



# Sioux Falls Intermediate Low Vision Clinic

## Annual Report 2014

### Mission—

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

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## Sioux Falls VA Health Care System



The Sioux Falls Intermediate Low Vision Clinic (ILVC) has been providing care to Veterans with vision loss since September of 2008. We are continually honored to help our country’s heroes by assisting them to meet their goals and to be as independent as possible. Almost 4,500 visits have been made to our clinic since our doors have opened. We hope to continue to improve our services to you, our Veterans and our stakeholders. Last year 205 unique patients were seen!

Our strategic plan for Fiscal years 2015 through 2018 include the following goals:

1. All Veterans seeking ILVC services will have access to care.
2. To achieve scores of 100% Veteran satisfaction with services receive from the ILVC.
3. The ILVC will utilize the VFQ-20 pre and post services to assess effectiveness.
4. To achieve 100% business partner satisfaction.
5. Increase V-Tel technology to serve our Veterans.
6. Establish Computer Access Technology (CAT) committee for establishment and review of best practice guidelines for local computer access technology services.
7. Optimizing use of low vision devices dispensed to Veterans.



## Sloux Falls Intermediate Low Vision Clinic

### Our staff:

Low Vision  
Optometrist:  
**Dr. Bobette  
Nale  
Greenfield,  
B.S., B. A.,  
O.D.**

Low Vision  
Teacher:  
**Barbara  
Parlman, COT**

Occupational  
Therapist  
**Chantel  
Ostrem, MS,  
OTR/L, CLVT**

VIST  
coordinator,  
Social worker:  
**Anna Perry,  
CSW-PIP**

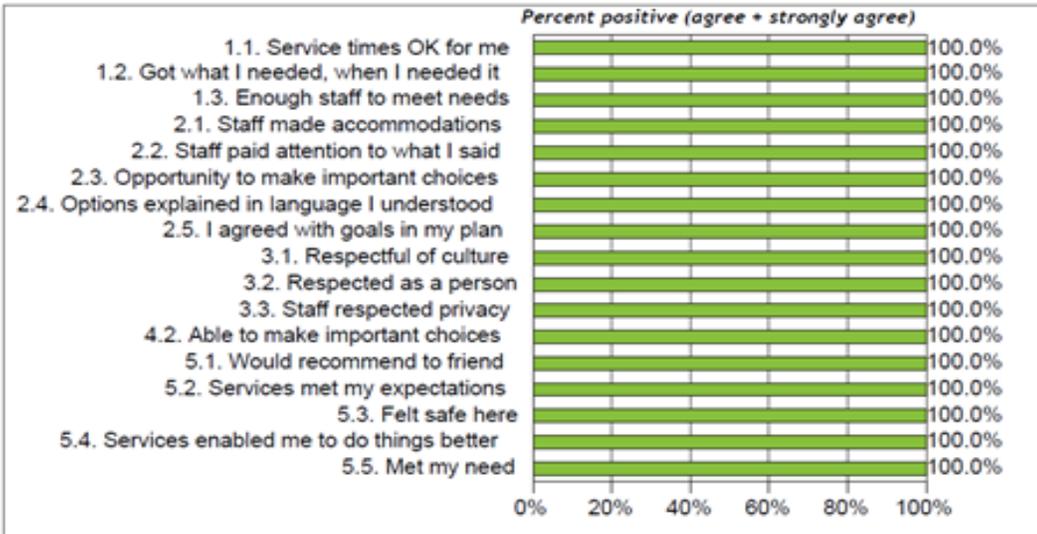
**Over the past year, we have seen some changes take place. We said goodbye to our program support assistant, Elesha Whelchel and are hopeful that her position will be replaced very soon. Two of our staff attended the National Blind Rehabilitation Conference in Sparks, Nevada to continue their education to help better serve our Veterans' needs. Our volunteer, Larry, continues to offer invaluable service to the ILVC several days a week.**

**Another exciting change to the ILVC is that we have moved! While we are still on the first floor in the main building of the hospital we are now housed in rooms 161, 162, 163 and 164 just before the connecting corridor to Building 1.**

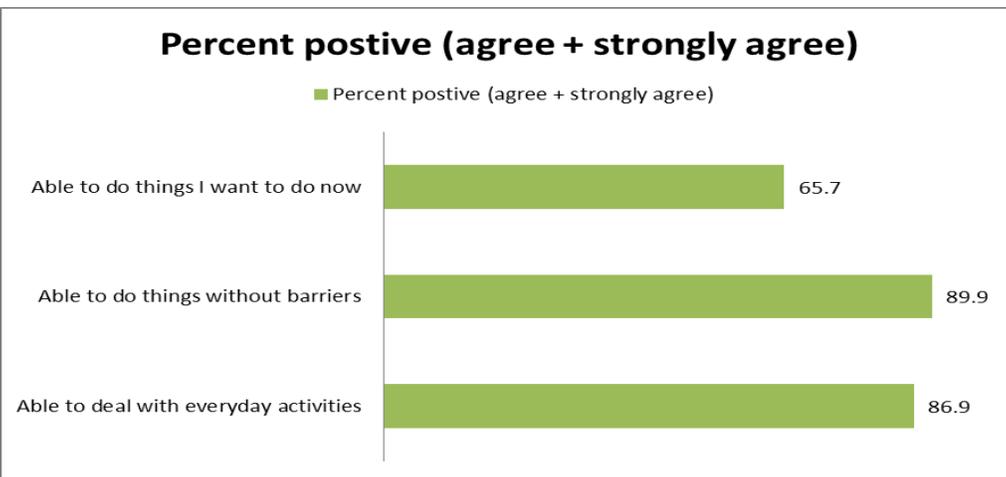
**We continue to focus on Veteran satisfaction, expanding our V-tel technology program as well as our computer access technology (CAT) program. We continue to strive to provide excellent service to both our Veterans and our stakeholders. We utilize several methods to assess Veteran and stakeholder satisfaction. ũSpeq paper surveys are distributed to Veteran's receiving services from the ILVC as well as a stake holders survey that is distributed electronically.**

**In the very near future we will be undergoing recertification for CARF (Commission on Accreditation of Rehabilitation Facilities). We are very hopeful to receive a 3 year accreditation. This is our commitment to continually improve services, encourage feedback, and serve the community.**

**ū-SPEQ Veteran Experience Survey-Top Survey items**



**Areas that we continue to strive for improvement**



**To better serve the needs of our Veterans, the Low vision Clinic uses ū-SPEQ surveys to help us determine areas of improvement Responses are anonymous and confidential. Participation is voluntary.**

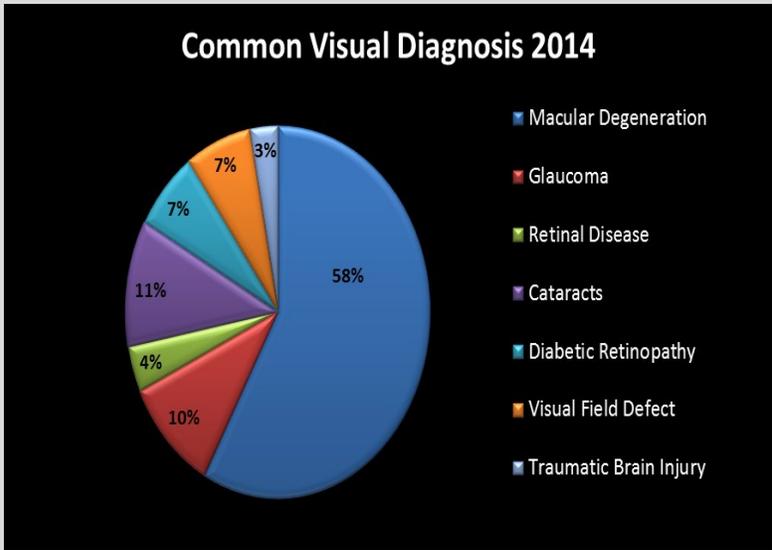
**Coming soon :**

If you have had a low vision evaluation here at the Sioux Falls VA Medical Center are experiencing difficulty with the devices and technology that you received from us, we will soon be offering follow-up services to help you meet your goals. This will be offered through V-Tel services where we can see and communicate with one another through the computer at your local CBOC!

As a way to better serve you, staff from the ILVC will be making additional telephone follow-up calls. The purpose of the calls is to assure you are satisfied with your low vision devices, that the devices are meeting your goals and to provide questions and answers.

Please be watching for more information in the mail and plan on joining us for these exciting new events!

**Intermediate Low Vision  
Clinic  
Annual Report 2014**



[http://www.siouxfalls.va.gov/services/  
LOW\\_VISION\\_CLINIC.asp](http://www.siouxfalls.va.gov/services/LOW_VISION_CLINIC.asp)

**2014 Program Statistics**

Number of Unique Veterans Served = 205

Number of OIF/OEF Veterans Served = 7

Total Number of Clinic Visits = 469

Age Group	# of Patients
18-40	5
41-65	27
66-85	95
86 and over	78