



Joint Commission Review a Success!

Congratulations to Kansas City VA employees. The Joint Commission on Hospital Accreditation inspected our hospital the week of January 28, 2013 and the surveyors had many compliments about the excellent staff and the care we provide every day.

FEBRUARY ICARE VALUE OF THE MONTH

Commitment

"A decision to choose and sustain a meaningful course of action."

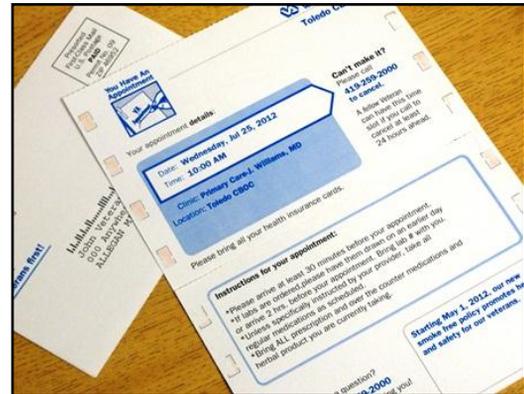
ICARE Connection

I personally commit to provide excellent customer service.

Appointment Reminder Postcards

Kansas City VA Medical Center is proud to announce our new postcard reminder cards. The postcards were developed through a Systems Redesign project focused at improving our patient letters. They will be used for all appointment notifications in place of the letters and will be sealed for privacy. Each card will list the clinic name, appointment date, time and location. If a Veteran has more than one appointment in one day, they will all be listed on the same card. A map of the main facility or CBOC will be on the card along with directions to the location.

KCVA is the first hospital in the VISN to use the new postcards and we expect to save \$25,000 annually. We started sending them February 4th, so keep your eye out!



Sample Appointment Postcard

KCVA EVENTS

MoDot Information Meeting on 1-70

February 21, 2013
Main Lobby

Go Red Event

2/26/13 – 11:30am – 1:00pm
Hall of Heroes

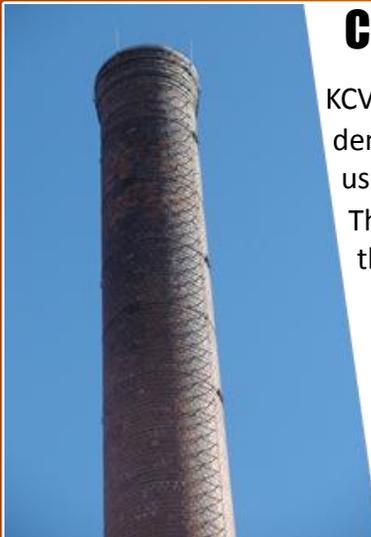
VFW Outreach Event

2/23/13 10am – 2pm
110 S. Main St.
Windsor, MO

Kidney Disease Awareness Month

March

Construction Updates



KCVA's iconic smokestack will soon be demolished. The smokestack is no longer used and has become a safety concern. The demolition will start the end of February 2013. It will take about 6 weeks to complete.

While the KCVA skyline will be changed, it is in The best interest for Veterans' and employees' safety.



MYSTERY SHOPPER

Our goal is that excellent customer service is extended to **every** Veteran, family member, visitor and employee at the medical center **every** time. We are focusing on providing excellent customer service and welcome your feedback. Would you like to be a Mystery Shopper for a month? If you would like to participate, please send us your customer service specific feedback by using one of these methods:

- Email – vhakankcvamcnews@va.gov
- Secure Message – Send a Secure Message via My HealtheVet to “KCVA, My HealtheVet Website Help”.
- Letter – Kansas City VA Medical Center
00 – Customer Service Feedback
4801 Linwood Blvd.
Kansas City, MO 64128

Please include the who, what, when, and where regarding your experience.
We'll definitely share any positive experiences with the employees!

If you need assistance with a personal experience that is not customer service related, please contact our Patient Advocates or a Veteran Service Organization.

Patient Advocates:

Freddie Gray – 816-861-4700 x52415

Linda Dooley – 816-861-4700 x52414

VSO offices are located on the 1st floor of the main building near the Chapel.

Did You Know?

The Kansas City VA Medical Center Prosthetics Department provides a full range of equipment and services to Veterans. Equipment includes items worn by the Veteran, such as an artificial limb or hearing aids. They also help Veterans improve access by arranging for the installation of ramps and vehicle modifications. Devices that are surgically placed in the Veteran, such as hips and pacemakers, are also provided by the prosthetics department. In 2012 the Kansas City VA Prosthetics Department helped Veterans with 48,000 consults to meet their needs. They purchased over 22,000 items that help Veterans to meet the needs of their conditions.

Heads Up!

The US Treasury Department has mandated that all federal benefits will be paid by direct deposit. This requirement includes travel pay and checks you may receive for VA Benefits, such as compensation and pension. For more information, you may visit www.treasury.gov or call 800-333-1795.

Kansas City VA Medical Center

816-861-4700

www.kansascity.va.gov

Veterans Crisis Line

1-800-273-8255



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