

James H. Quillen VA Medical Center Mountain Home, TN



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Executive Leadership Team

<u>Position</u>	<u>Name</u>
Interim Medical Center Director	Martina D. Malek, FACHE
Assistant Medical Center Director	Daren J. Giancola, MBA
Associate Director, Operations (detailed)	Colleen M. Noe, PhD
Interim Associate Director, Operations	J. Phillip Branham
Chief of Staff	H.D. 'Corky' Dillon, MD, MBA
Deputy Chief of Staff	Angela E. May, MD
Associate Director, Patient Care Services	Deborah S. Eddy, MSN, RN, NE-BC
Deputy Associate Director, Patient Care Services	Angela 'Hope' Ledford, MSN, RN



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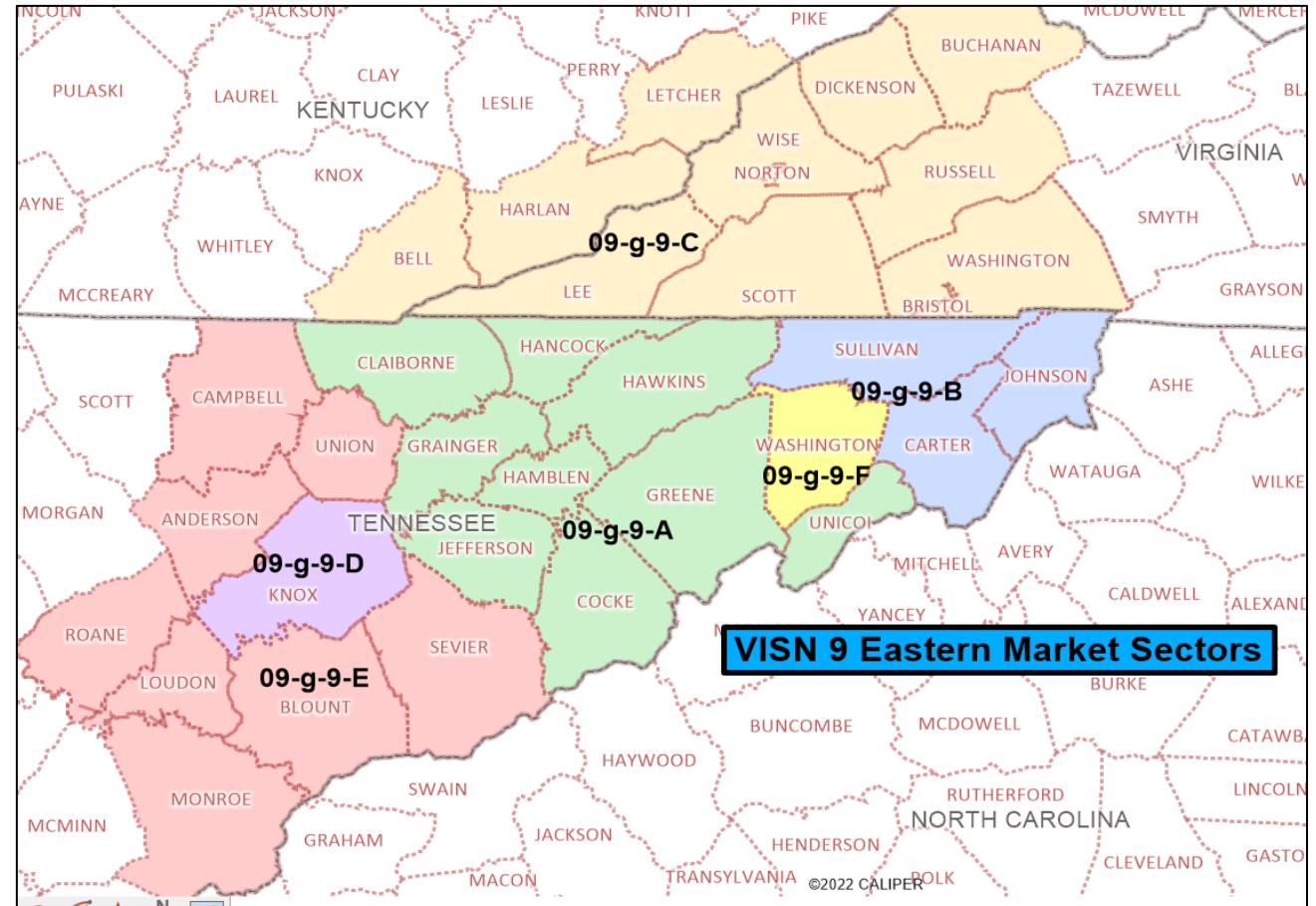


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James H. Quillen VA Medical Center Summary

18 Sites of Care

- 1 Medical Center – Mountain Home, TN
- 5 SW Virginia Clinics – Norton, Bristol, Bristol Eye Clinic, Jonesville, & Vansant
- 5 Knoxville Clinics including Dental
- 1 Sevierville Clinic
- 1 Campbell County Clinic
- 2 Morristown Clinics
- 1 Rogersville Clinic
- 1 Mountain City Clinic
- 1 Johnson City Psychosocial Rehabilitation and Recover Center



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James H. Quillen VA Medical Center Summary

Level 1b teaching hospital (changed from 1c to 1b Oct 1, 2023).

For comparison – Lexington and Louisville are 1b.
Memphis and TVHS are 1a.

The Medical Center has an Inpatient-Intermediate Invasive Procedure Complexity designation. (This dictates the types of procedures that we can perform.)

- 3 - Medical/Surgical inpatient units – 68 beds
- 1 - Level 3 ICU – 17 beds
- 1 - Inpatient psych unit – 24 beds
- 1 - CLC – 70 beds
- 1 - RRTP (Domiciliary) – 88 beds
- 6 - Operating Rooms including 1 Robotics room and 1 hybrid Interventional Radiology (IR) room
- 3 - Endoscopy rooms including 1 Cystoscopy room
- 1 - Cath Lab



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James H. Quillen VA Medical Center Summary

Many medical/surgical specialties including Dental, Optometry, Audiology, Oncology, Radiation Oncology, PMRS, Inpatient Dialysis, Neurology, Orthopedics, Radiology and Nuclear Medicine, Women's Clinic, Spinal Cord Injury Clinic, Geriatrics Clinic, Pain Clinic, Toxic Exposure Clinic, and many med/surg specialty clinics

Primary Care at 12 of the sites – a provider trained in Women's Health is located at each location.

A large variety of Telehealth Services are offered at many of the sites to include Tele-Derm, Wound Care, Hem/Onc, Hepatology, Neurology, Rheumatology, Pain, PT/OT, Sleep, Urology, Audiology, Tele-Retinal, Tele-Dental, COPD, GI, Nutrition, MOVE!, Genomics, Chaplain, Diabetes, Mental Health, Tobacco cessation, Caregiver Support, Pharmacy, and Primary Care



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James H. Quillen VA Medical Center Summary

Physical Therapy is offered at Mt. Home, Morristown, and Knoxville.

Optometry is offered at Mt Home and Knoxville and Bristol

Dental, Audiology, and Radiology are offered at Mt Home and Knoxville

Mountain Home Radiology – 4 x-rays, 1 Radiography/Fluoro, 2 MRI, 3 CT, 4 Nuc Med Cameras (including 1 PET/CT), 7 ultrasound, 2 ABI (Ankle Brachial Index), and 1 Interventional Radiology Machine (in Hybrid OR)

Knoxville Radiology – 1 x-ray, 1 Radiography/Fluoro, 1 CT, 1 MRI, 2 ultrasound

Other Medical / Surgical Specialties at CBOCs:

Knox County – Audiology, Mental Health, Whole Health Coach

Downtown West – Radiology and Optometry

Knox Specialty Clinic – PT/OT, Derm, Pulmonary, GI, Ortho Clinic, Podiatry, Cardiology, Neuro, Rheumatology

Morristown – PT. (Pain injections coming soon)

Dannie A. Carr (aka Sevierville) – Ortho and Podiatry each several days per month.



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James H. Quillen VA Medical Center Priorities

1. Improve access and quality of care for patients throughout our catchment area.
2. Retain, invest in, and support our employees.
3. Modernize practice and technology for the future.
4. Further integrate diversity, equity, and inclusion into our culture.
5. Suicide Prevention



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PACT Act

- Expands and extends eligibility for VA health care for Veterans with toxic exposures and Veterans of the Vietnam, Gulf War, and post-9/11 eras
- Adds 20+ more presumptive conditions for burn pits, Agent Orange, and other toxic exposures
- Adds more presumptive-exposure locations for Agent Orange and radiation
- Requires VA to provide a toxic exposure screening to every Veteran enrolled in VA health care
- Helps us improve research, staff education, and treatment related to toxic exposures

A Veteran is eligible if they meet the basic service and discharge requirements and any of the following:

- Served in the Vietnam War, the Gulf War, Iraq, Afghanistan, or any other combat zone after 9/11, **or**
- Deployed in support of the Global War on Terror, **or**
- Were exposed to toxins or other hazards during military service at home or abroad
 - Specific toxins and hazards include burn pits, sand and dust, particulates, oil well or sulfur fires, chemicals, radiation, warfare agents, depleted uranium, herbicides, and other occupational hazards



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COMPACT Act

- The Veterans' Comprehensive Prevention, Access To Care, And Treatment Act Of 2020 (or Veterans' COMPACT Act) provides emergency suicide crisis care for eligible individuals.
 - All enrolled Veterans,
 - Covered Veterans not yet enrolled
 - Veterans and Patients ineligible for enrollment but meet Other Than Honorable (OTH) requirements
 - Veterans who are eligible for care as well as those who are otherwise ineligible for health benefits, but present for emergent suicide care at VA facilities and authorized non-VA facilities.

IMPORTANT:

- COMPACT is not for routine Mental Health Care or Screenings.
- Veterans are not required to enroll
- Must meet the definition of Veteran according to 38 U.S.C. 5303A
- All individuals currently eligible/enrolled for VHA benefits are eligible for COMPACT coverage.



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Mountain Home Accomplishments

- Top 10 rating for Nurse/Patient Communication
- 95.1% patient satisfaction scores/trust scores
- 5-Star rating for CLC (8th consecutive quarter)
- 5-Star patient survey rating from CMS Compare
- New Dental Clinic in Knoxville
- New addition to Morristown (PT)
- Bristol Mobile Eye Clinic
- Provided care to 65,912 unique patient so far this year with 1,064,895 encounters
- FIT testing for colon cancer screening by mail recognized as a national best practice (~7200)
- Over 5,000 surgical operations (9 out of 11 patient satisfaction scores are higher than all peers)
- Robotic Bronchoscopy to diagnose peripheral lung lesions and marking of small nodules to identify lung cancer in its most curable stage.
- New Cardiology procedures – Electrophysiology Ablation to aid in diagnosis and treatment to a spectrum of arrhythmias.



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Mountain Home Challenges

- Leadership transition
- Knoxville access
- Hiring/Recruitment – hard to fill positions and sub-specialties



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Mountain Home Projects

- Sevierville expansion
- Maryville CBOC
- Knoxville HCC
- Mobile X-ray/CT
- Close to me
- ED Now
- New inpatient isolation ward
- Multiple renovations and historic restorations



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