Customer Satisfaction Survey (SHEP) – We Care What You Think

VA San Diego values your feedback and we’re committed to providing you with a five-star service. We use the Survey of Healthcare Experiences of Patients (SHEP) to evaluate our performance and many Veterans may receive them in the mail or e-mail shortly after your visit at our hospital or clinic. By completing and returning this survey, you will help us improve our health care services and recognize our employees for their hard-work and efforts. Whether you had a five-star experience or not, we want to hear from you! We thank you for your service and choosing VA San Diego!

Stand Down 2018

VA San Diego hosted the medical tent for the 31st annual Stand Down for Homeless Veterans on June 29 – July 1 at San Diego High School. VA San Diego medical staff and other volunteers treated 280 patients. Here’s the breakdown for the medical tent:

- Total Episodes of Care: 400
- Total Veterans seen in Medical: 182
- Total non-Veterans: 94
- Total Number of Dependents: 04
- Total Number of Repeat Visits: 105
- Patient Transfers to Other Medical Facility: 1

VA Mission Act

The VA Mission Act of 2018 was signed by the president on June 6, 2018. The act is designed to streamline and enhance the VA’s Community Care Programs. This act extends the current Choice program for another year while the various elements, initiatives, and requirements of the future Community Care program are developed and fully implemented. You may not see any immediate changes in the way the VA manages its Community Care program, but over the next year you will see several changes to include:

- Consolidates seven VA community care programs into one streamlined program.
- Changes to eligibility requirements including the removal of the 30-day/40-mile rule.
- Authorizes access to walk-in community clinics for enrolled veterans who have previously used VA healthcare services in the last two years.
- Keeps the cost of community care in line with the cost of VA health care to ensure a veteran does not pay more for outside care.

For more information regarding Community Care, please visit: [https://www.va.gov/COMMUNITYCARE/programs/veterans/index.asp](https://www.va.gov/COMMUNITYCARE/programs/veterans/index.asp)

**Relocation of Beneficiary Travel Information**

We recently relocated our beneficiary travel forms and associated information to a more convenient location just inside the main entrance of our La Jolla medical center. This location offers a central space in proximity to the main entrance, the information desk and the brochure rack. To locate this space, please come in through the main entrance and take an immediate right at the information desk; the brochures and information are located directly across the hall from the window labeled “Police”.

As a reminder, there are a few ways to submit your beneficiary travel claim with the VA. You can complete your request at any of the kiosks located near your clinic. You can also download and print the form from our website and then mail, fax, or utilize our drop box located in the La Jolla Medical Center. For more information: [https://www.sandiego.va.gov/services/Veterans_Transportation.asp](https://www.sandiego.va.gov/services/Veterans_Transportation.asp)

For beneficiary travel question, you can reach our team at: (858) 552-8585, ext. 5490

**Call Center Improvement**

We’ve improved our call center response times! From April to June our call center team answered a total of 141,652 calls with an average speed to answer of just 19 seconds, and an average abandonment rate of 2.9%. These scores place San Diego VA in the top 15% of VA Call Centers nationwide. This performance shows their dedication to our vision of helping make VASDHS a Five Star facility.

**Veterans Transportation for VA Medical Appointments in San Diego**

VASDHS has updated their transportation list for patients needing a ride to their medical appointment. See link below for more information. [https://www.sandiego.va.gov/docs/med_transportation/vasdhs_transportation_list.pdf](https://www.sandiego.va.gov/docs/med_transportation/vasdhs_transportation_list.pdf)
Same Day Services

We recently implemented a same-day option for our Veterans that need to be scheduled in a timely manner. When calling our Call Center for scheduling, our agents will ask “do you need to be seen today?” If the answer to that question is “yes”, we will make every effort to get you scheduled with a same day provider. Please be advised that this may not be your normally assigned provider, but we will do our best to fit you in with provider on that day.

To reach our call center for scheduling, please dial: (858) 552-7475

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If you or someone you know want to latest edition of Veterans Health News in your inbox every month, subscribe to GovDelivery. It’s fast, it’s easy. Go to our webpage www.sandiego.va.gov and sign up under “Connect with VA San Diego Healthcare System.” Enter your email address in the box and hit “signup.”

Appointment Access

Appt. wait times: (completed appts as of 5/31/18)

<table>
<thead>
<tr>
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<th>Primary Care: 1.09 days</th>
<th>Specialty Care: 5.10 days</th>
<th>Mental Health: 2.34 days</th>
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Choice referrals:

In fiscal year 2017, VASDHS referred 35,891 Veteran episodes of care to the community for a total cost of $69,891,170.

Calendar

National Veterans Wheelchair Games (Orlando, Fla.): July 30 – Aug 4
National Veterans Golden Age Games (Albuquerque, N.M.): Aug. 3 - 8
About VA San Diego Healthcare System

The VA San Diego Healthcare System (VASDHS) provides a wide range of inpatient and outpatient services at the medical center in La Jolla; and at six community clinics located in Chula Vista, Escondido, Imperial Valley, Mission Valley, Oceanside, Sorrento Valley and at the Rio Clinic. We provide medical, surgical, mental health, geriatric, spinal cord injury and advanced rehabilitation services. VASDHS has 296 authorized hospital beds including skilled nursing beds and operates several regional referral programs including cardiovascular surgery and spinal cord injury care.

We are affiliated with the University of California, San Diego School of Medicine and provide training for 1,440 medical interns, residents and fellows as well as 751 other health profession trainees in areas such as nursing, pharmacy, dental and dietetics. VASDHS has one of the largest research programs in the VA nationally with a budget of $41.3 million, 210 principal investigators and 698 projects.

Number of Veterans who received care from VASDHS in FY 2017: .................................................. 83,014
*Number of Veterans in San Diego County: ..................243,369
*Number of Veterans in Imperial Valley: .........................6,225
Total Veterans living in SD & Imperial Valley Counties: ...249,594

*from VetPop, 9/30/2017

Important Phone Numbers:

VASDHS Main Line: .............................................(858) 552-8585
VASDHS Patient Call Center
(Appointments/Questions): .........................(858) 552-7475
Health Benefits & Enrollment: .................(858) 552-7523
Billing (Copays, etc.): .................................(866) 802-6381
Billing (Community Care): .........................(858) 657-1313
Billing (Choice Program): ...........................(855) 722-2838
Suicide Prevention: .........................(800) 273-8255, press 1

VA’s Top 5 Priorities:

1. Greater Choice for Veterans
2. Modernize Our Systems
3. Focus Resources More Efficiently
4. Improve Timeliness of Services
5. Suicide Prevention