



**James H. Quillen VAMC OPREP brief for
TN Dept of Veterans Services Annual Conf**

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- ❖ Ensure safety and quality are core values consistent with our journey to becoming a High Reliability Organization (HRO)
 - Selected as 1 of 18 VHA HRO pilot sites; transforming Nation's largest health care system
 - Warrior 2 Soul Mate program...best practice ID'd for use across VISN, suicide prevention
 - Tele-Wound Gold Status Diffusion Hub program being spread throughout VHA
 - Robotic Process Automation (RPA) projects won VBA & OIT Overall and Best Value awards
 - Improved delivery of care/trust; earned 5-Star SAIL rating...1st/2nd quintile measures
- ❖ Maintain services at Mountain Home and facilitate MISSION Act access standards
 - Hired another neurologist to enable EMG recapture
 - Added a second MRI to improve access
 - Developed "as built clinic" lease for PRRC/psychosocial rehabilitation and recovery
 - Restructured Chiropractic & Acupuncture to improve productivity & pain management
 - Expanded specialty/women's health to Sevierville & Knoxville – GYN, Dermatology, Ortho
 - Expanded lease to grow Primary Care and Mental Health in Morristown

Our Focus: Quality, Safety, Access

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- ❖ Increase the clinical specialty footprint in Knoxville
 - Opened clinic to add Physical Therapy, OT, Pulmonary/Sleep, Podiatry, Orthopedics, Echo, Gastroenterology, Neurology and Dermatology; now pursuing Dental clinic lease
- ❖ Analyze services at Mountain Home to determine if and what services to add or modify
 - Reopened Radiation Oncology, hired a second team; now American College of Radiology (ACR) accredited, adding 2nd linear accelerator to expand radiation oncology
 - Improved patient care via developing a DaVinci Xi robotic surgery program in General Surgery, Urology and Gynecology; complements 15,000 sq ft, 13-bed Tele-ICU capability
 - Renovating/expanding Mental Health N-side, Emergency Department & Dialysis unit
 - Enhanced access through affiliation with ETSU College of Medicine and 79 partnerships, started two new academic affiliations—Univ of Tennessee & Meharry Medical College
 - Added clinical rotations for physician assistant students from Milligan University
- ❖ Evaluate market to assess the need for new CBOCs
 - Opened Mountain City CBOC

- JHQVAMC set up controlled entry access points to our main campus, with drive-through testing tents, in late March 2020. Other safety initiatives include
 - plexiglass guards installed at information desks,
 - hand sanitizer stations available throughout facilities,
 - frequent cleaning and sanitizing methods throughout facilities (Clorox 360),
 - physical distancing cues in waiting areas and elevators,
 - re-spaced chairs and tables in waiting rooms & Canteen to ensure physical distancing
- Expanded inpatient capacity, added beds/negative pressure/oxygen, created a COVID unit
 - Increased from 62 to 80 medical beds with the ability to flex up to 95 if needed
 - Increased from 13 to 27 ICU beds with capacity to flex to 30 if needed
- Selected as VISN 9-lead site, 1 of 20 VAMCs, to pilot expanding services during COVID-19, share lessons learned across VA; implemented Acute Respiratory Clinics—cold/flu/COVID
- Expanding services started May 18, 2020, with lab, radiology, orthopedics at 50 % capacity, with a timeline for full re-opening based on 2-4-week evaluation. Now fully operational

- Nearly 90,000 encounters in June 2020, with over 1/3 through virtual care, now 100,000+
- JHQVAMC provides appointments via VA Video Connect (VVC) and uses several services and virtual options geared to directly helping veterans, such as tele-mental health, telephone conversations, MyHealthVet...which has increased by 500% during COVID-19, with face-to-face care available as well
- Mental Health reports providing close to the same number of visits now (~11,000) as prior to COVID-19, with over 60% occurring virtually
 - Chaplains and Peer Support Specialists engaged; Military Sexual Trauma program virtual group sessions; Skype for Domiciliary Care, Grant & Per Diem, HUD-VASH
 - Clay Hunt initiative partnered with Virginia for Governor's Challenge and co-chair Tennessee Governor's Challenge task force with TN Suicide Prevention Network
- Renovated Carnegie Library into an external Laboratory
- Created standardized color-coded PPE kits to expedite identification in critical situations, enhance safety and preserve valuable resources

Significant Projects/Leases for FY22

- New Lease – Knoxville Outpatient Clinic – Approx 9K SF
 - Add/Expand Outpatient Services: Dermatology, Pulmonary, Sleep Medicine, Physical Therapy, OT, Orthopedics, Gastroenterology, Podiatry, Neurology and Cardiology Echocardiogram
 - Construction complete by May 2022, activated June 2022
- Expand Lease – Morristown CBOC – Approx 2.8K SF
 - Add Primary Care PACT team and Rehab/PT
 - Construction December 2021, activated February 2022
- Expand Parking Garage – Add 200 parking spaces
 - Construction completed by November 2022
- Expand Emergency Dept – Add Approx 4.4K SF
 - Add Satellite Radiology & upgrade ED Services
 - Construction completed by December 2022
- Expand Dialysis, add 4 ICU beds on B-Ground 11K SF
 - Construction completed July 2022



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