

INTERMEDIATE LOW VISION CLINIC SIOUX FALLS VA HEALTH CARE SYSTEM 2011 ANNUAL REPORT

MISSION—To improve the quality of life of visually impaired Veterans by maintaining their desired level of independence

2011 MESSAGE

It has been both a pleasure and an honor to serve 285 Veterans in 2011. Our goals are helping them identify and reach their unique goals. Our youngest Veteran served was 26 years old, and the most senior was 98 years old.

We are pleased to report that we met or exceeded our scheduling measures for the year; and, at this time, we do not have a waiting list for new patients. Patient satisfaction, always a priority, was a focus this year. And, we began a more formal process of evaluation. We have always welcomed patients' comments and now have a comment card available for Veterans to drop in the box outside our waiting area. Patients can rate a variety of items from location to training and how well we did in meeting their expectations for care; we scored very good or excellent 99% of the time. We are most proud of this score. We receive referrals from State Services, the VIST Coordinator, primary care, optometry and ophthalmology, both in-patient and out-patient providers and other VAs and have asked them to rate our services; 100% of those responses ranked our services as good to very good.

Education is the foundation for independence, empowerment, and growth - not only for Veterans, but also for our staff. In addition to learning something from each of our 285 Veterans, Sioux Falls Intermediate Low Vision Clinic hosted an educational program for all of the VIST and Vision Rehabilitation Clinic staff in our VISN. That includes North Dakota, Minnesota, Iowa, South Dakota, and Nebraska. We were honored that Bobbi Hillen, the Assistant Director of the Vision Center of Excellence, Bethesda, MD, and Rita Hutton, our National Program Consultant from Hines, Illinois attended. Our guest speaker, Laurie Hallman, traveled from Augusta, Georgia to share her expertise on vision therapy for brain injured patients. Education, and new diagnostic and therapeutic equipment, coupled with the support of VA Prosthetics Services enable us to continue providing the finest quality vision rehabilitation.

We said good-bye to Judy Haushalter, who had been our VIST Coordinator for many years. With mixed emotion, we wished her a happy retirement knowing that we would miss her and her vast experience. We welcomed Anna Perry our new VIST Coordinator. We also said good-bye to our Program Assistant, Angela Nussbaum. We miss her and will welcome a new program assistant very soon.

We are thankful for the support received from our Veterans, Veterans' groups, volunteers, our health care system leadership, our community, VA VISN 23, and national leadership. As always, we continue to look to the future and new ways to ensure that this program continues to meet the needs and goals of our patients.

LOOKING FORWARD — CARF

CARF — The Commission on Accreditation of Rehabilitation Facilities

Since a meeting in Las Vegas, in mid August, staff from this VA and from the Intermediate Low Vision Clinic have been preparing for a CARF survey that is scheduled to occur by July 2012. CARF's mission "is to promote quality, value, and optimal outcomes of services through a consultative process that centers on enhancing the lives of the persons served." That means a surveyor may be contacting you. They may ask you to describe a recent visit or discussion that you have had at our clinic or if you had a say in your goals and services during your visit here or what you would do if you had a complaint. If they contact you, please be open and honest with them. Part of their goal and ours is to help us help you. Your input is very important to that process.

2011 Annual Report

Highlights

- *VIST Report*
- *Looking Forward — CARF*
- *2011 Statistics*

INTERMEDIATE LOW VISION CLINIC

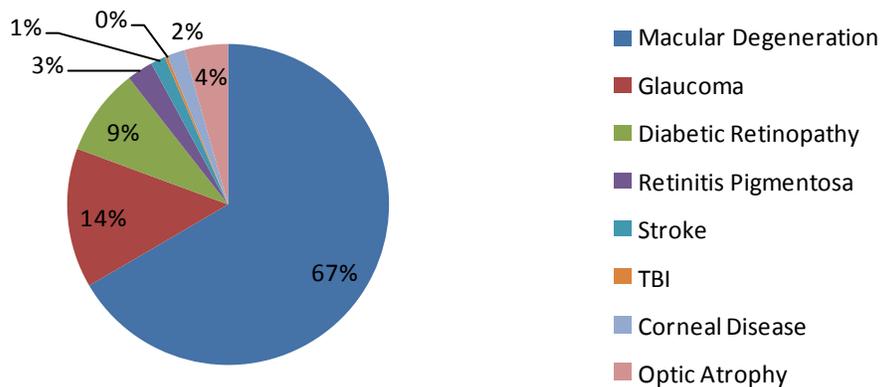
Visual Impairment Services Team (VIST) 2011 Report

The VIST provides coordination of care for Veterans who are legally blind. By adding 31 Veterans in 2011, the program grew to 224 participants.

Anna Perry, our VIST Coordinator, hosts a monthly support/educational group for visually impaired Veterans and their caregivers. Some of the speakers in 2011 were Rich Crawford, a professional blind speaker, and financial advisor, Jeff Gould from Keloland Radio's Christmas Memories program, and Heath Hoffteizen, a Sioux Falls traffic engineer.

The VIST group has also had several fun outings. 35 Veterans and their family members met for lunch at the Grand Falls Casino in Larchwood in July. In September, 13 Veterans and their family members traveled with Anna Perry and Barb Parliman to the annual VA TEE Tournament, a golf tournament for disabled Veterans, held in Iowa City. Thanks to donations from area Veterans' groups and a grant from the Sioux Falls Community Foundation, the holidays were celebrated at the Washington Pavilion by enjoying a performance of Irving Berlin's White Christmas.

Most Prevalent Visual Diagnoses 2011



**Volunteer
your
services.**

Larry did...

Jim did...

There may be volunteer opportunities at our VA and or in our Low Vision Clinic. No matter your level of vision, your ABILITIES are always needed. For more information, ask anyone in the Low Vision Clinic.

Number of Unique Patients Seen	285
Total Number of Clinic Visits	761

Patient Statistics

Age Group	# of Patients	Gender	#of Patients
18-40	18	Female	8
41-65	46	Male	277
66-85	130		
86 and over	91		