

Corporal Michael J. Crescenz VA Medical Center



ANNUAL *report* 20 23

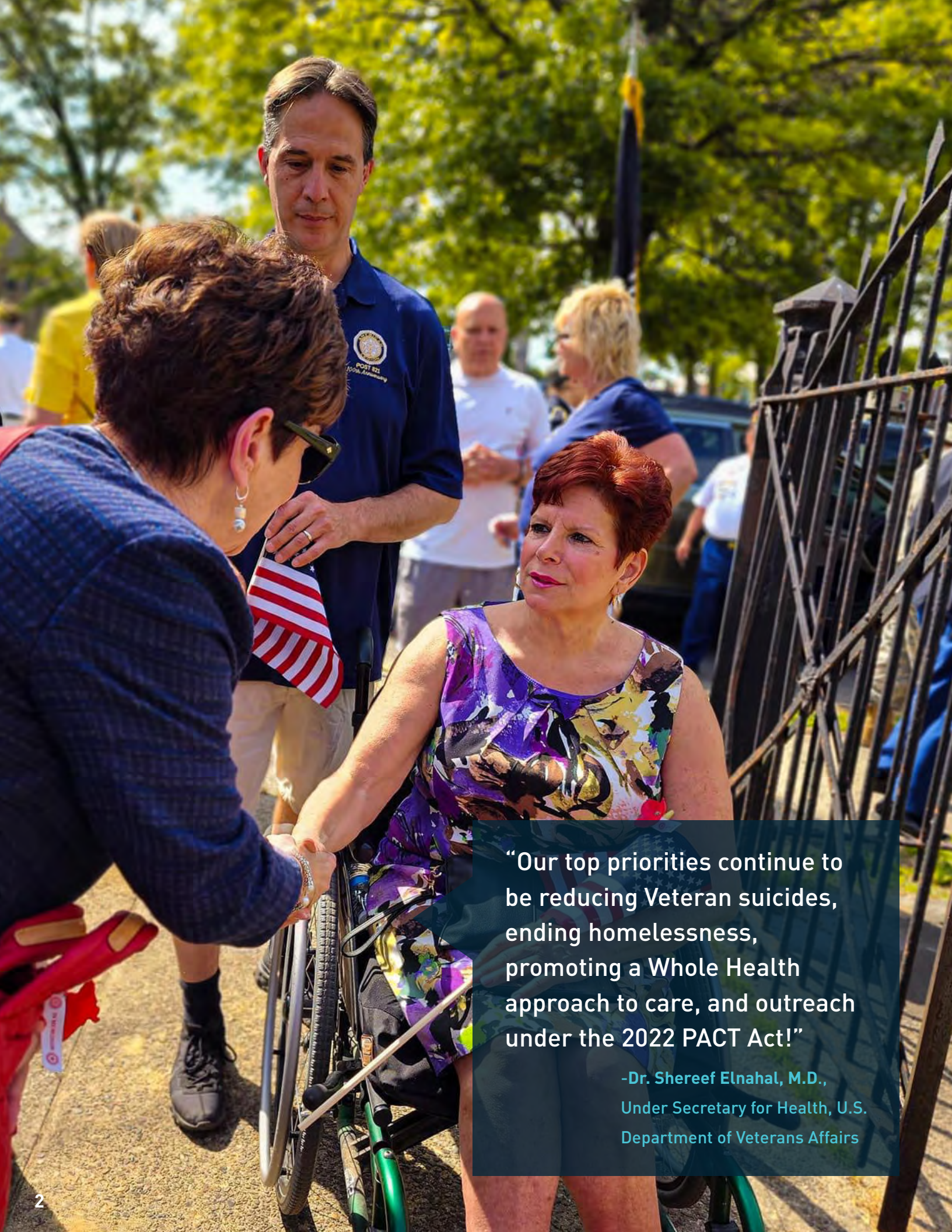


VA

U.S. Department of Veterans Affairs

Veterans Health Administration
Philadelphia VA Healthcare System

www.va.gov/Philadelphia



“Our top priorities continue to be reducing Veteran suicides, ending homelessness, promoting a Whole Health approach to care, and outreach under the 2022 PACT Act!”

-Dr. Shereef Elnahal, M.D.,
Under Secretary for Health, U.S.
Department of Veterans Affairs

Director's *message*

What an eventful twelve months we had in fiscal year 2023! The implementation of the 2022 PACT Act dominated much of our work across the facility and it was a task that our team enthusiastically embraced. We conducted over 29,294 toxic exposure screenings of combat Veterans from the Vietnam-era, all of the Gulf Wars and Post-9/11. These screenings were imperative to determine and verify where they served and when. By using this information and utilizing VA research studies, we could draw a nexus between any medical conditions they may suffer from and determine if those conditions may be tied to their service. We could then alert them to be aware of the more than 30 presumptive medical conditions identified to be causally-related to toxic exposures and provide the best and soonest care to mitigate and treat those illnesses. Our outreach events across our service areas touched several thousand Veterans and their dependents, educating, helping to enroll and connecting them with our sister agencies the Veterans Benefits (VBA)



and National Cemetery Administrations (NCA). We received unprecedented media coverage which helped us further penetrate and reach Veterans who were underserved and eligible for benefits under the PACT Act. We saw many improvements to our facility from new Hematology/Oncology Infusion treatment and waiting room areas, upgraded MRI equipment and Radiology rooms, and expanded and made beautiful renovations to our Community Living Center for our Veteran residents. We also continue to make infrastructure improvements to our pipes, roofs and other spaces. We built a hybrid operating room with state-of-the-art robotic equipment that allows our surgeons and technicians to diagnose, treat and eradicate clots and aneurysms in real-time while the patient is on the operating table with equipment that reduces radiation exposure to both patient and surgeons. This new hybrid operating room will help to reduce the

Director's *message*

potential for strokes and amputations. We continue to increase our service to Veterans in need through our Food Pantry and generous donations from the community and our team members to include nonperishable foods and needed clothing. Our VA Police were outfitted this year with new body cameras on their vests and in our police vehicles that will enable us to better serve our Veterans and accurately document incidents. Once again, we had outstanding support from the Philadelphia Eagles who paid two visits to us in FY23. Once in November where players visited hospitalized Veterans in our hospital, while another group, very personal, one-on-one talks with our Veterans living in the CLC. We had a grand time engaging in friendly competition with our sister agency in Kansas City as we exchanged banter and hype when both our home teams were in the Super Bowl. We did over 85 outreach events for the PACT Act meeting Veterans on both sides of the Delaware River at Veteran Service Organizations, military fraternities and sororities, at corporate entities like Merck and American Airlines, at our labor and Teamsters Unions and many other places. We continue to support Veteran organizations with space and were so pleased to assist the historic National

Montford Point Marine Association, Inc., in awarding 25 Congressional Gold Medals to Veterans who helped integrate the US Marine Corps or their descendants. The joy and tears that streamed down the faces of the family members who accepted the awards was priceless and reminds us daily why we do what we do. Please remember that COVID-19 is still alive and kicking so when we offer boosters, please take advantage and come get vaccinated along with the Flu and Pneumonia vaccines. In closing, we look forward to continuing to serve you, delivering the high-quality care you have earned, and educating you on the many programs and services that you may be entitled to access. Continue to follow us on social media, attend our Town Halls and outreach events and let us know how we are doing through our Veterans Experience Office.

Karen Flaherty-Oxler,

Medical Center Director



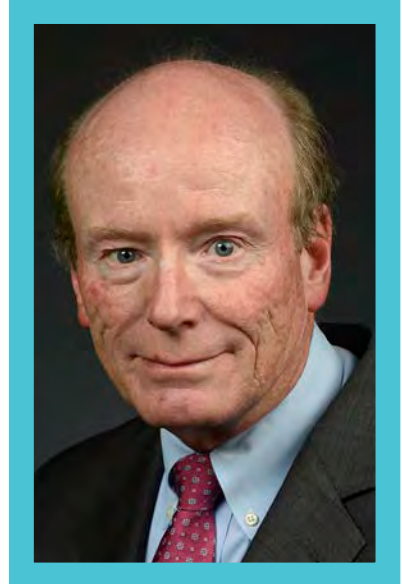
Leadership



Karen Flaherty-Oxler,
MSN, RN
Medical Center Director



Kaneen Allen,
DHCE, MBA
Deputy Medical Center Director



John Kelly,
M.D., MBA, FACP
Chief of Staff



Bob Askey,
MBA, AAS CA
Associate Director



Coy Smith,
ND, MSN, RN, FACHE
Associate Director
Nursing/Patient Care Services



Michelle Goetz,
MBA/HCM, FACHE
Assistant Director, VISN 4
Eastern Market Manager

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Sites of Care



Camden CBOC



Burlington CBOC



West Philadelphia CBOC



Victor Saracini CBOC



Gloucester CBOC



Community Living Center



Snyder House / RRTP



Dialysis Center



Veteran Multi-Service Center



Hire Faster and More Competitively

Dr. Shereef Elnahal, M.D., Under Secretary for Health, was on hand to oversee our onboarding/hiring event in November 2022. People lined up as early as 6:30am to interview for jobs at our facility. Under the PACT Act, VA began a hiring surge in anticipation of newly-eligible Veterans enrolling. Well over 500 persons had come through before 12:00pm and lines didn't die down until 5:00pm and staff was still interviewing. Dr. Elnahal was



“Dr. Shereef Elnahal, M.D., Under Secretary for Health, was on hand to oversee our onboarding/hiring event in November 2022.”



Hiring

Fair



interviewed by local media outlets. Our Medical Media and External Affairs team also supported our sister agency VBA with their hiring event a few weeks later. We were the top recruiter in VISN 4 and one of the top VA-wide.

“Well over 500 persons had come through before 12:00pm and lines didn’t die down until 5:00pm and staff was still interviewing.”



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2023 Annual Report - Priority

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Over 500 Veterans, survivors and their families turned out for our PACT Act Summer VET FEST on Saturday, July 22, 2023. We kicked it off with PACT Act presentations by Philadelphia VA Healthcare System Medical Center Director Karen Flaherty-Oxler and Veterans Benefits Administration Philadelphia/Wilmington Regional Executive Director Lillie Nuble. Their planned presentations blossomed into an hour long plus Q&A session with scores of Veterans and survivors in attendance asking complex and compound questions which the duo responded to with their combined breadth of knowledge of all things VA. Veterans were very encouraged and happy to have access and quick responses to their questions and issues. After which, they moved inside for Toxic Exposure Screenings, enrolled for VHA healthcare, applied for benefits under the 2022 PACT Act, checked their claim status and more. The lines inside the hospital wrapped around the canteen and spilled out into the hallways with all of the Veterans and Survivors lined up. VHA and VBA experts were out in force to assist them in filing for PACT Act benefits — VA's largest expansion of benefits since the



G.I.Bill of 1944. While they were accessing VA experts inside, their spouses, children, grandchildren and dependents were outside enjoying our carnival games, dunk tank, water slide, food, ice cream, free giveaways from The Fanatic of 97.5 FM and music by DJ DSR! We stood up information tables outside and our sister agencies the National Cemetery Administration at Washington

“PACT Act Summer VetFest had over 500 Veterans, survivors and their families.”



PACT

Act



Crossing staffed by Director Jason Guenther and the VA Insurance Administration, were peppered by Veterans and Dependents seeking and gathering information on these great resources. We stood up over 30 informational booths. US Senator Bob Casey's and US Congressman Dwight Evans' staffers manned information booths as they shared with Veterans and survivors the free services they provide for them. Dan Ocko of The Pennsylvania Wounded Warriors Association stood up a photo booth for attendees to wear Eagles gear, helmet and jersey, and pose before a football field backdrop. They also provided free Eagles 2022 Conference winner t-shirts, long sleeve jerseys and hoodies to all Veterans inside applying for PACT Act benefits. Disabled American Veterans (DAV) were onsite to help Veterans file claims for free. The Naomi Chapter led by Commander Len Johnson and



Veterans Bring Your Families to
PACT Act Summer Vet Fest & Carnival
Saturday, July 22, 2023, 11am-3 pm
Raindate Saturday, July 29th
Michael J. Crescenzo (Philadelphia) VA Medical Center
3900 Woodland Ave.
for: Vietnam, Gulf War, Post 9/11 Veterans & Survivors.

Apply For PACT Act Benefits NOW!



DAV staff from 5000 Wissahickon Ave., led by Veteran Jesse Butler, helped service numerous Veterans during the event. The event was a tremendous success due to all the support received from the hospital's numerous service lines, our sister agencies — VBA, NCA, VAIA, — our VSOs, stakeholders and community partners.

PACT ACT OUTREACH EVENT

with
American Airlines



Accelerate VA's Journey to a High Reliability Organization

Our HeRO Award Program

Being recognized as a High Reliability Organization (HRO) for our Veterans, greatly relies upon the buy-in, innovations, and participation of our teammates. To facilitate this, we included our local HeRO Program as part of the Annual HRO Quality



and Safety Fair. We had 18 HeRO award nominations in FY23. There were 4 clinical team nominations, 8 clinical individuals nominations, 3 non-clinical individuals, and 3 non-clinical teams: a significant increase in the number of HeRO nominations from FY22. All the nominees and category winners were recognized at the May HRO Quality and Safety Fair. Creation of this program specifically addresses the importance of recognizing








employees for actions and behaviors that support the principles of HRO.

Continuous Process Improvement

CMCVAMC has taken a proactive approach to expand Continuous Process Improvement (CPI). In FY23, 41 CPI projects were displayed during the FY23 Annual HRO Quality and Safety Fair for staff and visitors.

5 Principles

-  **Sensitivity to Operations:** Focus on the Front Line Staff and Care Processes
-  **Preoccupation with Failure:** Anticipate Risk - Every Staff Member is a Problem Solver
-  **Reluctance to Simplify:** Get to the Root Causes
-  **Commitment to Resilience:** Bounce Back from Mistakes
-  **Deference to Expertise:** Empower and Value Expertise and Diversity

Suicide Prevention

Our Suicide Prevention team embodies the sentiment throughout the medical center that “suicide prevention is everyone’s business.”

Some accomplishments from FY23:

Veteran Crisis Line (VCL) Calls

In FY23, there were 1701 consults placed to our Suicide Prevention Team from the national Veterans Crisis call center responders who answer crisis calls from Veterans in our jurisdiction. This number, though 7% lower than FY22, continues to be 2 to 4 times higher than other facilities within our VISN. Our Suicide Prevention Team members who responded to consults from the VCL completed consults within the required 3 day timeline 99.7% of the time, which is the highest success rate in our VISN.

Suicides and Postvention

Though we talk consistently about suicide prevention, we cannot ultimately prevent all suicides. In the aftermath of these deaths, we held conversations with affected providers, conducted outreach to family members and hosted our annual Survivors of Suicide Loss Day healing ceremony.

Community Outreach

One of the primary roles of the Suicide Prevention team is to serve as a presence in the community to spread the word about

suicide prevention efforts within VA. The Suicide Prevention team represented this effort in over 80 community events in FY23. Our outreach efforts also included the distribution of over 8000 gun locks to Veterans and community members. Some outreach highlights included: the Veterans Day parade, Out of Darkness walks, Stand Down event in PA highlighting homelessness and suicide prevention,



Phillies “Suicide Awareness Night” game, and the Camden County Suicide Prevention resource fair. In addition, we hosted a special event for Suicide Prevention Month: “After the Darkness Emerges a Brighter Day,” that included two female-Veteran multimedia performance groups and a panel discussion to address issues related to mental health care and suicide

prevention for Veterans. It was well attended, including a visit from Ms. Gina Grosso, Assistant Secretary for Human Resources and Administration/Operations at the U.S. Department of Veterans Affairs.

Highlights from FY23 included: A family-friendly event co-sponsored by Keep Our Veterans Alive (KOVA), a gun cleaning pilot project to reinforce the use of gunlocks, and an ongoing partnership between Suicide Prevention and Whole Health in NJ to feature a year of weekly coalition meetings and wellness classes for Veterans. Finally, a new coalition was formed to promote the suicide prevention needs of Veterans in the LGBTQIA+ community, one of the



priority areas of the newly released VA/DoD 2023 Annual Report on Suicide Prevention.

We established Suicide Prevention Champions for each service line and clinic as well as regular opportunities for data feedback and training sessions tailored for individual clinics. Having these Champions embedded throughout the facility will help us better identify and intercede with at-risk Veterans considering harmful behaviors.





Veteran Mental

health

Ending Veteran and military suicides and suicidal ideation takes a village. In FY23, the Philadelphia VA Healthcare System connected with a community, nonprofit formed by two combat Army Veterans of the Iraq and Afghanistan wars to work with our facility and VA on just that! The Military Basketball Association, the brainchild of US Army Veteran Major Mike Meyers (ret), MBA Commissioner and US Army First Sergeant Angel Acevedo, (ret) MBA Deputy Commissioner who are using sports as a platform to build resiliency, promote healthy behaviors, reduce suicides and suicidal ideation in both Veterans and active-duty men and women soldiers. Their mission aligns with VA around ending harmful behaviors and suicides. The MBA chose Philadelphia to serve as the host city for its world championship finals Memorial Day weekend 2024 to be televised on CBS Sports. The Philadelphia VA reached out to Temple University as the site to host the double-header men's and women's championship game and held a press conference to announce the partnership and upcoming games. The Press conference was attended

“Ending Veteran and military suicides and suicidal ideation takes a village.”



Using Sports to Address Veteran Suicide

by MBA officials, representatives from Paramount + parent company of CBS, Veterans, Veteran Service Organizations, local political leaders and our leadership including Air Force Veteran Dr. Tamara Campbell, M.D., the Executive Director of the U.S. Department of Veterans Affairs Office of Mental Health and Suicide Prevention. Dr. Campbell discussed



the important synergy between sports and mental health. The MBA Commissioner took the stage to share the vision and mission of the MBA. He emphasized the importance of providing opportunities for Veterans to engage in competitive sports and the positive impact it can have on their physical and mental well-being. Karen Flaherty-Oxler, Medical Center Director commended the efforts of the MBA in providing a platform for Veterans to showcase their athletic abilities and foster camaraderie among the Veteran community in an effort to support and engage with players on a more personal level. Chris Barrett, a producer from the Paramount Veterans Network, shared details about the partnership between the MBA and CBS Sports. He highlighted the upcoming broadcasting opportunities and coverage of the MBA games and championship events. This partnership will raise awareness about reducing and ending harmful behaviors and suicidal ideation.



Sharing Best Mental Health Practices with the Government of Ukraine

Last June, we were pleased to host a delegation of officials from Ukraine. Fifteen Ukrainian government health officials came to our facility to hear from our mental health and primary care clinicians about the treatment methodologies we utilize to care for our Veterans suffering from PTSD, depression, suicidal ideation and military sexual trauma, all very serious health concerns facing both Ukraine’s military and civilian populations. The meeting was facilitated by the State Department and USAID. There were several United Nations-trained translators onsite to convey what was being shared by our clinicians. With both English and Ukrainian PowerPoint slides, we shared our treatment protocols, models and best practices. The delegation asked many questions of each of our seven presenters and more still at the conclusion of the learning session. As the Ukrainian officials begin to chart a course forward that includes the rebuilding, not only of their infrastructure, but their hospitals, medical clinics, pharmacies etc., they sought suggestions on integrating mental health care within their clinical settings and asked how VA healthcare differs from community/private healthcare systems. They were intrigued about how unique VA healthcare is in that we provide all mental health care onsite, which is in stark contrast to



“Fifteen Ukrainian government health officials came to our facility to hear from our mental health and primary care clinicians about the treatment methodologies we utilize...”





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the fragmented mental health care in the private sector. We talked about the variety of appointment types (in-person and virtual), the different practitioners and stepped levels of care and much more. They departed with a wealth of knowledge on how they can best care for their fellow Ukrainians going forward and a U.S.-based brain trust of mental health specialists to consult with too.

“The ravages of war impact the soldiers who fight, the families they return to and the civilians caught in the crosshairs.”



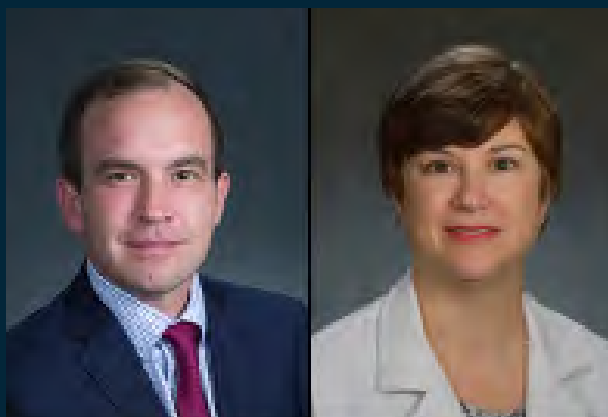
Research Highlights at the Corporal Michael J. Crescenz VA Medical Center

Our Research Department was awarded over 250 research studies that benefit our Veterans and will also improve the health of the public. Over 100 of our researchers were awarded funding from VA's Office of Research & Development along with private funding from the Philadelphia Research Education Foundation (PREF), the University of Pennsylvania, and Emory University in Atlanta, two of our academic affiliates.



In FY23 we received funding from VA's Office of R&D Rehabilitation R&D Center to launch the Cartilage Regeneration using Advanced Technologies to Enable Motion Center (CReATE Motion Center). This \$6.5 million award represents a decade of hard work, innovation and shared vision by our research team and hospital leadership. The CReATE Motion Center will conduct innovative pre-clinical, translational and clinical research in cartilage regeneration and develop a translational pipeline for advanced cartilage and joint regenerative therapies, ultimately to restore joint function and transform the long-term health of our Veterans—many suffering from joint disease. It will also train the next generation of translational researchers focused on improving Veterans' health.

We are partnered in this work with the Atlanta



VA Medical Center and academic affiliates Emory University and the University of Pennsylvania. The CReATE Motion Center is led by Dr. Robert Mauck PhD (Director) and Dr. Carla Scanzello MD PhD (Co-Director) from Philadelphia, Dr. Hicham Drissi PhD (collaborative Site Director from VA Atlanta) and key co-investigators from both Philadelphia (Drs. D. Kacy Cullen PhD, Sarah Gullbrand PhD, Josh Baxter PhD, John O'Donnell PhD, Josh Baker MD, David Steinberg MD, Thomas Schaer VMD) and Atlanta (Drs. Prathap Jayaram MD, Mohd Nazir Khan PhD, Jay Patel PhD, Greg Myer PhD) as well as early career trainees.



Philadelphia became a site for MVP MIND (mental health precision medicine initiative) led by Dr. David Oslin MD.

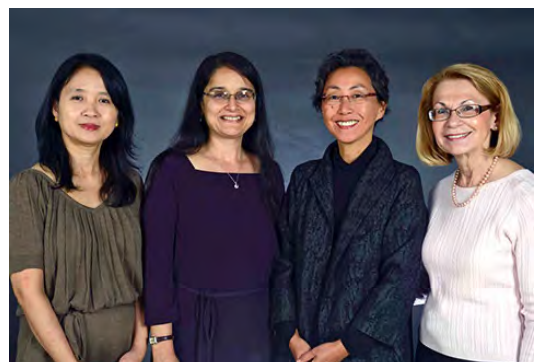
The Million Veteran Program (MVP)

Nationally, VA's MVP Cohort study reached an historic milestone by surpassing 1 million participants in November 2023. Philadelphia did its part, enrolling over 14,000, through dedicated efforts by research coordinator Mary E. Valiga RN and research specialist Suat Eng Ter, MD with local site investigator (LSI) Dr. Darshana Jhala, MD and Co-LSI Dr. Kyong-Mi Chang, MD. Philadelphia became a site for MVP MIND (mental health precision medicine initiative) led by Dr. David Oslin MD. Our MVP team also participated in the Veterans' Day activities, and recruited new MVP participants.



VA Career Development Awardees:

In 2023, we had two new career development awardees: Drs. Hannah Lee, MD PhD (RR&D CDA2) studying novel neural scaffold in peripheral nerves and Aaron Schwartz, MD PhD (HSR&D CDA2) studying low-value care. Further, Dr. Subhajit Chakravorty, MD (previous CSR&D CDA2 awardee and current VA Merit awardee) received a VA CSR&D Career Development Transition Award (CDTA) to study genetic architecture of concurrent insomnia and alcohol use disorder.





Facilities

Management

Facilities Management was awarded \$16 million in design and construction contracts for FY23. These projects consisted of site preparation projects for medical equipment upgrades to infrastructure projects to replace roofs, sanitary lines, and domestic water piping. A project to improve efficiency of operations and contingencies was awarded to our Sterile Processing Services (SPS) to provide an additional cart washer and ultrasonic washers. The medical center completed construction projects that modernized elevators in building 1 which provided for upgraded technology for the efficient and safe operation of the elevators. The interior finishes were also upgraded as part of this project. Bringing the latest technologies to use for the benefit of our Veterans is what we strive for each day. We completed Phase 1 of upgraded equipment in our MRI and Digital X-Ray rooms and the equipment is now in use for our Veterans. We made several improvements to the Community Living Center (CLC) including renovations to the CLC spaces on the first

“Facilities Management was awarded \$16 million in design and construction contracts for FY23.”



Facilities Management 2023

and second floors to create single bed/ single bath rooms in order to integrate patient centered care for our Veterans and their families. These newly renovated units will be able to utilize the recently completed CLC Atrium. Two units will be ready in 2024.

The renovation of the 8th floor Hematology/ Oncology clinic will be opening in early spring 2024. This space provides expansion and updated infusion areas meeting the latest design requirements. There has been a concentrated effort to address infrastructure issues by ensuring each year a roof replacement occurs. There is a current project to support the



national initiative to upgrade the electronic health records. This project is currently in design and will provide infrastructure upgrades to meet the new design standards of information technology.



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CMCVAMC

In FY23 the CMCVAMC Homeless Program:

- Permanently housed **156** new homeless Veterans (increase from FY22)
- Expanded Veteran housing and senior housing specific options for HUD-VASH Veterans
- Provided transitional housing to **392** Veterans through grant per diem (GPD) programs (increase from FY22)
- Provided emergency shelter to **186** Veterans
- Provided Day Center services to **990** unique Veterans through Perimeter GPD (increase from FY22)
- Responded to **1,755** National Homeless Hotline calls through Homeless Outreach (increase from FY22)
- Assisted **2,526** walk-ins/in-person appointments with our homeless Veterans
- Provided emergency services during officially declared Code Blue extreme cold weather days
- Achieved VA Secretary Permanent Housing Placement CY23 Goal by end of FY23 (**3+** months in advance)
- Achieved VA Secretary Engagement of Unsheltered Veterans CY23 Goal by end of FY23 (**3+** months in advance)
- **1,100+** Veterans enrolled in Homeless

Homeless

Program

“As literal homelessness becomes rare, brief, and non-recurring for Veterans and their families, the future of Homeless Programs will focus on prevention and sustainability.”



- Programs at end of FY23 with an additional **200+** that graduated our HUD-VASH still utilizing their voucher.
- Veterans Justice Outreach served **113** new Veterans involved in the criminal justice system.
- Expanded Veterans Court to now include both Philadelphia and Bucks Counties in PA
- Issued **1158** HUD-VASH vouchers.
- **1,021** Veterans housed using HUD-VASH vouchers.

Despite housing and preventing homelessness to more than **1,000** Veterans during FY23 in our catchment area, the 2023 Point-in-Time (PIT) Count is still showing a growing issue of Veteran homelessness. FY23 Demographic and Exit Outcomes report shows most Veterans in Homeless Programs to be Black/African American, Non-Hispanic/ Non-Latino, Divorced or Never Married, Male Veterans in the age range of 41-85.

SUMMARY

As literal homelessness becomes rare, brief, and non-recurring for Veterans and their families, the future of Homeless Programs will focus on prevention and sustainability. Coordinated outreach and intake systems serve to connect Veterans and their families with resources and supports to prevent homelessness and provide rapid permanent housing solutions. In addition, efforts to help Veterans remain housed include money management services, employment and education, and recovery focused/ strengths-based supports. Our Homeless Programs have identified the need for additional resources for specialty groups. Our community has a need for specialty housing for aging Veterans with higher needs to assist various aspects of daily living. Our community additionally has a need for more step-down shelter and housing options for Veterans with high medical and mental health needs, specifically Veterans transitioning out of Inpatient Medical, Surgical, and Psychiatric Units. The Philadelphia VA Healthcare

System's Homeless Programs has also identified limited shelter and housing options for sex offenders. Our Homeless Programs continue to explore ways to expand and create new resources for these specialty groups in order to offer successful housing solutions for every homeless Veteran.

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CDCE

Program Highlights:

- 327 regular VA volunteers & 843 episodic volunteers contributed 24,505 volunteer hours in clinical, community and virtual assignments
- Our “Nourishing Our Heroes” Veterans Food Pantry served 1581 Veterans
- Donors contributed nearly \$136,000 in monetary and in-kind donations. Significant donors that contributed at or above \$3,000:
 - American Red Cross Southeastern Pennsylvania Region
 - Bristol Myers Squibb
 - Ciocca Subaru of Philadelphia
 - Johnson & Johnson Veterans Leadership Council
 - Pennsbury Gems Softball Team
 - Pennsylvania Wounded Warriors



CDCE

VA Center for
Development & Civic
Engagement





Women's Health has grown steadily since 2019 in both enrollment and number of women served, with a little over 6,000 women enrolled and 6,200 served in FY 23. Our market penetration for women Veterans in our catchment area, both enrolled and receiving care, increased by 2-3% since FY22, coming in at 34% in FY23. We have continued to receive Women's Health Innovation and Staffing Enhancement (WHISE) funds, which allowed us to bring on our first full time Maternity Care Coordinator and Women's Health clinical pharmacist. This also enhanced support for women Veterans in our outpatient mental health clinic.

We continue to meet or exceed performance measures for breast and cervical cancer screening and percent of enrolled women receiving care from a designated Women's Health Provider. During our FY23 VISN site visit, our program was recognized for being an overall strong program by all measures.

WOMEN'S

Health

“Women's Health has grown steadily since 2019 in both enrollment and number of women served, with a little over 6,000 women enrolled.”



Women's Health

Among items for which we were specifically noted were strong program leadership and Executive Leadership support, high percentage of women's health providers attending women's health residencies, and the rapid expansion/enhancement of services offered to women Veterans. We held quarterly women Veterans focus groups in FY 23 and two women Veterans town halls. Our pelvis floor therapy program has continued to grow, as have supportive services provided by our women's Whole Health coach. We have built a strong coalition between our Women Veterans Program and our Radiology/Mammography team in part due

We have built a strong coalition between our Women Veterans Program and our Radiology/Mammography team in part due to the work of our full time Mammography coordinator, a position initially funded with WHISE funds.



5 WAYS TO SHOW SHE BELONGS

VA is a welcoming, comfortable, and safe place for women Veterans to receive the health care services they have earned and deserve.

- 1 FOSTER RESPECT**
Call patients "Veteran" followed by their last name to avoid accidentally calling a woman "Mister" or "Sir."
- 2 CHALLENGE ASSUMPTIONS**
Say to a woman, "Welcome! How can I help you?" Never assume she is the dependent, caretaker, or spouse.
- 3 STEP IN AS A BYSTANDER**
If you witness harassment, say: "Hey - that's not okay. Stop," instead of remaining silent.
- 4 TAKE HARASSMENT SERIOUSLY**
Say "Are you okay? Would you like me to help you report this?" instead of, "Nothing I can do about it!" or "Can't change them!"
- 5 BE AN ACTIVE ADVOCATE**
Raise awareness, correct misconceptions, and create positive conversations about women Veterans at your VA. Take pride in working at a VA where all Veterans feel they belong.

Women Veterans Call Center: 1-855-829-6636
www.womenshealth.va.gov | #WomenVets

VA U.S. Department of Veterans Affairs

to the work of our full time Mammography coordinator, a position initially funded with WHISE funds. We look forward to continuing to serve our women Veterans by expanding our growth and ability to provide top quality care.



Partnering for our Future

Memorandum of Understanding

In June of 2023, the VA entered into a public-private partnership memorialized through the signing of a Memorandum of Understanding (MOU) between the U.S. Department of Veterans Affairs Veterans Health Administration (VHA) and the University of Pennsylvania Health System (UPHS).

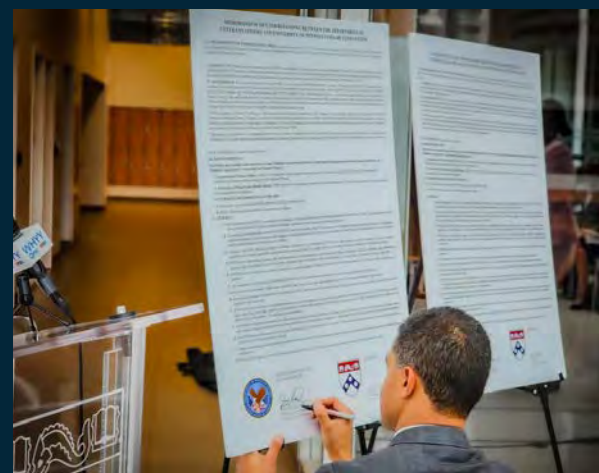
The event marked a collaborative effort between the VA and its academic affiliate, UPHS to enhance the nation's commitment to providing top-quality, state-of-the-art healthcare facilities for military to Veterans.

The ceremony was officiated by Karen Flaherty-Oxler, Medical Center Director of the Philadelphia VA Healthcare System. In attendance was the Under Secretary for Veterans Health Administration, Dr. Shereef Elnahal, M.D., former University of Pennsylvania President Elizabeth Magill, VHA VISN 4 Network Director Tim Liezert, UPHS Chief Executive Officer Kevin Mahoney, Jennifer Harkins, Coatesville VA Medical Center Director, U.S. Representative Dwight Evans (PA-3rd District), U.S. Representative Chrissy Houlahan (PA-6th District), former U.S. Representative Patrick Murphy (PA-8th District), and former VA Secretary



Dr. David Shulkin.

The MOU signed during the ceremony was possible under section 704 of the historic 2022 Promise to Address Comprehensive Toxics (PACT) Act which allows for the VA to partner with its academic affiliates and other entities to acquire space for the purpose of providing health care resources to Veterans, including infrastructure improvement



PARTNERING FOR OUR

Future



This MOU aims to optimize and modernize healthcare delivery services for Veterans.

projects in order to address the anticipated growth in newly eligible Veterans seeking healthcare services under the provisions of the PACT Act. This MOU aims to optimize and modernize healthcare delivery services for Veterans. This partnership not only aligns with the VA's commitment to delivering high-quality care to Veterans, but also reflects UPHS' mission to make a positive impact in the communities they serve.

The Philadelphia VA Healthcare System already partners with UPHS in training over 500 medical residents, 200 medical specialty residents and in various research endeavors that benefit both Veterans and the general



public through new medical discoveries and treatment protocols. As we look forward to the possibilities that this MOU offers the Philadelphia VA Medical Center, our current facility will remain in place and fully operational. The MOU provides for the ability to expand our footprint in Philadelphia under the PACT Act.

Due to the new authorities granted to the VA through the PACT Act, the VA anticipates additional partnerships with other VAMCs across the country and their academic affiliates.



OPERATIONAL

Data

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23

OPERATING

Budget

Facility:	\$652,416M
Community Care:	\$162,609M
Total:	\$815,025M



PHILADELPHIA

Outpatient Visits

Philadelphia:	526,684
Victor J Saracin:	485,921
Burlington:	31,986
Gloucester:	29,626
Camden:	6,512
Chestnut Street:	6,062
West Philadelphia:	9,104

PHILADELPHIA

FY23 Stats

Unique Male Patients:	55,852
Unique Female Patients:	8,366
Number Of Admissions: (including observations)	8,091
Telehealth Encounters Completed:	95,529

Adaptive Sports

Adaptive Sports

Our annual adaptive sports events offer educational and practical experiences to our Veterans who require adaptive equipment for their participation in sports and leisure activities. Each year we host a First Swing Golf Clinic and take our amputee and low-vision Veterans out on the golf course, and they are paired with golf professionals who teach them how to swing a golf club. Next, we have our adaptive sports clinic where Veterans play wheelchair basketball, bocchia ball and use bicycles designed for them to participate in cycling events. In the fall we have our Next Step Golf Clinic where Veterans go out and play a full round of golf paired with golf pros and a celebrity guest. Veterans, golf pros, celebrity guests and employees have a great time each year.



CMCVAMC Accreditation and Recognition

To continually improve the health care provided to our Veterans, the Philadelphia VA Healthcare System is evaluated by external review programs such as The Joint Commission (TJC), Commission on Accreditation of Rehabilitation Facilities (CARF), Food and Drug Administration (FDA), Office of Inspector General (OIG), the Ascellon Corporation for long term care, and many others. These agencies evaluate our care processes and provide a framework for staff to provide excellent, safe, high-quality, and effective care. Some of our notable accomplishments include:

The Joint Commission (TJC): conducted our on-site, unannounced, triennial survey of the Opioid Treatment Program (OTP) on June 22-23, 2023, as well as our Hospital, Home Care, and Behavioral Health programs on July 25-28, 2023. We received a three (3) year accreditation on both surveys.

Commission on Accreditation of Rehabilitation Facilities (CARF): The Medical Rehabilitation-Comprehensive Integrated Inpatient Rehab Program (CIIRP) and Amputee Program-Polytrauma/Amputation Network Site (PANS) was surveyed in July 2023, and re-accredited through August 2026. The Mental Health Intensive Case Management (MHICM) and Homeless Programs were surveyed in September 2023, and re-accredited through November 2026. The Homeless Program's "Community Safety and Crisis Intervention Training" received recognition for Exemplary Conformance, which indicates "a practice that

produces outstanding business or clinical results and/or is innovative or creative and beneficial to be shared with the field."

Substance Abuse and Mental Health Services Administration (SAMHSA): SAMHSA recertified in October 2023 through June 2026 for the Opioid Treatment Program (OTP).

Mammography Program: This program was reaccredited by the American College of Radiology in May 2023 through July 2026 for both standard 2D imaging and 3D Tomosynthesis imaging.

Sleep Program: The VISN 4 Eastern Regional Sleep Center was surveyed and re-accredited by the American Academy



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of Sleep Medicine (AASM) in August 2019 through August 2024.

Commission on Dental Accreditation (CODA): conducted a site visit in June 2023 and was granted accreditation through 2030.

Association for Assessment and Accreditation of Laboratory Animal Care (AAALAC): conducted a site visit in March 2022 and was awarded full Accreditation through March 2025.

Community Living Center (CLC): The Community Living Center was surveyed by the Ascennon Corporation as an annual requirement from the Office of Geriatrics & Extended Care (GEC) in

July 2023. The CLC has an overall 4-star rating for 2023.

Commission on Collegiate Nursing Education (CCNE): CMCVAMC was awarded Accreditation to the federally funded traineeship entry-to-practice nurse residency program effective March 2023 through spring of 2028. CCNE Accreditation supports and encourages continuing self-assessment by nursing programs and supports continuing growth and improvement of collegiate professional education and nurse residency programs.





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