WHAT
MATTERS
MOST
What Matters Most

What matters to you? It’s the main question the Butler VA asks its Veterans, and it’s our approach to health care. We choose to focus on what matters, not what is the matter with you.

For those of us at the Butler VA Health Care System, our Veterans and their families matter. We strive each and every day to “To fulfill President Lincoln’s promise to care for those who have served in our nation’s military and for their families, caregivers, and survivors.”

Sharon Coyle

Director

The Butler VA’s 2023 Annual Report highlights many accomplishments from our exceptional year—from expanding housing programs and resources to homeless Veterans and offering more accessible health care through new telehealth services to honoring our Korean War Veterans at an inaugural event for VA and celebrating their birthdays! I encourage you to read through this year’s Annual Report and learn about how we partnered with our Veterans and their families this year to focus on what matters most to them.

Thank you Veterans for trusting us and choosing us for your health care. We appreciate the support and look forward to serving and seeing you at the Butler VA in 2024.

Sharon Coyle

Melissa Achtziger

Associate Director for Patient Care Services

Dr. Aref Rahman

Chief of Staff

Rebecca Wolfe

Associate Director for Operations
VA’s approach to care is called Whole Health. Whole Health starts with a simple question: What matters to you? Starting with this question, VA focuses on helping you achieve and maintain your best all-around health and well-being driven by what is important to you. Whether that means awakening each day free of pain, finding a job, or simply enjoying time with family, it is your choice.

2023 was about focusing on what matters most to our Veterans, their families, and caregivers.

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Health Matters
YOU are at the center of your care

What Matters Most to Me?
Trying to be the best me that I can be, having self-awareness, that it’s ok to use all the tools especially what the VA provides, to improve physically, emotionally and mentally.

- Kara McDwitt, Navy Veteran
Whole Health recognizes you as a whole person, moving beyond illnesses, injuries, or disabilities. Focusing on you as the driver of your health and well-being. It puts YOU, not your symptoms, at the center of your care decisions. Butler VA staff and Veteran peers work every day to get to know you. They work with you to set health goals based on your needs and what matters to you.

Making Healthy Choices

Making healthy choices about what you eat and drink is a powerful way to care for yourself. Food and drink give our bodies the fuel used to work properly, stay healthy, and fight disease. People often do not realize their food choices affect the way they feel, both physically and emotionally.

In fiscal year 2023, the Butler VA’s Clinical Nutrition Team expanded nutrition services to meet Veteran’s needs by implementing three new classes including: Intuitive Eating (IE) Group, Diabetes Nutrition and Education Group, and Diabetes Healthy Teaching Kitchen (HTK). This class is offered each month virtually and face-to-face, while dietitians rotate through demonstrating two recipes focusing on the nutritional benefits, ease, and cost of meal preparation. These changes have provided increased accessibility to HTK for all Veterans. The Women’s Health Healthy Teaching Garden also altered its schedule to better address Veteran’s needs to be more consistent and timelier, which has increased the number of participants over the last year.

Moving the Body

Moving the body can help prevent and treat dozens of diseases, such as diabetes, high blood pressure, and obesity. The Butler VA offers free Veteran fitness classes each week, including 5 new options for fiscal year 2023: Strength Training, Circuit Training, Cardio, Core, & More, Work it Without Sweatin’ It, and an additional TRX class at the Butler YMCA.

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Moving the body includes more than exercise though, it’s any activity that uses your energy to move the large muscles in your body—such as horseback riding. The Butler VA added three new horseback riding programs to its Veteran Community Partnerships this year (for a total of six).

Another example of movement is yoga. The Butler VA’s Whole Health Team implemented “Laughter Yoga” new for this year. The team shares laughter yoga sessions with Veterans, within service lines, within the VISN (our Region), with Veteran Caregivers, with the Veterans Benefits Administration, and with community stakeholders.
The Butler VA had a record-breaking year for its 13th annual VA2K Walk & Roll event in May too. The event’s goal is to focus on moving the body in support of whole health and well-being, while also helping local homeless Veterans. This year’s donations totaled close to $15,000, with a National Recognition Award for Employee Participation related to donations.

The new Virtual Health Resource Center officially opened in the Abie Abraham VA Clinic in early December 2023 to assist Veterans and their caregivers and families with health technology needs in-person.

What matters most to me is taking care of my mind, body and spirit, so I can be my best for my grandchildren: By being present and active with them. I can fully appreciate the joy they bring to me!

- Michele Papakie, Pennsylvania Air National Guard Veteran

Accessing Timely VA Care

Telehealth allows Veterans to connect with VA health care providers when and where they need it, providing them more time to focus on what matters most to them, like spending time with family and friends and engaging in meaningful hobbies and events.

A new telehealth service available for Veterans at the Lawrence County Community-based Outpatient Clinic started this year, Tele-Audiology. With Tele-Audiology, Veterans can “meet” virtually with an Audiologist located at the main Butler facility and receive full audiology services to include hearing aids, molds, fittings, testing, and minor repairs.

Also new this year was the implementation of Low Vision Clinics at the main facility and the community clinics in Armstrong, Lawrence, and Mercer counties. This includes services such as vision-enhancing devices and technologies (and how to use them)!

Gynecology Expansion to all 5 Counties

Beginning in April, gynecology services were expanded at the main facility and all VA community clinic locations to save women Veterans time and the VA money.

As a result of this expansion, overall drive time reduction was 63.3%. Results also showed a 100% satisfaction rating which aligned with female Veteran trust scores that reached a 100% one month after initiation of the expansion. (This rate has also successfully sustained since May 2023!) The expansion also saved the VA a projected $60,000.00 per year.

The Butler VA’s Women Veterans Healthcare Program increased enrollment and retention by 554% this year, with 116 new women Veterans coming to Butler, and over 1,000 women Veterans utilizing Primary Care services. Four new positions were added to support women Veteran care at Butler.
New Pharmacy Tools & Programs

For many Veterans, taking a variety of medications is a necessity. But the simultaneous use of multiple medications known as polypharmacy—can lead to dangerous drug interactions, adverse outcomes, and challenges with a patient’s ability to adhere to the proper schedule and dosage. In fact, polypharmacy ranks among the top 10 common causes of death in the U.S. VIONE is a simple, user friendly medication management methodology used to reduce polypharmacy and improve patient safety, comfort, and medication adherence consistent with high-reliability organizations. The Butler VA implemented VIONE this year for all its health care teams.

The Butler VA also began the PHASER pharmacogenomics program this year. This new program offers pharmacogenomic (PGx) testing for Veterans, which looks at genes related to drug response. The PGx test provides information about how effective a medication might be for a given patient or the risk that a patient may develop a side effect to a medication. It can ultimately help determine which is the best medication for patients and may reduce the trial-and-error process of trying one medication and then later, changing the dose or type of medication if it’s not working or causes side effects. Through PHASER, pharmacogenomic testing is free for Veterans until the end of 2024 and is available at all Butler VA locations.

New and Expanded Complementary and Integrative Health Therapies

Focusing on you as the driver of your health, including self-care and complementary and integrative health therapies (such as acupuncture) along with conventional medical care, you are empowered and equipped to be the leader of your health care team.

Chiropractor offerings were expanded to the Butler VA’s clinics in Cranberry Township and Mercer County this year, with Dr. Kevin Merrow seeing Veterans interested in these community locations. Also new to the Mercer County VA Clinic (and hopefully Lawrence VA Clinic soon!) is Battlefield Acupuncture (BFA). Battlefield Acupuncture is a type of auricular (ear) acupuncture used to help alleviate pain.
Over 15K Toxic Exposure Screenings Completed

One of the best ways Veterans can manage their health is by developing a long-term health care plan with their VA health care team. VA’s toxic exposure screening can be an important part of that discussion.

The PACT Act required the Veterans Health Administration to begin offering toxic exposure screenings to all enrolled Veterans within 90 days of enactment. Now over a year since it launched, 75% of Butler VA Veterans have been screened (over 15K Veterans!) – with only one VA in the entire nation having a higher percentage of screenings completed to date.

43% of our screened Veterans reported at least one exposure, with the most reported exposure being Agent Orange. Veterans were provided connections to the Veterans Benefits Administration, Veteran Service Organizations, and more. Training was also implemented and continues to support continued screenings.

Free Emergency Suicide Care When You Need It

VA wants all Veterans and former service members to know that they can get the free, world-class emergency suicide care they need, when they need it, no matter where they are. The COMPACT Act allows Veterans in acute suicidal crisis to go to any VA or non-VA health care facility for emergency health care at no cost.

The Butler VA held a community event to educate on and answer questions about the COMPACT Act this year and has been working to roll this out all year long. In addition, the Butler VA’s suicide prevention team hosted special events throughout Suicide Prevention Month and offers assistance for Veterans all year long such as individual and evidence-based psychotherapies, group therapy, and whole health.
Surroundings Matter

From a Whole health perspective, surroundings involve everything around you that can affect your health and well-being. Examples include: the place you live, work, spend time in, your neighborhood, climate, amount of tranquility or overstimulation and even experiences that affect your physical, mental and spiritual well-being.

Your surroundings can affect your health. You may be able to improve your health or prevent accidents by making adjustments to your surroundings...that's where the Butler VA stepped in and helped in 2023.

What Matters Most to Me?

I would say the question for me would be who matters the most to me: My wife, she is the beacon in my life that keeps me on a safe path and guides me to amazing places. Without her I wouldn't have had the motivation to seek help from the VA. With the help of the VA, I have been able to share my passion for wood turning and discover a new passion, photography. Without her in my life I would be lost in the chaos of life.

-John Shannon, Air Force Veteran
New and Expanded Housing Options for Homeless Veterans

No Veteran should be without a physical place to call home. Deshon Place (on the Butler VA’s New Castle Road campus) worked on transforming into two new programs this year to serve homeless Veterans. Deshon 1 will soon re-open as a Grant and Per Diem (GPD) project for the temporary housing of 10 Veterans. This will open an additional 3,650 potential bed days for care for homeless Veterans. Deshon 2 will become permanent housing for 10 Veterans through the unique collaboration of the U.S. Department of Housing and Urban Development (HUD) and VA in the HUD-VASH program. These changes are also helping to increase the Butler VA’s Homeless Team voucher allocation from 142 to 157.

Growing the Veterans Justice Outreach Program

The Butler VA’s Veterans Justice Outreach Program (VJO) is a central part of VA’s strategy to break the cycle of Veteran incarceration and homelessness. The Butler VA’s VJO team expanded this year (adding a new VJO specialist and VJO peer specialist) to allow us to serve more Veterans in various surroundings, including jails and courts. 270 Veterans were provided outreach this year, with 96% of those Veterans being connected to VA services. The program also introduced a new initiative in 2023 to explore ways to provide legal services for Veterans who are justice involved in an effort to further improve their surroundings.

The VJO program continued to partner with criminal justice partners to have Veterans Treatment Court options in all five counties the Butler VA serves, and four out of the five courts held graduation events this year, with a total of 19 Veterans graduating. The Lawrence County Treatment Court received accreditation by the AOPC (administrative office of PA courts) of PA—the first Veterans track to be accredited in Pennsylvania!

Same Day Access to the Domiciliary

The Domiciliary Care Program is the Department of Veterans Affairs (VA) oldest health care program. Established through legislation passed in the late 1860’s, the Domiciliary’s purpose was to provide a home for disabled volunteer soldiers of the Civil War. Domiciliary care was initially established to provide services to economically-disadvantaged Veterans, and it remains committed to serving that group. The Domiciliary has evolved from a “Soldiers’ Home” to become an active clinical rehabilitation and treatment program for male and female Veterans and domiciliary programs are now integrated with the Mental Health Residential Rehabilitation and Treatment Programs (MH RRTPs).

Providing same-day access and admissions to the Butler VA’s 56-bed Domiciliary was identified as a goal for this year, and the Domiciliary rated as Outstanding!
Recreational activities resumed at 100% operationally for the Veterans to participate in community activities as part of Domiciliary programming this year too. Equine therapy was added to community recreational opportunities in addition to fishing, a Punxsutawney Phil trip, bowling, and the “Adopt a Vet” Christmas program.

**Safe and Healthy Emotional Surroundings**

The term “Surroundings” covers a lot of things. It is not always a physical place but can also be the amount of tranquility or overstimulation and even experiences that affect your physical, mental and spiritual well-being.

VA’s LGBTQ+ program requires health care to be delivered in an affirming and inclusive environment. The Butler VA’s local LGBTQ+ program implemented new trainings, hosted several VA Pride month events, and added two new LGBTQ+ groups this year—Pride VA and Transcend Group. The goal is for LGBTQ+ Veterans to choose VA and receive affirming care and services to achieve optimal health and well-being.

VA provides free treatment for any physical or mental health conditions related to Veteran’s experiences of Military Sexual Trauma (MST). The Butler VA started a new Courage Group this year designed to help Veterans who have experienced MST move forward together. Topics range from trust and self-esteem to self-forgiveness and coping with strong emotions.

**What Matters Most to Me?**

For a long time, I have put others’ needs before my own and paid a hefty price for that decision, but Whole Health helped me find self-love, self-discipline, and self-care: I used to think those 3 things that once mattered to me were lost, but my Whole Health Coach Karen helped me realize that I never lost them; instead, they were stowed away until I allowed myself to accept that I was not giving in; I did what I had to do to get through the struggles, and Karen has been with me throughout the ups and downs: It comes down to the joy and gratitude I feel every day for waking up and having the opportunity to be a better version of myself than I was the day before and to a girl who almost gave up; that matters the most.

—Katelyn Wardman, Army Veteran
Relationships Matter

Relationships can affect our emotional, mental, and physical health and well-being. Connections to family, friends, community, and even animals can reduce stress and improve your physical and emotional well-being.

What Matters Most to Me?
My amazing little service dog Kyle and how he helps me with my daily routine and my mental health challenges I face to remember my daily basic needs, so I can enjoy the time I get to spend with my mom and my cousin Tracie.

- Deanna Anderson, US Army Veteran
Almost 15,000 Hours of Volunteer Service

Every volunteer makes such a difference in our Veterans’ lives... and volunteering can even improve your own health!

In fiscal year 2023, the Butler VA had 138 active volunteers create smiles, laughs, and memories, greet, host and help with events, transport, and establish genuine relationships with and for our Veterans. From annual events like the National Salute to Veteran Patients Week and VA2K to new events for the facility such as a Flag Day Event and the first Korean War Veterans Recognition Event, these efforts would not have been possible without volunteers.

Volunteer drivers this year provided 3,081 trips to Veterans covering 138,696 miles over our catchment area. This includes early mornings, late evenings, treacherous weather, and trips to the city. The time spent by our Volunteers to transport 1,802 Veterans was 6,681 hours.

Butler VA Health Care System recorded 14,786.95 hours of service for fiscal year 2023 (a total resource impact of approximately $428,821.55), this includes both regular and occasional hours recorded (an increase of 3,358.2 hours since fiscal year 2022).

Built 5 New Community Relationships

The Butler VA Health Care System has 17 Veteran Community Partnerships, 5 new for 2023. Veteran Community Partnerships (VCPs) are organized partnerships that bring together VA staff and community organizations to build relationships, exchange information, educate each other and the public on resources available to Veterans and collaborate to reduce barriers that impede Veteran’s access to care or services. Community collaboration is essential to effectively meet the needs of Veterans, their families, caregivers, and survivors. Through partnerships, the Butler VA is working to better support Veterans and their families. In addition to 3 new equine therapy partnerships, the Butler VA partnered with the Butler Area Woodturners and The Art Center this year to provide free woodturning classes for Veterans and various art discounts and events.

Thanks to the ongoing partnership with Steele’s Brushes and Ceramics, the Butler VA was able to host 13 free Creative Arts workshops in 2023. In addition to the health benefits of creative arts, Veterans were also encouraged to use these workshops as a starting point for creating submissions for the National Veterans Creative Arts Festival. 43 Veterans submitted a total of 85 entries for this year’s local competition.

What Matters Most to Me?

Creating things, art, family, meaningful time with people I care about.

—Anna McWhorter, U.S. Air Force Veteran

What Matters Most
Supporting the Caregiver and Veteran

The Butler VA’s Caregiver Support Team understands that the caregiver community is vital to the recovery and care of many Veterans. These caregivers may need support, which is why the VA Caregiver Support Program (CSP) offers clinical, educational, and wrap-around services to individuals who care for Veterans enrolled in VA health care.

This fiscal year, the Caregiver Support Team hosted both appreciation and educational events for Caregivers throughout the year, including a Caregiver Tea, Caregiver Support Resource Fair, CPR Training for Caregivers, and an Introduction to Caregiver Support event.

The CSP team received an Outstanding rating on the Network Director’s Performance Plan, and no findings, no actions, and no recommendations on their annual site visit.

Health and Safety in Relationships

A healthy intimate relationship with a life partner can be a source of strength. VA has services to help improve relationship health and safety and develop skills for communication, understanding and managing anger, resolving conflict, and managing difficult emotions safely.

New for 2023, the Butler VA’s Intimate partner violence (IPV) program started “Strengths and Empowerment (RISE) Evidenced Based Therapy (EBT)” for individuals that experience intimate partner violence. It is a trauma-informed therapy program for women Veterans who have experienced IPV, such as verbal threats, controlling behaviors, coercive or unwanted sexual behavior, and physical aggression. RISE consists of up to 6 sessions that are chosen by the Veteran in collaboration with a VA therapist.

This year, the local IPV program also introduced a new Relationship Health and Safety Screen and increased screening to all genders and ages throughout the VA. Outreach also increased, including meeting with local Domestic Violence Shelters and hosting events during Domestic Violence Awareness Month such as White Ribbon VA.
Co-Worker Connections and Whole Health Recognitions

Feeling listened to and connected with people you work with can be an integral part of relationships. Trainings and events, as well as both local and national recognitions for staff are one way VA is promoting the importance of co-worker relationships.

The Butler VA's Whole Health Team hosted regular events for employees (and Veterans) this year such as the Whole Health Expo and Resource Fair, the VA2K, laughter yoga, Gratitude journaling, Vision Board Workshops, and an Employee De-Stress Event. The team also started new Employee Teams Share events this year—short educational events highlighting resources for Veterans and staff and showcasing service lines in the VA to provide opportunities to better understand how each service line operates and contributes to the day to day of VA. The team also recognizes a staff member each month with a Whole Health Sunflower Award for their positive and proactive role in Whole Health. This year's winners included: Ann Ramsey, Amy Tomko, Russ William, and Robin Stumpf.

Established New Committee for Women Veterans

A new Women Veteran Advisory Committee was implemented in January 2023. The committee includes enrolled women Veterans at the Butler VA Health Care System that meet bi-monthly to provide feedback and guidance for VA programs and initiatives. The committee provides advice for increasing engagement, program enhancements, and provides an emphasis on what matters most to women Veterans at the Butler VA.

What Matters Most
Butler VA Health Care System 2023 Annual Report
Our Veterans Matter the Most

VA’s Mission: To fulfill President Lincoln’s promise to care for those who have served in our nation’s military and for their families, caregivers, and survivors.

No organization can succeed without values to match its mission. VA Core Values are Integrity, Commitment, Advocacy, Respect, and Excellence — better known as “I CARE.” They serve as a guide for all our interactions and remind us and others that “I CARE”…. that our Veterans matter the most.

What Matters Most to Me?

What matters most to me is Faith, Family and preserving our Republic. And MUSIC… there should always be Music!

—Richard W. Mondak, Navy Veteran
Held First Korean War Veteran Recognition Event

This year, the local Daughters of the American Revolution (DAR) representative encountered a Veteran who declined a Vietnam Veteran pin, sharing that he fought in the Forgotten War (Korea) and that no one acknowledged him or his war. The DAR representative reached out to the Butler VA’s Voluntary Services Chief because of this encounter, and the planning began to make a change and show Korean War Veterans they do matter and are not forgotten here.

The Butler VA hosted its first ever Korean War Veteran Recognition Event on the 70th Anniversary of the Korean War Armistice, July 27, 2023. A special ceremony and luncheon was held in the morning for Veterans (and their guest) who served in Korea. Seven state and local dignitaries joined the Butler VA Leadership, staff, and volunteers in honoring these Veterans.

Later that afternoon, a resource fair was held for all Korean War Era Veterans and their families. Information tables were setup with information about a variety of VA programs and Veteran benefits. Recognition pins and certificates were presented to thank and commemorate Veterans for their service. Light refreshments and seating for comradery were also available for Veterans to enjoy the honors.

What Matters Most to Me?

What matters to me the most is that my children have everything they need:

-Lindsey Anderson, Army Veteran
Honored Local Former Prisoners of War at Home

Each September, the Butler VA observes National POW/MIA Recognition Day. This year, members of Butler VA’s Leadership Team visited with four local Former Prisoners of War to personally thank them for their service and to present them with gifts of appreciation compliments of Butler VA’s Voluntary Services Program and Butler County Commissioners.

⭐⭐⭐ WWII Army Sgt. John Durisko
⭐⭐⭐ WWII Air Force 1ST Lt. Wallace King
⭐⭐⭐ Korean War Army Cpl. Harold Beerbower
⭐⭐⭐ Vietnam War Navy PO2 Hilles Miles

We will never forget the sacrifices of the POWs.

Celebrated Military and Milestone Birthdays

Air Force Veteran John Kriska was greeted at the Butler VA Health Care System this past spring with a birthday cake and card to celebrate his 107th birthday! John comes to the Butler VA each year for his annual appointment. John served in World War II as an airplane mechanic. He did not start coming to the VA until he turned 100 years old. His son brings him for his appointments, and his daughter shared that everything has been wonderful with his care. He especially loves his health care provider.

The Butler VA’s Center for Development and Civic Engagement (CDCE) initiated new military birthday celebrations this year too – recognizing each branch of service on their “birthday.” Cake, coffee, and comradery are a part of each recognition. The new celebrations started with the U.S. Navy’s 248th birthday in October.
Recreation Therapy Programming Returned!

The Sergeant Joseph George Kusick Community Living Center (CLC) worked diligently this year to return programming to Veteran residents (post-COVID-19 pandemic). A favorite returned—the annual Summer Carnival! CLC staff planned a special day for Veteran residents playing carnival games, including a dunk tank and pie-in-the-face. Carnival treats were also available from cotton candy and snow cones to corn dogs and funnel cakes.

Veteran residents were also able to enjoy creative arts workshops, off-station trips/outings, evening bonfires, and new for this year—virtual reality equipment! As part of Nurses Week in May, all residents and staff sponsored a Pet Food/Supply and Canned Food Drive as a community engagement activity, donating to a local pantry.

What Matters Most to Me?

What Matters Most - my 2 ½ year old German Shepherd named Diesel. I don’t know what I would do without it. He gives me a reason to get out of bed in the mornings. I even wear a bracelet that says, ‘Some therapists have 4 legs.’ Diesel is what matters most to me.

—Robert Woodley, Army Veteran

Increased Outreach Efforts for Veterans

The Butler VA proudly works alongside others to connect Veterans to the health and benefits they’ve earned. It’s more than just ‘information-sharing’ though – it’s an opportunity to connect with Veterans and their families to show our appreciation and let them know they matter.

This year, the Butler VA collaborated with Keystone Safari to host a Veteran Resource Fair and Family Fun Day, visiting and sharing information with over 100 Veterans and their families. Throughout the summer, Information, Enrollment, and Claims Fairs were held at all VA community clinics, with approximately 80 attendees. During the fair at the Michael A. Marzano VA Clinic (Mercer), a special Purple Heart Recognition Day took place as well.

Over 60 outreach events were held this year, resulting in over 800 new Veteran enrollments.

New Comfort Cart for Veterans

In February, the Butler VA’s Patient Advocate Office implemented a patient experience “Comfort Cart” for the facility. The Comfort Cart regularly visits all first floor waiting rooms to provide updated policies and resources for Veterans. The Comfort Cart also provides water and snacks. Veterans may provide their comments, recommendations, and concerns to volunteers during Comfort Cart visits too.
What Matters Most to Me?

My health; to help my family, take care of myself, take care of my dog "Ping", and get back into the arts and help other Veterans.

—Daniel McCullough, Army Veteran
The Butler VA Health Care System finished out the year with the 2nd highest overall trust rating in the nation, with a score of 96.5% (VSignals online survey platform). We also ended the fiscal year (2023) with a Satisfaction Score of 98%.

Recognitions

- 5-Star Rating for the Sergeant Josep George Kusick Community Living Center on VA’s Strategic Analytics for Improvement and Learning (SAIL) Report
- Outstanding Facility Performance (100%) Butler also achieved excellence in quality and performance related metrics, including:
  - #1 in the Nation on Overall Provider Rating
  - #1 in the Nation on Primary Care Mental Health Care Coordination and Access
  - #1 in the Nation for Advanced Practice Provider Capacity
  - #1 in the Nation for Specialty Care Average Wait Times for Established Patients
  - #1 in the Nation for Primary Care Average Wait Ties of Established Patients
- Recognized nationally for the work being completed with the ACORN pilot—ACORN aims to systematically identify and address social needs among all Veterans to improve health outcomes and promote health equity
- Recognized as a leader in implementing Family and Friends Anytime CPR Kit and CPR Class for a Caregivers initiative (now being implemented nationwide!)
- Awarded first place in the Office of Women’s Services Go Red Field Challenge for February’s Go Red Heart Health Month Challenge
- Published article in April 2023 Journal of American Pharmacists Association: Facilitating oral COVID-19 therapy utilization through a pharmacy consult service
- Awarded three staff members with the nationally recognized DAISY Award for Extraordinary Nurses—Daniel Miller, BSN, RN, Marcie Baker, RN, and Karen Dunn, MSN, RN
- Presented three VA firefighters with the VA Fire & Emergency Services Life Saving Award and the American Heart Association HeartSaver Award for their heroic community actions

What Matters Most
Butler VA Health Care System 2023 Annual Report
Accreditations

- The Joint Commission Ambulatory, Behavioral Health Care and Human Services and Home Care Accreditation was achieved with the lowest number of findings (10) to date
- Successful Ascellon Long Term Care Survey
- Successful Annual Workplace Evaluation

Statistics

Employees: 797
Employees who are Veterans: 213
Volunteers: 138 (active)
Volunteer hours: 14,787
Donations: $440,355
Veterans Served: 25,140
Veteran Outpatient Visits: 208,912
Visits completed via Telehealth: 33,475
Operating Budget: $208,232,521.70
Operating Beds: 126
About Us

The Butler VA Health Care System, located in Butler County, Pennsylvania has been attending to Veteran’s total care since 1947. We are the health care choice for over 25,000 Veterans throughout Western Pennsylvania and parts of Ohio and are a member of VA Healthcare VISN 4 under the U.S. Department of Veterans Affairs. Butler VA provides comprehensive Veteran care including primary, specialty, and mental health care — as well as management of chronic conditions and social support services to our nation’s Veterans. We proudly serve America’s Veterans at our main campus on North Duffy Road, our facilities on New Castle Road, as well as at our five Primary Care VA Outpatient Clinics in Armstrong, Southern Butler County (Cranberry Township), Clarion, Lawrence and Mercer Counties.

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