

Coatesville VA Medical Center Annual Report FY 2023





Executive Director Message



Jennifer Harkins, MS, FACHE
Executive Director

It is my pleasure to share this annual report and the highlights of this past year with you. The Coatesville VA Medical Center has a long and proud history of serving Veterans since it opened in 1930, and we have a bright future ahead of us here in Southeastern Pennsylvania.

Our staff are committed to providing the highest quality health care services to improve the lives of the Veterans we serve. This past year, we opened a newly renovated outpatient mental health clinic, a primary care and geriatric primary care clinic. We have seen an increase in the number of women Veterans choosing VA care, not only for their general health, but also to receive women-specific care. Additionally, we are moving forward with our outreach efforts to serve more Veterans.

We will continue to enhance the patient and employee experience and remain on course to becoming a high reliability organization. This past year, the Promise to Address Comprehensive Toxics Act (PACT-Act), expanded eligibility and access to health care for Veterans. Our staff completed 7,737 toxic exposure screenings by the end of the fiscal year (September 30). We

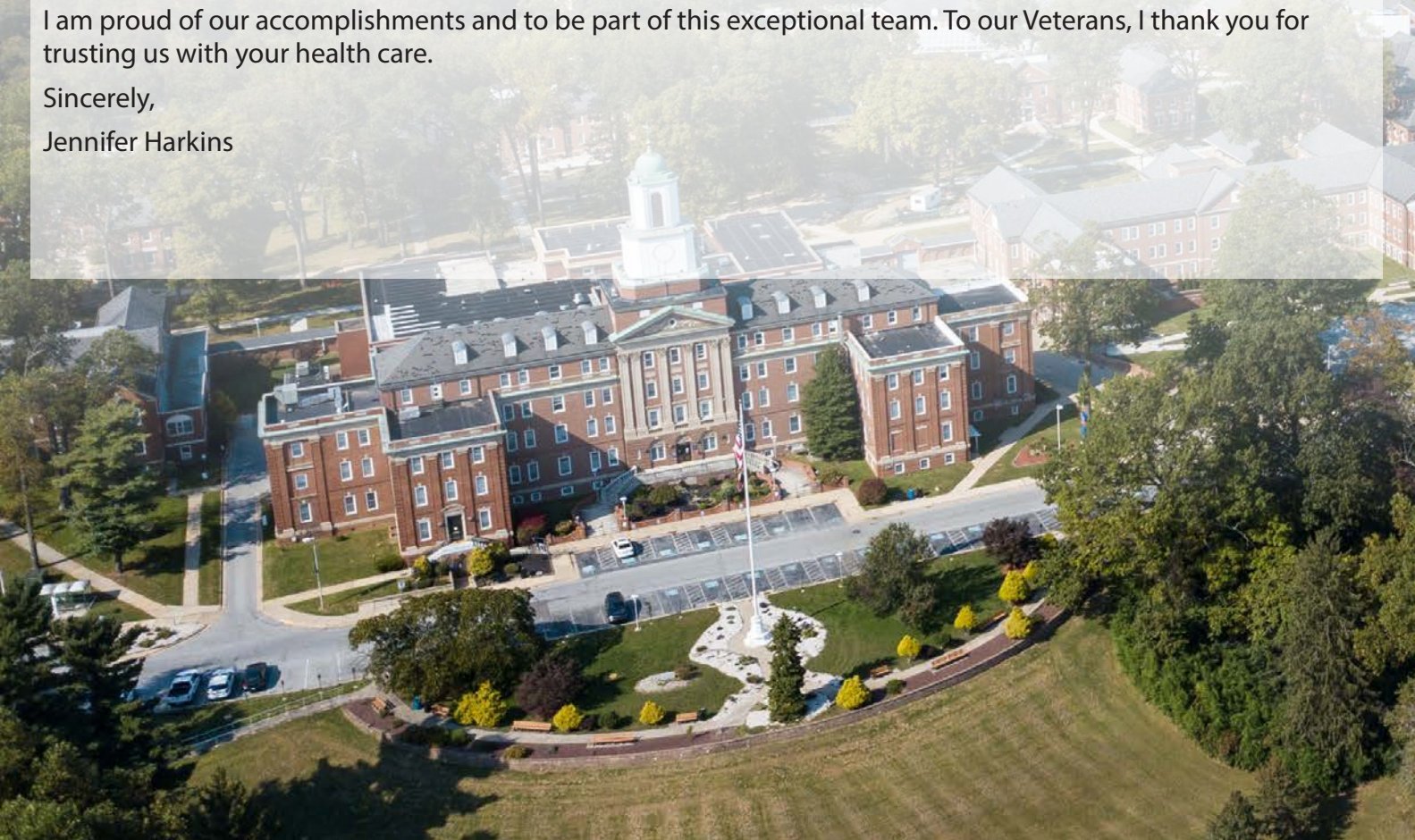
encourage Veterans from World War II era to the present day, to enroll for VA health care and to get screened for toxic exposure.

One of our most significant accomplishments this past year was being ranked second in the nation in mental health care. We are also proud of our Community Living Center (CLC) team, who achieved a second level certification during their survey and for the CLC being reported as an age-friendly health system with the globally recognized Institute for Healthcare Improvement. Our team works hard to ensure that we meet the stringent performance measures of surveys that confirm the level of exceptional care we continue to provide.

I am proud of our accomplishments and to be part of this exceptional team. To our Veterans, I thank you for trusting us with your health care.

Sincerely,

Jennifer Harkins



CONTENTS

Facility Data & Statistics4

Quality of Care & Accomplishments5

Services Offered, Expansion & Stories6

Awards 14

Construction & Openings 16

Center for Development and Civic Engagement 18



Gregory O. Wolff, MBA, FACHE
Associate Director of
Finance and Operations



Bruce K. Eagleson, M.D.
Chief of Staff



Malisa Fritz, MSN, RN
Associate Director of
Patient Care Services



Facility Data & Statistics

\$206,691,000

Total Operating Budget
(does not include community care)



\$127,367

Research Funding

Number of Projects: **10**



302

Total Operating Beds

Acute Mental Health (AMH): **28**

RRTP/DOM: **148**

CLC: **126**



**Major Medical
Education Affiliates**

Temple University Hospital

Delaware Division of Substance Abuse & Mental Health

Tower Health



198,568

Outpatient Visits



**Veterans transported to
appointments**

Veterans Transportation Service: **6,399**

DAV Transportation: **428**

UBER: **618**



1,160

Admissions

Total Unique Patients Served: **17,004**

Male: **15,915** Female: **1,089**



Delaware County CBOC:

West Norriton CBOC:

Uniques: **3,348**

Uniques: **3,329**

Outpatient Visits: **14,287**

Outpatient Visits: **14,168**



1,226

Total Employees

Employees who are Veterans: **271**

Nurses: **202**

Physicians: **39**



**Center for Development
& Civic Engagement**

Volunteers: **129**

New Volunteers brought on in FY23: **34**

Monetary donations: **\$57,441**

Tangible donations value: **\$432,719**



10,625

PACT-Act Toxic Exposure Screening

(total enrolled Veterans screened by 9-30-2023)





Quality Care & Accomplishments



Commission on Accreditation of Rehabilitation Facilities (CARF) survey

Residential Rehabilitation Treatment Program (RRTP) and Community Homeless Program received three-year accreditation by CARF.



Joint Commission Survey

Coatesville VAMC received a three-year Joint Commission accreditation. The Joint Commission surveyor's checklist includes more than 1,000 accreditation standards. Surveyors noted that our facility's staff do an amazing job of focusing on patient safety, patient rights and quality care.



Community Living Center (CLC) recognized as an Age-Friendly Health System

Coatesville VAMCs CLC has been recognized as an age-friendly health system for the care of older adults by the Institute for Healthcare Improvement (IHI). To be recognized, the CLC is assessed on causing no harm, being focused on what matters to the Veteran and their family and guided by four evidence-based practices: What Matters, Medication, Mental Activity, and Mobility.



Coatesville VAMC Mental Health Ranked 2nd Highest in the Nation

Veterans seeking mental health care at Coatesville VAMC are receiving some of the best health care VHA has to offer. The overall ranking is a composite of 34 separate measures reflecting access to care, continuity of care, and experience of care. For FY23 Coatesville VAMC was second in the nation.



Coatesville VAMC Trust Score 94%

The measure is based on customer service responses and confidence level in the care Veterans receive.



Services Offered, Expansion & Stories

VA Partnership with Penn Medicine

Coatesville VAMC hosted an event this past summer with the Under Secretary for Health (VHA) Shereef Elnahal, MD, and Chief Executive Officer for the University of Pennsylvania Health System Mr. Kevin Mahoney, and many of our community Veteran supporters to discuss the signing of a Memorandum of Understanding (MOU), which announced the intent to collaborate with Penn Medicine to expand and improve health care services for Veterans of Chester County. No decisions were made, and all potential opportunities will be considered. The MOU is simply an agreement between VA and Penn Medicine to explore the possibility of collaborating and to determine if a partnership would be beneficial.



*Under Secretary for Health Dr. Shereef Elnahal visits Coatesville VAMC
l to r: Jennifer Harkins, Executive Director, CVAMC, Dr. Shereef Elnahal, Timothy Liezert, VISN 4 Director*



Dr. Elnahal meets with Mr. David Rapisardi, USMC Veteran

Roundtable Discussion Highlights and Achievements

Medical center staff shared three noteworthy program highlights with Dr. Shereef Elnahal, during a roundtable discussion, which included Community Engagement & Partnership, benefits of the Veterans Response Team and Accelerating and Measuring PTSD recovery.

Community Engagement & Partnership

Shardae Wescott, Community Engagement Partnership Coordinator, provided an overview in the development of community-based suicide prevention initiatives through coalitions and partnerships. The goals are to mitigate suicide risk factors among service members and Veterans.

Shardae was also recognized by Taylor Made Vets, a non-profit coalition, as the "Person of the Year," for being a positive force within the community and for her role in Veteran Suicide Prevention, as well as assisting in the creation and success of the Delaware County Veteran Network Coalition. The coalition provides essential information to Veterans, their families, and the greater community.



*Shardae Wescott, Licensed Clinical Social Worker
Community Engagement Partnership Coordinator*



The Benefits of the Veterans Response Team Program

The Veterans Response Team (VRT) is a collaborative effort between the Coatesville VAMC and Montgomery County first responder agencies to help Veterans in crisis by directing them to available Veteran programs and services. The Montgomery VRT members consist of police officers, sheriffs, firefighters, emergency medical technicians, and social workers. Common resources that VRT members refer Veterans for include crisis intervention, housing, counseling support and health care to include hospitalization. Approximately 65% of the encounters are successful; meaning, that the Veteran is receptive to receiving support and care that is available to them. Congresswoman Madeleine Dean visited with VRT members and trainees, shared her views, "I'm just in awe of this kind of a program. Anytime we think outside the box and treat a crisis like this differently and effectively, we have to lift those programs and multiply them."

Rhonda Sanford has been overseeing the initiation and training of the VRT program and also serves as a Veterans Justice Outreach Coordinator with the Veteran Court in Montgomery County. Rhonda was recognized by the DAV as the VHA Employee of the Year for her efforts in building a community coalition.



Rhonda Sanford,
Licensed Clinical Social Worker
Veterans Justice Outreach program

Accelerating & Measuring PTSD Recovery

Research demonstrates the effectiveness of delivering measurement-based Care (MBC) practices for post-traumatic stress disorder (PTSD) in Models of Accelerated Service Delivery (MASD), where Veterans attend treatment sessions multiple times a week, resulting in higher treatment retention.

Dr. Kristine Sudol, a VA psychologist oversees the implementation of PTSD-related MBC at Coatesville VAMC and also serves as a Cognitive Processing Therapy (CPT) trainer. CPT is a core component of the Veteran PTSD treatment program. Evidence-based psychotherapy & measurement-based mental health care practices allow clinicians to have goal-based conversations with Veterans to track their progress over time. Curtis Hopp, US Army Veteran completed his PTSD treatment program and reflected on what it means to him. "The program presented me with the opportunity to be honest with myself. I'm able to fully be in tune with my emotions and the gratitude that I can express for having close relationships with the people in my life."



l to r: Yasser Al-Khatib, Associate Chief Nurse, Mental Health RRTP, Dr. Althea Donovan, Chief Psychiatrist, Donna Yarnell, RN, Deputy ADPCS, Dr. Shereef Elnahal, Under Secretary for Health, Dr. Ketan Patel, ACOS Geriatrics, Danielle Danyluk, Associate Chief Nurse, Mental Health





Services Offered, Expansion & Stories

Gynecological Care



Our medical center is equipped to handle all routine gynecological care to meet women Veterans' health and wellness needs in every phase of their life. Services range from cancer screenings, birth control management, infertility, abnormal pap smear management, chronic pelvic pain, fibroids, menopause treatment to wellness counseling. If surgery or in-vitro fertilization is needed patients would be referred to either another VA center or for community care. Gynecological services are available at the main campus, and at the West Norriton CBOC.

For more information, contact Kanchan Jindal, RN, Women Veteran Program Manager at Kanchan.Jindal@va.gov



Kanchan Jindal, RN
Women Veteran Program Manager



VA Expands Program of Comprehensive Assistance for Family Caregivers to Veterans of All Service Eras

The VA expanded the Program of Comprehensive Assistance for Family Caregivers (PCAFC) to include eligible Veterans and their family caregivers of all eras who incurred or aggravated a serious injury or illness, while on active military service. VA's PCAFC provides resources, education, support, a financial stipend, health insurance (if eligible), and additional benefits to Family Caregivers of eligible Veterans.

For more information about the PCAFC expansion or VA's Caregiver Support Program, visit www.caregiver.va.gov or reach out to our local CSP team at 610-384-7711, ext. 2917



Fewer Veterans are experiencing Homelessness

Fewer Veterans in southeastern Pennsylvania are experiencing homelessness thanks to the combined efforts of community organizations following the announcement of VA's nationwide goal to house 38,000 homeless Veterans during the 2022 calendar year. Organizations partnering with our medical center embraced the challenge, surpassing our targeted goal of 219, by housing 231 Veterans. A central player in Coatesville VA's effort to support homeless Veterans is the Housing and Urban Development - Veterans Affairs Supportive Housing (HUD-VASH) program. The HUD-VASH program combines rental assistance for homeless Veterans with case management and clinical services provided by VA. Coatesville VA is seeking to attract more landlords in Montgomery, Chester and Delaware counties to partner with its homeless Veterans program.

No-Cost Emergency Suicide Care and Treatment

Under the Veterans Comprehensive Prevention, Access to Care, and Treatment (COMPACT) Act, former armed forces members in suicidal crisis, regardless if they are enrolled for VA health care or not, can now go to any health care facility, at VA or in the community, for free emergency health care – including ambulance transportation and related prescription costs – inpatient or crisis residential care for up to 30 days, and outpatient care for up to 90 days, including social work.

Veterans who are not enrolled need to tell the emergency department staff that they are a Veteran as soon as possible to determine their eligibility for benefits. Enrolled Veterans should let non-VA staff know they receive care from the VA.

COMPACT Act-eligible Veterans include former armed forces members who were:

- Discharged from active duty after more than 24 months of active service under conditions other than dishonorable.
- Reserve Component members who serve more than 100 days under a combat exclusion or in support of a contingency operation either directly or by operating an unmanned aerial vehicle from another location.
- The victim of a physical assault of a sexual nature or sexual harassment while in service.

More information is available at:
news.va.gov and search for COMPACT Act

PACT-Act

The Promise to Address Comprehensive Toxics (PACT) Act, establishes presumptions of service connection for more than 20 conditions related to toxic exposures from a wide variety of agents that may have been part of the military environment. It is one of the largest expansion of benefits in our history that potentially expands eligibility and services to millions of Veterans through a phased approach. Every enrolled Veteran will receive an initial toxic exposure screening. Veterans who were previously denied a toxic-exposure-related claim are encouraged to file a supplemental claim.

Coatesville VAMC exceeded its Toxic Exposure Screening (TES) goal for FY23, screening 53% of enrolled Veterans.



Online Chat

Confidential Veterans Chat
www.veteranscrisisline.net

Text Chat

Text to 838255
to Get Help NOW





Services Offered, Expansion & Stories

Sharing our Mental Health Expertise at the National Level

A handful of Mental Health providers from the Coatesville VA presented at the 2023 American Psychological Association's (APA) Annual Convention in Washington, DC. This annual convention brings together the best that psychology has to offer and asks them to share the latest trends in practice and cutting-edge psychological research.

Our presenters at the APA Convention were:

Dr. Frank Angelini

Orthogonal Interaction: Motivational Interviewing's Key Ingredient

Dr. Alex Puhalla

Cognitive Hope and Constructivist Theory: What Theory Can Teach us about Early and Sudden Gains Seen Within Posttraumatic Stress Disorder Treatment

Dr. Danielle Schade and Dr. Justin Charles

Addressing Training Gaps by Cultivating Leadership Competencies during Internship

Dr. Ron Pekala (retired)

The use of Quantitative First-Person Self-Reports to Better Understand the Mysteries of Hypnosis

We are proud of the advancements in psychological sciences coming from our Mental Health professionals that may soon benefit all Veterans, and potentially all people, seeking mental health treatment.



CVAMC Offering Assistance to File a Service-Connected Claim

An official Veterans Benefits (VBA) Officer, as well as certified Veteran Service Officer (VSO) Claims Representative Services are available to help Veterans navigate the VA benefit system.

- To schedule an appointment with the VSO, call 610-383-0239
- To schedule an appointment with the VBA Officer, please visit & schedule at <https://va.my.site.com/VAVERA/s/>

Community Living Center Uses Technology for Sensory Stimulation

The **Multi-sensory Room** gives patients access to a multi-sensory environment to help reduce agitation and anxiety. Sensory and multi-sensory stimulation are very promising therapeutic methods to enhance brain plasticity, improve cognition, and regulate regional cerebral blood flow. To help create stimulation, the CLC's multi-sensory Room is outfitted with stimulation modes such as:

- Aroma therapy
- Gentle colored lighting
- Jellyfish/Bubble Tubes
- Musical Instruments
- Projector displays (such as moving galaxy for a planetarium type affect)
- Therapeutic music
- Virtual reality

Virtual Reality (VR) Headsets have been introduced to the CLC, to help residents with brain stimulation and are being offered at the bedside and in the multi-sensory room. VR offers valuable therapeutic experiences tailored to meet each patient's needs. The VR headsets bring a variety of entertainment and unique experiences, by placing the patient into an interactive virtual world.

Animatronic Pets like the Walker-Squawker, which is an animatronic bird attached to a walking device, remind patients through motion sensors not to forget their walking device.

Animatronic dogs and cats help alleviate issues of loneliness and cognitive decline. They look, sound and feel like the real pet. Built-in sensors respond to petting and motions. The companionship of animatronic animals helps stimulate emotional well-being for our elderly residents.



Optometry Clinic

Coatesville VAMC is the only VA medical center nationwide to have the "Intense Pulsed Light" or IPL equipment to treat dry eyes. The IPL quells the inflammation and boosts the oil production of the glands to mitigate dry eye. Our Optometry Clinic is well equipped to treat glaucoma, neurological eye diseases, corneal diseases, and corneal abrasions. We also provide transitional lenses, progressive level, and straight-line bifocals. We encourage Veterans to come in for an annual check-up to prevent avoidable sight loss. Enrolled Veterans can schedule an appointment with the optometry clinic directly, no referral is needed. To schedule an appointment call 610-383-0239.



Coatesville VA's Visual Impairment Services (VIST) Pilot Program

The Coatesville and Philadelphia VIST programs recognized the opportunity that VISTs from smaller programs like Coatesville had a unique opportunity to assist with outreach to blind Veterans in a larger program like Philadelphia. Together the two VIST programs were able to:

- Complete mandatory annual touchpoints on Philadelphia's VIST roster.
- Increase access to care.
- Engage with Veterans at risk of becoming disenfranchised.
- Create the opportunity for our VIST to generate more workload and unique encounters.

The pilot program is the first of its kind and has been very successful. Both Coatesville and Philadelphia VISTs were invited to present their work to VA Blind Rehabilitation Services (BRS) staff and the Blinded Veterans Association, during the BRS National Conference in St Louis, MO. Their efforts may become a best practice model to be duplicated throughout the Blind Rehabilitation Services continuum of care.



Food Pantry

Our medical center opened a food pantry, "Lincoln's Promise Food Pantry," in building 57 to help Veterans maintain an adequate food supply for themselves and their families. Eligibility to use the pantry does not depend on an income threshold and no referral is needed to use the pantry. The pantry is available for Veterans whether they just need a onetime hold over or need longer term support and wish to shop with us once a month. The amount of food allowed is based on the number of people living in the Veterans household. Lincoln's Promise Food Pantry has regularly scheduled hours, but Veterans can schedule an appointment by calling 610-383-7711, ext. 3729.

Y23 Food Pantry Data

Total Donation: \$12,814

Visits: 178

Home Health Services: 172

Seniors: 145 Adults: 142

Children: 21





Services Offered, Expansion & Stories

Rehabilitation Recumbent Biking Program

Therapeutic bicycle programs are a great combination of exercise and outdoor exposure, which have a relaxing effect on the brain, stabilizing both physical and mental health function.

Recreation Therapy is developing a Rehabilitation Recumbent Biking Program for Veterans who are part of our Residential Rehabilitation Treatment Program and who are not able to operate a standard (two wheeled) bicycle. This program is an excellent introduction to revive an interest in cycling again, with the goal that participating Veterans will continue to incorporate this healthy activity in their life when discharged to outpatient care.



Bringing Veterans and Horses Together for Equestrian Therapy

Residents of the Community Living Center (CLC) have the option to participate in a therapeutic horsemanship program at the Thorncroft farm. This program is designed for Veterans to gain physical and cognitive experiences as they learn about basic horse

care and interact with horses. "It's a great opportunity for the Veterans to work on physical skills where they're reaching, stretching, doing some walking as well as enhancing balance," said Ellen Barnes, Recreation Therapist.



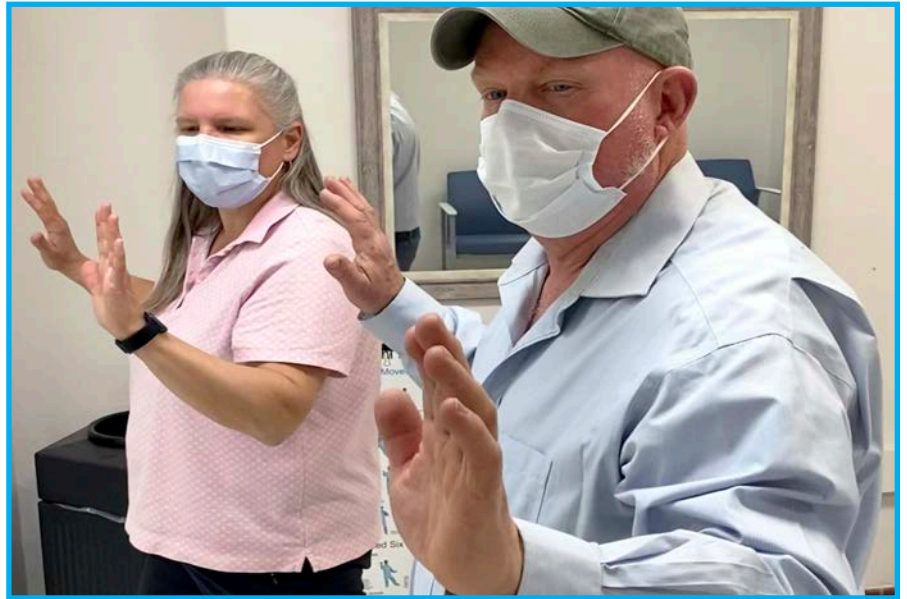
Yoga Wellness

Yoga offers physical and mental health benefits for Veterans of all ages. Yoga has been proven to improve flexibility, enhance balance, increase muscle strength, relieve pain, and decrease depression and anxiety. We offer in-person and VA Video Connect Yoga sessions that are approximately one hour for 12 weeks. Interested Veterans enrolled in the VA health care system can have their provider enter a Recreation Therapy Yoga Wellness consult.



Tai Chi is a mindful step in Veteran's Whole Health Journey

Whole Health is VA's approach to Veteran-centric care to best support each individual's health and well-being. Army Veteran Bill Seelaus strengthens his mindfulness and awareness, by incorporating Tai Chi classes into his personal health care plan. Regularly taking part in activities like Tai Chi helps with energy, flexibility in motion, relaxes and heals the mind. Learn more about Whole Health care by contacting Angela Shaffner, Whole Health Program Manager at Angela.Shaffner@va.gov.



Donors Turn Woodcraft into Engaging Activity for Veterans

Donor organizations, volunteers, safety and recreation therapy came together to launch a woodturning program. The primary goal is to provide an engaging activity for our hospitalized Veterans who are suffering from anxiety and/or post-traumatic stress disorder. Veterans participating in this cost-free woodturning program, under the oversight of Recreation Therapy, are provided with the needed tools and instructions. A wooden pen was the project of Larry Daniels, a Marine Corps Veteran, adding with a smile, that he'll give his creation to his mother. "The most difficult part of this project is learning to have



the right touch, but the instructor does a great job explaining the techniques," said Daniels. Daniels gives this program a thumbs up. "Yeah, I enjoy it, it's a great experience."



Awards

VISN 4 Director's Third Quarter Fiscal Year 2023 ICARE Award Recipient

Maura Marchese was recognized for demonstrating and exceeding VA's ICARE values, by the Veterans Integrated Services Network (VISN) Director. Maura led her team to ensure that all 185 residents affected by the closure of the grant and per diem (GPD), community transitional housing program for homeless Veterans, were discharged to appropriate permanent housing by the time the GPD program ceased operations. Throughout this process she worked closely with the GPD contractors, community agencies, VA homeless services staff, and Veterans. Her reputation for integrity and excellence were a foundation in her work with our community partners and Coatesville VA leadership. She demonstrated her commitment and advocacy for Veterans by tackling systems barriers and working diligently with individual Veterans. Throughout the transition process, Maura showed compassion and profound respect as she assisted Veterans towards permanent housing.



*Maura Marchese, Licensed Clinical Social Worker
Health Care for Homeless Veterans Social Work Supervisor*

Nurse Manager presented with the Patriot Award



l to r: Wesley Craig, ESGR, Dr. Eagleson, Chief of Staff, Joe Palmeri, MSN, RN, CBOC Manager, Donna Yarnell, RN, Deputy ADPCS, Frank Margiotti, RN

Retired Major General Wesley E. Craig Jr. presented West Norriton CBOC Nurse Manager, Joe Palmeri, with the Employer Support of the Guard & Reserve (ESGR) Patriot Award. The Patriot Award is presented to employers who support their employees serving in the National Guard or Reserve. Frank Margiotti, a registered nurse assigned to West Norriton is a Reservist who nominated Joe for the award. Frank described Joe as, very supportive who works hard to accommodate and mitigate any disruption in patient care. Joe, a Marine Corps Veteran himself, credits the support coming from the entire team who embody the teamwork principal.



Employee of Month

Laura Schonour - OCTOBER
Charlene Messner - NOVEMBER
Alaina Wilson - DECEMBER
Julie Curtis - JANUARY
Kelli Geesey - FEBRUARY
Christopher Breitfeller - MARCH
Mark Edwards - APRIL
Christina Clements - MAY
John Gottlieb - JUNE
John Barolak - JULY
Crista Godillot - AUGUST
Mark Smith and K-9 Rascal - SEPTEMBER

Supervisor of the Quarter

Karyn McNally - 2nd quarter
Lavinia Halloran - 3rd quarter
Maura Marchese - 4th quarter
(program started during 2nd quarter of FY2023)

Employee of the Year

Julie Curtis
Social Worker



Supervisor of the Year

Maura Marchese
HCHV Social Worker Supervisor



Coin of Excellence Awards

Shanice Washington
Janita Ajavon
Kathy Mills
Samuel Loftin
Michael Galli
Ethan Stump
Timothy Gathercole
Ed Bergan
Omar Maarouff
Harry Torres
Mohamed Zahir
Nicole Johnson
Ernest McMullen
Ronald Fluellen
Steven Madonna
Frank Margiotti
Christa Godillot
Katonnia Brewington
Danielle Brown
Annah Kinaro
Gerry McHale
Glenda Melnick
Xiomara Rios
Greg Beck
Christine Sarmento
Melissa Cantasano



The Coin of Excellence is presented to an individual for sustained superior performance or performing above and beyond normal expectations.

Rose Fear
Susan Fitzgerald
Circe Behrens
Joel Reynolds
Dennis McCune
Teresa Villicana
Jill Siliani
Natalie Umile
Iris Holmes
Stacy Kline
Ian Pasko
Matthew Hill
Supriya Mukherjee



On the Spot Coin

Rebecca Baird
Jason James
Gina Cybator
Jennifer Kemp
Lori Kutcher
John Milligan
Michelle Rhodes
Kiara Brown
Mildred Boyer
Hilary Shaver
Claire Martin
Ernest McMullen
Michael Forner
Bruce Pugh



The On-the-Spot coin program was established this summer to recognize anyone for an act of great customer service.

Nickolas Ferraro
Michael Downs
Glenda Melnick
Jamie VanDruff
David Richards





Construction & Openings

"Renovation projects like this are only possible through a collaborative effort between VA's mental health team, facilities and engineering departments, the architects and the construction team who completed the renovation. Thank you all for creating the healing environment our nation's heroes deserve." ~ Jennifer Harkins

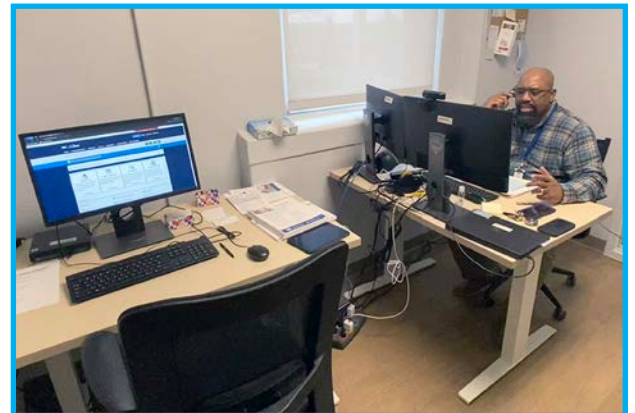
Primary Care Renovations are Complete

The newly renovated Primary Care space in building 2 is complete, offering our Veterans modern and spacious exam rooms, and, for our employees, a well laid out collaborative workspace. The entrance to the Geriatric-Primary Care clinic has been totally redesigned and is easily accessible from the parking lot.



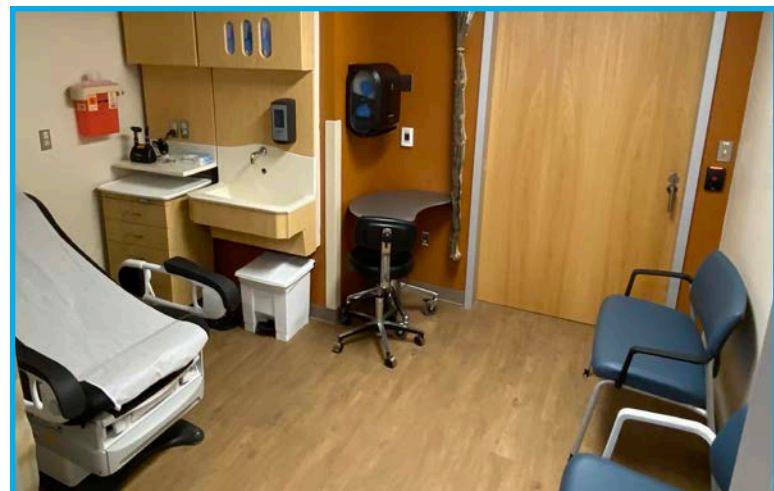
Veteran's Health Resource Center Opened

The Virtual Health Resource Center is designed to help introduce virtual technology to Veterans, provide easy to learn instructions, help Veterans register for secure messaging such as MyHealthVet, and to provide VA issued tablets for Veterans use in getting connected to their VA care teams. MyHealthVet is an easy way to communicate with your health care team, refill VA prescriptions, and view your medical record. The Resource Center is in building 2, room 164, and is open Monday-Friday, 8:00am to 3:30pm.



Mental Health Outpatient Renovations are Complete

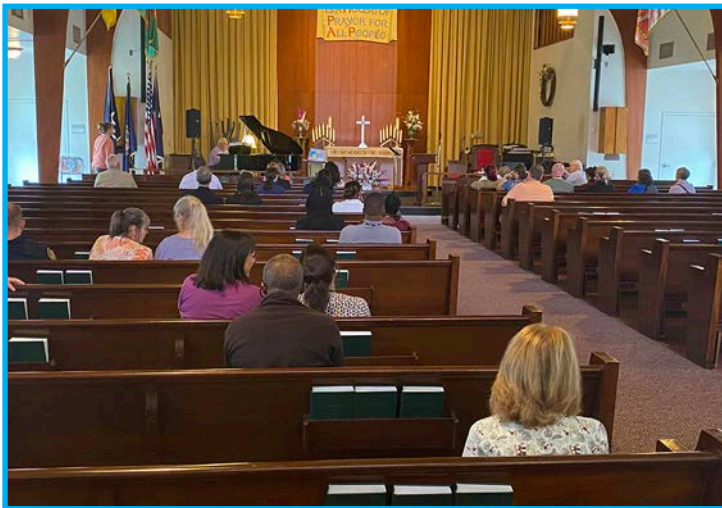
Building 4 serves as the new home for Outpatient Mental Health services, which includes Behavioral Health Interdisciplinary Program (BHIP), Post-traumatic Stress Disorder (PTSD), Substance Use Disorder (SUD) clinic, Neuropsychology, and Social Work services. Construction began in January 2021, at a total cost of \$10,329,527. The design meets modern day healthcare standards and adapts to a changing health care environment to positively impact the lives of our Veterans while keeping the historical integrity of the building.





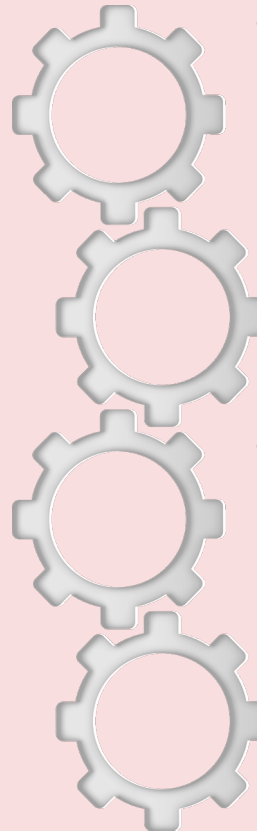
Employee/Veteran Honor Wall September 2023

Employees who are Veterans themselves were honored for their military service to our nation and for their service to Veterans during the dedication of the Honor Wall. 33% of our workforce are Veterans.



Chapel reopening after its renovation in August

Ongoing Projects:



- **Building 1 Renovation Project**
Building 1 renovation includes new space for dental suite, Health and Administrative Services, and Quality Improvement office. This renovation will provide an updated and welcoming environment for patients, staff, and guests.
- **Building 5 Renovation Project**
The new design will provide an improved look to the auditorium known as the "Great Hall." Additionally, the ground floor will provide new space for several conference rooms, equipped with the latest audio/visual equipment.



National Volunteer Week

143 Volunteers were recognized for their contributions towards caring for Veterans. Volunteers serve in many capacities, such as greetings Veterans, driving Veterans to medical appointments, helping with activities, or assisting at our food pantry. Paul Dunbar, an Air Force Veteran and eight-year volunteer, assists in the food pantry each week by stocking shelves, bagging items, and assisting Veterans to their car. "We simply love our volunteers, they are a valued extension of our service to Veterans, said Jennifer Lilly, Coatesville VA's Chief of the Center for Development and Civic Engagement (CDCE). We invite community members to join us and be of service to our Veterans and bring joy to their VA experience." Learn more about volunteer opportunities at Coatesville VA Medical Center by visiting www.coatesville-health-care/work-with-us/ or calling 610-384-7711 ext. 4228.



Hazel Harnish Award



Bill Englerth received the 2023 Hazel Harnish Award. This award is given to a volunteer who exemplifies the highest qualities of volunteerism.

Volunteer Intervenes, Providing Exceptional Service

Red Coat Ambassador Keith Cooper responded quickly when he realized that an outpatient Veteran was in distress and having suicidal thoughts. Mr. Cooper escorted the Veteran to Urgent Care where he ensured a warm handoff to the medical and mental health personnel who provided further assistance. For his quick response and action, Mr. Copper was presented with a “Great Catch” award.



Students Giving Back to Veterans and Growing Skills

Students at the Technical College High School (TCHS) Brandywine barbering program volunteered over 150 hours, providing free barber services for Senior Veterans at the Community Living Center (CLC). The partnership between the medical center and TCHS, paved an opportunity for students to contribute to the community and receive the necessary training to build their skills, while CLC Veterans received a great haircut.



Philadelphia Electric Company (PECO) Volunteers Planting Trees

PECO’s Corrosion Control/Leak Survey team offered a day of service to our medical center on Earth Day. The PECO team worked non-stop alongside our VA team, planting 20 trees behind the CLC, along New Jersey Avenue. PECO is just one example of community supporters who assist in not only the care of our Veterans, but in helping us maintain commitments to supporting environmental goals for our campus.



Enroll for VA Health Care Today



Refill
your VA
prescriptions

Having
thoughts of
suicide?



Make an
appointment



Veteran service
officer
appointments



Access your
VA health
records
online

How
was our
service
today?



Women
Veterans
health

Coatesville VA Medical Center
1400 Blackhorse Hill Road
Coatesville, PA 19320
610-384-7711

Delaware County VA Clinic
Marville Center
4883 West Chester Pike
Newtown Square, PA 19073

West Norriton VA Clinic
2495 General Armistead Avenue
Norristown, PA 19403

Safe space
LGBTQ+
Veteran
care



Mental
health

Transportation
services



U.S. Department of Veterans Affairs
Veterans Health Administration
Coatesville VA Medical Center

Contact us on Facebook
www.facebook.com/CoatesvilleVAMC
or www.va.gov/coatesville-health-care

Editors: Kirk Fernitz - Mike Hamill ♦ Illustrator: Lynne Debiak
Photography: Community & Congressional Affairs
Facts and figures represented in this report are Fiscal Year 2023 data