

# HAMPTON VA MEDICAL CENTER

## *Annual Report 2010*

Hampton, Virginia



*Defining Our Innovative Future on a Proud History*

# From the Director



As 2010 came to a close, I had the pleasure of looking back at the growth, accomplishments and service we provided to our Veterans at the Hampton VA Medical Center. I am proud to serve as the medical center director of an organization that continues to strive toward excellence and stands “Proud to Serve” each and every day. Even with the many challenges we faced together throughout the year, our primary mission remained the same: To Honor America’s Veterans by providing exceptional health care that improves their health and well-being.

During 2010, the Hampton VAMC experienced a seven percent growth rate and women increased to more than 17 percent of our total Veteran population. To better serve our Veterans, the Hampton VAMC currently has 83 construction projects underway to support our mission and meet future requirements.

We have begun construction on the new Operation Enduring Freedom/Operation Iraqi Freedom (OEF/OIF) Clinic and expansion of the Spinal Cord Injury unit. In addition, we are in the design stage of building a new Women’s Health Clinic and anxiously await the groundbreaking of the Edenton/Elizabeth City Community Based Outpatient Clinic located in Elizabeth City, N.C.

In 2010, the Hampton VAMC was also chosen to pilot an exciting program called Virtual Lifetime Electronic Records (VLER). The program is designed to improve care and services to our Nation’s heroes, and partners with the Department of Defense (DOD) and select civilian health care providers for a more comprehensive view of a patient’s health issues by using electronic healthcare information.

As our Veteran population continues to grow, we will continue to be a patient-centered, service-oriented healthcare facility and staff which stands ready to serve our Nation’s Veterans. I want to extend my sincerest thanks to our dedicated staff, volunteers, and community partners. Without your commitment to excellence and your dedication to serve those who have so proudly served us, we would not have been able to grow and improve the services available at the Hampton VAMC.

Sincerely Yours,  
DeAnne M. Seekins, MBA  
Director, Hampton VA Medical Center

# Facility Leadership



Benita K. Stoddard, FACHE  
Associate Director  
for Operations



G. Arul, M.D.  
Chief of Staff



Shedale Tindall, RN, MSN  
Associate Director  
for Patient Care Services

Settlers Landing Monument



### **Prevention Services**

Includes the National Call Center for Homeless Veterans, the Veteran Justice Outreach Program, and the Supportive Services for Veteran Families Program

### **Housing Support Services**

Includes information and resources to provide permanent or temporary housing and ongoing case management and treatment services for homeless Veterans

### **Treatment**

Includes healthcare for homeless Veterans, healthcare and other services for Veterans exiting prison, information on Veteran Stand Downs, Drop-In Centers, and VA's Homeless Veteran Dental Assistance Program

### **Employment/Job Training**

Includes information on VA's Compensated Work Therapy program where homeless Veterans earn pay while learning new job skills, relearning successful work habits, and regaining a sense of self-esteem and self-worth

### **Benefits/Other Services**

Includes information about homeless Veteran Benefit Assistance and other programs, which provide necessary services to homeless Veterans



**Hampton VA Medical Center**  
**Fighting Homelessness, Placing Homeless Veterans in Housing**

# Proud to Serve

**O**ur goal at the Hampton VA Medical Center is to systematically improve the overall quality of care provided to our Veterans and align with Veterans Health Administration's Patient-Centered model of care. By integrating our collective energies toward our highest priority of providing quality, reliable, accessible, customer-focused, timely and efficient patient-centered care in an environment where Veterans choose to receive services and employees choose to work.

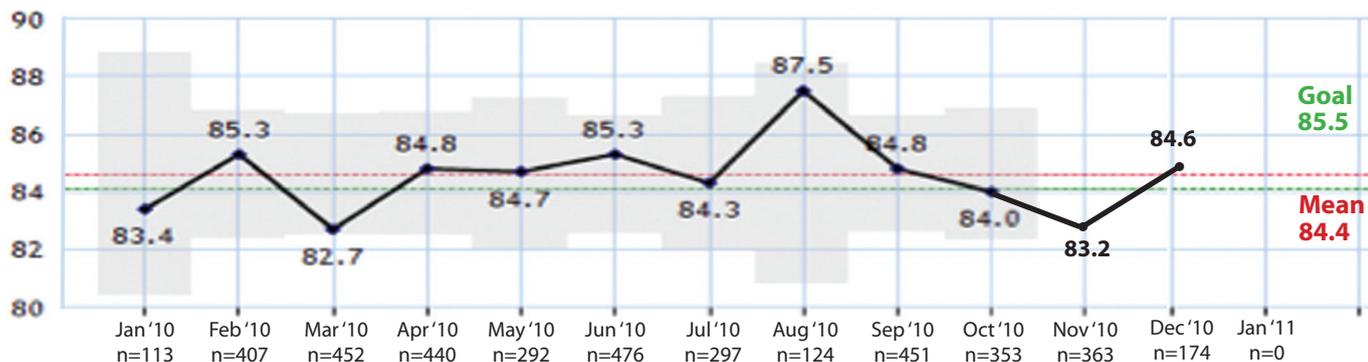
## OUR C.A.R.E. COMMITMENT

- CONNECT** - We are committed to making a personal connection with our Veterans
- APPRECIATE** - We are committed to being empathetic to our Veterans and understanding how their healthcare situation affects them
- RESPOND** - We are committed to listening, clarifying and co-creating solutions with our Veterans to respond to their concerns
- EMPOWER** - We are committed to partnering with our Veterans in their healthcare experience

# Customer Satisfaction



## Medical Practice/Outpatient Services Hampton VAMC Overall Satisfaction



# PACT (Patient Aligned Care Team) Defining Excellence in the 21st Century

[www.va.gov/PrimaryCare/pcmh/](http://www.va.gov/PrimaryCare/pcmh/)

[www.va.gov](http://www.va.gov)

## ***What is a PACT?***

A Patient Aligned Care Team (PACT) is each Veteran working together with health care professionals to plan for whole-person care and life-long health and wellness. They focus on:

- Partnerships with Veterans
- Access to care using diverse methods
- Coordinated care among team members
- Team-based care with Veterans as the center of their PACT

## ***How does a PACT function for each Veteran?***

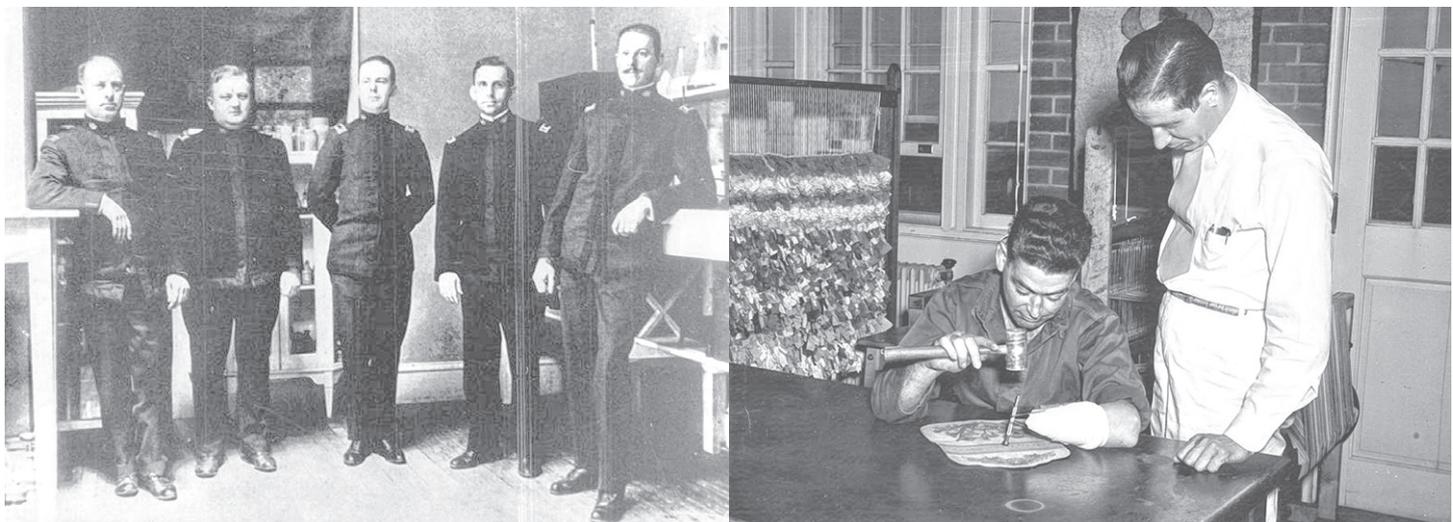
A PACT is a partnership between you and your health care team to make sure you receive whole-person care. This is personalized care to meet your individual health care goals. Your care team looks at all aspects of your health. The emphasis is on prevention and health promotion.

A PACT offers many ways to access healthcare. In addition to personal visits with your primary health care provider, you may schedule visits with other members of your team. You also may have access to group clinics and educational seminars, plus a wealth of information on the Internet through My HealthVet ([www.myhealth.va.gov](http://www.myhealth.va.gov)). And you can communicate with members of your PACT by telephone or through Secure Messaging via My HealthVet.

A PACT achieves coordinated care through collaboration. All members of your team have clearly defined roles. They meet often to talk with you and each other about your progress toward achieving your health goals. The focus is on forging trusted, personal relationships, and the result is coordination of all aspects of your health care.

A PACT uses a team-based approach. You are the center of the care team that also includes your family members, caregivers and your health care professionals — primary care provider, nurse care manager, clinical associate, and administrative clerk. When other services are needed to meet your goals and needs, another care team may be called in.

**This is our PACT with you — to deliver excellence  
in every aspect of patient care.**



# Virginia Beach Community Based Outpatient Clinic



**CELEBRATING THREE YEARS  
OF SERVICE TO OUR NATION'S HEROES**



**- 2010 -**

# ***Numbers to Know***



**Outpatient  
Visits**

**433,440**

**8% increase**



**Unique  
Veterans  
Served**

**37,081**

**6.8% increase**



**Budget**

**\$212,675,897**

# Hampton VAMC meets cha

**H**urricane Earl, the fifth named storm of the 2010 hurricane season, brushed past Hampton Roads, Va., Sept. 3 with much anticipation. Weather forecasters were unsure of what path the storm would take but one thing was certain ~ it could be close and pack a major punch to the area.

In preparation for the storm, Hampton VA Medical Center leadership stood up its Hospital Command Center, which was to serve as the nerve center for the disaster planning.

The disaster preparedness team set in motion a series of plans for a partial evacuation.

The crisis team executed plans for a partial evacuation of patients in the Spi-

*Our number one priority is the safety of all of our patients.*

*~ DeAnne M. Seekins, MBA  
Hampton VA Medical Center*

nal Cord Injury and Mental Health units, and to “shelter in place” the remaining Veterans and staff members.

“It takes a lot of planning to get this right,” said Benita K. Stoddard, associate director for Operations and the HCC commander. “We had to ensure that everything was in place with those facilities accepting our patients, and accompanying staff members.”



The Hampton VA Medical Center team gathers to discuss the partial evacuation plan in the Hospital Command Center.

# allenges of Hurricane Earl

By 4 a.m. on Sept. 3 it was clear that Hurricane Earl would result in minimal impact to the Hampton VAMC a great relief for those standing ready to assist.

Recovery of those patients who had been evacuated was underway that morning, as the HCC again became a flurry of activity with phone calls, staff coordination and plans to welcome home their Heroes properly.

“It took a lot of hard work, coordination and dedication from our employees and sister VA facilities,” said DeAnne M. Seekins, director of Hampton VA Medical Center, adding that lessons learned from past catastrophic events including Katrina impact how the VA approaches weather events like Earl. “Throughout it all, the dedicated Hampton VA staff stood together – ‘Proud To Serve’ – our Veterans.”



Shedale Tindall assists a patient as he boards a bus to the Richmond VAMC.



The Hampton VAMC team coordinates the transport to Richmond and Salem, Va., Durham and Salisbury, N.C.

# Seamless Transition for our OEF/OIF Veterans



The Hampton VA Medical Center staff is passionate and proud to serve Our Nation's Veterans. Hampton VAMC has set up a seamless transition for all Operation Enduring Freedom (OEF) and Operation Iraqi Freedom (OIF) Veterans from Department of Defense to the VA health care system. Many of our Veterans have suffered illness and injury related to the Global War on Terrorism. It's our goal at Hampton VAMC to ensure that these Veterans receive the highest quality of care available in a seamless and timely manner.



# RURAL HEALTH INITIATIVE

## Hampton VA Medical Center

**E**stablished in May 2010, the Hampton VA Medical Center Rural Health Initiative team's primary mission is to expand the access and availability of health information for Veterans living in rural and highly rural areas. This pilot program provides enrollment services, education seminars and outreach to Veterans in rural communities throughout southern Virginia and northeastern North Carolina. Hampton's catchment area includes: Accomack, Northampton, Camden, Dare, Gates, Hertford, Pasquotank, Perquimans, Tyrell, Chowan, Currituck and Burtie counties.

- Expand access and availability of VA services
- Health education and training
- Social Services
- Health promotion for women Veterans
- MyHealtheVet enrollment
- Pharmacy education



**In 2010:  
38 Outreach Events  
425 Veterans Enrolled**



# Women's Health...

## *About the Program*



**W**e honor our commitment to the delivery of quality health care to all of our Veterans.

Women who have served are encouraged to come to the Hampton VA Medical Center, which offers programs to meet the unique needs of its female Veterans.

### Services Offered

- Gynecology Services
- Primary Care
- Breast Exams and Mammography
- Menopause Treatment

Treatment for substance abuse is available as well.



# Veterans Supporting Veterans

In 2010, the generosity of the Veterans Services Organizations overflowed as groups, once again, stepped forward to support the Hampton VA Medical Center and Veterans.

The Hampton Roads 13 Disabled American Veterans Chapters, as collective owners of six DAV Thrift Stores, proudly presented a \$35,000 contribution which will help to provide Veterans with program service support.

“We are extremely thankful to the DAV and all of our VSOs who support us,” said DeAnne M. Seekins, director of the Hampton VAMC. She noted that all of their donations and assistance help the Hampton VAMC to serve its Veterans through such programs as recreation therapy, welcome home events, homeless initiatives and the National Wheelchair Games. “We have a tremendous appreciation for what the VSOs do each and every day and we truly recognize the importance of the work they do throughout the community.”



**Number of VSO Volunteers**

**467**

**Number of VSO Volunteer Hours**

**59,061**

**DAV Transportation**

**18 Drivers**

**Escort Runs 40,900**

**Total of VSO Non-Cash Donations**

**\$340,003.28**

**Transported Passengers 6,967**

**Utilized Hours 5,282**

**Miles Driven 60,160**

**Total of VSO Monetary Donations**

**\$105,034.60**



# Virtual Lifetime Electronic Record

Enhancing quality of care for Veterans through records sharing

## Hampton VAMC Pilots Data sharing Program

The Hampton VA Medical Center is leading the way to improve patient care piloting VA's Virtual Lifetime Electronic Record (VLER) health community project. This innovative medical data exchange program enables clinicians from the Hampton VAMC, Naval Medical Center Portsmouth, Bon Secours and Kaiser Permanente in San Diego, to obtain a more comprehensive view of a patient's health issues, medications and allergies by using electronic health record information.

The program provides a technology "gateway" to support interoperability standards and a legal framework for the secure exchange of health information between treating physicians, when authorized by a patient. In the future, clinicians from participating organizations can electronically, securely, and privately share authorized patient data, ensuring around-the-clock access to critical health information.

Primary care physician Dr. Zewditu Tekleberhan and nurse practitioner Carmen Roaquin agreed that VLER is on the mark when it comes to the next step in health care. Both are excited that the Hampton VAMC was selected as a pilot site and said they are anxiously awaiting the full launch of the program which is targeted to begin in 2011. In the meantime, the medical

staff is being trained and becoming familiar with the process.

"VA providers will be able to quickly see certain medical tests and a list of medicines that Veterans receive from outside providers," Tekleberhan said as she guided Roaquin step-by-step through the computer software. "This immediate electronic access supports increased accuracy, efficiency and safety and helps to avoid redundant care and testing."

Roaquin pointed out that during these challenging economic times, everyone is looking for ways to save, and avoiding redundancy in testing is one more way of saving Veterans out of pocket costs. She also noted that VLER supports the "going green" concept through the reduction of paper records.

The Hampton VLER team invited more than 5,500 Veterans to participate in the new program. Those who enroll will enable their public and private sector health care providers and doctors to share specific health information electronically, safely, securely and privately.

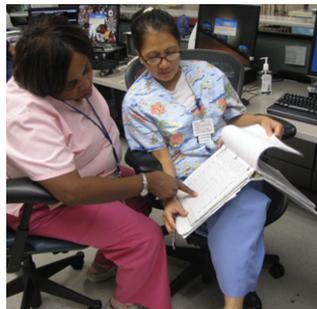
"Doctors have recognized the importance of sharing medical information for years but the technology didn't exist," said Dr. Katherine Gianola, Hampton VAMC Clinical Informatics

community coordinator for the VLER project. "VLER now gives us the technology to cross systems securely and makes it possible to share these sensitive records so that our Veterans are better served."

Gianola explained that the program puts the highest priority on patient privacy and data security, and no exchange of information will occur without the explicit permission of the individual patient. She pointed out that Veterans' access to care will in no way be affected at institutions if they choose not to participate.

"The healthcare of our Veterans is our first priority at the Hampton VA and so we are excited to about leading the effort in this pilot program," said DeAnne Seekins, Hampton VAMC's director, noting that the facility is the second site in the entire country to offer this healthcare without boundaries program. The initial pilot, which began in January in San Diego was a great success. "This program just furthers our commitment to providing our Veterans with safe, quality care, and provides us an opportunity to create stronger alliances with the private clinicians in the Hampton Roads area who serve our Nation's heroes."

Those with questions about VLER should contact the toll-free number at 1-877-771-VLER (8537).



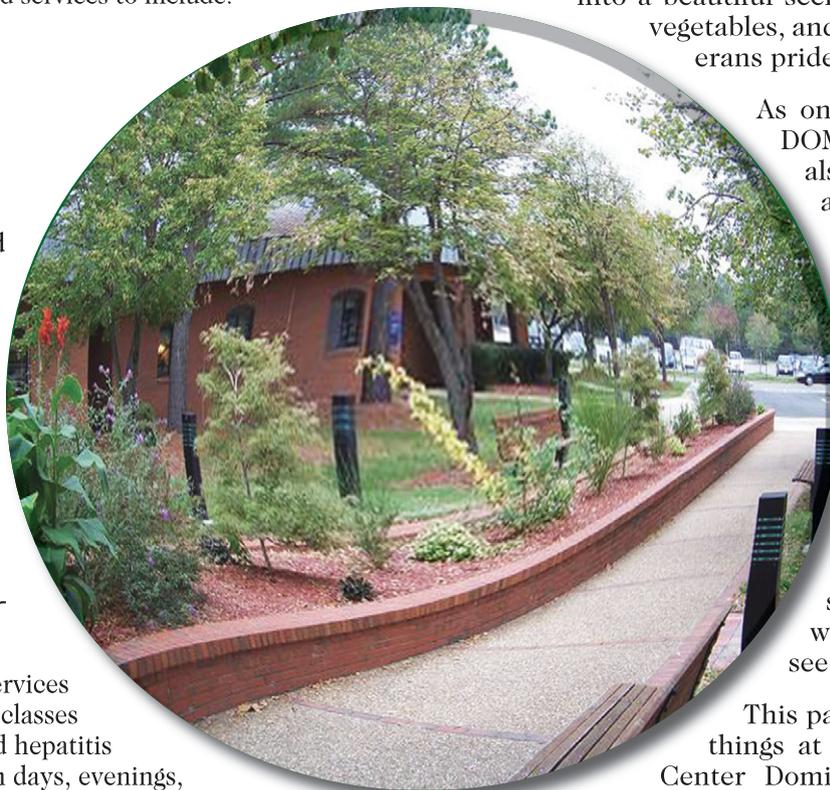
# Domiciliary Spotlight 2010

The Hampton VA Medical Center Domiciliary Residential Program offers multiple treatment options for Veterans in need of substance abuse treatment, vocational rehabilitation, Post Traumatic Syndrome Disorder treatment, housing needs, and case management. Wellness and recovery have been the guiding principles for empowering Veterans as partners in their treatment. Patient-Centered care served as the foundation for major achievements in 2010 with Domiciliary expanded programs, improved access, a more homelike environment and exciting new programs and services to include:

- Drug Abuse Program increased by 20 beds
- New groups and activities increased by 35%
- Evening and weekend programs added
- Improved access with an increase from 95 to 150 beds
- “Veteran X,” a recovery-oriented, hands on program for Veterans led by peer support counselors introduced
- Increased Nursing Services to include education classes on healthy living, and hepatitis C; immunizations on days, evenings, and weekends; weekly health rounds; assistance for patients with special medication needs; and extended nursing hours to cover emergencies after hours, which resulted in decreased emergency room visits

Physical improvements across the grounds became evident in 2010, beginning with a new patio area. The Natural Recovery Program is a new recovery-oriented program that utilizes the healing arts of music, art, and garden therapy to promote relaxation and meditation. Veterans choose their preference of treatment tracks.

One of the tracks that has transformed the landscaping into a beautiful scenery of lush, green plants, vegetables, and flowers. In this track, Veterans proudly maintain the area.



As one enters the lobby of the DOM, many improvements are also apparent. An indoor aquarium in the common lounge area provides a relaxing atmosphere. Flat screen TVs in patient waiting areas show nature videos and smoking cessation clips promoting healthy living. Artwork, with a message encouraging smoking cessation, is hung in patient rooms. Also pagers have been ordered so patients can be “paged” when the doctor is ready to see them.

This past year was full of exciting things at the Hampton VA Medical Center Domiciliary. Improved access, weekend programs, healing arts therapy, expanded programs for the homeless and the unemployed, and smoking cessation were just the beginning of more things to come.



# *Defining Our Innovative Future on a Proud History*



***Aerial View***



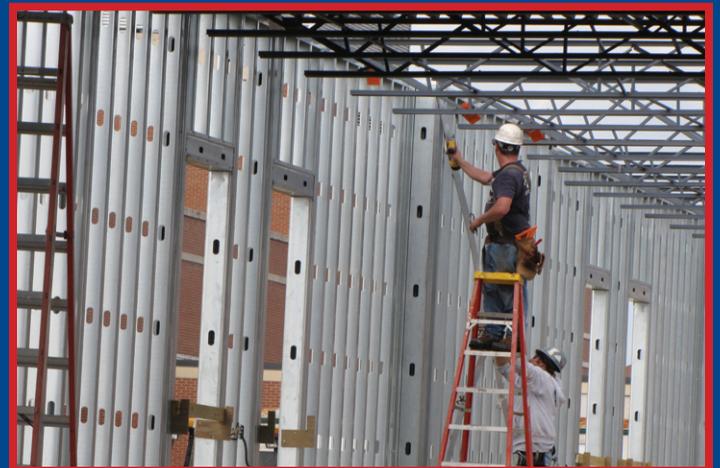
***The Historic Part of the Hospital***



***New Veterans Affairs Outpatient Services***



***Opening 2011  
OEF/OIF Veterans Clinic***



***Opening 2011  
Spinal Injury Research & Care Center***