

# SIoux FALLS VA HEALTH CARE SYSTEM

## Intermediate Low Vision Clinic (ILVC)

### 2019 Annual Report

The Sioux Falls Intermediate Low Vision Clinic (ILVC) has provided care to Veterans with vision loss since 2008. We are continually honored to help our country's heroes meet their goals and maintain their independence. We continue to offer comprehensive low vision evaluations, low vision therapy, occupational therapy and orientation and mobility training in our clinic. This year we are excited to announce a new service to Veterans: **Telehealth!**

Telehealth allows Veterans access to their providers in the comfort of their own home if they use a smartphone, tablet or a computer with an email address. If this is not available we can set up a meeting at your nearest Community-Based Outpatient Clinic (CBOC).

#### **Low Vision Clinic and Visual Impairment Service Team (VIST) Telehealth services are:**

**Social work (VIST):** Anna Perry, CSW-PIP, is the case manager for all legally blind Veterans enrolled in the Sioux Falls VA Health Care System. She provides annual reviews, group support, and one to one supportive counselling services via the telehealth program.

**Occupational Therapy:** Chantel Ostrem, MS, OTR/L, CLVT helps Veterans develop solutions to challenges in activities of daily living due to visual or physical limitations. Chantel is also able to offer refresher training via telehealth for low vision or safety equipment you may have received in the past.

**Low Vision Therapy:** Ardell Fiedler, MS CRC, COMS, CLVT, provides services for training on any magnification devices including iPads and iPhones. Limited orientation and mobility training is also available via telehealth.

**The Mission of the SFVA Low Vision Clinic**  
is to support blind and low vision Veterans and active duty servicemembers in regaining their independence and quality of life to enable their successful integration into family and community life.

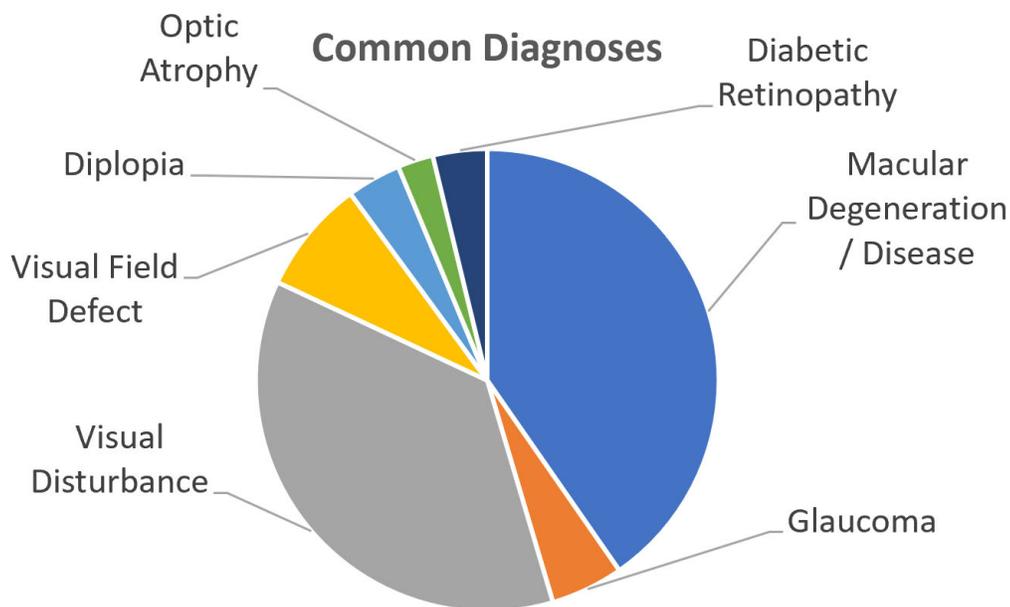
## Our GOALS and STRATEGIC PLAN

The National Blind Rehabilitation Service requests that the Sioux Falls Intermediate Low Vision Clinic (ILVC) incorporate the following goals for fiscal year 2020:



1. Virtual Treatment Modalities-We will offer telehealth options to all ILVC Veterans who need retraining of low vision devices.
2. We will be offering a VIST monthly support group via telehealth.
3. Increase access to the adaptive sports program by providing adaptive bocchia ball and bowling.
4. Consider new emerging technology, such as head-borne electronic devices, to help meet specific goals.
5. Continue outreach and education to care in the community (CITC) providers so they aid outreach to Veterans in need of low vision services.

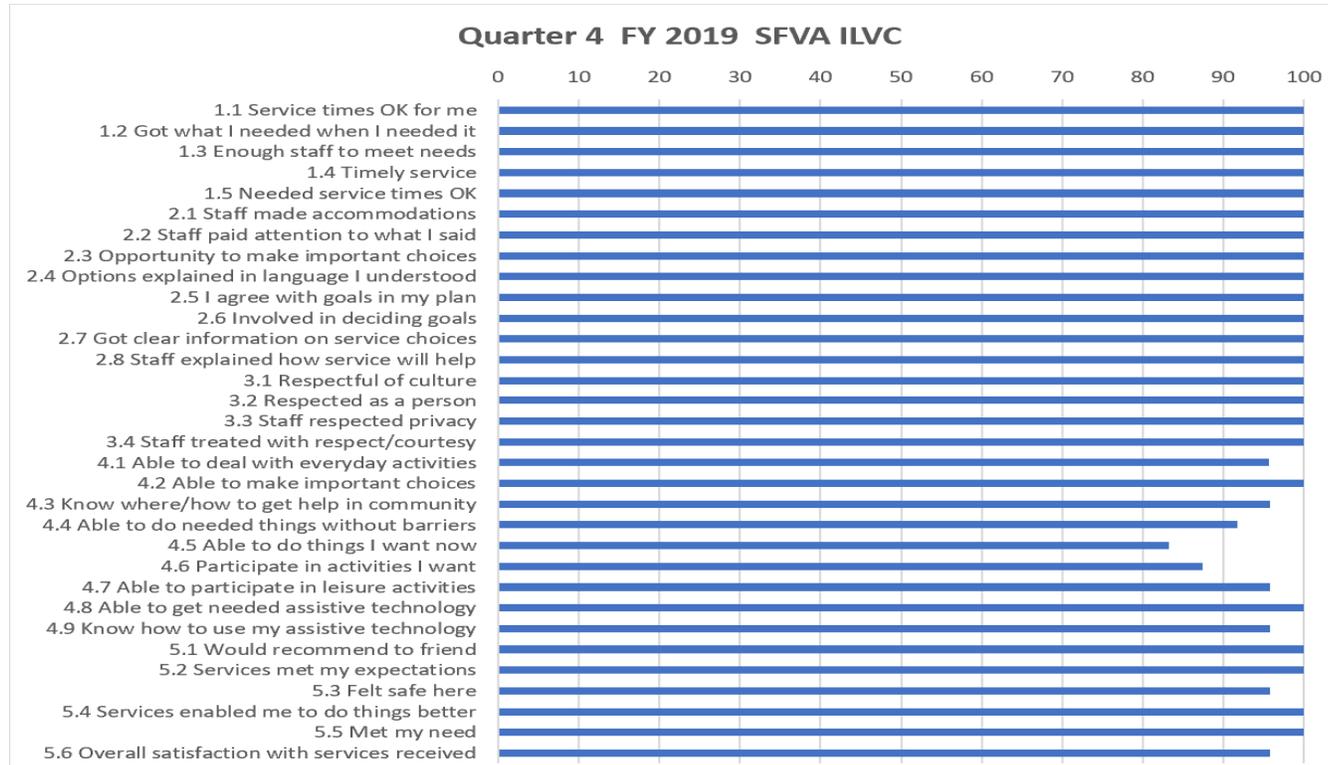
## 2019 Program Statistics



Number of Veterans Served = 391  
Blind Veterans Served = 40  
Total Number of Encounters = 1728

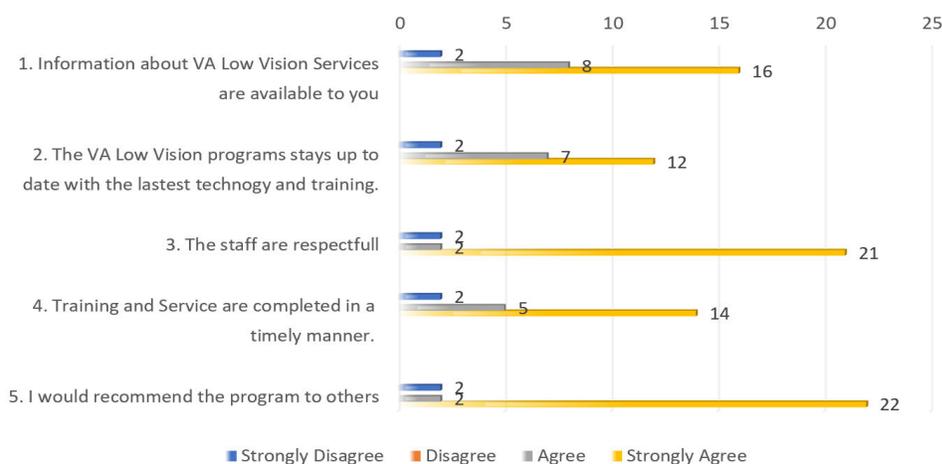
# SURVEY RESULTS 2019

uSPEQ is a consumer satisfaction survey used to measure results of your experience with the Low Vision Clinic. For the 4th quarter of 2019, the Sioux Falls Low Vision Clinic scored 100% on 23 of the 32 questions.



## STAKEHOLDER SURVEY

(26 RESPONSES)



**Our Stakeholders include eye doctors, medical providers, state services for the blind and visually impaired in Minnesota, South Dakota, Iowa, and Veteran Service Officers.**



## Your Low Vision Team

The Sioux Falls Low Vision Clinic staff have 61 years of combined vision and low vision experience. We are available to provide high quality care in a timely manner.

YOUR SFVA Intermediate Low Vision Team:

**Bobette Greenfield, OD** is the **Low Vision Optometrist** providing goal-oriented low vision eye examinations, including an eye health examination which emphasizes making the best use of your remaining vision. Based on Veterans' goals magnification or field enhancing items may be prescribed.

**Ardell Fiedler** is the **Low Vision Therapist** providing education of magnifiers, telescopes, reading machines (electronic magnification devices), iPhone and iPad training, and orientation and mobility training (O&M). Ardell conducts follow up calls 1 to 3 months after clinic appointments.

**Chantel Ostrem** is the **Occupational Therapist (OT)** who teaches vital everyday skills such as self-care, management of your home, finances, preparing meals, medication management, and leisure interests when your vision has declined. OT may also provide training on computer enlargement programs.

**Anna Perry** is the **Visually Impaired Service Team (VIST)** Coordinator providing education about VA benefits, resources, and assistance with referrals to state and other VA Low Vision Rehabilitation programs. Anna also facilitates a monthly support group for Veterans and care-givers.

**Contact us with any questions regarding your low vision needs!**  
**Low Vision Clinic 605-336-3230 EXT. 5924**  
**VIST 605-333-6891**

**We are on the Web**

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