



Canandaigua VA Medical Center
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NEWS RELEASE

FOR IMMEDIATE RELEASE

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Department of Veterans Affairs Medical Centers hold Access Stand Down Event for Local Veterans

The Department of Veterans Affairs (VA) is committed to providing timely access to Veterans as determined by their clinical needs. We strive for all Veterans to have safe, high-quality, personalized, and timely care wherever they receive their health services. Toward this end, on Saturday, November 14, VA medical centers across the country will participate in a first ever Access Stand Down. The Canandaigua VA Medical Center held an Access Stand Down event from 9 a.m. to 12 p.m.

A team of clinical leaders and administrators were on site at every VA medical center to reach out to all Veterans identified as having the most important and acute needs to make sure they can be seen either in VA or in the community. In September 2015, VA Under Secretary for Health, David J. Shulkin, MD, announced five critical priorities that will be the focus of VHA's time and energy over the next few years to create a new vision of the VA.

The five critical priorities for a new vision of the VA are:

- **Access.** VA will provide timely access to Veterans as determined by their clinical needs.
- **Employee Engagement.** VA will seek a work environment where employees are valued, supported, and encouraged to do their best for Veterans.
- **Building a high-performance healthcare network.** VA will ensure that Veterans receive the highest level of coordinated care within VA or from participating providers.
- **Business practices.** VA will use best clinical practices. We also seek best practices in research, education, and management.
- **Veterans First: Trust in VA Care.** We will be there for our Veterans when they need us.

The first critical priority of the vision of the VA is access. The foundation of MyVA starts with each local VA and the Canandaigua VA Medical Center has a strong foundation that was built one brick at a time and provides patient centered care to Veterans on a daily basis.

On November 9, the Canandaigua VA Medical Center had a list of 180 Veterans that had consults and/or appointments that fell into an “Urgent” category. A review has been done of all 180 Veterans to determine if any Veteran should be scheduled sooner than their current appointment. Based on this review five Veterans had an appointment moved to an earlier date to better meet their needs. All of the other Veterans had appointments that were scheduled within time frames that were clinically appropriate. 22 Veterans with “Non Urgent” appointments scheduled over 30 days are in the process of being contacted to remind them of their option to use the Veteran’s Choice Program if they would like to attempt to be seen sooner in the community.

The clinical and administrative staff works every day to utilize the available resources to deliver timely care to Veterans. These resources include services rendered at the Canandaigua VA Medical Center or the Rochester VA Outpatient Clinic, other VA facilities in VISN 2 as well as through sources in the Community when appropriate.

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