winner of the VA2K, he continues to push boundaries despite his difficult prognosis with support from his West Palm Beach VA Whole Health family. From the beginning and throughout his journey, he knows he can count on us.

Said by the man himself, “I have such love for West Palm Beach VA. I feel so grateful and blessed. The VA is shifting technology to help us out for the better, they are changing for the better to help us. I go out of my way to tell everyone how grateful I am for them. There are no words of how thankful I am for the West Palm Beach VA and what I would do for them.”

Serving Beyond Our Clinics

A team of West Palm Beach VA team members traded in their usual Saturday morning routine for a rewarding experience sorting food donations and learning about Feeding South Florida. The team went behind the scenes to take action to better the communities we live in and all call home.

SCAN ME

Tune into hear Anthony Starace’s VA journey.
Honoring the Fallen

The West Palm Beach VA Healthcare System joined the Travis Manion Foundation in service to honor fallen Veterans. The Travis Manion Foundation allows families and Veterans the opportunities to serve their community as a way to honor their fallen loved one by engaging in an Operation Legacy Project. Together, the team picked up litter around the exterior of the West Palm Beach VA Medical Center and took part to make a lasting impact in our community.

Together, our team made an impact of countless bags filled to ultimately provide a more welcoming environment to our American heroes.

VA on the Road

The Social Workers of the Homeless Program Section were awarded the Federal Executive Board (FEB) Award. FEB is a Government Award Program that focuses on recognizing employees in the Federal Government whose service demonstrates deep personal and professional commitment. While employees are nominated locally, winners are reviewed and selected by a committee of Federal employees and a blue-ribbon panel of private-sector executives.

The West Palm Beach VA Veteran Homeless Team got on the road to help our Veterans who need it most. The Mobile Medical Homeless Outreach Event was a joint collaboration between Nursing, Social Work, Medical Administration Service, Pharmacy, Emergency Management, and the Emergency Department to bring services to 50 Veterans staying at a local West Palm Beach motel funded by the Supportive Services for Veteran Families provider Faith, Hope, Love, Charity, Inc. The goal was to provide instant triage, medical care, vaccinations, assessments, and referrals in rapid succession. Veterans were provided first/next appointments with Primary Care and the ability to enroll in VA healthcare on the spot. The team went to the highest vulnerable Veteran population with easy and safe access to offer necessary care in hopes that by turning towards preventative health care, rather than seeking urgent/emergency care, will lead to better overall health outcomes.

On-the-spot care for our most vulnerable Veteran population.
DAISY Award

Nurses hold a strength like no other and hearts bigger than most. The DAISY Award recognizes the power of “A Healer’s Touch” and spotlights nurses who have left a lasting impact for Veterans and their loved ones. Intensive Care Unit Nurses Carl Hinterberger and Geraldine Levin were honored for touching a Veteran’s life and truly embodying the VA mission. Now, more than ever in the midst of a pandemic, it is nurses like Mr. Hinterberger (pictured left) and Ms. Geraldine (pictured below) who remind us to go the extra mile out of the kindness of our hearts because you truly never know the impact it can make.

NOMINATE A NURSE: www.va.gov/west-palm-beach-health-care/programs/daisy-award
New Activations

To meet the growing demand for the COVID-19 Vaccine, the West Palm Beach VA Healthcare System opened and transformed Building 14 at the West Palm Beach VA Medical Center into a large COVID-19 Vaccine Clinic to serve all Veterans, and eligible loved ones (spouses and caregivers). The implementation is one of many ways that we proved that no matter the challenge, we will overcome and provide what our Veterans deserve no matter the strides taken.

Be the One

The voice of Veterans holds a power like no other. In partnership with the West Palm Beach VA Healthcare System, local Veterans joined forces to challenge their fellow brothers and sisters to help in the fight against the COVID-19 pandemic by ‘being the one.’ Be the One reminds Veterans, team members, and the community, it takes a simple act to get the COVID-19 vaccine to make a difference and bring an end to the pandemic. U.S. Army Veteran Jeff Michael, said it best: “Do your part and be the American hero that you are — be the one to end this pandemic.”
All About Access

Meeting our Veterans where they are to fight COVID-19, has been a vital local mission. The COVID-19 Vaccine team filled up their gas tanks and got wheels rolling to make a difference! From Vero Beach to Fort Pierce, the team showed up to offer COVID-19 vaccines to all eligible individuals. The deployment of the mobile outreach increased the West Palm Beach VA Healthcare System Veteran enrollment by over 5,700 largely due to the availability of the COVID-19 vaccine across our communities. It is about going to our Veterans and showing how access is easier than ever before with walk-in and appointment options. The West Palm Beach VA made appearances throughout various colleges, local community centers, and the rural smaller towns to offer the vaccine. We are here to serve within our walls and beyond.

We were ready to lift the sleeves of all Veterans within our community.
VA Fourth Mission

VISN 8 entered into a FEMA Mission Assignment with the state of Florida to provide inpatient beds for non-Veteran patients. A total of up to 30 acute care and/or up to 12 ICU beds, for immediate and short-term medical treatment, were made available at the time of request across the VISN 8 service area in Florida. Through fiscal year 21, the West Palm Beach VA Medical Center accepted 21 non-Veteran patients to support our community hospitals during the period of increasing hospitalizations.

Our Care Network

1. Vero Beach CBOC
   772-299-4623
2. Fort Pierce CBOC
   772-595-5150
3. Port St. Lucie PTSD Clinic
   772-878-7876
4. Stuart CBOC
   772-288-0304
5. West Palm Beach VA Medical Center
   561-422-8262
6. Delray Beach CBOC
   561-495-1973
7. Boca Raton CBOC
   561-416-8995
8. Okeechobee CBOC
   863-824-3232

Voice of our Veterans

I’m always treated with respect and professionalism when I go. The Red Coat Ambassadors always greet me with a smile when coming through the front door. My physicians and other medical staff are always personable and friendly. I love coming to the VA.

Ever since I became a Veteran and registered with the Veterans Healthcare System, I’ve been nothing but satisfied. I feel very safe and I totally appreciate each and every member. Thanks for helping me maintain my best health.

The Women’s Clinic staff is always professional, helpful, courteous, friendly and thorough. Dr. Shillingford is the most caring doctor I have ever had, in and outside of the VA. Thank you all for taking care of us in our hour of need.

With all the Veterans who come to the West Palm Beach VA Medical Center, it is amazing how efficient not only the Pharmacy but literally every aspect of the hospital is. I have had all my healthcare performed at this one location. Every single nurse and doctor has always been respectful to not only me, but every Veteran.
Home Away from Home

West Palm Beach trees stand tall and the sun shines, it is only right to have a new large 14x24-foot Outdoor Gazebo added to our Fisher House. The Friends of Fisher House donated the new addition, equipped with a ceiling fan and electricity as well as a gas grill for guests to enjoy a cookout. In addition to the luxury outdoor gazebo, the project included an exclusive exterior facelift with a new back door awning, signage, landscaping, and outdoor lighting to spot the home away from home from down the road.
Riding in Style

Beep, beep, VA coming through! As our Outreach Program goes out on the road to reach all of our Veterans, it is only right that we ride in style to best promote and spread awareness of our VA mission. What better way than some camo and patriotic colors? The newly designed vehicles and golf carts are visual assets in community involvement and instantly attract Veterans to get the support we offer. The designs are not only conversation pieces, but help to get the conversation started on why Veterans choose VA.

Meet Richard ‘Buzz’ Bryan, WPBVAHCS Outreach Coordinator, who you can be sure to find at any and all Veteran centered events.
2,660
TOTAL Employees
30%
% of VETERAN Employees

61,770
TOTAL Veterans Served

7,769
TOTAL Volunteers Hours

819,115
TOTAL Outpatient Visits
Average DAILY Outpatient Visits
2,244

333
TOTAL Operating Beds

5,140
TOTAL Admissions

GET THE FACTS
STAY CONNECTED
Website: www.va.gov/west-palm-beach-health-care

WANT TO KNOW WHAT IS GOING ON?
The latest news, stories, events, etc., can be found on our social media channels:

facebook.com/WPBVAHCS
twitter.com/WPBVAHCS
instagram.com/WPBVAHCS