

SOUTH TEXAS VETERANS HEALTH CARE SYSTEM

STAKEHOLDER EXPRESS

SAVE LIVES ACT

By Joseph Greiner

Spring 2021

As the battle against COVID-19 continues to rage, new national guidance directed by President Joe Biden will allow the South Texas Veterans Health Care System (STVHCS) to expand vaccination parameters, giving the ability for the healthcare system to reach a new set of the population.

On May 24th, 2021, President Biden signed the SAVES LIVES ACT, which opens vaccination eligibility to anyone who has served in the military, their spouses, and their caregivers.

“Since the start of the pandemic, South Texas Veterans Health Care System has been focused on vaccinating as many Veterans as possible, and we are excited to multiply our efforts thanks to the SAVE LIVES Act,” said Christopher Sandles, director of the South Texas Veterans Health Care System. “Beginning Monday, April 12, we will begin allowing walk-ins at the Wonderland of the Americas mall, Monday through Friday, 8 a.m. to 8 p.m.”



Those eligible under the SAVES LIVES Act to receive a vaccine can go to www.va.gov/covid-19-vaccine to register and stay informed on VA's vaccine rollout process.

San Antonio Veterans, caregivers, and spouses may present for a vaccination at the following location:

Wonderland of the Americas Mall (Former Stein Mart location)
4522 Fredericksburg Rd
San Antonio, TX 78201

Kerrville area Veterans caregivers, and spouses may present for a vaccination at the following location:

Kerrville VA Medical Center
Recreation Hall – Ground level
3600 Memorial Boulevard
Kerrville, TX 78028

For any additional information and guidance, please visit <https://www.va.gov/health-care/covid-19-vaccine/>, or the STVHCS Facebook page at www.Facebook.com/SanAntonioVAMC.

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Christopher R. Sandles, MBA, FACHE
Medical Center Director/CEO
South Texas Veterans Health Care System

Health Care System Operating Statistics

- **Total Operating Budget:**
1.01 billion
- **Employees:** 4700
- **Volunteers:** 594
- **Outpatient Visits:** 1.2 million
- **Unique Veterans:** 102,000

Message from Medical Center Director/CEO

As more and more individuals continue to do their part and get vaccinated against COVID-19, many the population still have reservations about these vaccines. Questions and concerns such as “Were these rushed through production?” or “You could get COVID from the vaccine!” are circulating, and folks seem to be concerned.

Let me wholeheartedly assure you, these vaccines are safe. While the vaccines were authorized under the FDA’ Emergency Use Authorization, these have still undergone the rigorous scrutiny of any other medication that is approved by the United States FDA. These vaccines include the same steps taken in full-term clinical trials. This includes testing on thousands of participants.

These vaccines also do not contain any SARS-Cov-2 virus. They are mRNA based, which causes an immune system response. These vaccines do not infect us in any way with COVID-19 in attempting to keep us safe.

Reflecting these facts, 88% of the South Texas VA staff is vaccinated. As we do our part to help stop the spread of COVID-19, I am asking that you do as well. We all want a return to normalcy, and through getting vaccinated and maintaining social distance measures, we can get to this goal sooner.

As a healthcare system, we have overcome many obstacles this quarter, with challenges ranging from winter storms to vaccination clinics. However, one constant has been our desire to help and to do better. We can beat COVID-19, but we can only do it together.

Leading with ICARE Core Values, Characteristics and Customer Experience Principles to Equitably Serve All Veterans

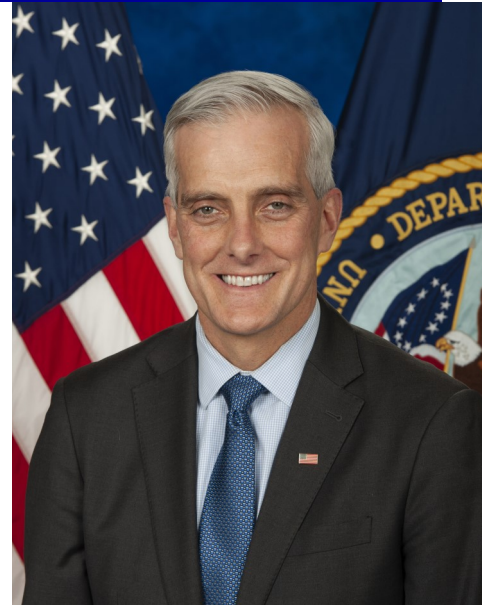
Our most sacred duty in VA is to care for all Veterans, their families, caregivers and survivors by ensuring that they have safe and equitable access to world-class and compassionate care, benefits and services. See *Executive Order 13985, Advancing Racial Equity and Support for Underserved Communities Through the Federal Government* (January 20, 2021). As Secretary, I pledge my commitment to VA's Core Values, Characteristics and Customer Experience Principles, which will continue to serve as the foundation for VA employees to provide the best outcomes and experiences for all of those we serve.

As codified in 38 C.F.R. Subpart A, VA Core Values (Integrity, Commitment, Advocacy, Respect and Excellence) and Core Characteristics (Trustworthy, Accessible, Quality, Innovative, Agile and Integrated) define who we are as employees and how we will fulfill our obligation to those who have borne the battle, their families, caregivers and survivors. Core values describe our culture and serve as the foundation for the way we are committed to interacting with Veterans and their supporters, fellow employees and those outside the organization.

These regulations also include Customer Experience Principles, which enable us to measure our impact by leading with ICARE values. The addition of Customer Experience Principles to our Core Values and Characteristics ensures that Veterans remain at the center of every decision we make. These principles together impact the overall trust that all Veterans, their families, caregivers and survivors have in us, and is the measure in which we identify our success in fulfilling our sacred obligation.

It is the responsibility of every employee to deliver exceptional outcomes and experiences to all with whom we interact. To this end, we recently updated our annual VA Core Values Training in our Talent Management System (VA# 3901227) to demonstrate how VA employees can put ICARE values into action and bring our shared customer experience principles to life. Our individual and organizational commitment to delivering exceptional outcomes and experiences in our service delivery continues now, and in the future, as a result of the incredible efforts of our employees and our unrelenting focus on the Veteran experience as a top VA priority, the experiences of those we serve will continue to advance.

Thank you for your continued service to our Nation's Veterans, Service members, their families, caregivers, survivors and each other.



Secretary Denis McDonough

Denis McDonough was nominated by President Biden to serve as the 11th Secretary of Veterans Affairs and was confirmed by the United States Senate on February 8, 2021.

Secretary McDonough has emphasized how important the ICARE values are in order to accomplish our mission — Integrity, Commitment, Advocacy, Respect, and Excellence — these core values define our culture and strengthen our dedication to those we serve.

They provide a baseline for the standards of behavior expected of all VA employees.

For an ICARE pin and card, please contact the Office of Public Affairs at ext. 15274 or send a request to STXOPA.

Healthy Living: Moderation Counts!

Due to the mental and emotional strain of the continuing COVID-19 pandemic, some may turn to alcohol to escape stress. However, unhealthy drinking can cause new problems. Moderation is key for those who drink alcohol. The recommended limit for men is no more than two drinks each day and no more than 14 drinks per week. The recommended limit for women and all people over age 64 is no more than one drink each day and no more than seven drinks per week.



Healthy Living: Proper Sleep

Maintaining Healthy Sleep

Getting high quality sleep is key for good health. Sleeping well is just as important as exercise and eating wisely. If you are already getting quality sleep, here are some tips to help you continue sleeping well.

- Allow yourself enough time to sleep at night
- Keep a regular sleep schedule every day
- Allow time to unwind before bed
- Avoid alcohol and caffeine before bedtime
- Exercise regularly
- Avoid napping
- Keep the bedroom quiet, dark and comfortable
- Avoid using electronic devices in the bedroom (TV, cell phones, tablets, computers). White noise from fans or sound machines is fine.
- Use the bed only for sleep and intimacy

Identify stressors & continue to manage stress

The two most common sleep disorders are: **Insomnia Disorder** and **Obstructive Sleep Apnea Disorder**.

Insomnia symptoms include difficulty with:

- Falling asleep
- Staying asleep
- Waking too early

Obstructive Sleep Apnea is a sleep disorder caused by blocking of the airway during sleep. Symptoms can include:

- Excessive daytime sleepiness
- Loud snoring
- Observed episodes of stopped breathing during sleep
- Waking up gasping or choking
- Difficulty concentrating during the day

Talk to your health care team to learn about alternatives to sleep medications, including remote insomnia treatment options.

Frank Tejeda Outpatient Clinic Update

By Joseph Greiner

The room was filled with a stiff silence.

A large conference table dominates the room, almost stretching from the front end to the back.

All eyes positioned around the table focus on the large television screen located at the far end of the space.

The silence however is fractured over and over by a woman's voice echoing down from speakers embedded above in the ceiling. Her voice, faintly digitized as it came across a computer, begins asking questions and receiving short, direct responses from the group.

A green digital clock is situated between the screen and its audience, ticking away second-by-second, getting ever closer to the scheduled launch time.

For an outsider, many could confuse the levels of anticipation and focus for something that would take place at NASA Mission Control in Houston before a space launch.

Instead, the location is in the Audie Murphy VA Hospital in San Antonio, and the individuals huddled around the table aren't Astronauts or Engineers, but doctors and healthcare professionals gathered for a Tele-Town Hall.

A recent winter storm has wreaked havoc on infrastructure across San Antonio, and one of the impacted facilities was an outpatient clinic operated by the South Texas Veterans Health Care System, causing its extended closure for repairs. This town hall has been designed to directly relay information to the Veterans who have been impacted by the unfortunate closure.

The clock on the wall hits the scheduled start time, 6:00 P.M. sharp, and the emcee, Christopher Sandles, Medical Center Director, welcomes the Veterans waiting, and the call begins.

With the event underway at its scheduled time, the mood in the room lightens a bit, and everyone settles in, ready to answer questions that arise and help keep the Veterans they serve knowledgeable.

Veterans continue to enter the call at a large, yet steady rate, finally reaching a firm plateau of over 2,300 on the call.

The event moves along with Mr. Sandles giving a status update regarding the damage to the clinic and explains to the Veterans on the line the planned schedule of repairs and how long they can expect to be redirected to other clinics for their care.

Soon, the town hall reaches its Q&A portion, and surprisingly, only a few Veterans on the call have questions. However, as their questions start to be answered, the apparent shyness of the other Veterans disappears, and questions start pouring in.

The questions range from concerns over continuing to see their favorite doctors to confusion of the locations of other clinics. The staff around the conference table take turns fielding questions, ensuring that answers are provided, and that Veterans are satisfied.

As the town hall winds down, there is a sense of among the satisfaction among both the Veterans on the call and the team assembled in the room.

The Veterans who have spoken on the call feel that their needs have been met by a compassionate staff, and the panel have a sense of pride knowing that they were able to help.

Once the scheduled ending time arrives, Mr. Sandles announces that unfortunately, the town hall has come to an end. He thanks the Veterans for participating and wishes them well.

The call ends and the panel all let out a collective sigh of relief, knowing that another successful event is in the books.

Looking forward however, the work is just beginning, as now the renovations to the clinic must begin and Veterans still must be seen at other locations.

But for tonight, everyone in the room can smile and take a break, as the first major step on a long journey has been accomplished.

Have Questions? Contact us!

- Audie L. Murphy Memorial Veterans Hospital: 210-617-5300
- Kerrville VA Medical Center: 866-487-1653
- Veterans Crisis Line: 1-800-273-8255

VA to hold Virtual Listening Sessions over future

VA is hosting public virtual listening sessions to hear from Veterans on how to design a health care system of the future and grow services for Veterans in a way that reinforces VA's role as a leader in the U.S. health care system.

We are looking forward to robust engagement and to hearing the voices and insights of Veterans on the following topics:

- How Veterans want care to be delivered in the future
- Perception of the quality of health care at VA and VA's community network
- Experience with the ability to get care at VA and within VA's community network
- Satisfaction with the condition and location of VA's facilities

VA's role in research, education, and emergency preparedness

These listening sessions represent an exciting opportunity for Veterans to help VA reimagine how VA delivers care in an equitable, high quality, Veteran-centered manner and develop a plan for investing in VA's aging infrastructure. The feedback will be used to develop the recommendations VA submits to the Asset and Infrastructure Review (AIR) Commission in January 2022. The AIR Commission will also conduct public hearings as part of their review of VA's recommendations before submitting its recommendations to the President and Congress for review and approval in 2023.

Listening sessions will run from March through June 2021 and will be hosted on a virtual technology platform to permit participation via phone or computer. We encourage Veterans, Veterans Service Organizations, Community Veterans Engagement Boards, and other interested stakeholders to attend. For more information about the listening sessions, please visit <https://www.va.gov/HEALTHPOLICYPLANNING/listening.asp>. If you are not able to attend the meeting but would like to provide feedback, you may submit your thoughts on the topics outlined above to VHAMAQs@va.gov. As a reminder, please do not include personal health information in your submission. Also, be aware that VA will not respond to individual emails.



9 Principles to protect Veteran Information

By: Keona Raynor

In today's time, with the technical and digital world booming, keeping personal information safe is key, and that is why the Department of Veterans Affairs has launched a new Public Guidance to continue to protect Veteran's personal information. This February, the Department of Veterans Affairs provided an online resource displaying its 9 [Ethics Principles for Access to and Use of Veteran Data](#), as a way to continue ongoing efforts to protect Veteran's data.

The nine principles, displayed below, shows the high and clear expectations on how Veteran information is to be managed by all Veterans, Staff, VA Partners and Stakeholders. These principles reinforce VA's standards of data privacy and protection maintained during the VA's distribution of nearly 2 million COVID-19 vaccinations to date, and other critical health care services during the coronavirus pandemic.

Ethics Principles for Access to and Use of Veteran Data

- The primary goal for use of Veteran data is for the good of Veterans.
- Veteran data should be used in a manner that ensures equity to Veterans.
- The sharing of Veteran data should be based on the Veteran's meaningful choice.
- Access to and exchange of Veteran data should be transparent and consistent.
- De-identified Veteran data should not be reidentified without authorization.
- There is an obligation of reciprocity for gains made using Veteran data.
- All parties are obligated to ensure data security, quality and integrity of Veteran data.
- Veterans should be able to access to their own information.
- Veterans have the right to request amendments to their own information.

The STVHCS alone has distributed over 15,000 COVID-19 vaccinations to date across the state of Texas and plan to administer more. By utilizing these new principles, our Staff will be able to provide continued Healthcare Services, while maintaining and securing the trust and commitments within our Veterans and their personal information.

"VA's principle-based ethics framework takes a proactive approach to data management and privacy by setting standards for our partners to follow," says Acting VA Under Secretary for Health Richard Stone, M.D. "VA is applying this framework to all data interoperability initiatives, including those tied to our COVID-19 response and modernization efforts."

By launching a public guidance to further protect Veteran's personal information, it allows the VA to provide clear and transparent ethical practices that everyone should practice and respect. The STVHCS will continue to uphold the trust amongst our 100,000 unique Veterans by remaining consistent with VA's [I-CARE](#) values of integrity, commitment, advocacy, respect and excellence to continue to promote and ensure responsibility whenever Veteran data is accessed or used.

The ethics framework was developed by the Data Ethics Work Group established by the VA Interoperability Leadership team and the Veterans Health Administration's (VHA) National Center for Ethics in Health Care, along with input from Veterans. The department is actively working to ensure all VA directives, policies and standards reflect these principles which the agency anticipates completing by the end of 2022.

Visit www.ethics.va.gov to learn more about VA's COVID-19 vaccination response and how VHA's National Center for Ethics in Health Care continues to work proactively to build trust in managing access and use of Veteran data.

VA creates Women's Health Training

By: Keona Raynor

On March 8, 2021, "International Women's Day", the Department of Veterans Affairs launched its online Women's Health Transition Training course. This online tool and resource for Service-women to access information.

Women are known today, as the fastest-growing portion of the U.S. Veteran population however, only 40% of eligible Women Veterans are enrolled in VA Healthcare. In 2017, the Department of Veterans Affairs and the Department of

Defense collaborated together to do a study on Women Veterans and their barriers such as behavioral health challenges, suicide and challenges entering the workforce, in order to create and establish a pilot training program to address those barriers. A year later, in 2018, the VA began offering the Women's Health Transition Training at select installations and has since provided an Instructor-led course in person and online to hundreds of transitioning Servicewomen.

The feedback that was given from the pilot program showed that the Women's Health Transition Training Course increased awareness of women's healthcare services available through the VA. The Department of Veterans Affairs has made this important and valuable information available to all who would like to participate.

The online, self-paced, 2.5 hour instruction of this Women's Health Transition Training Course can be found at TAPevents.org/courses. This training course provides helpful information and resources to assist participants to fully understand the VA's gender-specific healthcare services, enroll in VA healthcare as quickly as possible after military separation and overall, be better prepared and ready to manage their post-military healthcare.

Barbara Hector, the STVHCS Women Veterans' Program Manager at Audie L. Murphy VA Memorial Hospital stated that this training course will "provide helpful information for women Veterans who have already transitioned, not sure about VA health care, and don't want to call anyone for information." She added that "The course will be of significant benefit for women Veterans who take the training **before or just after** they transition from the military". As far as the Women Veterans' Program in San Antonio, TX, Ms. Hector stated "The WVP staff will continue as before; assist women Veterans who need health care information then recommend the course as an *additional*, more comprehensive, resource."

The on-demand Women's Health Transition and Training course can be accessed at TAPevents.org/courses.



855.VA.WOMEN
WOMEN VETERANS
CALL CENTER

Call or Text: 1-855-829-6636

Texas A&M-San Antonio COVID-19 Vaccination Event

By: Joseph Greiner

The large American Flag loomed behind the two-story stucco building.

The flag slowly sways back-and-forth, a gentle pre-storm breeze fluttering it this way and that.

The Texas sun is partially blocked by clouds, but several rays are able to break through and shine down on the building adjacent to the flagpole, the Patriots' Casa, located on the campus of Texas A&M University-San Antonio.

The overcast sky also brings a hint of humidity to the air, adding to the feel of anticipation that hangs around the area.

On a normal Saturday, you would see students doing what they do best on a lazy weekend; likely lounging around on benches and grassy areas or just milling around campus, looking for something to do.

Today, however, is different.

Today, the Patriots' Casa is filled with Veterans of ages older than what is normally seen on the campus quad.

Today, the South Texas Veterans Health Care System has partnered with Texas A&M-San Antonio to hold a COVID-19 vaccination clinic, specifically aimed to help Veterans who reside on the south side of San Antonio.

"We have a great relationship with the VA, and we wanted to ensure that the facilities here on the south side were being utilized to the best ability to help those south side Veterans," says Richard Delgado, the Director of Military Affairs at Texas A&M-San Antonio.

"As a Marine Corps Veteran myself, it's all about providing services to my brothers and sisters,"

This, however, isn't the first time the two organizations have partnered together for a good cause.

"We have had an existing relationship with [Texas A&M-San Antonio]," says Victor Lennhoff, Chief of Social Work with the South Texas VA.

"Originally, we tried to bring flu vaccines to the campus and met [our] contact Mr. Richard Delgado. With this longstanding relationship the idea was to bring [shots] to this side of town, as it can be difficult for folks around the area to go up to the Audie Murphy hospital or other locations,"

Judging by turnout, folks appear to agree.

The event it seems, is a hit.

Carol Alexander, a U.S. Air Force Veteran who has received care at VA for 15 years raves about the experience she had at the vaccine event, describing it as "outstanding".

She arrived at the event mid-morning with her husband, Burton, and was seen promptly.

"They do great work! I've had no problems, everybody is SO helpful, and it makes a difference," she says.



Vaccine Event (Cont'd)

The sentiment is seemingly echoed by many, as most Vets in the designated post-vaccine wait area have smiles on their faces, many still having nervous excitement about finally receiving the coveted vaccine.

As the morning turns into afternoon and the weather proceeds into more gloom, Veterans continue to arrive, not deterred by cloud cover and a light sprinkling.

The number of Veterans arriving throughout the day ebbs and flows, but most are seen relatively quickly and do not wait in long lines.

Many Veterans do not seem to mind the short wait; several seem to enjoy the opportunity to talk with fellow Veterans, with topics of conversation ranging from the vaccine to the San Antonio Spurs to swapping stories about their respective times in the Armed Forces.

The day progresses without a hitch, and more and more Veterans receive their first dose of the Moderna COVID-19 vaccine.

Around 3 p.m., the scheduled end time, the vaccine supply is diminished.

To many, running out of supply could be seen as a negative outcome, but at the vaccine clinic, it's a good sign of a successful event. Less vaccine waste means more vaccine availability to Veterans, and in the war against COVID-19, every shot counts.

Once the last Veterans leaves, the vaccination team take a moment to rest and recuperate, but not for long, as the follow up event is just a few short weeks away, and like this time, it needs to go off without a hitch.

Sure enough, the scheduled second dose day arrives three weeks later, and this time, the team take the bull by the horns.

This time, more Veterans show up exactly at the scheduled start time, the anticipation evident on their faces.

Just as last time however, the vaccination event runs like a well-oiled machine, and the initial line that had formed prior to the event opening dissipates and does not return for the rest of the event.

The efficiency is not lost on Veterans; many laud the speed and overall environment of the event.

"Both of [the vaccination events] ran very smoothly; they were very comparable!" said Wendell Blakely, USAF Veteran. "They did a great job,"

For many Veterans such as Blakely, finally receiving the full vaccine dose is a special moment, and one that instills a new sense of hope for the future post-pandemic.

"It's a sense of freedom. This is my ticket to go places,"

Much as the last, the event rolls smoothly along to its scheduled closing time, vaccinating hundreds of Veterans along the way.

While the event draws to a close, it is not a "goodbye" between the two organizations, but rather a "see you soon".

"We definitely plan on continuing to do [more events at Texas A&M-San Antonio]," says Lennhoff.

"We are hoping this in an ongoing relationship with the VA," Delgado echoes. "Anytime the VA wants to host on our side, the doors to A&M-San Antonio will remain open,"

New Spinal Cord Injury Center Chief at South Texas

By: Joseph Greiner

Change can be a scary thing.

Many folks embrace change, loving the concept, eager for a chance of something new.

Many more try to actively avoid it, set in their ways and not wanting to disrupt the normal flow of their lives. This feeling of avoidance can happen even more so when it comes to employment and career moves, as countless people tend to avoid change altogether.

Dr. Divya Singhal is not one of those people.

As a Neurologist passionate about interdisciplinary care, she has worked for the Department of Veterans Affairs since 2014, most recently at the Oklahoma City VA Medical Center in their integrated Neuro-rehab service.

Through colleagues however, she heard of a new opportunity: leading a Spinal Cord Injury (SCI) center as its Service Chief.

So, when Dr. Singhal officially saw the opportunity open at the South Texas Veterans Health Care System, she jumped at the chance.

Specifically, she was excited for the chance to work and lead the interdisciplinary team here at South Texas, along with the ability to build the SCI into a service line.

Her move however, was not just a professional one, but a personal one as well.

“My biggest reason for coming here is my grandmother. She is my role model and someone who had Spinal Cord disease as well. Having seen her struggles, and yet her resiliency and optimism, is something that I have seen in every Veteran that comes through here,”

Now, as the official service chief of SCI, she intends to build on the already great work being done and take it to the next level.

“Hopefully, [this will be] a model service line, one that others will be inspired by and look to it as a go-to resource,” she says.

Her move to the San Antonio area was not as welcome as it could have been however, as a historic snowstorm hit the region and caused widespread infrastructure damage across the area. What she saw from her team and new hometown however, refilled a sense of optimism both in her and hopefully for the new Veterans she serves.

“The staff here are *incredible!* I have been amazed and humbled with seeing their dedication through the storm. I admire the resiliency of all the people of San Antonio that week, so together, I hope we can be a strong team,”

Moving forward, there should be no sense of uncertainty for Veterans who receive their care at the South Texas SCI center, as Dr. Singhal and her compassionate and knowledgeable staff have the watch and will continue to provide highly reliable care to this Nation’s heroes.



South Texas celebrates new Welcome Center

By: Justin Saucier



Veterans may notice a new addition to the Audie L. Murphy Memorial Veterans Hospital during their next visit; a brand new welcome center that was celebrated with a ribbon cutting ceremony on Tuesday.

Located right off of the main lobby, the new 3,450-square-foot welcome center will serve Veterans a number of resources pertaining to eligibility and enrollment, beneficiary travel, release of information, decedent affairs, and MyHealtheVet.

With a number of Veterans, staff members, congressional representatives and executive leadership present in a bustling lobby, many were drawn to the new, state-of-the-art center that

is designed to not only provide comfort to those who wander in, but a warm smile from the many ambassadors ready to assist.

"I think it's beautiful and such a great welcoming environment," Jennifer Purdy, Executive Director for Veterans Affairs Patient Experience Program said. "When Veterans come to the VA, they want to feel like they belong, that this is their place."

By creating a welcoming environment, Purdy says it reflects the commitment South Texas makes to ensure Veterans feel comfortable and trust VA to take care of them.

Purdy traveled from Dallas, Texas to participate in the ribbon cutting ceremony and witness this project come to fruition, all while experiencing South Texas' newest addition to hospitality.

"This is a wonderful, wonderful facility that's full of compassion and connection and it's just a great place to come get your care," she said.

South Texas' very own Engineering Service placed extensive work and dedication into recreating the existing space to better serve its Veterans and allow for visitors to maintain social distancing during this pandemic.

Christopher R. Sandles, Medical Center Director/CEO for South Texas Veterans Health Care System knew that this project was long overdue, bringing a sense of pride of service and boosting morale to South Texas employees.

"We've got a lot of really talented staff in our engineering service who were able to complete the construction of this center," he said. "To know that a majority of our staff who completed this modernization project among many others recently are Veterans themselves instills a sense of pride."

Trisha Lodde, Chief Experience Officer for South Texas understands the vital need for the Health Care System's ambassador program and says that this one-stop shop will allow Veterans to experience warm handoffs to VA representatives.

"As a highly reliable organization, the ability to deliver care that is safe, high-quality and provided with an unmatched experience is what we strive for with each interaction," Lodde said.

Those in attendance included representatives from the Offices of Senator John Cornyn, Congressman Henry Cuellar, Congressman Tony Gonzales, and Congressman Vicente Gonzalez.

South Texas Veterans interested in learning more about their eligibility and other services the welcome center offers can visit www.southtexas.va.gov/patients/eligibility.asp or call (210) 949-3981.

Have feedback? Reach out to PFAC!

The Patient and Family Advisory Committee (PFAC) is a group of highly dedicated individuals working towards the common goal of assuring the best possible experience for patients who receive care at STVHCS.

PFAC is made up of Veterans (patients), family members and Health System staff who work in collaboration to identify where improvement is needed, from the patient and family perspective. PFAC's goal is to strengthen communication and collaboration among patients, families, caregivers and staff.

PFAC members serve as the voice of the patient – continually providing input regarding the patient experience.

We meet on a monthly or as often as the group decides to generate goals and prioritize initiatives for patient-centered service.

We focus on patient advocacy offer guidance to the senior management of the medical center on new Veteran/patient programs, services and policies.

Vaccination Clinic Information

Balcones Heights COVID-19 Clinic

Wonderland of the Americas Mall (former Stein Mart location)
Monday-Friday 8 a.m.-8 p.m.
4522 Fredericksburg Rd, San Antonio, TX 78201
Appointment and Walk-In availability

Audie L. Murphy Vaccination Clinic

7400 Merton Minter, San Antonio, TX 78229
Monday-Friday 8 a.m.– 8p.m.
Appointment and Walk-in Availability

North Bexar VA Clinic

16019 Nacogdoches Rd, San Antonio, TX 78247
Monday-Friday 8 a.m.– 4:30 p.m.
By appointment only.



U.S. Department
of Veterans Affairs

We're on Social Media!



Internet:

<http://www.southtexas.va.gov>



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STAKEHOLDER EXPRESS

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