



Choose **VA**

TDVS Annual Conference

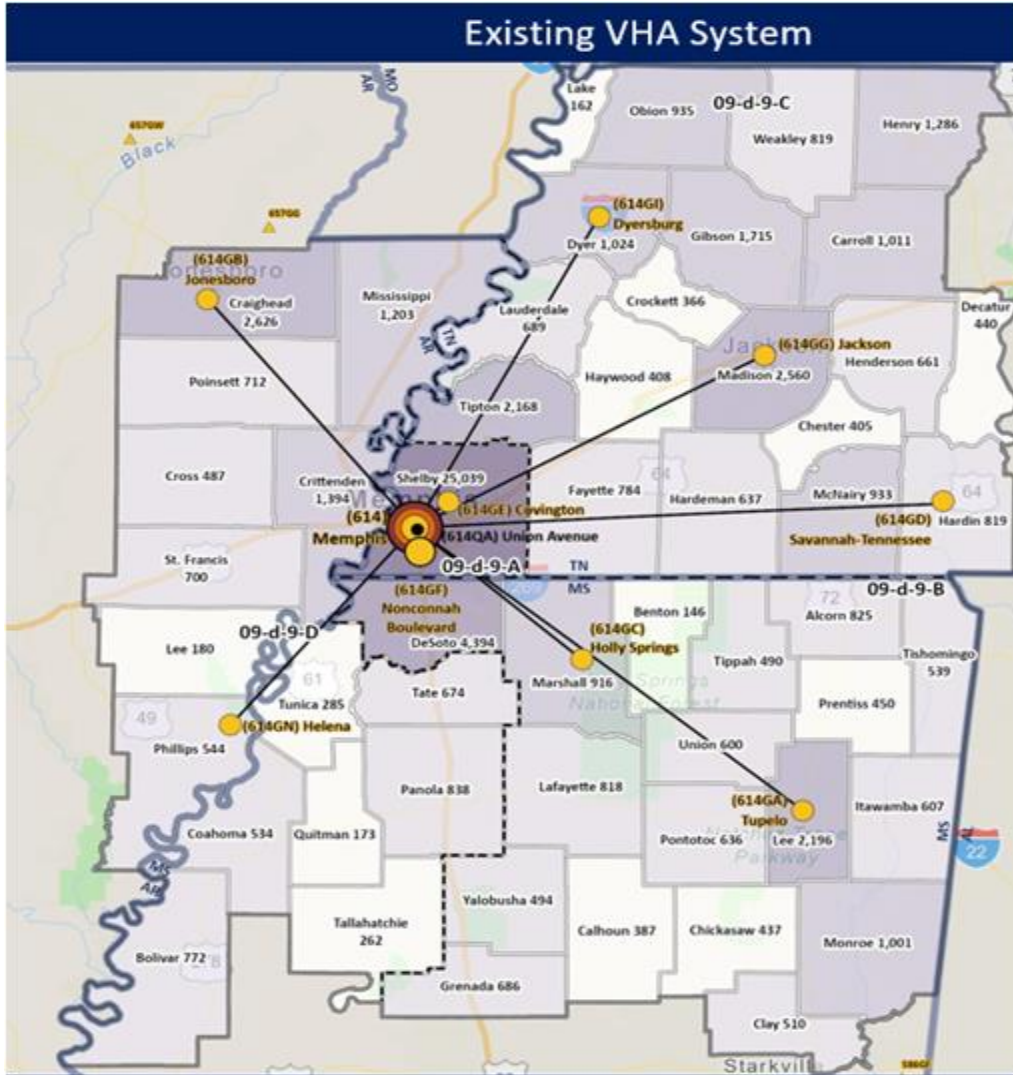
Lt. Col. Luke Weathers, Jr. VA Medical Center

VA



U.S. Department
of Veterans Affairs

Locations



9 Community-based sites in
Memphis (2) * Jackson *
Dyersburg * Helena * Holly
Springs

Jonesboro * Savannah *
Tupelo * **Coming Soon –
Millington!**

Senior Executive Team

Position	Name
Medical Center Director	Joseph P. Vaughn, MBA, FACHE
Associate Director	Michael A. Nichols, MA
Chief of Staff	Dr. Thomas C. Ferguson, M.D.
Executive Nurse	Shawn Tyler, MSN, RN
Assistant Director	Hien Nguyen, MBA, MHA

Memphis VA Priorities

1. Customer Service/ Veteran Experience
2. Patient Safety
3. Suicide Prevention
4. Employee Experience
5. Quality of Care

PACT Act

- Expands and extends eligibility for VA health care for Veterans with toxic exposures and Veterans of the Vietnam, Gulf War, and post-9/11 eras
- Adds 20+ more presumptive conditions for burn pits, Agent Orange, and other toxic exposures
- Adds more presumptive-exposure locations for Agent Orange and radiation
- Requires VA to provide a toxic exposure screening to every Veteran enrolled in VA health care
- Helps us improve research, staff education, and treatment related to toxic exposures

Memphis Successes

- Care in the Community backlog reduced from >12,000 to functional zero
- Key quality metrics improved from 60% lowest in country to 60% at/above average
 - 4 measures are in top 20%
 - Reduced 12 in bottom 20% to 6, overall 75% have improved
- Surgical metrics are in top 5 in VHA system
- Outpatient Trust score improved 90% to 90.7%
- New Inpatient Trust score 90%

Memphis Challenges

- North CBOC at maximum capacity
- Phones
- Parking
- Staffing
- Beneficiary Travel claims

Projects

- New Lab 10/31/23
- Spinal Cord Injury Rehab Space 10/23
- OR renovation Aug '24
- Inpatient Mental Health Aug '24
- New exterior signage completed 8/25/23
- Fisher House 1st quarter '24
- Millington CBOC – back to design
- Guest Wi-Fi is Operational

Future Projects

- Innovation project for FY'24 to add smartphone wayfinding
- Suicide Prevention Manager software
- Upgrade Dialysis equipment
- Room Service meals for inpatient
- Switch to appointment cards

Living our Values



Integrity

Commitment

Advocacy

Respect

Excellence