

# JAMES E. VAN ZANDT

# ANNUAL REPORT



EMBRACING GROWTH IN OUR VA FAMILY

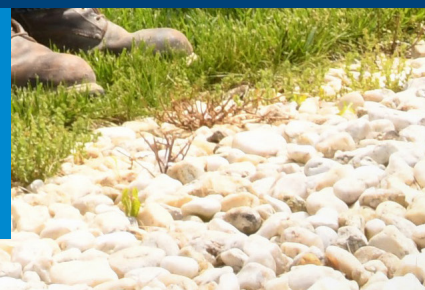
# FY 2022

SERVING MORE VETERANS, INSPIRING MORE HEROES

# VA



U.S. Department of Veterans Affairs  
Veterans Health Administration  
*James E. Van Zandt VA Medical Center*





# DIRECTOR'S MESSAGE

The 2022 Fiscal Year served as a transitional year in leadership at the James. E Van Zandt VA Medical Center. After serving as Executive Director for five years, Ms. Sigrid Andrew retired in July 2022. VISN 4 Network Director, Mr. Timothy Liezert, recognized Ms. Andrew for her work in growing 50 services, adding 400 personnel, and expanding the facility's infrastructure footprint by 70,000 square feet.

Also noted by Mr. Liezert was Ms. Andrew's commitment to listening to employee feedback to better serve Veterans. Under her leadership, the James E. Van Zandt VAMC received a Best in Overall Patient Experience Award and consistently received among the strongest patient experience scores in VISN 4.

Mr. Liezert acknowledged that while these facts and figures reflect her dedication towards enhancing the Veteran experience, it is Ms. Andrew's personal touch and attention to every Veteran and employee that will be remembered most.

Following Ms. Andrew's retirement, Mr. Kenneth Mortimer served as Interim Executive Director, leading the James E. Van Zandt VAMC team until December 2022 when Dr. Derek Coughenour was appointed Executive Director.

Dr. Coughenour previously served the JEVZ VAMC as Associate Director for five years. He most recently served a temporary detail as the Interim Deputy Director at the Corporal Michael J. Crescenz VA Medical Center in Philadelphia.

Dear Stakeholders,

Upon returning to Central Pennsylvania to serve as the Director of the Altoona VAMC and five community-based outpatient clinics (CBOC) – in DuBois, Huntingdon, Indiana, Johnstown, and State College – much has become apparent to me during the weeks I've spent re-engaging, learning, and overseeing our facilities.

The most striking quality I've seen embodied on every square inch of our grounds is simple but powerful: an undying resolve to serve all Veterans. No matter the situation, I've consistently seen our exceptional staff go above-and-beyond to do whatever is necessary to compassionately, effectively, and efficiently care for our Nation's Heroes.

I see this dedication not only in those who interact with Veterans on a daily basis, but also in those whose work behind-the-scenes – both have a profound impact on overall Veteran care and comfort. Our broad, and ever-growing service offerings to Veterans allow us to never stop serving them – from sun-up to sun-down – every Veteran in our community can connect with our services that provide vital care.

It takes a village to offer this extraordinary combination of wrap-around services and dedicated staff; union of the two is why our Veterans Choose VA.

There is much ahead for our VA: continued renovations to provide a Patient Experience Center and new Pharmacy Space, the continued hiring of additional staff, implementation of the Honoring our Promise to Address Comprehensive Toxins (PACT) Act – providing new access to VA Healthcare, and ongoing efforts to connect community Veterans to benefits they've earned for serving our nation.

In all of these endeavors, our focus has, and always will be on the Veteran. I take great comfort in knowing that this team will never yield in their resolve to fulfill President Abraham Lincoln's charge to care for those "who shall have borne the battle". This is what makes our VA a special place.



Dr. Derek Coughenour  
Executive Director

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Chief of Staff: Dr. Angela Rowe, Associate Director of Patient Care Services: Mr. Chris Rickens,  
Executive Director: Dr. Derek Coughenour, Acting Associate Director: Mr. Carl Parrish.



# BUDGET & EMPLOYEES

**\$294,058,000**

**TOTAL OPERATING BUDGET**

**1,256**

**TOTAL  
EMPLOYEES**

**339**

**VETERAN  
EMPLOYEES**



**43**

**PHYSICIANS**

**243**

**NURSES**



# UNIQUE PATIENTS



**TOTAL UNIQUE PATIENTS**

**29,192**

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**10%**

**INCREASE IN UNIQUE PATIENTS  
FROM FY 2021**

# ENROLLMENT

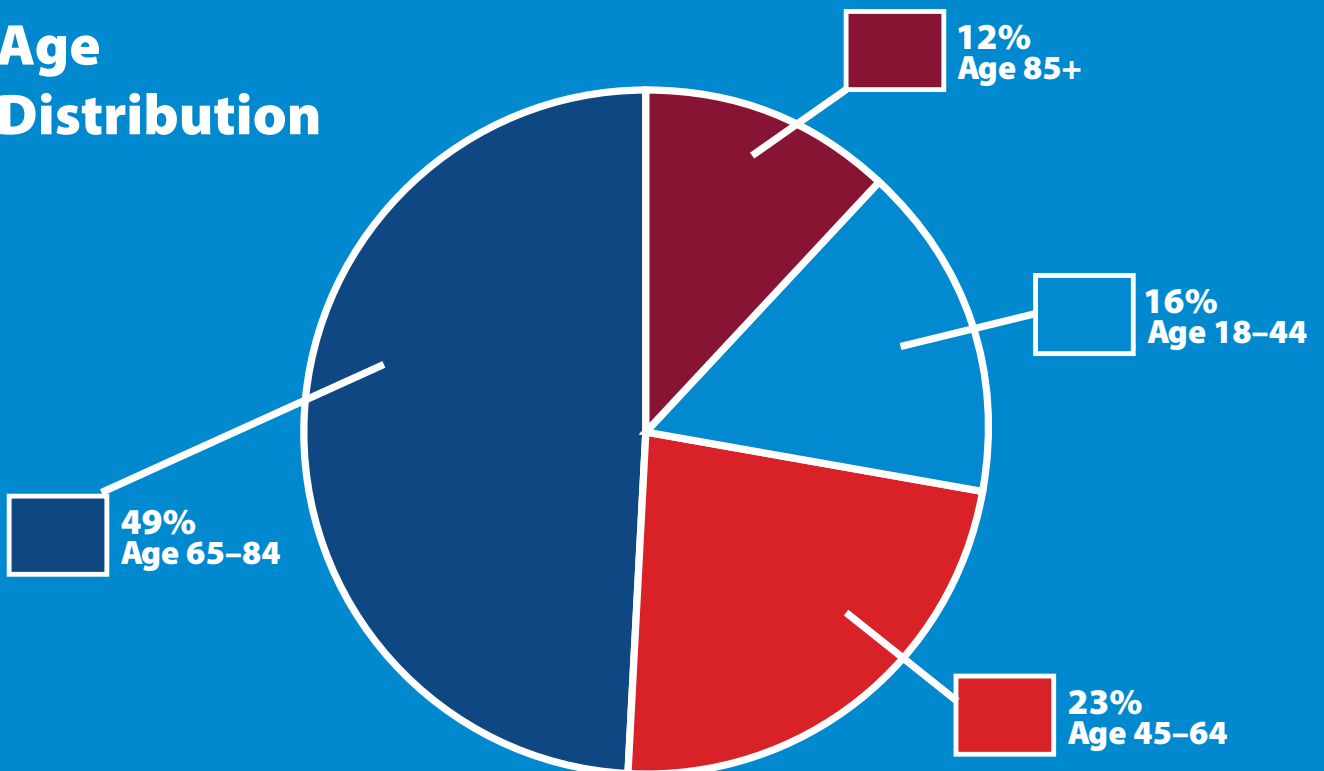
**27,400**

**MALE VETERANS**

**1,792**

**FEMALE VETERANS**

## Age Distribution





# OUTPATIENT



**323,202**  
**OUTPATIENT VISITS**

**51**

**OPERATING  
BEDS**

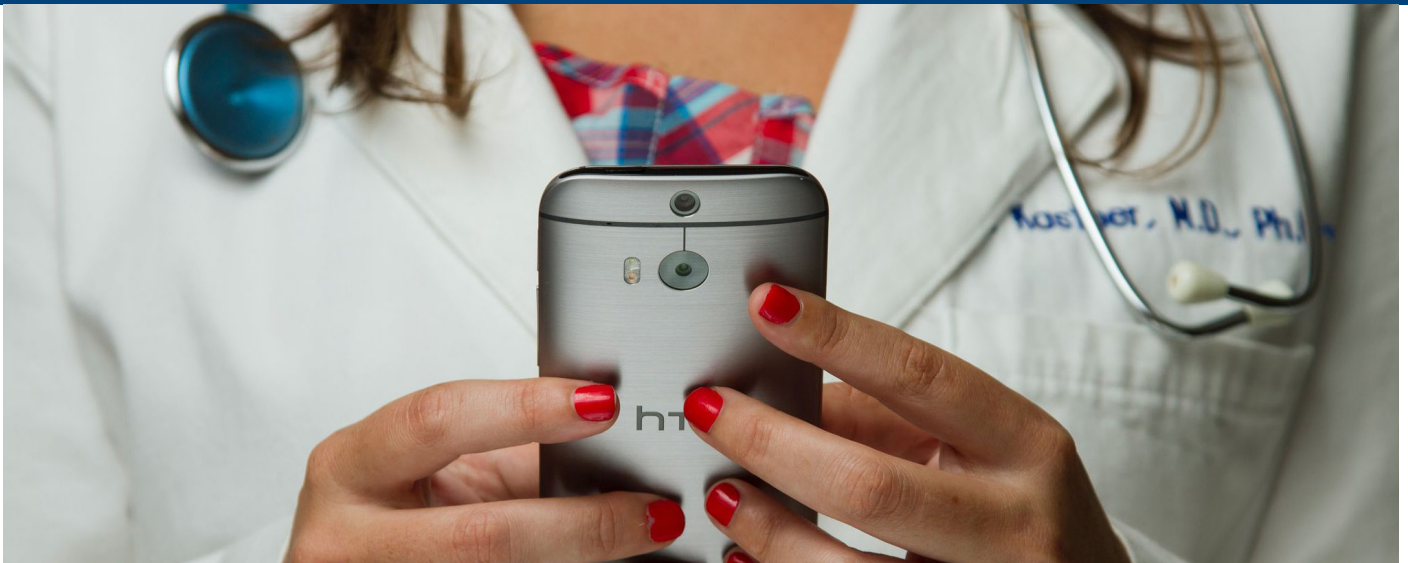
**1,905**

**SURGICAL  
PROCEDURES**

**753**

**ADMISSIONS**

# TELEHEALTH DATA



**30,690**  
**ENCOUNTERS VIA**  
**TELEHEALTH**

**13,353**  
**TELE-MENTAL HEALTH CARE ENCOUNTERS**

**4,729**  
**UNIQUE VETERANS**  
**USED SECURE**  
**MESSAGING**

**314**  
**UNIQUE VETERANS**  
**SERVED VIA**  
**E-CONSULT**



# VOLUNTARY SERVICES



**40**

**VOLUNTEERS**

**2,433**

**VOLUNTEER  
HOURS**



# WHOLE HEALTH

EMPLOYEES LOGGED

**80,101**

ACTIVE HEALTHY MINUTES  
AS A PART OF A FIT CITY CHALLENGE



FACILITY'S VA2K EVENT RAISED

**\$2,884**

FOR HOMELESS VETERANS



# WHOLE HEALTH

**4 additional staff** now offer Whole Health coaching sessions for Veteran Patients. Coaches provide individual health coaching to encourage and assist Veterans with the adoption of habits conducive to a higher quality of life and in alignment with the Veteran's goals.

Engaged **1,882 Veterans** in a form of Whole Health promoting growth in serving our Veterans in making better choices for their health and well-being.



Collaboration between Whole Health and Nutrition and Food Service brought for the first time a **Seed to Supper program.**

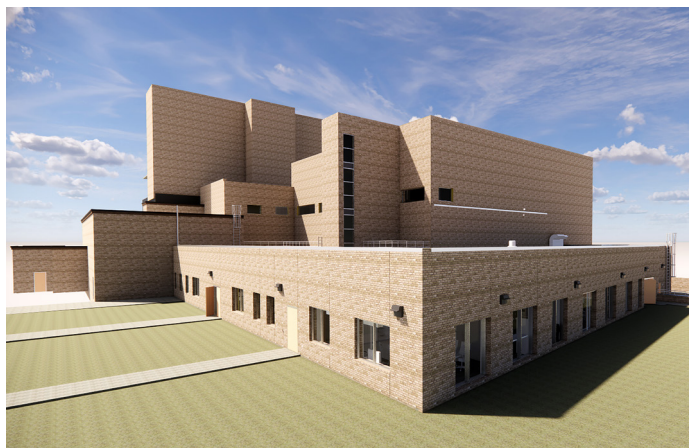
CLC residents assisted in planting, maintaining and harvesting vegetables and herbs that were cleaned, cooked and served to our CLC residents.

# FACILITY NEWS

## James E. Van Zandt VAMC Opens New Patient Aligned Care Team (PACT) Area

By: Evan Hinkley

The James E. Van Zandt VA Medical Center held a ribbon cutting ceremony on Thursday, June, 30 at their Altoona VAMC to present a newly completed Patient Aligned Care Team (PACT) Area. The PACT Area is a newly renovated, 15,000 square foot clinical area – housing Primary Care Physicians, Mental Health Providers, Dietitians, Nurses, Social Workers, and Clinical Pharmacy Specialists – all in one location. The new area is designed to allow Veterans to see all of these providers in one location – while never leaving a single exam room.



An exterior rendering of the new PACT addition – which more than doubled the size of the VAMC's primary care area.



Commander Lloyd Peck (center), Blair County War Veterans Council, joined by Dir. Sigrid Andrew (left) and Congressman John Joyce (right) cuts the ribbon on the new PACT Area.

“Our new PACT Team design allows us to continue our mission of providing Veteran-centered care – by bringing six different types of care directly to our Veterans, within the same space,” said Executive Director Sigrid Andrew. “It allows our team to continue providing personalized care for our Nation’s Heroes – strengthening collaboration between our primary care team – to provide the best care to every Veteran, every day.”

The \$8.6 million expansion includes 30 exam rooms – including telehealth rooms, a room specially designed to assist patients with spinal cord injuries, and two Women’s Health rooms designed for female Veterans.

The project transformed a 6,500 sq. foot patient care space into 15,000 sq. foot space, more than doubling the size of VAMC’s primary care area. During the last three years, the facility has grown more than 50 services, added 300 personnel, and expanded its infrastructure foot print by adding 70,000 sq. feet of additional clinical and administrative space.



# FACILITY NEWS

## VA Hosts Enrollment Fair, Enrolls More than 100 Veterans

By: Evan Hinkley

On Thursday, July, 14, the James E. Van Zandt VA Medical Center hosted an Enrollment Fair at their Altoona VAMC, where more than 100 Veterans enrolled in VA Healthcare.

The fair featured enrollment specialists and Veteran Service Officers who assisted Veterans with enrolling into VA for healthcare and filing service-connected disability claims. The event also included representatives from the Altoona VAMC Whole Health, Women's Health, Mental Health, and Connected Care teams. Any Veteran who enrolled during the event, received a free Altoona Curve ticket to attend a baseball game held later that day at PNG Field.



Veterans line-up by the dozens at the eligibility & enrollment tent at the Enrollment Fair. While the VA Medical Center team anticipated a decent turnout of 30 to 50 Veterans, they were elated to see more than 100 Veterans be connected to benefits & care they've earned for serving the Nation.

"Our mission is to ensure that all Veterans within our community receive the healthcare they earned," said Executive Director Sigrid Andrew. "With the help of our local community, we are creating a fun event that everyone in the family can enjoy, while Veterans learn how to take full advantage of the benefits they earned."

The fair featured entertainment from "Tyler's Amazing Balancing Act" and the Altoona Curve mascot "Al Tuna" who performed for Veterans at the fair and Veterans housed in the VAMC's Community Living Center. A food truck from Shuman's Concession's was present to serve fair attendees.

Based on the success of the Enrollment Fair held in Altoona, the James E. Van Zandt VA hosted a second enrollment fair on Wednesday, September, 21, at the Johnstown Community Based Outpatient Clinic. At this Enrollment Fair, 68 Veterans were enrolled in VA Healthcare. The VAMC plans to host additional enrollment fairs throughout the 2023 Fiscal Year.



# FACILITY NEWS

## James E. Van Zandt VAMC Urgent Care Center Now Open 24/7

By: Evan Hinkley

On August, 1, 2022, the James E. Van Zandt VA Medical Center proudly announced that its Urgent Care Clinic (UCC) is open 24 hours, 7 days a week, including holidays.

**“This is an important step in our mission of expanding services for the Veterans in our community – allowing them to Choose our VA around-the-clock.”**  
**-Sigrid Andrew, Medical Center Director**  
**when UCC opened 24/7.**



The Urgent Care Center (UCC) is located at the Altoona VA Medical Center – just inside the Main Entrance of the facility.



Signs such as the one above were placed throughout the Medical Center and five Outpatient Clinics – as well as on digital platforms – to inform Veterans they can receive VA Urgent Care 24/7.

“Opening our Urgent Care Clinic 24/7 allows us to care for our Nation’s Heroes whenever they are in need,” said Ms. Sigrid Andrew, James E. Van Zandt VAMC Director, “this is an important step in our mission of expanding services for the Veterans in our community – allowing them to Choose our VA around-the-clock.”

Director Andrew added that opening the UCC 24/7 reflects the dedication of staff to serve community Veterans. Veterans visiting the facility’s UCC, located in the Altoona Medical Center, can expect to receive care for minor illnesses or injuries much faster than in an emergency room or other urgent care clinics in the area. Prior to the announcement, the James E. Van Zandt VA Medical Center UCC operated for 12 hours every day.



# FACILITY NEWS

## VA Encourages Local Landlords to Advocate for Homeless Vets

By: Evan Hinkley

In response to the ongoing affordable housing crisis, the James E. Van Zandt VA Medical Center is encouraging local landlords to partner with its homeless Veterans program — which provides rental subsidies and landlord support for approximately 84 Veterans and their families within their 14-county catchment area.

The program is currently facing challenges due to increases in rent and growth in inflation rates and emboldens landlords to consider opening their homes up to a Veteran family.



Over the past several years, James E. Van Zandt has successfully housed over 1,878 Veterans in its community through VA's permanent housing programs.

“It’s important that communities nationwide work together to keep our Veterans in safe and stable homes,” said Executive Director, Dr. Derek Coughenour. “Our mission is to help all Veterans within our 14-county catchment area and this program, we would be able to help Veterans get back on their feet.”

There are benefits of renting to homeless Veterans, including: services provided for Veterans placed in permanent housing to support their housing stability, reliable income from subsidies where a portion of the rent is automatically paid on-time to landlords by a public housing authority or a VA grantee., support from VA case management to connect landlords and Veterans with help they may need, and finally - making a positive impact in changing a Veteran’s life.



Landlords who rent to homeless Veterans will receive a reliable income from subsidies where a portion of the rent is automatically paid on-time to landlords by a public housing authority or a VA grantee.

Over the past several years, James E. Van Zandt has successfully housed over 1,878 Veterans in its community through VA's permanent housing programs. To ensure at-risk Veterans are protected from this housing crisis, VA has established a nationwide goal to house 38,000 homeless Veterans during calendar year 2022.

Altoona and surrounding community property owners interested in helping Veterans can reach out to Beth Farabaugh at: [Bethany.Farabaugh@va.gov](mailto:Bethany.Farabaugh@va.gov), 814-943-8164, ext. 18526 for more information.

# SERVICES OFFERED

## Altoona VAMC:

- Allergy
- Audiology
- Cardiology
- Caregiver Support
- Chaplain
- Chemotherapy-Infusion
- Chiropractic
- Colonoscopy
- Dental/Oral Surgery
- Dermatology
- Geriatrics and Extended Care
- Gynecology
- Home Based Primary Care
- Homeless Veteran Care
- Intimate Partner Violence
- Laboratory and Pathology
- LGBT Veteran Care

## Dubois CBOC:

- Audiology
- Battlefield Acupuncture
- Cardiology
- Caregiver Support
- Clinical Pharmacist Practitioner
- Diabetes Self-Management Education and Support (DSMES) Program
- General Surgery
- Healthcare for Homeless Veterans Services
- Healthy Teaching Kitchen
- Home Based Primary Care Services
- Intensive Community Mental Health

## Huntingdon CBOC:

- Audiology Technician
- Battlefield Acupuncture
- Cardiology
- Caregiver Support
- Clinical Pharmacist Practitioner
- Community Nursing Home Coordination
- Diabetes Self-Management Education and Support (DSMES) Program
- General Surgery Clinic
- Healthcare for Homeless Veterans Services
- Healthy Teaching Kitchen
- Home Based Primary Care Services
- Intimate Partner Violence Assistance
- Laboratory
- Low Vision and Blind Rehabilitation
- Medical Nutrition Therapy
- Medical Social Work
- Mental Health
- Military Sexual Trauma
- MOVE! Weight Management

- Low Vision and Blind Rehabilitation
- Mental Health Care
- Military Sexual Trauma
- Minority Veteran Care
- My HealtheVet Coordinator
- Neurology
- Nutrition, Food, and Dietary
- Occupational Therapy
- Ophthalmology - Cataract Surgery
- Optometry
- Orthopedics
- Otolaryngology
- Palliative and Hospice Care
- Pharmacy
- PMR Wheelchair Clinic
- PMR Amputee Clinic
- PMR PT Compression Stockings
- PMR Physical Therapy Triage Clinic
- Podiatry

- Recovery Services (ICMHR)
- Intimate Partner Violence Assistance
- Laboratory
- Low Vision and Blind Rehabilitation
- Medical Social Work
- Mental Health
- Military Sexual Trauma
- MOVE! Weight Management
- Neurology
- Nutrition (Medical Nutrition Therapy)
- Occupational Therapy
- Optometry
- Pain Clinic
- Physical Therapy

- Neurology
- Nutrition (Medical Nutrition Therapy)
- Occupational Therapy
- Optometry
- Pain Clinic
- Physical Therapy
- Podiatry
- Primary Care
- Primary Care Mental Health Integration

- Post 911 Military to VA
- Primary Care
- Prosthetics
- Pulmonary Medicine
- Radiology
- Respiratory Therapy
- Returning Service Member Care
- Smoking and Tobacco Cessation
- Social Work
- Specialty Care
- Speech Therapy
- Suicide Prevention
- Surgery
- Telehealth
- Travel Reimbursement
- Transition Care and Management
- Urology
- Veterans Justice Outreach
- Women Veteran Care

- Podiatry
- Primary Care
- Primary Care Mental Health Integration
- Radiology-General X-Ray
- Smoking and Tobacco Cessation
- Speech (CVT)
- Suicide Prevention
- Surgery Clinic
- Women's Health
- Wound Care
- Clinical Video Teleconference
- VA Video Connect
- Veterans Justice Outreach
- Visual Impairment

- Smoking and Tobacco Cessation
- Speech (CVT)
- Suicide Prevention
- Women's Health
- Wound Care
- Clinical Video Teleconference
- VA Video Connect
- Veterans Justice Outreach
- Visual Impairment



# SERVICES OFFERED

## State College CBOC:

- Acupuncture
- Audiology
- Battlefield Acupuncture
- Cardiology
- Caregiver Support
- Chiropractic Services
- Clinical Pharmacist Practitioner
- Diabetes Self-Management Education and Support (DSMES) Program
- General Surgery
- Healthcare for Homeless Veterans Services
- Healthy Teaching Kitchen
- Home Based Primary Care Services
- Intimate Partner Violence Assistance
- Laboratory
- Low Vision and Blind Rehabilitation
- Medical Nutrition Therapy
- Medical Social Work
- Mental Health
- Military Sexual Trauma
- MOVE! Weight Management

- Neurology
- Nutrition (Medical Nutrition Therapy)
- Occupational Therapy
- Optometry
- Pain Clinic
- Physical Therapy
- Podiatry
- Primary Care
- Primary Care Mental Health Integration
- Radiology-General X-Ray

- Smoking and Tobacco Cessation
- Speech (CVT)
- Suicide Prevention
- Women's Health
- Wound Care
- Clinical Video Teleconference
- VA Video Connect
- Veterans Justice Outreach
- Visual Impairment



## Indiana CBOC:

- Audiology Technician
- Battlefield Acupuncture
- Cardiology
- Caregiver Support
- Clinical Pharmacist Practitioner
- Diabetes Self-Management Education and Support (DSMES) Program
- General Surgery
- Healthcare for Homeless Veterans Services
- Healthy Teaching Kitchen
- Home Based Primary Care Services
- Intimate Partner Violence Assistance
- Laboratory

- Low Vision and Blind Rehabilitation
- Medical Nutrition Therapy
- Medical Social Work
- Mental Health
- Military Sexual Trauma
- MOVE! Weight Management
- Neurology
- Nutrition (Medical Nutrition Therapy)
- Occupational Therapy
- Optometry
- Pain Clinic
- Physical Therapy
- Podiatry
- Primary Care
- Primary Care Mental Health Integration

- Smoking and Tobacco Cessation
- Speech (CVT)
- Suicide Prevention
- Clinical Video Teleconference
- VA Video Connect
- Veterans Justice Outreach
- Visual Impairment
- Women's Health
- Wound Care

## Johnstown CBOC:

- Audiology
- Battlefield Acupuncture
- Cardiology
- Caregiver Support
- Chiropractic Services
- Clinical Pharmacist Practitioner
- Diabetes Self-Management Education and Support (DSMES) Program
- Healthcare for Homeless Veterans Services
- Healthy Teaching Kitchen
- Home Based Primary Care Services
- Intimate Partner Violence Assistance
- Intensive Community Mental Health
- Recovery Services (ICMHR)

- General Surgery
- Laboratory
- Low Vision and Blind Rehabilitation
- Medical Nutrition Therapy
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- Primary Care

- Primary Care Mental Health Integration
- Radiology-General X-Ray
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- Speech (CVT)
- Suicide Prevention
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- Wound Care
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- Visual Impairment



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