



CAPITOL EXCELLENCE

MONTGOMERY COUNTY, MD
COMMISSION ON VETERANS AFFAIRS

MEETING
MAY 21, 2013

Brian A. Hawkins, MHA
Medical Center Director



CAPITOL EXCELLENCE



Our Vision
“Capitol Excellence”

3 Pillars

Employee Engagement
Cultural Transformation
Operational Excellence



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VHA Veteran Integrated Service Network Map





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Quick Facts

- 2,178 Employees
- 99,603 Enrolled Veterans
- 64,538 Active Enrollees
- 1,103,375 Outpatient Visits
- 5,966 Women Veterans
- 22,000 OEF/OIF/OND

- Four medical school affiliations
 - Georgetown University
 - The George Washington University
 - Howard University
 - Uniform School of Health Sciences

Community Based Outpatient Clinics

- Ft. Belvoir, VA
- Charlotte Hall, MD
- Greenbelt, MD
- Southern Prince Georges' County
- Southeast, DC

Community Resource and Referral Center (Homeless & At-Risk)

Medical Center Research Program

- Multi-million dollar program
- 100 Investigators
- 300 Active Research Projects



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Creating a Culture of Excellence & Transparency

- Monthly One-on-One with Director
Sessions available for staff and Veterans
- Change Academy & Initiative Team Projects
- Truth Point Surveys
- Monthly Staff Meeting/Awards Ceremony
- Reorganization of Patient Advocate Office
- Hawk Eye Customer Service Program



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Change Academy Initiative Team

Mission: Respect and serve our nation's Veterans by honoring them with excellent health care.

Vision: We will provide world-class health care in an environment that fosters compassion, commitment and service.



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New and Improved Services

- Polytrauma/Amputation Network Site
- Bariatric Surgery – First Surgery May 2013
- Visual Impairment Outpatient Network Site
- Telehealth/Home Based health care – Cardiology, Dermatology, Mental Health, etc.
- My HealtheVet – Electronic access to medical records
 - Secure Messaging/Blue Button
- Medical Center App – My Capitol VA
- iPad Technology
- Southern Prince Georges' CBOC opened in 2012
- PAIRS Weekends (107 participants, 4 retreats)
- Alternative/Recreation Therapies
 - Yoga, Acupuncture, Pet Therapy, Equine Therapy, Art Therapy



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DCVAMC is expanding at a record pace, with more than 70 construction projects underway including:

- Two-story Administration Building
- New Women's Health Pavilion
- Domiciliary – Transitional housing for Veterans
- Three-story Parking Garage
- Dedicated Polytrauma Suites and Clinic
- New Registration and Enrollment Area
- 4C Inpatient room enhancements
- Operating rooms
- Emergency Department
- GI Suite
- Dental Clinic





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Facility Face Lifts and Expansions

- Three-story parking garage
 - Complete - Phase one delivered 120 parking spaces
 - Phase two – multi-level garage w/440 parking spaces
- Private patient rooms - 4th floor (Halls & Walls; new interior décor)
- Veteran Menu Selection – Bedside electronic menu meal selection
 - Interactive patient education on-demand
- Lactation Suites – 2 available
- Women's Pavilion – 5,000 square foot; 8 exam rooms; comprehensive women's health; breast care, and mammography
Women Enrolled – 15, 289/14.90% of the enrolled population
- Emergency Department/OR Suites
- Pharmacy
- Women's Pavilion
- Auditorium



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Operating Room 2 Prior to renovation





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Operating Room 1 after renovations completed on April 10, 2013.





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Outreach for Education and Enrollment

- Increased enrollment by 2,991 FY12 - largest increase in VISN 5
- Over 30 outreach events focusing on rural areas, women Veterans, homeless & at-risk Veterans
 - NBC4 Health Expo, DC; Shepherd's Table, Silver, Spring, MD; Gude Drive Men's Shelter, Rockville, MD; PG CBOC Outreach Event; Women's Health Outreach – Congresswoman Donna Edwards
- Marketing – Radio, Television, Print and Web
 - Radio - Medical Minute Series – WMZQ, WMAL; WTOP, WHUR
 - Print Publication – Washington Wizards, Gazette, Military Life Newspapers
 - Television – WUSA Channel 9 & Screen Vision Theater Advertising
- Utilizing Internet and Social Media – “Get Social With Us”
 - DCVAMC is on Facebook and Twitter



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Current Montgomery County, MD Partnerships

- Montgomery County Crisis Center
1301 Piccard Drive

DCVAMC Staffs the crisis Center with three (3) social workers, providing walk-in clinic support and connection to VA and community services.

Staff are available Monday-Wednesday, 10 a.m.–1 p.m.

Outreach Partnerships– Winterhaven

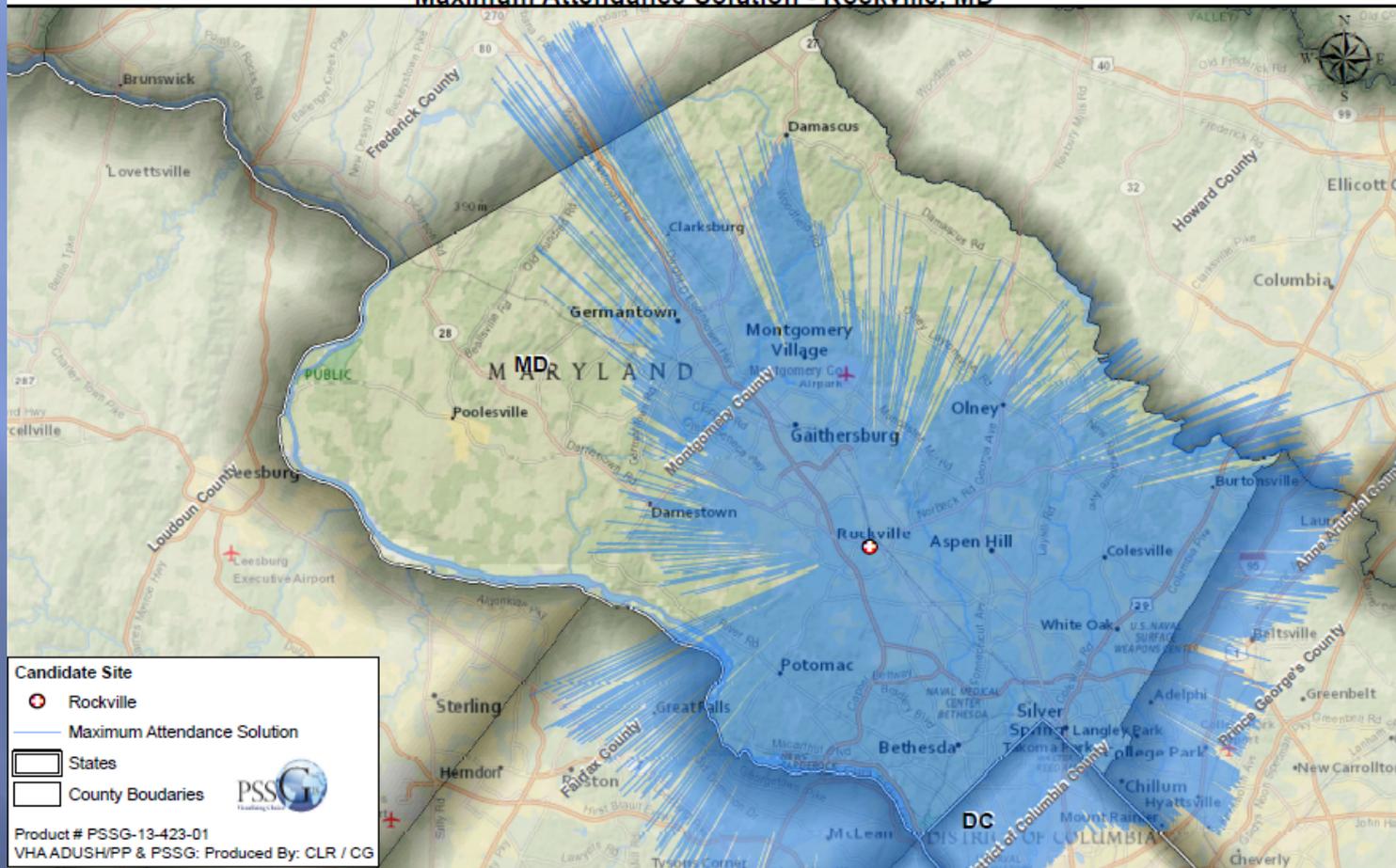
Shepherd's Table, Silver Spring, MD

Gude Drive Men's Shelter, Rockville, MD



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Montgomery County, MD Site Suggestion Maximum Attendance Solution - Rockville, MD





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Proposed Montgomery County, MD Clinic

We have recently begun exploring development of a community based outpatient clinic in Montgomery County.

- Expand services to I-270 corridor Veteran population
- Approximately 5,000 sq/ft in Rockville, MD
- Services – Primary Care, Mental Health and Telehealth

TeleHealth

Cardiology

Dermatology

Mental Health

Care Coordination/Home Telehealth

Audiology



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Upcoming Events

- Welcome Home – “A Salute to Service” Sept. 14
- Veteran Service Organization Conventions

Recent Events

- PG CBOC Outreach Open House
- Service of Remembrance
- Research Week National Kick-Off