

# End of Year FY15

November 2015



Front left to right: Bobbi Karr, Program Analyst; Roberta Patterson, Chief Nurse; May Phomachan, Secretary; Greg Smith, Program Analyst  
Back left to right: Mark Havran, EC&R Director; Ann Touney, Acting Medical Director; Ben Moody, Timekeeper;  
Denise Behrends, Director of Therapies; Marty Anderegg, Administrative Officer

FY15 brought many changes, challenges, and successes. This report was created to attempt to identify, acknowledge, and share some of the successes **YOU** as a team have created.

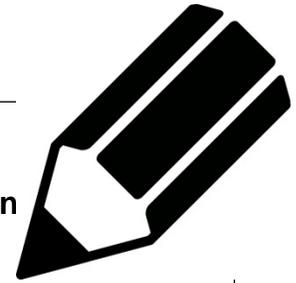
- During this year we have increased our number of “unique” Veterans through August by 18.51%.
- Successful transition of Behavioral Recovery Unit back to Community Living Center Neighborhood.
- Dr. Nickelburg has transitioned to our team to become the Geri-PACT provider and enhance our continuum.

As we head into the new fiscal year- I would like all of you to ask yourselves, “How do I make the Team better?” and “How do I make a difference?” I urge you to be the best advocate for our service (demonstrate/document accomplishments) and strive to capitalize on the foundation you have created.

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The above bullets demonstrate a large amount of work and commitment from you. The following pages will demonstrate progress and recognition on a few of the major performance goals we had input on for the VISN 23 Network Directors’ Performance. As we learn what new measures for FY16 are, we will communicate for your awareness and strive.

# Performance Measures



The following measures we met for our facility and Network Director:

## Goals to improve appropriate access to and use of Home and Community services as an alternative to Institutional Long Term Care.

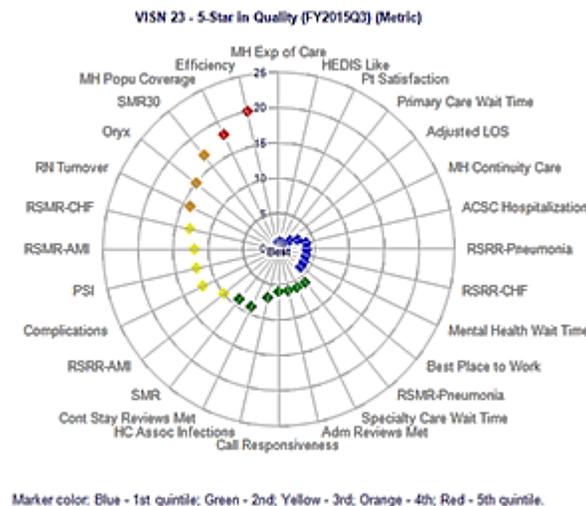
1. Nical3- 106% of our goal to meet the non-duplicative uniques that are being treated in our programming. To meet this it was collaboration with HBPC-PACT, Geri-PACT, and Geri-Problem Focus clinics.
2. Joint Commission Required Hospice and Palliative Care Training for clinical staff have been discussed widely and VISN 23 Director support of all clinical staff participation was relayed. Live presentations were given in June and July and accredited training was archived September 1st in TMS.
3. Goals of Care Conversation Training were scheduled for PACT teamlets in all facilities by the end of FY15. Congratulations to our Hospice & Palliative Care teams.

## Traumatic Brain Injury:

Tbi5: Passed this measure as the Median days to complete the exam were 19 days and over 65% of requested evaluations have been completed. Thanks to the Polytrauma Support clinic team.

## 2015 year-in-review for VISN 23 SAIL metrics:

- Central Iowa showed the largest absolute improvement out of all VISN 23 sites, and was the only V23 site to show meaningful improvement over the course of FY15. This is a direct result of the hard work from you and your staff!



## Program Highlights

The following pages are just a few significant highlights we wanted to share. These by no means are all of them! We wanted to share successes and spread the knowledge of the many different “impacts” that Extended Care & Rehabilitation has to share.

VA CENTRAL IOWA HEALTH CARE



Recreation and Music Therapist developed “Vets in Action” calendar to post activities on the Web for outpatients to utilize. The goal of the calendar is to help Veterans maintain pursuit of leisure activities after discharge. Recreation Therapist worked with the ITA group to develop the logo. The link is below:

[Click here: Vets in Action Calendar](#)

In this fiscal year, Recreational Therapist has successfully relocated into the CLC Neighborhoods. Therapists are more readily available to meet the leisure needs of the Veterans. The move completed on July 24, 2015.

Recreation Therapy and the Health Promotion & Disease Prevention Program Manager have been able to implement yoga classes. A certified yoga instructor, who specializes in yoga for first responders and Veterans with various needs/abilities, is coming every Thursday holding classes for inpatients and outpatients. A grant from the AL Grant Foundation was received to help maintain this program.



“Guitars for Vets” was implemented at VA Central Iowa. If a Veteran attends 10 lessons he/she will receive a free guitar from this national organization. There currently is a waiting list for Veterans who want to take guitar lessons.

In collaboration with a Veteran who formally resided on CLC, renaming the CLC neighborhoods final selections are below:

CLC-1 is now called the Iowa Prairie Neighborhood.

- A wing – Wildflower Avenue
- C wing – Foxtail Court

CLC- 2 is now called the Iowa Woodlands Neighborhood.

- A wing – Maple Avenue
- B wing – Oak Boulevard
- C wing – Walnut Court

CLC-3 is now called the Iowa Waterways Neighborhood.

- A wing – Riverbend Avenue
- B wing – Lakeshore Boulevard
- C wing – Brookside Court

CLC-1 completed the transition process from Mental Health service Line (BRU) to Extended Care & Rehabilitation Service Line (CLC-1)

During this fiscal year, the unit has discharged 15 patients, 5 of which were considered complex patients (hard to place). There have been zero re-admissions.

Many of the CLC-1 floor staff completed additional specialized training opportunities, including “End of Life Nursing Education Consortium” and the “Challenging Geriatric Behaviors” seminar.

In FY15, the outpatient Cognitive Skills Development group was established for patients with TBI.

Whitney Welp helped with Telehealth including TES, routine CVT, and HAT forms. She is also LSVT certified, which is a specific voice treatment for patients with Parkinson’s disease.

Hospice and Palliative Care was involved in process improvement initiative to improve management of head and neck cancer patients. All services consulted upon initial oncology visit for introductory to specific services and to establish routine follow-up appointments. Services include Palliative, Speech, Oncology, Dietary and ENT.

An Electronic Comfort Care Order set was implemented for providers in hospice and acute care settings as well as CLC.

Routine presence in ICU was established. Hospice/Palliative Care social worker is assigned for daily interdisciplinary rounds and coordination of interdisciplinary family meetings as determined by the ICU/HPC teams.

The PAVE team continued to work to meet one of the 2015 goals of increasing the number of Diabetic Nurse Education consults by 25% for education on foot care. Tamara Burkhalter is working hard to help us collect the data for this and is making herself known and available to staff and patients for any questions.



In FY15, Blind Rehabilitation Outpatient Specialist (BROS) continue to provide services to legally blind, visually impaired Veterans and active duty personnel living in Central Iowa (43+ counties), as well as Veterans living in counties in Northern Missouri and Southern Minnesota. BROS services are provided primarily in the veteran’s home and community. Veterans have been seen in some of the CBOCs in our catchment area located in Carroll, Fort Dodge, Knoxville, Marshalltown and Mason City.

Two Rural Health Programs were initiated.

One was to place Physical Therapy into the Primary Care Clinic. This occurred in July within the Blue/White team. This has been a transformational program that requires teamwork of many disciplines. They have seen over 200 unique Veterans and have improved access and timeliness of care. Below is a comment from Primary Care:

*“IT IS GREAT!!! The Veterans are getting treatment faster, assisting with addressing safety issues and decreasing complications from delay in care due to scheduling. NO complaints at ALL and the Veterans are VERY Appreciative!”*

The other project was initiated to expand home Tele-rehab and home evaluations through our Tele-health and Home Based Primary Care PACT.

In the 3<sup>rd</sup> and 4<sup>th</sup> QTR- 238 Rural Veterans were served between the assigned staff. The number of rural encounters equaled 1143, of which 521 were done via telehealth. The Telehealth encounters saved an average of 57 miles per visit. This translates into 29,697 miles saved for our clinicians.

Telehealth has expanded its service to include 1.6% of the Veteran population which is the national goal for Telehealth.

In addition, Home Telehealth has reduced its population bed days of care by 88%. VA Central Iowa's facility Telehealth coordinator was able to begin TCT visits after July 8<sup>th</sup>. They were able to assist in over 197 visits and 70 home safety evaluations. This enabled Central Iowa to meet their Network Directors' performance measure related to increasing CVT to home uniques, as well as, meet EPRP home evaluation timelines. They are planning to progress the program to include services to Geri-PACT, Geriatric Problem Focus, and Spinal Cord Injury clinics. Stay tuned for further successes!

### Education Trainings

<b>Class</b>	<b>Date</b>	<b>Time</b>	<b>Location</b>
PMDB Trainers	11/05	8:00-4:00p	Bldg 4 Room 1152
Safe Patient Handling	11/09	1:00-4:00p	Bldg 1 Room 2756
Just Culture	11/10	8:00-4:00p	Bldg 4 Room 1156
PMDB Level II and III	11/12	8:00-4:00p	Bldg 4 Room 1156
TMS Training	11/12	1:00-2:00p	Bldg 4 Room 1154
VALU Applied Critical Thinking	11/13	8:00-4:00p	Bldg 4 Room 1156
Rapid Response	11/13	8:30-12:30p	Bldg 4 Room 1155
PMDB Level IV	11/17	8:00-Noon	Bldg 4 Room 1140
BLS Renewal	11/18	Noon-4:00p	Bldg 4 Room 1156
Mandatory Reporter	11/19	9:00-11:30p	Bldg 4 Room 1156
CLC Nursing Orientation	11/24	8:00-4:00p	Bldg 12 Room B115
STAR VA and Memory Care	11/24	12:30-2:30p	Bldg 12 Room B115
STAR VA and Memory Care	12/01	2:00-4:00p	Bldg 4 Room 1152
PMDB Level II and III	12/09	8:00-4:00p	Bldg 4 Room 1156
Just Culture	12/09	8:00-4:00p	Bldg 4 Room 1140
Rapid Response	12/11	8:30-12:30	Bldg 4 Room 1155
BLS Renewal	12/12	Noon to 4:00p	Bldg 4 Room 1156
Safe Patient Handling	12/14	1:00-4:00p	Bldg 1 Room 2756
Just Culture	12/14	8:00-4:00p	Bldg 4 Room 1156
PMDB Level IV	12/17	Noon-4:30p	Bldg 4 Room 1140
CLC Nursing Orientation	12/22	8:00-4:00p	Bldg 12 Room B115
STAR VA and Memory Care	12/22	12:30-2:30p	Bldg 12 Room B115
Just Culture	12/23	8:00-4:00p	Bldg 4 Room 1156
Just Culture	12/28	8:00-4:00p	Bldg 4 Room 1156