

IMPORTANT INFORMATION TO CLIP AND SAVE

Appointment Scheduling Center

(800) 461-8262, press 2

Nurse Call Center

(800) 461-8262, press 3

Veterans Crisis Line

(800) 273-8255 (Press 1)

Community Based Outpatient Clinics

DELAWARE

Kent County CBOC

1198 S. Governors Ave., Ste. 201
Dover, DE 19901

Sussex County CBOC

21748 Roth Avenue
Georgetown, DE 19947

Get registered to use MyHealthVet

www.myhealth.va.gov

Community Based Outpatient Clinics

NEW JERSEY

Atlantic County CBOC

1909 New Rd., Northfield, NJ 08225

Cape May County CBOC

1 Monroe Ave., Cape May, NJ 08204

Cumberland County CBOC

79 W. Landis Ave, Vineland, NJ 08360

Beneficiary Travel

(800) 461-8262, ext. 5212/4000

Billing Information

(800) 461-8262, ext. 5130

Medical Records/Release of Information

(800) 461-8262, ext. 4133/5242

Suicide Prevention Coordinators:

Kent Johnson: (302) 275-5676

David Parsons: (302) 354-7052

MyHealthVet Coordinator

(800) 461-8262, ext. 5849

Patient Advocate

(800) 461-8262, ext. 5556

Prescription Refill Line

(800) 450-8262

Returning Veterans

(800) 461-8262, ext. 4763/4576

VA Benefits

(800) 827-1000

Vet Centers

Sussex Vet Center

(302) 225-9110 or (877) 927-8387

Ventnor N.J. Vet Center

(609) 487-8387

Wilmington Vet Center

(302) 994-1660 or (877) 927-8387

U.S. Department
of Veterans Affairs



Wilmington VAMC
1601 Kirkwood Highway
Wilmington, DE 19805

Published for the Veteran patients of the Wilmington VAMC. This newsletter is offered to provide reliable health information. It is not intended to take the place of medical advice, which should be obtained directly from your health care provider. If you have questions or comments, please call 302-633-5389.

ADDRESS SERVICE REQUESTED

Wilmington



U.S. Department of Veterans Affairs
Veterans Health Administration

VA

newsletter for Veterans
WINTER 2018

Message from the Leadership Team Wilmington VAMC

The Executive Leadership Team at the Wilmington VA wishes everyone a Happy New Year. Our mission remains the same, to provide Veterans access to high quality care that improves your overall wellbeing.

To accomplish this in 2018, we will continue to focus on these priorities:

- *Putting Veterans first by providing quality care every day in every service.*
- *Ensuring our employees have a good place to work.*
- *Developing and sustaining a culture of fairness, safety and excellence.*

As we begin a new year, we will continue to look for and implement innovative programs across the organization that we hope will positively impact your health care experience with VA. Access, suicide prevention, care coordination, modernizing our facility and systems, growing our community presence, and partnerships to better serve Veterans remain our top priorities

We hope the information in this newsletter is education and helps to keep you informed about your VA.

**Wilmington VA
Executive Leadership Team**

#BeThere, Suicide Awareness Campaign

We all can play a role in preventing suicide, but many people don't know how to support a Veteran or Service member in their life who's going through a difficult time.

Join the U.S. Departments of Veterans Affairs (VA) and Defense in letting people know that preventing suicide starts with this simple act of support: to **Be There**.

"We believe the state of Delaware and our catchment area in southern New Jersey can be first in the nation to establish a network of resources that Veterans know they can get the help they need to effectively end suicide among Veterans," said Vince Kane, director of the Wilmington VA Medical Center.

The #BeThere campaign raises awareness concerning suicide prevention efforts around the nation.

Helping someone feel included and supported can make a big difference during a challenging time. And it doesn't require a grand gesture or complicated task. A simple act of kindness can help someone feel less alone. Small actions of support — calling an old friend, checking in on a neighbor, cooking dinner for a

relative, or inviting a colleague on a walk — are thoughtful ways to show you care. Similarly, encouraging Veterans and Service members to take time for themselves and to focus on their own health and wellness can have a big impact.

Then, start the conversation.

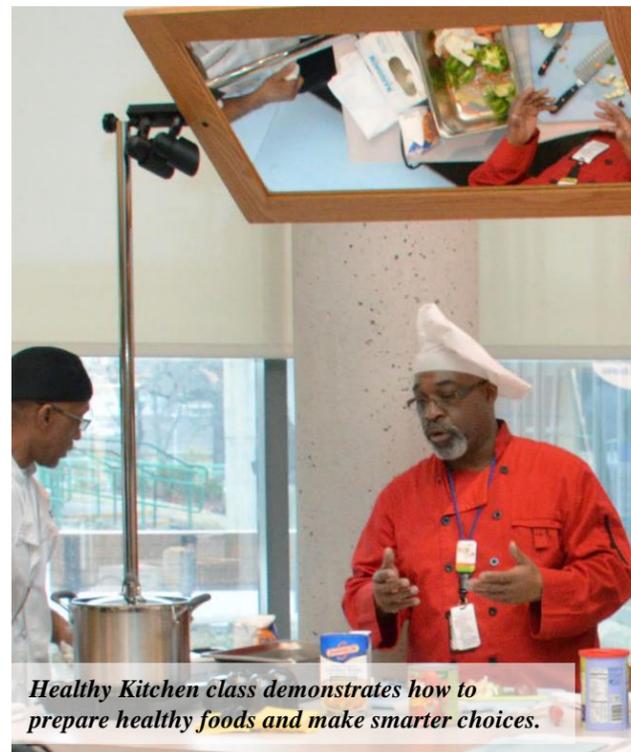
Being there for someone can be easy, but starting a conversation about your concerns for that person or broaching the subject of suicide can seem much more difficult. The most important thing is to show genuine, heartfelt support for someone going through a rough period. People may worry about what to say, fear that they will make matters worse, or think that special training is required to safely raise the subject (it's not).

Before you start a conversation, do some research to find out what suicide prevention and mental health resources are available. Veterans or their families can contact the Wilmington VA or Community Based Outpatient Clinics (CBOCs) to find counseling, treatment centers, and customized support for any life challenge.

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**Learn how to Be There for a fellow
Veteran or Servicemember.**





Teaching Healthy Food Choices

This year, the Registered Dietitians conducted Healthy Teaching Kitchen classes for Veterans at Home of the Brave, Milford, Delaware and Wilmington Housing and Urban Development, Veteran Assisted Supportive Housing (HUD VASH) group.

The focus of these classes centered on simple, quick, easy-to-prepare, budget conscious, and nutritious meals. Recipes were prepared utilizing crockpots or microwaves.

In prior years, the Healthy Teaching Kitchen classes were only a component of the *MOVE!* weight management classes.

This year a Nutrition Education/Discussion series is planned specifically for the Transition Care Management, Operation Enduring Freedom, Operation Iraqi Freedom (TCM/OEF/OIF) Veterans. The topics they selected to learn about include: Brain Health (Traumatic Brain Injury and Nutrition), Emotional Health (Emotional Eating), Physical Health (Obesity and Overweight), and Stress Management (Nutrition and Stress).

This is the first Nutrition-related program at Wilmington VA specifically designed to meet the needs of TCM/OEF/OIF Veterans. Information about the classes is available by calling: (302) 994-2511, x4763

#BeThere for Veterans Suicide Awareness

(continued from pg. 1)

Know when a crisis needs immediate action.

Everyone also should be aware of these signs of crisis which require **immediate** attention from a medical or mental health professional:

- Thinking about hurting or killing oneself
- Looking for ways to kill oneself
- Talking about death, dying, or suicide
- Self-destructive behavior, such as drug abuse or the dangerous use of weapons

If you notice these signs in yourself or a Veteran loved one, call the Veterans Crisis Line at 1-800-273-8255 and Press 1, chat online at VeteransCrisisLine.Net/Chat, or text to 838255 to get confidential support 24 hours a day, 7 days a week, 365 days a year.

Whether you are expressing initial concern or responding to a suicidal crisis, let those experiencing hard times know that resources are available online at the website:

www.spreadtheword.veteranscrisisline.net to download free materials — flyers, web badges, and social media and newsletter content, and more — to learn how you and your community can **#BeThere** to prevent suicide.

Suicide Prevention Coordinators:

Kent Johnson: 302-275-5676

David Parsons: 302-354-7052



Sussex County CBOC Opening

The Wilmington VA Medical Center officially marked the opening of the Sussex County Community Based Outpatient Clinic (CBOC) with a ribbon cutting ceremony at its new location at 21748 Roth Ave. in Georgetown. The ceremony was attended by national, state, and local officials along with Veterans and community members. The clinic serves 3,700 Veterans.

Shown at the ribbon cutting are (l-r) Vince Kane, Wilmington VA Medical Center director; Meg-Marie Ryan, nurse manager Sussex County Community Based Outpatient Clinic; U.S. Congresswoman Lisa Blunt Rochester; Sgt. Frank Bolen USMC; U.S. Senator Tom Carper; William Farley, chairman Delaware Commission of Veterans Affairs; and Ronald Schafer, managing member Onix Group.

Following the official ribbon cutting event, Veterans and visitors were offered tours of the new clinic to see first-hand some of the cutting edge technology at the clinic. Telehealth demonstrations were included in the tour. Visitors were shown a live demonstration of how care is provided through this technology.

At the event, many local government officials, community partners, and Veterans were provided an unexpected performance from the Sussex Technical High School Marching Band who performed the National Anthem and pep-songs adding to the day's special celebration.

Mark Taylor is one of VA's outreach specialists who attends various community outreach events, educating Veterans and their family members about VA services and benefits. Outreach Specialists have been added to the Wilmington VA team with the goal of connecting Veterans and their family members to VA services.



Dr. Drew Wallace leads group of Veterans at Wilmington VAMC in discussion focusing on Recovery Model of care.

VA New Model of Care, Helping Veterans Recover

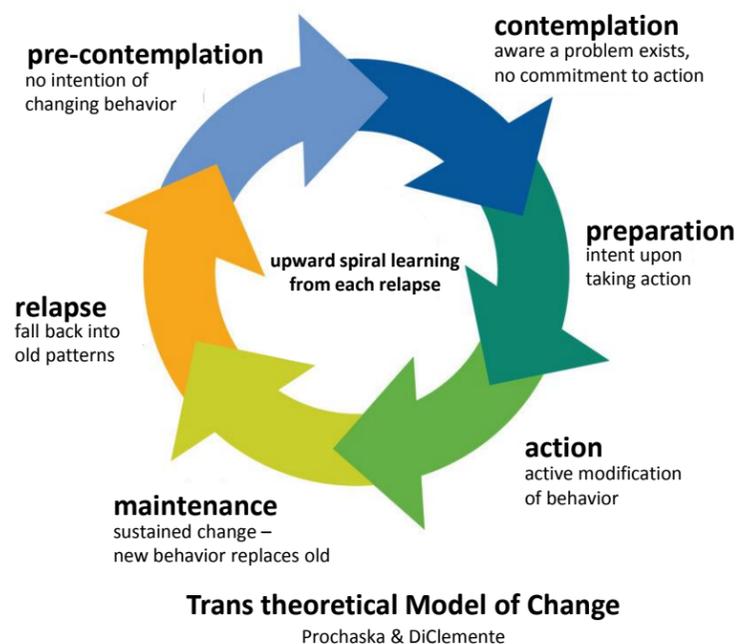
A recovery model of care allows Veterans the strength to pursue their Behavioral Health needs through a variety of services. All care is individualized to the Veterans' needs and readiness for change. It is imperative that all Veterans be met where they are in their recovery journey and afforded the skills and support that let them progress toward their goals.

The Recovery Clinic is a 90 day introduction to available services for Veterans new to behavioral health at the Wilmington VA. Veterans are encouraged to engage in recovery oriented care through classes, online resources, individual therapy, and telephonic check-ins. The goal is to offer Veterans full access to all services on a daily basis so that they can engage in their recovery as much as they want within their first 90 days of mental health care at the Wilmington VA.

Recovery at the Wilmington VA extends well beyond the Recovery Clinic. The Veterans' Advisory Council is a Veteran based committee that works with Wilmington's Behavioral Health Leadership to help improve Veteran care and ensure Veteran needs are being met. Participation in activities that help other Veterans is a powerful

way for our Veterans to share their recovery success.

Our Veterans are also taking the time to share their recovery stories with other Veterans so that the message of hope is passed forward. Veterans helping other Veterans is at the heart of recovery, and at the Wilmington VA, that is happening more and more.



New TeleICU Monitoring Service Deployed at VA

Modernization and innovation are top priorities for VA health care. A new, state of the art program, integrating telecommunications technology with intensive care physicians who are on duty around the clock in a remote location hundreds of miles away was kicked off at the Department of Veterans Affairs Medical Center in Wilmington, Delaware. The new program is designed to enhance health care services for Veterans Affairs patients.

A ribbon cutting ceremony highlighted the new, two-way, real time video links between each of the six Intensive Care Unit (ICU) rooms and two emergency department rooms at the Wilmington VAMC and ICU specialists at the Cincinnati VA Medical Center. This link provides another layer of care for patients by connecting them via real-time video links to specialists in Cincinnati who are available 24 hours a day, seven days a week. The TeleICU team has a supportive role; they have an overview of all the patients in the unit and can alert the bedside staff if any problems occur.

As part of the program, bedside data from patients at the Wilmington VA is made available to nurses and doctors in the Cincinnati monitoring center. Vince Kane, director of the Wilmington VAMC said the technology is especially important in enhancing medical care provided to Veterans served by the Wilmington VA.

“We are very excited by the opportunity for us to apply best practices focused on making sure we meet the needs of our Veterans,” said Kane.

“By having access to the team in Cincinnati, our providers and nurses have additional eyes and expertise to help enhance Veteran care.” The TeleICU partnership connects Wilmington staff and patients with the Cincinnati's monitoring center, which is an advanced tele-health facility where remote intensive care physicians and nurses support the care of ICU patients by using virtual technologies and clinical information systems. Critical care nurses staff the TeleICU Monitoring Center 24/7

with critical care physicians available overnight and weekends. The remote providers have access to bedside clinical data, can assess a veteran through video conferencing technology, and can provide consultative recommendations or directly intervene in patient care as desired by the local ICU staff.

Dr. David Callahan, intensivist at the Wilmington VAMC ICU, said the program will provide additional layers of professionals providing more care locally. The services allow for continuous monitoring of patients receiving ICU care, even when local providers are out of the room assisting with other critical patients. Kelley Bowens, Emergency Room and ICU nurse manager at Wilmington VA said the new program will provide remote vital checks on local patients, allow distance providers to virtually make rounds in the patients' room, and monitor changes that might be going on with Veterans' vital signs.

If there is an issue with a patient, local ICU staff will be alerted allowing for a fast response to the patient's changing medical condition. The new service enhances the face-to-face care which is already being provided to patients.



Demonstration of the TeleICU link as it goes “live” for first time

Flu Season is Here and it isn't too late to Protect Yourself and Your Family from the Flu

Flu Vaccinations are now available at VA facilities

We are pleased to announce that you can still receive the seasonal flu vaccine at the main campus of the Department of Veterans Affairs Medical Center in Wilmington, Delaware. The vaccine will also be available at any of the Community Based Outpatient Clinics (CBOCs) located in the following areas: Kent or Sussex counties in Delaware; Atlantic, Cape May, or Cumberland counties in New Jersey. The flu vaccination does not contain live virus and cannot give you the flu. If you are severely allergic to eggs, do not get the vaccination.

•All flu vaccines (regular and high dose) are available during regularly scheduled appointments or by visiting your primary care team during clinic hours. Please note there may be a short wait if you do not have a scheduled appointment.

•Walk-in flu vaccinations will also be available at the CBOCs during the dates and times listed.

The VA has partnered with Walgreens to offer free, regular dose flu vaccines to Veterans. Walgreens will offer the high dose vaccines at an additional cost. If you chose to receive the flu vaccine at Walgreens, identify yourself as a Veteran and present your Veteran Identification Card (VIC). High dose and regular vaccinations are free of charge to Veterans eligible for VA health care at VA facilities.

If you have received your flu vaccination outside of VA, please notify your primary care provider using My HealthVet. If you do not have a My HealthVet account, notify your primary care provider. Thank you for choosing VA to receive your healthcare. We want to continue to make quality care accessible and timely for Veterans.



CBOC CLINIC	WEEK DAYS	MORNING	AFTERNOON
Kent County CBOC 1198 S. Governors Ave., Dover, DE	Friday	N/A	1 - 3:30 PM
Sussex County CBOC 21748 Roth Avenue, Georgetown, DE	Tuesday and Friday	7:30 - 8:30 AM	1 - 3:30 PM
Atlantic County CBOC 1909 New Rd., Northfield, NJ	Tuesday and Friday	10 - 12PM	1 - 3 PM
Cape May County CBOC 1 Monroe Ave., Cape May, NJ	Monday	Call the clinic (800) 461-8262, x2850	1 - 3:30 PM
Cumberland County CBOC 79 W. Landis Ave., Vineland, NJ	Wednesday and Friday	10 - 12 PM	1 - 3 PM



Wilmington VA Outreach Specialists often attend events throughout the southern NJ and DE in an effort to help bring information about VA benefits to Veterans and their families.

SNJ Veterans Organizations Partner with VA to Provide Resource Information to Veterans

SOUTHERN NEW JERSEY – Employees from the Wilmington VA Medical Center and VA Regional Office for Veteran Benefits partnered with Congressman Frank LoBiondo, Atlantic County Community College, and local Veterans Service Organizations in a well-orchestrated Veteran Benefits and Health Care Enrollment Resource Fair. The event was held at the Atlantic County Community College in Cape May, N.J. and was another opportunity for southern New Jersey Veterans and their families to learn about VA programs, and, if they hadn't already, enroll for VA health care.

“Events like these help Veterans to connect with the services they have earned and deserve,” said Vince Kane, director for the Wilmington VAMC. “I estimated there were about 200 Veterans and family members at the event.” Employees from the medical center and Veterans Benefits Administration, service organizations, and community partners were able to talk with Veterans one-on-one answering questions and providing information about VA services and benefits. The Department of Veterans Affairs operates three Community Based Outpatient Clinics (CBOC) in southern New Jersey located in Cape May, Northfield, and Vineland.

The clinics are conveniently located where Veterans can receive a variety of primary care and behavioral health services. Telehealth services are also available at each location to help connect Veterans with some specialty care.

“We need to help Veterans get through the barriers they face accessing their health care services and benefits. These types of community outreach events are the perfect opportunity to do that and allow us to better connect and respond to Veteran’s needs,” said Kane. “Based on the positive response and continued need, our new VA Outreach Teams will be scheduling more benefits and enrollment events like this in the near future. We are very pleased with the turnout and positive changes we are beginning to see in southern New Jersey.”

**To schedule an event in southern NJ, call:
Patrick Carney, 302-358-9736 or
Jacqueline Hinker, 302-304-5509**

**Salem County, NJ and Delaware:
Mark Taylor, 302-932-7519**