Scott R. Isaacks, FACHE
Medical Center Director

At the Ralph H. Johnson VA Medical Center, we have one focus… to provide the highest quality care to improve the health of every Veteran we are privileged to serve. I am proud to say that again this quarter we have achieved VA's 5 Star Strategic Analytics for Improvement and Learning (SAIL) rating for quality care and efficiency, ranking us in the top 10 percent of VA medical centers nationally. While this accomplishment affirms our VA as a world-class medical center, we know there is room for improvement and we are working hard to make your VA better every day. The most important affirmation we receive, though, is from you. More than 1,800 of our Veteran patients live more than 40 miles away from a VA facility. Under the Veterans Choice Act, they are eligible to receive care in the community. More than 1,750 of these Veterans have chosen to continue to receive their care at our VA. We have also heard from many of you expressing your appreciation for the care you receive here. I want to personally thank each of you who have taken a moment to call, send a note, or write a letter regarding your VA. Your comments truly are appreciated and as I share them with our team it is evident your feedback inspires us to become even better.

Upcoming Events

VA-DoD Dermatology Clinic Opening
February 26, 2:00 p.m.
Naval Hospital Beaufort

VA Veteran Listening Workshop, Claims Workshop and Job Fair
March 9, 10:00 a.m. - 2:00 p.m.,
North Charleston
Convention Center

VA-DoD Physical Therapy Clinic Opening
March 24, 10:00 a.m.,
Naval Health Clinic Charleston

Parking Deck Groundbreaking
March 27, 10:00 a.m.,
Charleston VAMC
back parking lot

Savannah VA Outpatient Clinic Groundbreaking featuring Sen. Johnny Isakson
April 20, 10:00 a.m.,
11111 Rio Rd., Savannah, GA

VA Veteran Listening Forum and Veteran Job Fair

We are looking forward to hearing more of your feedback as we host our spring Veteran Listening Forum on March 9 as part of the Charleston Veteran Job Fair at the North Charleston Convention Center. This is an important opportunity for us to hear your suggestions and learn more about how we can improve your care. The forum will provide Veterans an opportunity to speak one-on-one with our VA Leadership team, allowing us to better address your specific concerns. By holding the forum at the Veteran Job Fair, we hope to serve a much broader audience at our forum this quarter. There will also be more than 100 employers onsite along with our entire VA team. Veterans can enroll for health care, attend VBA's claims workshop, meet with the Vet Center, and find job assistance through VA Vocational Rehabilitation. I look forward to seeing many of you there.

Parking

On March 27 we will hold a Groundbreaking Ceremony for our new parking deck at 10:00 a.m. at the VA. The deck will be located in the back of the medical center and will supplement onsite parking for Veterans and employees. New parking options will also begin in March. We are adding 600 offsite parking spaces and a convenient shuttle service to bring Veterans and staff to the VA. The offsite parking, located at 41 Folly Rd., will be open to Veterans, visitors and staff Monday through Friday from 4:30 a.m. to 11:00 p.m. Shuttles will run every 5 minutes during peak hours of 6:00 – 8:30 a.m. and 3:00 – 5:30 p.m., and every 15 minutes during other times. Our complimentary valet parking service will also continue.

Fisher House Charleston

Later this year there will be a very special groundbreaking for a new Fisher House in Charleston. This 16-suite house will provide a home-away-from-home for families of Veterans receiving care at the Ralph H. Johnson VA Medical Center. Fisher House Foundation, the local non-profit Harbour House, and donors from across the Lowcountry and beyond are making Fisher House Charleston a reality. To learn more go to www.fisherhousecharleston.org.

Our Growth

In 2015 we are opening two new VA-DoD shared clinics. On February 26, the VA-DoD Dermatology Clinic will open at Naval Hospital Beaufort and in March the VA-DoD Physical Therapy Clinic opens at Naval Health Clinic Charleston. Both of these clinics will provide expanded speciality care for Veterans and service members. Our highly anticipated new Savannah VA Clinic will be underway this spring with an official groundbreaking featuring Sen. Johnny Isakson as keynote speaker on April 20. Then, in June, we welcome VA Deputy Secretary The Honorable Sloan D. Gibson to open our new Community Resource and Referral Center which will provide one-stop services to assist Homeless Veterans.

As you can see, your VA is growing, changing and improving every day to better serve you. I invite you to visit www.charleston.va.gov to learn more about your VA, and I thank you for the privilege of providing the best care for you, our heroes.

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