

PHILADELPHIA

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2018



# ChooseVA

Corporal Michael J. Crescenz VA Medical Center Veteran Newsletter





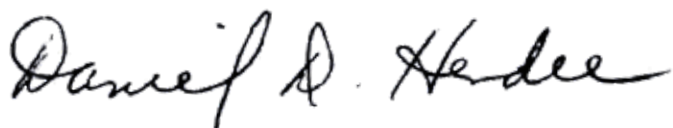
## Greetings from the Director

As you may have heard, VA has launched a new initiative called ChooseVA.

ChooseVA is much more than a campaign, concept or even good idea. It's about you. It's about looking through the lens of what matters most to Veterans. For Veterans, the decision to ChooseVA is a personal decision, often involving family, friends and fellow Veterans. This effort builds on the success of current and past initiatives. The VA's five priorities of Greater Choice for Veterans, Modernizing our Systems, Focusing Resources more Efficiently, Improving Timeliness of Service and of course, Suicide Prevention, continue to be a major focus and enable us to do our jobs better and provide better service to you our customer.

While ChooseVA is a promotional and advertising campaign targeted to VA's stakeholders, it is much more than that. We need to know our Veteran population and ensure that you have care where you need it and when you need it. Our partnership and affiliation with the University of Pennsylvania (UPenn) is another component to us ensuring ChooseVA is more than promotional advertising. On a daily basis through the strength of the partnership, our Veterans receive the same world-class physician expertise as the patients of UPenn. Of the 194 physicians who hold dual appointments between UPenn and the CMCVAMC, 81 are in medicine, 55 in surgery, and 15 in behavioral health. This means Veterans are receiving the very best from renowned experts in their respective fields.

We want Veterans to ChooseVA as a first step in assessing options and deciding what's best for them and their families in terms of healthcare, employment, education and other benefits and services. It is up to all of us, leaders and employees alike, to help Veterans ChooseVA.



# VA

**U.S. Department of Veterans Affairs**

Veterans Health Administration

Corporal Michael J. Crescenz VA Medical Center

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## Telesleep bringing new life to Veterans

The Corporal Michael J. Crescenz VA Medical Center (CMCVAMC) in Philadelphia is piloting the Remote Veteran Apnea Management Platform (REVAMP) application. REVAMP is a VA-developed web platform designed to facilitate the remote diagnosis and management of Obstructive Sleep Apnea (OSA). Veterans use a Positive Airway Pressure (PAP) machine to collect sleep data and interact with their VA Sleep Care team through the REVAMP app to continually diagnose and update treatment plans.

Estimated to be the third most common chronic disease in Veterans, OSA is associated with an increased risk of hypertension, heart attacks, strokes, depression, and driving accidents.

Army Veteran Walter Broadnax, a patient at the CMCVAMC, registered with REVAMP after being recommended by his sleep care team. His initial home-study indicated that he would benefit from using a PAP machine. Broadnax said he is feeling better and enjoys studying his sleep metrics with the REVAMP app.

"I did my initial home sleep study and learned that I had 51 breath pauses in an hour, which was very disturbing," Broadnax said. "People do not realize that this PAP machine revitalizes you. I cannot say any more than that because it is a life saver. This condition could get worse if it is not treated. I'm grateful that my doctors recommended this tool to me."

Army Veteran, Walter Broadnax, accesses the REVAMP application from his phone.

Veterans receive ongoing support from their care team through several important functionalities within the app. The care team assigns questionnaires that are answered and submitted directly through the app, which leads to customizable care by soliciting the Vet-

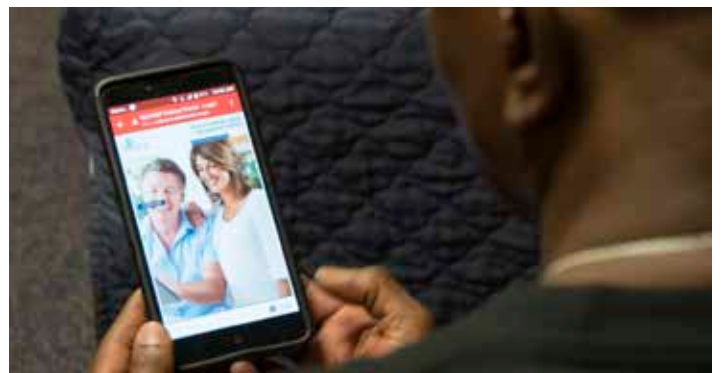
eran's experience with the PAP machine, the care team, and the REVAMP web app.

"The questionnaires are easy to answer," Broadnax said. "Any questions I have, my care team members are accommodating and ready to help."

Accessible from phone or computer, REVAMP allows Veterans to play a primary role in tracking sleep data and adjusting sleep habits to mitigate the effects of OSA. Veterans can contact or receive notifications from their care team regarding sleep metrics that lead to restful sleep, like breathing rate, position, and keeping to a consistent schedule.

Veterans have access to several other app components offering further education on OSA and the ability to exchange secure messages with their sleep care team. Care teams routinely upload Sleep Apnea FAQs to the app for Veteran awareness, and care teams can schedule overnight Sleep Tests to focus on specific sleep metrics. Veterans can also schedule in-person or over-the-phone appointments, or read care team progress notes that outline achievements to date and map the road ahead.

"The VA support teams walked me through the process and any questions I had," Broadnax said. "It's a really satisfying experience."











# National Salute to Veterans.

Veteran patients, staff, and volunteers were surprised to see our city's beloved mascot, the Phillie Phanatic, as he visited CMCVAMC as part of National Salute to Veterans. The Phanatic made his way through the hospital but carved out time to make a very special stop to see one of our service dog puppies in training, Geiger. Geiger is four months old and is training through the Tails of Valor program to one day be paired with a Veteran. Tails of Valor visits CMCVAMC weekly to provide social interaction for not only the puppies, but for staff and patients.

Thank you PHANATIC for visiting our Veterans as the Phillies start their training for the 2018 season!  
National Salute is a very special week recognized by VAs nationwide.



CMCVAMC Volunteer Office Information  
Office hours: 8 a.m. - 4 p.m. 6th floor, Room A637  
Office phone: (215) 823-5868  
E-mail the team: [vhaphivsn4voluntary@va.gov](mailto:vhaphivsn4voluntary@va.gov)



## Text Message Appointment Reminders & Cancellation System

**Forgot to mark your next appointment on your calendar?**

With text message appointment reminders, never miss an appointment again!

### Something came up?

Automatically cancel your appointment through the text message system.

### What is it?

An automated, interactive text message system to remind Veterans of upcoming VA appointments and allows responses for confirmation and cancellation in response to the reminder

### Why?

Proven to decrease *No Show* rates and missed opportunities:

- Reminds Veterans of appointments (currently with date and time)
- Allows Veterans a convenient cancellation option if desired
- Allows a download of appointment reminder to a calendar file

### How do I start using VEText?

Ask Veterans to update or provide an active cell phone number during phone and face-to-face interactions. This exciting service is automatic; no need to opt-in. No cell phone? No problem -- VEText does not replace other methods of appointment notification; it simply enhances the experience.

Learn more about this cutting-edge initiative by calling (215) 823-5800, ext: 5660, or to see a sample message on your cell phone: Text "Demo" to (909) 245-9443



## SUICIDE RISK ASSESSMENT GUIDE

You can save a life. It's your call.

4 steps to assessing suicide risk among Veterans.

- **LOOK** for the warning signs
- **ASSESS** for risk and protective factors
- **ASK** the questions
- **RESPOND** in the appropriate way

All patients who present with positive depression screens, history of mental health diagnosis, or any of the warning signs listed should be further assessed for suicide risk.

Confidential help is available for  
Veterans and their families and friends.

**Veterans  
Crisis Line**

1-800-273-8255 **PRESS 1**



U.S. Department  
of Veterans Affairs

Confidential chat at [VeteransCrisisLine.net](https://www.VeteransCrisisLine.net)



# Healthy Success Story

Mr. Bruce Ketter has successfully maintained a 50 pound weight loss with the CMCVAMC MOVE! Program over the last two years. Mr. Ketter attributes his success to consistent physical activity, a daily walking program of at least 30 minutes and adhering to healthy plate guidelines. Mr. Ketter has made a commitment to not just “diet” but change his lifestyle.



**MOVE! Is a weight management program offering a variety of ways for Veterans to participate:**

- Group classes
- TeleMOVE phone counseling program
- Individual nutrition counseling with dietitian
- Individual counseling with behavioral health coach
- Medication evaluation with obesity medicine specialist
- MOVE! Weight Management App (MOVE Coach)

## **MOVE! Works**

- Nearly 79% of Veterans seen through the VA are overweight or obese
- In 2017, nearly 26% of MOVE! participants in Philadelphia lost at least 5% of their weight

**Interested in learning more? Come to one of our walk-in MOVE! orientation sessions!**

**Mondays from 10-11 a.m. or Wednesdays from 9-10 a.m in the medical center, MIRECC Conference room, B221, 2nd floor.**

**Phone: (215) 823-5800 ext: 5-6649**

**Secure Message: MOVE! Nutrition/Weight Mgmt**

**Office: First Floor, Rm B108 (across from cafeteria, same hallway as Patient Advocate)**



## Womens Health Center

Women Veterans Health Care Program at the CMCVAMC Women's Health Center addresses the health care needs of women Veterans and works to ensure that timely, equitable, high-quality, comprehensive health care services are provided. The Women's Health Center at the CMCVAMC is located on the 9th Floor, provides a private entrance with quiet waiting area; separate children play area and small book lending library. We strive to be a national leader in the provision of health care for women, thereby raising the standard of care for all women.

To fulfill this mission, Women Veterans Health Care works to make certain that all eligible women Veterans requesting VA care are assured of:

- Comprehensive primary care by a proficient and interested primary care provider
- Privacy, safety, dignity, and sensitivity to gender-specific needs
- The right care in the right place and time
- State-of-the-art health care equipment and technology
- High-quality preventive and clinical care, equal to that provided to male Veterans

**9th Floor, North Building**

**(215) 823-5800, ext: 4496 or 5061**

**Operating Hours**

**8 a.m. - 4:30 p.m. Monday thru Friday**





Choose **VA**

# FACES *of* SERVICE

Your stories. Our inspiration.

## Andrew Tatta

Navy, MR1(SW)E-6  
Desert Storm, Liberation of Kuwait  
1982-1999

### **Why did you serve?**

*Patriotism, Love for country and opportunities*

### **Why do you choose VA?**

*CMCVAMC Care Providers saved my life,  
Provides hope to live another day.*



# Your Stories Our Inspiration...

The VA initiated a *Faces of Service* tribute that uniquely aligns with our initiative to know all of our Veterans. Veterans come from all corners of the country, various ethnic backgrounds, religions, and political persuasions. The ability to provide great health care, understand Veterans diversity, establish comradery are reasons Veterans ChooseVA.

All Veterans have sacrificed whether you were drafted, volunteered, or if it was a family tradition of service to show patriotism. They all took an oath in service of the United States. These heroes eventually take off the uniform and this is when we serve them. This is when we make it known that the sacrifices of time away from family, blood, sweat and tears given by them will be honored.

The ChooseVA campaign is more than just a campaign, it is ensuring Veterans have care where they need it and when they need it. The campaign is to establish VA as the trusted choice for Veterans, their family members, survivors, and caregivers to receive the care and benefits they have earned and deserve.

The decision to ChooseVA health care for a Veteran is personal, often involves family, friends, and fellow Veterans. The Faces of Service tribute allows Veterans to showcase the diversity of our Veteran population while sharing their stories. Seeing a fellow Veteran or even a picture of yourself sheds light on the more than 55,000 Veterans who visit our facilities.

We look forward to extending the Faces of Service tribute throughout our facilities in the coming months. We are honored to be able to serve those who have served.



**ChooseVA**







## Pain Management Alternatives

At the Corporal Michael J. Crescenz VA Medical Center (CMCVAMC), we focus on education and empowerment understanding the impact of all of the factors that come together to create the “Pain Experience” for an individual, then provide the skills training to self-manage and cope with chronic pain.

When in chronic pain, some often retreat from interactions, become afraid of moving, become fearful that they will harm themselves, become deconditioned, stressed, depressed and sleep poorly. This becomes a vicious cycle that without support seems impossible to break. Chronic pain also negatively impacts the nervous and muscular systems by introducing the constant stress of living with pain.

At the CMCVAMC we offer Pain Experience programs like Tai Chi and Yoga. These programs promote healthy breathing and movement which helps teach the essential biomedical model to patients who are otherwise conditioned to think that pills, surgery and procedures are the answer.

The CMCVAMC offers a Pain School which runs for seven sessions. The goal of the Pain School is to provide the basis or background information on the biological causes of chronic pain and introduce in detail the concept of the biopsychosocial foundation. Many skills are introduced and practiced during the classes; one of those skills is teaching participants the importance of setting realistic and smart goals.

In addition to the Pain School, Acupuncture, Battlefield Acupuncture, Cognitive Therapy, Biofeedback and Mindfulness are offered as a new way of returning to a normal life.

**Mondays 11:30 a.m. -1 p.m.,  
3rd floor, Multipurpose Room  
Please contact (215) 823-5800 ext: 3756**





## Snyder House: Healing America's Heroes

Snyder House is a transitional living center providing a structured, supportive program in a home-like environment.

Snyder House is located in the heart of South Philadelphia and is easily accessible to public transportation and the Corporal Michael J. Crescenz VA Medical Center.

The Snyder House Program offers a holistic approach to recovery from mental health problems. The Veteran will lead a multi-disciplinary team of VA professionals in addressing his or her physical, mental and social well-being.

Veterans will attend classes throughout the day and evening. Each Veteran will be offered individual and group therapy, health maintenance classes, vocational support services, recreation therapy, peer support, housing support, chaplain services and family support services.

Veterans will leave the premises for employment, job interviews, community services, housing and benefit appointments, social outings, sports events, cultural activities, religious services, family time and medical appointments.

Maintaining a safe, clean and respectful environment for Veterans, the neighboring community and staff are a top priority. Veterans will have access to a computer lab, library, game room and exercise room. They will have daily chores to maintain their personal space, shared living space, and outdoor space.

Residents of Snyder House will begin their re-entry into a meaningful life in the community of their choice while still living at Snyder House. The program is designed to encourage this transition while offering the needed support to integrate into the community successfully.

**1425 Snyder Ave**  
**Philadelphia, Pennsylvania 19145**  
**(215) 823-4675**



# CAMP LEJEUNE HEALTH *and* DISABILITY BENEFITS

Benefits for Camp Lejeune Veterans and family members include health care for 15 conditions listed in the Honoring America's Veterans and Caring for Camp Lejeune Families Act of 2012.

Veterans can receive disability and health care benefits for eight presumptive disease conditions associated with contaminants in the water at Camp Lejeune.

## HEALTH

Health care and health care funding assistance to Veterans and family members who lived on Camp Lejeune and have one of the covered conditions.

### Qualifying health conditions include:

- Bladder cancer
- Breast cancer
- Esophageal cancer
- Female infertility
- Hepatic steatosis
- Kidney cancer
- Leukemia
- Lung cancer
- Miscarriage
- Multiple myeloma
- Myelodysplastic syndromes
- Neurobehavioral effects
- Non-Hodgkin's lymphoma
- Renal toxicity
- Scleroderma

## FOR INFORMATION

VA Health Care **1-877-222-8387**

VA Benefits **1-800-827-1000**

CL Family Health Care **1-866-372-1144**

[www.va.gov/healthbenefits/apply/](http://www.va.gov/healthbenefits/apply/)

[https://explore.va.gov/  
disability-compensation](https://explore.va.gov/disability-compensation)

[www.clfamilymembers.fsc.va.gov/](http://www.clfamilymembers.fsc.va.gov/)

## ELIGIBILITY REQUIREMENTS

Stationed at/lived on Camp Lejeune for at least 30 days between August 1, 1953 and December 31, 1987.

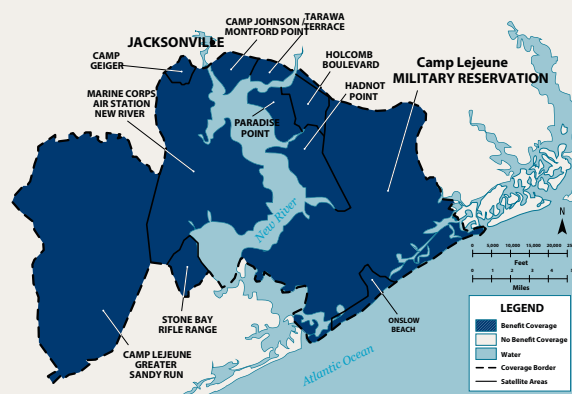
## DISABILITY

The presumption applies to active duty, reserve, and National Guard members exposed to contaminants in the water supply at Camp Lejeune who later developed one or more of the following eight conditions:

- Adult leukemia
- Aplastic anemia and other myelodysplastic syndromes
- Bladder cancer
- Kidney cancer
- Liver cancer
- Multiple myeloma
- Non-Hodgkin's lymphoma
- Parkinson's disease

**Family members are not eligible for disability benefits.**

## CAMP LEJEUNE DISABILITY BENEFIT COVERAGE AREA



U.S. Department  
of Veterans Affairs

# Online VA Prescription Tracking

Available on My HealtheVet  
[www.myhealth.va.gov](http://www.myhealth.va.gov)

## Easy as One, Two, Three!

- 1 Go to **My HealtheVet** at [www.myhealth.va.gov](http://www.myhealth.va.gov), then to the home page to log in\*
- 2 Go to the **Pharmacy** tab
- 3 Select the **Refill My Prescriptions** or **Prescription Refill History**. Once there, you can access the red **"Track Delivery"** button

*Help with Track Delivery is available through the My HealtheVet Help Desk.*

Contact the Help Desk online by selecting the **Contact MHV** tab in My HealtheVet.

Call the Help Desk directly at **1-877-327-0022** or **1-800-877-8339** (TTY), Monday – Friday, 7 a.m. – 7 p.m. (Central Time).

*For questions about your medication, contact your primary care provider or local VA pharmacist. The telephone number is printed on your prescription label.*



## VEC Mural Project

Veterans in the Veterans Empowerment Center, (VEC) have been working with the Philadelphia Mural Arts Society to create a mural that will be placed on the Community Living Center. Philadelphia is known for its murals and now the CMC-VAMC will be a part of the city's mural legacy.

Veterans from the VEC, along with staff from the CMCVAMC, and special guest Joe Crescenzo, brother of Michael Crescenzo, recently held the first paint day at the medical center to paint the mural. As designed by artist James Burns, the mural depicts the members of the VEC as either on active duty or as a Veteran. The mural design is printed onto canvas, with outlines of the colors. All colors are then numbered on the canvas to be painted in, similar to a "paint-by-numbers" set. Then the canvas is cut into workable sections that are painted. After all sections have been painted, the canvas will be treated with weather-proofing and reassembled and installed on the exterior wall.



**My Health, My Care: 24/7 Online Access to VA**





## FACES *of* SERVICE

### Larry Holman

U.S. Navy, Hospital Corpsman  
E1 - E7, 1958 - 1971

Medical Service Corps  
O1 - O4, 1971 - 1982

#### **Vietnam Conflict**

##### **Why did you serve?**

*I was a young farm boy in Nebraska with a football scholarship but did not know how I would pay tuition during the off season. Also, my father served in WWII as a Paratrooper at the Battle of the Bulge.*

##### **Why do you choose VA?**

*It is a source of experienced and knowledgeable veteran centered care.*



# We Want to Hear from YOU



## Medical Center Hosts Regular Town Halls

Veteran town halls are an opportunity to hear from you—the Veteran, caregiver and family member. Starting with 2016, town halls have been held on a regular basis, almost monthly, alternating between the main medical center in Philadelphia, and one at each of the four community outpatient clinics in our area. At each meeting, local leadership from each of the administrations in VA, Health Care, Benefits, and Cemetery Administration, provide a brief update, answer questions, concerns and provide an opportunity for enrollment for Veterans who have yet to register with the VA. We are always happy to receive compliments as well!

Your feedback helps us improve the care we provide to you. Since we started holding regular town halls, the tone of the meetings has changed to one of constructive collaboration. We know there is always room for improvement, and the issues raised at the town halls helps to focus attention on areas that need improvement. Expanding collaboration with local county agencies and local Veteran organizations will only help to benefit the overall Veteran population.

Here is the schedule for upcoming town halls.  
We look forward to seeing you at one soon!

<b>July 24, 2018</b>	<b>2 p.m.</b>	<b>CMCVAMC LVA Auditorium</b>
<b>Sept 25, 2018</b>	<b>2 p.m.</b>	<b>Burlington CBOC</b>





Choose **VA**



**VA**

**U.S. Department of Veterans Affairs**

Veterans Health Administration  
*Corporal Michael J. Crescenz VA Medical Center*

**3900 Woodland Avenue  
Philadelphia PA 19104  
(215) 823-5800  
(800) 949-1001**

Burlington County VA Outpatient Clinic  
3000 Lincoln Drive East, Suite E  
Marlton, NJ 08053  
(844) 441-5499

Gloucester County VA Outpatient Clinic  
211 County House Road  
Sewell, NJ 08080-2525  
(877) 823-5230

Camden VA Outpatient Clinic  
300 Broadway, Suite 103  
Camden, NJ 08104  
(877) 232-5240

Victor J. Saracini VA Outpatient Clinic  
433 Caredean Dr.  
Horsham, PA 19044  
(215) 823-6050



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[twitter.com/PhiladelphiaVAMC](https://twitter.com/PhiladelphiaVAMC)