

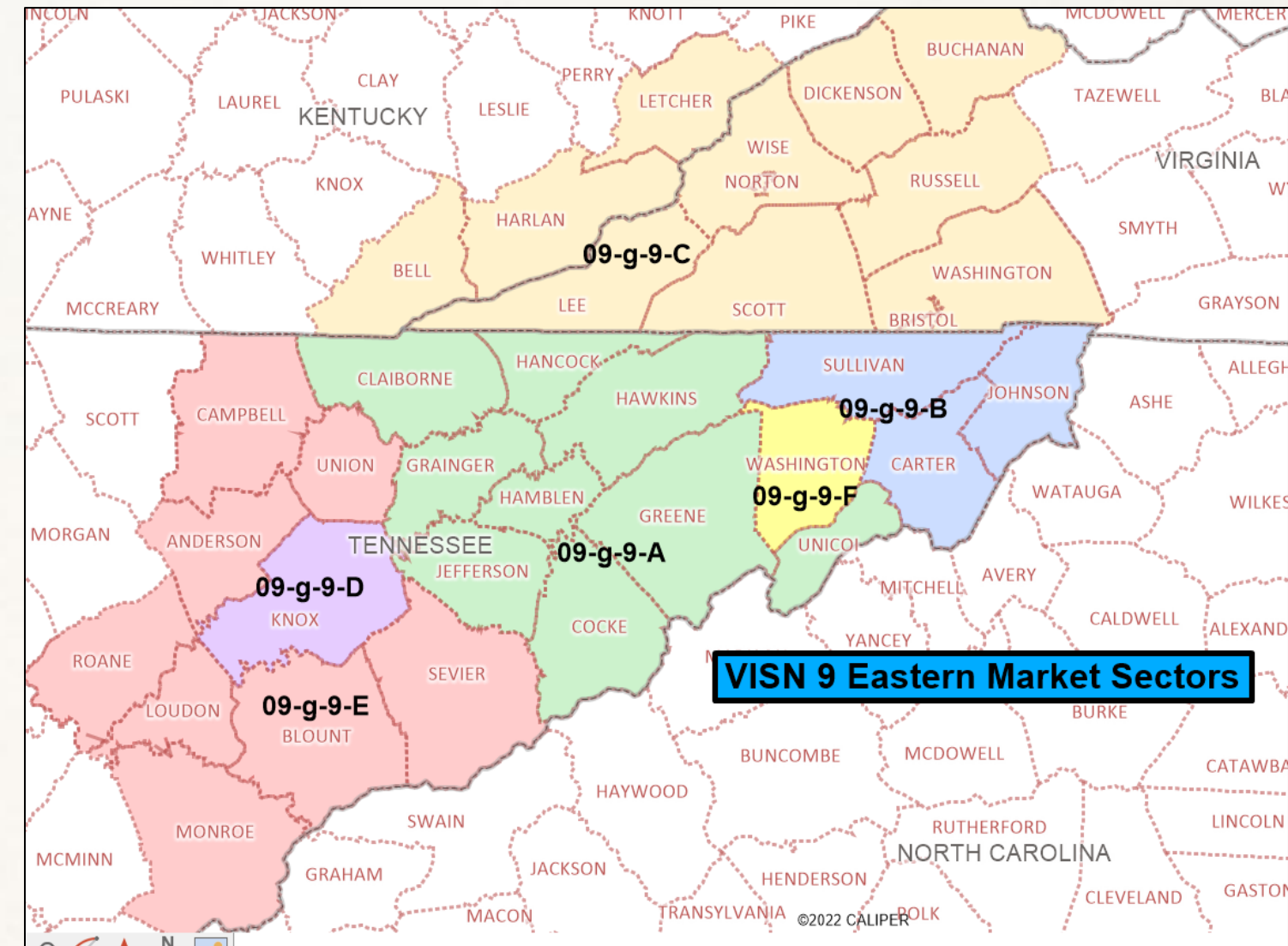
Martina Malek, FACHE

Interim Medical Center Director

James H. Quillen VA Medical Center

JHQVAMC Site Summary

- We are a Level 1b teaching hospital (changed from 1C to 1B Oct 1, 2023).
 - The Facility Complexity Level is determined by patient complexity, services offered, research and education complexity, and operating cost.
 - Facility Complexity Levels range from 1A (most complex) to 5 (least complex.)
- JHQVAMC Main Campus Care Offerings:
 - 3-Medical/Surgical inpatient units – 68 beds
 - Level 3 ICU – 17 beds
 - 1-inpatient psych unit – 24 beds
 - 70-operating bed CLC
 - 88-operating bed RRTP program (Domiciliary)
 - 6 Operating Rooms – including 1 Robotics room and 1 hybrid Interventional Radiology (IR) room, 3 Endoscopy rooms (including 1 Cystoscopy room), Cath Lab
 - Multiple Specialty Services: Dental, Optometry, Audiology, Oncology, Radiation Oncology, Inpatient Dialysis, Nuclear Medicine, and PMRS
 - Additional offerings: Women’s Clinic, Spinal Cord Injury Clinic, Geriatrics Clinic, Pain Clinic, and Toxic Exposure Clinic.



Six-sector, 32-county catchment area including:

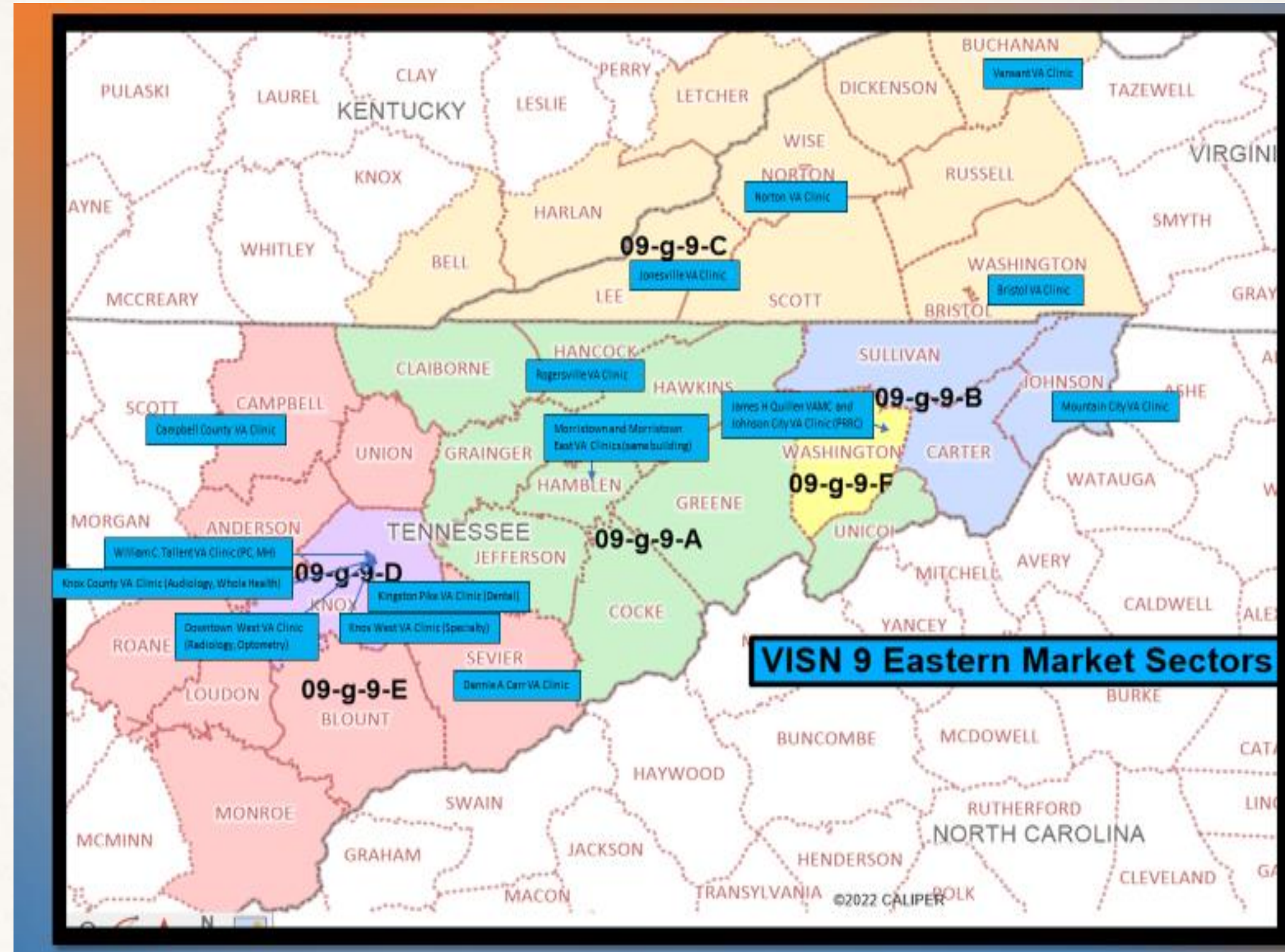
East TN

SW Virginia

SE Kentucky

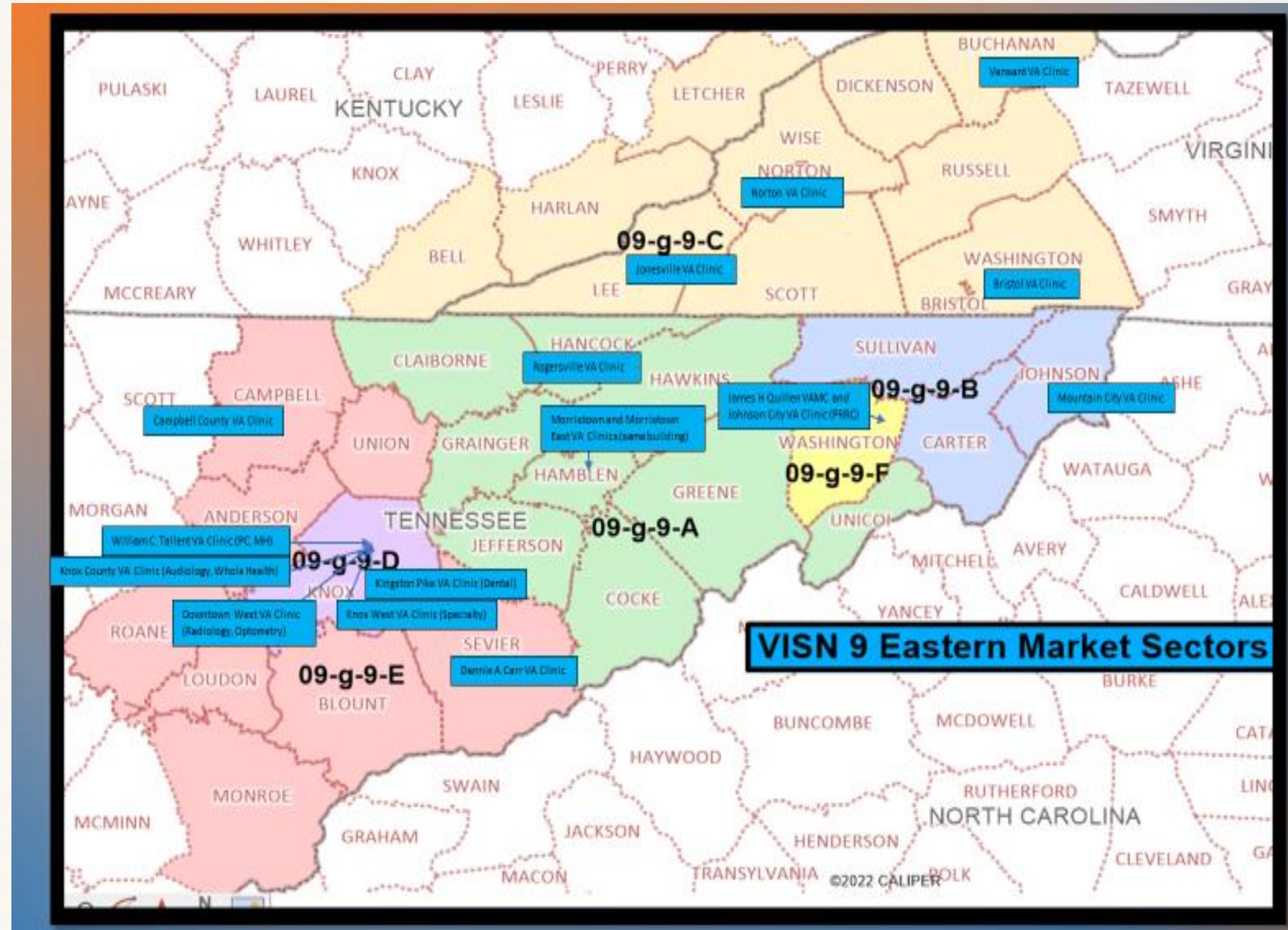
JHQVAMC Care Locations

- There are 17 brick and mortar sites of care and 1 Mobile Medical Unit within the JHQVAMC purview.
 - Primary Care is offered at 12 of the 17 care locations including a Women's Health provider at each location.
 - A variety of Mental Health services are offered at 14 of the care locations including 1 site offering only PRRC (Psychosocial Rehab and Recovery Center).
 - A large variety of Specialty Services are offered at many care locations to include Dermatology, Wound Care, Hematology/Oncology, Neurology, PT/OT, Sleep, Urology, Audiology, Optometry, Dental, GI, Nutrition, Chaplain, Diabetes, Mental Health, Tobacco Cessation, Caregiver Support, Pharmacy, and Primary Care.



JHQVAMC – CRH & Telehealth Care Locations

- Hub Providers provide virtual care via an off-site provider. Veterans may elect to receive care either within the clinic or at their home.
- VA has National Hubs and VISNs have Clinical Resource Hubs (CRH).
- JHQVAMC utilizes the following services through National Hubs:
 - Tele-Rheumatology
 - Tele-Bipolar
- JHQVAMC utilizes the following services at some care locations through the VISN CRH:
 - Tele-Primary Care
 - Tele-RN
 - Tele-Cardiology
 - Tele-Pain
 - Tele-Mental Health
 - Tele-Geri-Psych



JHQVAMC Enrollment Summary

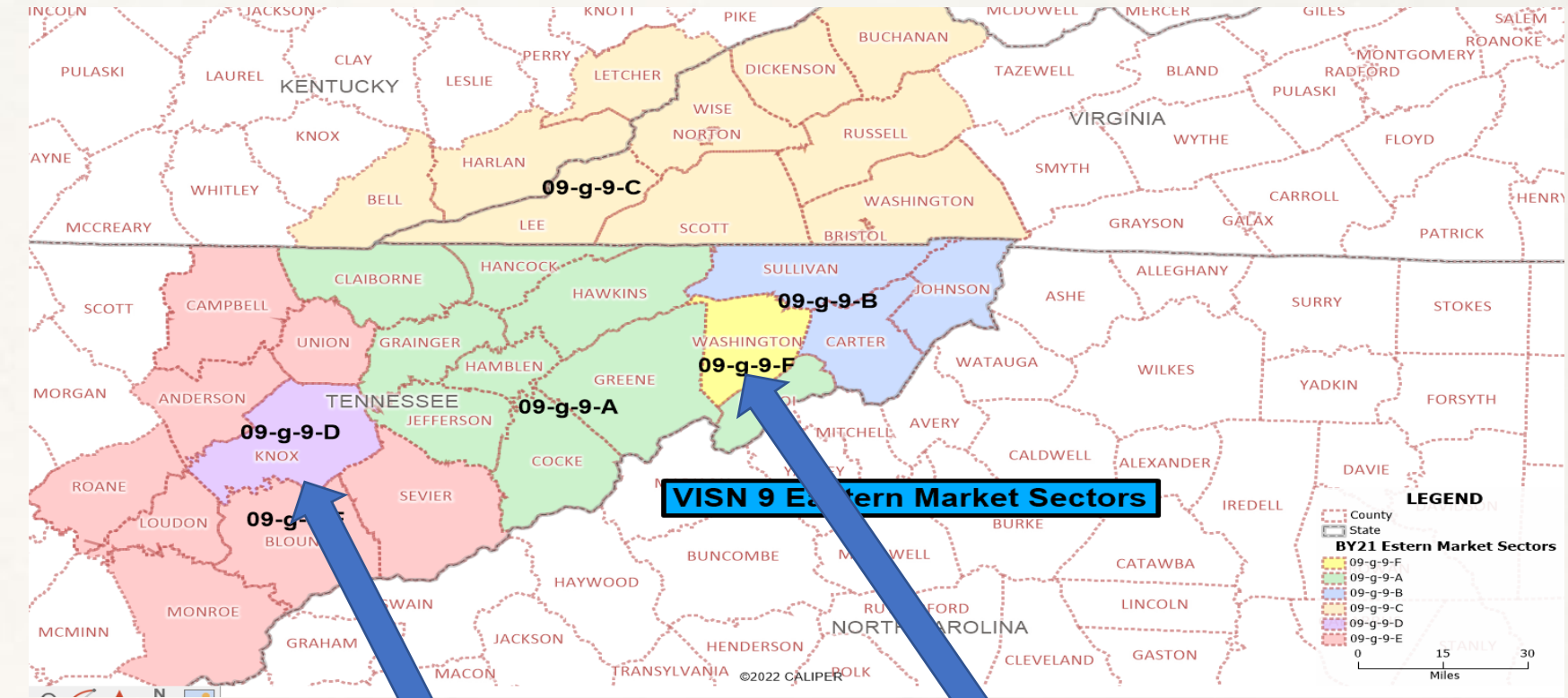
- We have over 70,700 enrollees in our catchment and >55% of those are in the Western portion of our catchment area (West of Hamblen County/Morristown).
 - 44% of our enrollees are Rural and 3% are Highly Rural.
 - 7% of our enrollees are female.
 - 55% of our enrollees are over age 65.
 - >80% of our enrollees are in priority groups 1-6.
- The Knoxville area contains the largest proportion of our enrollees.
 - Almost 50% of our entire catchment area's enrollees live within a 60-minute drive of the current Knoxville Clinics; and
 - Approximately 3,000 enrollees in the neighboring Central Market (TVHS) are also within a 60-minute drive.
- VA projects the Knoxville area to have larger growth in enrollment than the rest of our catchment area over the next 10-20 years.

Counties with the Highest Enrollment and Available VA Services	
1. Knox	5 CBOCs - Primary Care, Mental Health, Audiology, Radiology, Optometry, Dental, Medical and Surgical Specialties, Telehealth, Whole Health, Home-Based services
2. Washington	JHQVAMC and Home-Based services.
3. Sullivan	Bristol CBOC (Primary Care, Mental Health, etc.) within 30 minute-drive to the north for a large portion of the county and JHQVAMC within a 30-minute drive for a large portion of the county to the south. Home-based services available from Bristol and JHQVAMC.
4. Blount	New CBOC in Maryville being planned. Knoxville within a 30-minute drive to the north, Sevierville within a 60-minute drive to the east, and Roane County CBOC (TVHS) within a 60-minute drive to the west. Home-based services available from Knoxville and Sevierville for portions of the county.
5. Sevier	Dannie A Carr CBOC - Primary Care, Mental Health, and Telehealth. Podiatry, and Ortho several days per month. Expansion to include additional specialties in progress. Knoxville and Morristown within a 60-minute drive. Home-based services available.

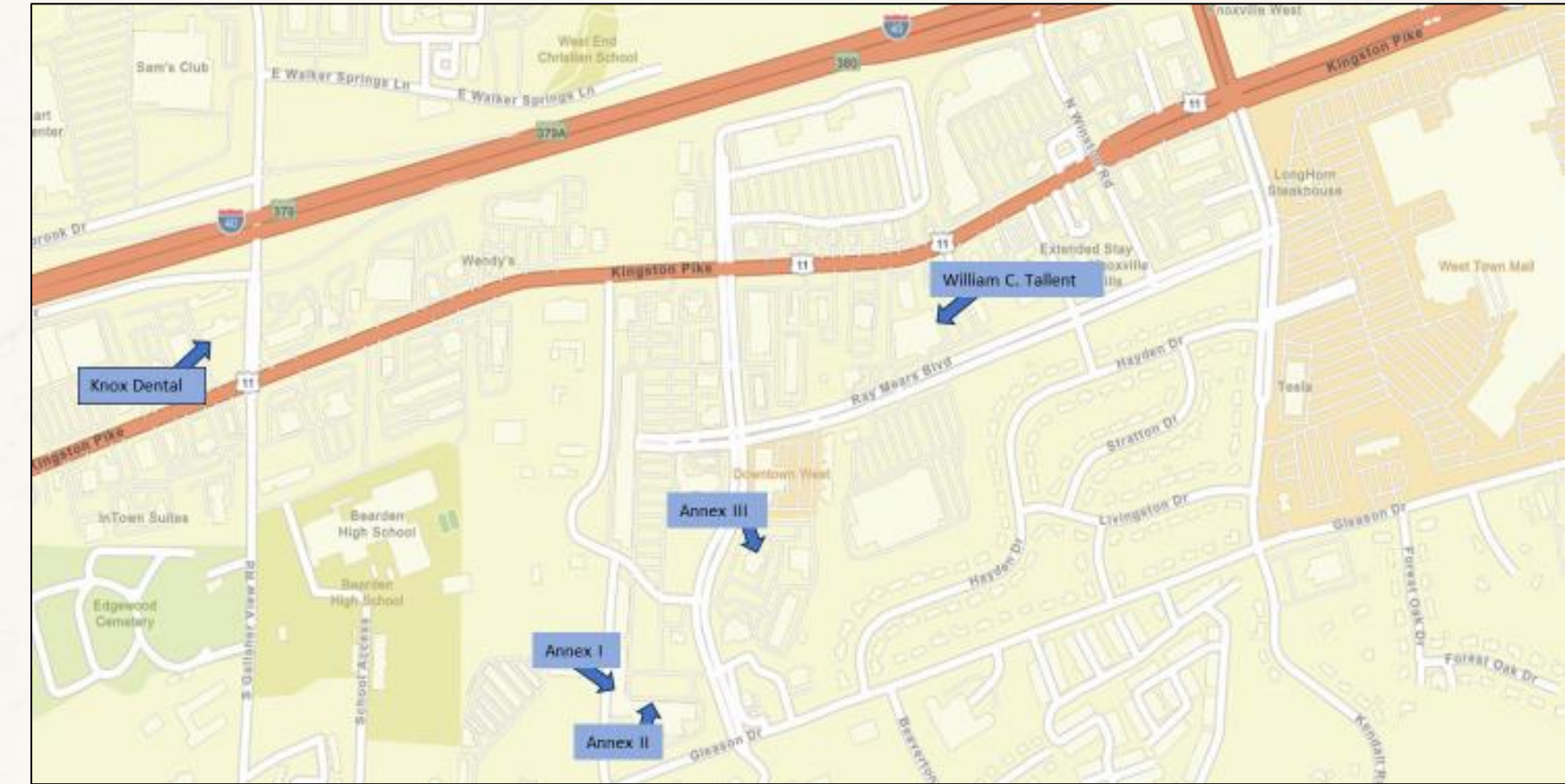
JHQVAMC Planned Expansions

• With a large portion of our enrollees residing in the Knoxville area and with projections for that trend to continue, we've developed several projects to expand services to the Knoxville and surrounding area.

1. Knox Dental (Kingston Pike VA Clinic) 10 Dental Exam Rooms – Opened February 2024
2. Planning a new Health Care Center (HCC) in Knoxville area that will consolidate 4 Knoxville Clinics and expand services. (Pending Congressional approval.)
3. Expansion of the clinic in Sevierville
 - Physical Therapy – Projected opening Spring 2026
 - Determining other services
4. Maryville Primary Care Clinic – Projected opening Spring 2027
5. Temporarily relocating Campbell County CBOC (4 miles from current location) to build a new clinic – Projected opening Spring 2026



5 Sites in Knoxville TN <1 mile of each site JHQVAMC in Mountain Home, TN



Medical Foster Home Program

Medical Foster Homes offer a dynamic alternative to long-term care.

When living at home becomes difficult, some people would prefer to remain in a home-like setting rather than move to a nursing home. In moments like this, the VA Medical Foster Home (MFH) program is here to help.

MFH is a voluntary care option that assists in matching Veterans with approved MFH Caregivers to provide the care the Veterans need in a family home with appropriate oversight and care provided by the VA MFH and Home Based Primary Care teams.

More Information :

Megan Spence, LCSW
423-926-1171 ext 5728

Medical Foster Homes Provide

- A safe and family home setting
- Supervised care
- Private/Semi-private rooms
- Flexibility and choice
- Three meals/snacks daily
- Personal care
- Medication management/reminders

The Home Based Primary Care (HBPC) team, including a doctor, nurse practitioner, nurse, social worker, dietitian, recreational therapist, pharmacist, and occupational therapist provides the Veterans medical care. Team members will visit as needed, to provide medical care management and support the Veteran and the caregiver. Other VA programs, such as Adult Day Health Care (ADHC) and respite, may also be used to support Veteran care.

Who is Eligible for a Medical Foster Home

Veterans enrolled with the VA Health Care System and have care needs that can no longer be met in their homes, may be eligible.

Care needs may include:

- Assistance with activities of daily living, i.e., eating, bathing, dressing, etc.
- Medication management
- Laundry and meal prep
- Social and recreational activities

The Veteran is responsible for the cost of the MFH. The cost may be paid using a combination of private income, Social Security, savings, VA Pension, Aid & Attendance, or VA pay based on disability rating eligibility requirements.

The Veteran and caregiver will sign a private care agreement that outlines the care needed, the rate, expectations of the caregiver and Veterans rights.

Caregivers must: Own or rent the home and live in the home full time. Be at least 18 years of age. Have caregiver experience (formal or informal). Complete the VA application and inspection process for the MFH Program, including a criminal background check and references. Participate in on-going caregiver training. Provide compassionate care for no more than three residents. Have a written crisis and respite/relief caregiver plan. Follow the Veterans treatment plan, working closely with Home Based Primary Care.

JHQVAMC Outreach

Suicide Prevention Awareness Events were held at the Mountain Home and Knoxville locations during September 2025.

Vet Fest & CBOC Outreach Events

JHQVAMC First Annual Summer Vet Fest – July 2025

- Enrollment Team assisted 40 Veterans and successfully enrolled 20 Veterans into VA Healthcare for the first time, others reestablished benefits and gained access to additional services.
- The event focused on enrollment, suicide prevention, and homelessness, which aligns with the Secretary of Veteran Affairs priorities for comprehensive Veteran Care.

Knoxville Second Annual Vet Fest – September 2025 (Transitioning to a Spring Event in 2026)

Outreach Events are held at all clinic locations throughout the year to assist Veterans with valuable local resources, connect with community partners and VSOs, provide educational and employment opportunities, and VA Healthcare benefits and services information. Outreach efforts in FY25 resulted in 726 Enrollments and 1326 Toxic Exposure Screenings.

Centenarian Veteran Recognition Program – Veterans are presented with a letter and coin from the Secretary of Veteran Affairs by an Executive Team Member.

VA Center for Development & Civic Engagement

- 269 Scheduled Volunteers provided more than 41,000 volunteer hours in FY24.
- The Volunteer Transportation Network provided over 900 Veterans with rides to medical appointments and exceeded 40,000 miles driven.

Rise and Restore: “Give Food, Give Hope” Food Drive – July 2025

- JHQVAMC Staff donated 12,875 pounds of essential food items to local food banks.



Access & Initiatives

Emergency Food Insecurity Program *(Implemented July 2025)*

- Provides food assistance directly to Veterans who are identified with suspected emergent food insecurities.
- JHQVAMC staff in the Center for Development and Civic Engagement, Nutrition and Food Service, Social Work, and Nursing services collaborate to connect Veterans with resources and provide non-perishable food items distributed through the Emergency Food Insecurity Program for a 24 to 48-hour period.
- The Mental Health Team conducts Homeless & Food Insecurity Screenings for Veterans and provides awareness for available resources. Through this initiative, screenings have increased 75% in FY25.

Advancing Electrophysiology in Cardiology at the Mountain Home location. *(Implemented in Spring 2025)*

- The Cardiology Team established an invasive electrophysiology ablation program to perform low-risk, non-complex ablations in April 2024, and has successfully performed 84 ablations without complications, demonstrating expertise and commitment to patient safety.
- The Cardiology Team gained expanded approval in Spring 2025 to perform unrestricted complex ablations and performed their first complex atrial fibrillation ablation without complications in July 2025.

Access to Care: Extended Hours in Primary Care, Mental Health, and Women's Health *(Implemented at the Mountain Home and Knoxville care locations)*

- A 24-hour emergency Mental Health service is also offered at JHQVAMC in Mountain Home.
- Extended hours at Mountain Home provided an additional 13 hours per week in PC, 23 additional hours per week in MH, and 9 additional hours per week for WH.
- The Knoxville location provided an additional 43 hours per week in PC, 23 hours per week in MH, and 10 hours per week for WH.

Mental Health Group Clinic Sessions *(Implemented in July 2025 at the Mountain Home care location)*

- Improve Veteran's access to Mental Health.
- Offers Veterans an opportunity to attend a 6-week group session, up to 10 Veterans per session, one hour per week. Sessions will be offered in phases and focus on various issues including, but not limited to, depression, anxiety, coping skills, insomnia, anger management, and PTSD. Veterans can self referral through PCMHI or may request a referral from their PCP.

Access & Initiatives

Psychosocial Rehabilitation and Recovery Center (PRRC) *(Located at 500 Washington Avenue, in Johnson City)*

- PRRC Team assists Veterans with integration into their communities through individualized support and tailored programs.
- The Team is dedicated to serving Veterans diagnosed with serious mental illnesses and seeks to validate each Veteran's strengths, teaching them essential life and coping skills, helping them develop a purpose, improving their quality of life, and promoting ongoing recovery.
- Staffed by a multidisciplinary team including Licensed Clinical Social Workers, Nurses, and Peer Support Specialists.
- Veterans are referred to PRRC through their Primary Care Provider.

"Can you hear me now?" Telephone Project

- Streamlines the Veteran's experience when contacting the Call Center and accessing our phone systems.
- The call routing tree for incoming calls has been updated with more efficient options for the caller.
- Call Center staff duties have been redistributed to effectively assist the caller.
- Initiative has been fully implemented and data collection in progress.

VITAL (Veterans Integration To Academic Leadership)

- New JHQVAMC partnership with ETSU and UTK.
- The VITAL partnership will utilize VA Staff from the Suicide Prevention and Military 2 VA Transition programs, to visit ETSU and UTK on a weekly basis and offer support and care coordination for student Veterans.
- This partnership effort is expected to launch in January 2026.

Environmental Registry (Toxic Exposure Screening)

- The Environmental Registry Team conducts Toxic Exposure Screenings by phone or virtually with Veterans and refers them appropriately based on their screening results.
- Veterans are referred to the Environmental Registry office by their Primary Care Provider; through the Enrollment Team when new Veterans enroll at JHQVAMC; by monitoring the Pact Act VSSC Toxic Exposure Screening Report; and reviewing a locally generated report of Veterans with "Presumptive Conditions."

Emergency Management Responsiveness

Hurricane Helene Emergency Operation Relief and Recovery Efforts:

- Activated Vulnerable Patient Outreach (VPO) in Newport, Tennessee due to flooding associated with an imminent dam failure; 1600 patients contacted. This proactive outreach provided life-saving guidance, medication refills, durable medical equipment (DME) supplies, oxygen, and even baby supplies, ensuring these vulnerable individuals had the resources they needed. All dialysis, home oxygen, and spinal cord injury patients to ensure their safety and assist with rescheduling appointments as needed, and helped veterans replace lost medications by providing replacements and refills, eyeglasses, hearing aids, and medical equipment.
- Closure of four clinic locations (Norton, Mountain city, Morristown East, Morristown) due to storm related utility losses. All clinics were open and operating within 3 days post-storm. Response and recovery efforts including portable sinks, hygiene kits, and bottled water were required to initially re-open the Mountain City CBOC.
- Enacted VA's Fourth Mission in response to the regional impacts of Hurricane Helene. Ballad Health requested assistance in evacuating Sycamore Shoals Hospital due to flooding impacts. In coordination with Emergency Management, the JHQVAMC Interim Medical Center Director authorized the utilization of two VA-owned and operated dual-use vehicles, along with drivers, for the purpose of transporting patients from Sycamore Shoals to multiple Ballad Health Hospitals in the surrounding area including Bristol Regional Medical Center in Bristol, Tennessee. There were 36 known patients requiring evacuation and relocation. In addition, the Mountain Home facility served as an alternate landing site for rescue helicopters.
- JHQVAMC opened the facility in Mountain Home to impacted Veterans, employees, and community members to utilize resources for personal hygiene and provide meals. A shelter was created to offer impacted VA staff and Veterans temporary housing resources. Social Work connected veterans with community resources, including food, clothing, FEMA vouchers, and shelters. Social Work also reached out to contract nursing homes and assisted living facilities to confirm the safety and well-being of all residents.
- The Public Affairs team, the Veteran Experience Office, and numerous other staff members disseminated critical information about donations, emergency contacts, and safety guidelines through the intranet, internet, Facebook, X (formerly Twitter), email, and electronic signs. The CDCE spearheaded a massive donation drive, collecting supplies, water, clothing, and food for those in need. The Business Office meticulously tracked patient no-shows to ensure follow-up and care for every individual.

Future Infrastructure Projects

Successful execution of the facility engineering projects, with thorough preparation of future projects, earning approval for additional funding to complete more projects and expand services for Veterans.

Current Projects:

- Renovate Historic Clock Tower (Building 34) for Physical Medicine and Rehabilitation Services and Prosthetics
- Renovate the Historic Theatre

The Department of Veterans Affairs is directing part of an \$800 million nationwide infrastructure package to the VA Mountain Home Healthcare System. Funded through the Veterans Health Administration's Non-Recurring Maintenance program, the improvements will modernize facilities, replace aging systems, and expand clinical space to enhance care for Veterans. The extra funding means more resources to repair and update aging VA facilities and technology.

Renovation of Clinical/Support Space & Electrical Infrastructure Improvements:

- Bronchoscopy Procedure Room
- Kitchen Replacement at Mountain Home facility
- Replace End of Useful Life Electrical Switchgear

JHQVAMC Key Performance Indicators

Patient Experience KPIs

KPI	Mountain Home	Mountain Home (FY24)	VHA Average
Trust	94.8% (FY25)	94.3%	92.6%
Overall Satisfaction	88%	85%	84%
Rating of Provider	78%	75%	75%
Hospital Rating	84%	85%	73%

Facility Star Ratings

CLC Quality Star Designation (FY25Q3)	CMS Care Compare (FY25)
<ul style="list-style-type: none">❖ Five Star Overall CLC Star Rating❖ Five Star Quality❖ Five Star Staffing❖ Five Star Unannounced Survey	<ul style="list-style-type: none">❖ Five Star Overall Star Rating❖ Five Star Patient Survey Star Rating

Executive Leadership Team

Martina Malek, FACHE, Interim Medical Center Director

H.D. 'Corky' Dillon, MD, MBA, Chief of Staff

Angela May, MD, Deputy, Chief of Staff

Adam Seneker, PharmD, Interim Associate Director, Operations

Angela "Hope" Ledford, MSN, RN, Associate Director, Patient Care Services

Sean Glasgow, MD, Chief, Quality Management

Daren Giancola, MBA, Assistant Medical Center Director

