

Director's Roundtable Session

July 2013

On July 19, Veterans and Veteran advocates joined our employees and executive leadership for a quarterly roundtable session hosted by Director and CEO Terry Gerigk Wolf. This update summarizes the event's presentations and is part of our broader initiative to gather feedback and keep our community partners informed and engaged in VA care.

Transforming 1 North



Veterans offer invaluable feedback

A recent project—the renovation of our 1 North unit in our community living center at H.J. Heinz—underscores just how important patient feedback is when creating a new space for Veterans. Our Interior Design Supervisor Kyra Tucker personally sat down with Veterans to hear what they wanted their new space to look like (the final verdict: A warm and cozy hunting lodge). Veterans also helped put the finishing touches on the unit, from naming the hallways to testing out furniture in search of the perfect spot to settle in for a Steelers game. Our informal group of honoree designers did an excellent job—as the pictures below show. 1 North is a perfect example of how powerful interior design can be in helping Veterans and their families feel welcome, important and included.

A few of the many reasons to be excited about this space include:

- A large inviting dining room for family-style meals
- An open kitchen where Veterans and their loved ones can prepare meals
- Furnishings to accommodate overnight guests
- 30 private patient bedrooms with designated areas for work, leisure, bathing and sleep as well as a display area for personal items



Launching the GetWell Network

Patient-centered care at your fingertips

We are working with a company called GetWell Network to install bedside touchscreen TV monitors in 293 inpatient rooms across University Drive and H.J. Heinz. This project is easily and endlessly customizable and aims to help Veterans feel more informed and involved when it comes to their care. Specifically, users will be able to use these touchscreen monitors (and keyboards, if they prefer) to:

- View their medical information
- Leave feedback about their care
- Learn more about their medications
- Rate their pain level
- Place a food order for their next meal
- Watch health and safety videos
- Highlight the great work of a VA Pittsburgh employee
- Surf the internet
- Watch free movies on-demand
- Play cards
- Listen to music
- Take patient satisfaction surveys
- and much, much more!

We expect to complete all installations by October 2013, and we will continue to add services as this project develops—and after we receive more feedback from Veterans who have utilized the network while in our care.

We have relayed all feedback on these projects—and any general comments or concerns raised by our guests—directly to our employees. To the event attendees: Thank you for the great ideas and lively discussions focused on advancing VA care in honor of our nation's Veterans!

About the GetWell Network

Founded in 1999, GetWell Network partners with some of the biggest health care players in the country and facilitates more than 5 million patient interactions annually. It is running in 28 of the top children's hospitals, many Magnet status hospitals and four Baldrige Performance Excellence winners: Sharp Healthcare in San Diego, Poudre Valley in Colorado, Saint Luke's in Kansas City and Henry Ford Health System in Detroit.



Interested in participating in an upcoming Director's Roundtable session? Contact Susan Williams at susan.williams@va.gov or 412-822-3537 to add your name to our invite list.