



Connections

Find a Way

510 Butler Ave.

Martinsburg, WV 25405

304-263-0811 | 800-817-3807

Clinics with extended hours to serve you better:

- Primary Care
- Women's Health
- Physical Therapy
- Occupational Therapy



New Child Care Pilot Program

for Patients. The medical center began a 90-day pilot program to provide free child care to Veterans' children ages four to 12 during extended hour appointments. The extended hours are in Primary Care and Mental Health from 4:30—6:30 p.m. Please visit this [link](#) for more information on this great new program for our Veterans. Contact: Sarah Burns, ext. 4976

www.martinsburg.va.gov



Welcome

Welcome to the first edition of Connections! Connections will be a quarterly publication that will provide updates on what Martinsburg VA Medical Center (VAMC) is doing to improve Patient Centered Care around the facility. It will also be a vehicle for staff, Veterans and family members to share personal experiences while visiting our medical center or Community Based Outpatient Clinics by submitting their experiences to "Dear Editor".

Patient Centered Care...a term we hear more and more frequently. Is it the "buzz word" of the day, or does it have a more significant meaning? What does Patient Centered Care mean to you, as a Martinsburg VAMC staff or as a patient? Patient Centered Care is giving patients the best care based on their individual needs and circumstances. In other words it provides the right care at the right time in accordance with the patient's wishes...so customer-friendly. As a provider, it's our responsibility to present patients with the best options for their health care needs. This is what defines the culture of Patient Centered Care.

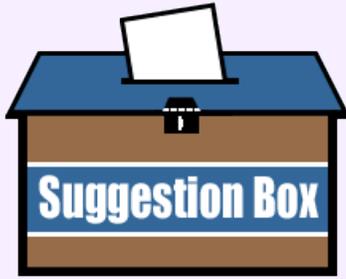
June, 2014



In the Spotlight

This month we are recognizing the staff of the Department of Rehabilitative Services (DRS). The folks in DRS have made steady improvements to enhance patient care and patient centeredness. Some of these improvements include expanded hours in Physical Therapy and Occupational Therapy, the expanding into more Community Based Outpatient Clinics, increasing intake sessions for chronic pain, providing more recreational outlets for our Veterans and creating online content for pain school that Veterans can access from any computer. Add to all these programs the great attitudes of the staff and you have a recipe for outstanding patient centered care. Keep up the good work DRS!





The Suggestion Box

If you were King or Queen for a day at the Martinsburg VA Medical Center, what would you do to improve Patient Centered Care and customer satisfaction? Send us your suggestions and our Veteran Satisfaction Steering Committee will take a look and see if it can be implemented at our medical center or at one of our Community Based Outpatient Clinics! If we can use your idea, with your permission, will add it to our Spotlight section!

Send your stories, suggestions, comments or compliments to: MWV-Connections@va.gov.



Dear Editor

Dear Editor,

I wanted to take the time to say thank you to the staff at the Martinsburg VA Medical Center. As a Veteran who utilizes VA health care, I have never seen a better group of people serving those who have entrusted their care and their lives to them. Is there room for improvement? Always! Do they ever make mistakes? I'm sure they do. Is everyone always satisfied? I doubt it. Am I grateful for the care I receive? You bet I am. I extend a heartfelt thank you to all who try to meet the needs of our Nation's heroes!

Signed,
A Grateful Veteran

Thank you Grateful Veteran, for letting us know we're doing a great job and meeting your health care needs. We recognize that there is always room for improvement, but we appreciate getting compliments. When we don't measure up to your expectations, let us know. Working together we can make Martinsburg VA Medical Center a five-star hospital!

To submit your comments to the editor, please send an email to MWV-Connections@va.gov

Free Valet Service

Free valet parking is now available to all patients and staff members with medical needs. The valet service runs Monday through Friday from **6:30 a.m. to 5 p.m.** except federal holidays. Be prepared for new traffic patterns in front of the medical center. Patients are asked to provide their I.D. card, appointment card or letter and estimated time of departure when using the valet service. For any questions or concerns please call Captain Price, ext. 4057.



Customer Service Staff



Sharon Gant
Chief, Customer Service



Phil Garvey
Veteran Service Representative



LaDonna Warthen
Patient Advocate



Patrick Elkins
Patient Advocate



Andrea Hill
Patient Advocate