



Jeff Langham's 2010 Accomplishments
As the Lead Patient Advocate at the San Francisco VA Medical Center

Tuesday, November 23, 2010

2010 Accomplishments

1. Within the first two weeks of employment, I created a Patient Advocate note taking system for documenting voice mail messages, letters, walk-in visits, and faxes. This system creates transparency of inquiries that the Patient Advocate's office receives and enables more than one person to determine which inquiries need to be entered into PATS or inquiries that are not complaint or compliment related. The inquiries are saved a shared file which creates efficiency and ease of access for other personnel that have access to the folder. When the Patient Advocate's need assistance, an authorized individual can receive can take messages, document the inquiry, save it to a folder that the Patient Advocate can review later to determine which inquiries need to be entered into PATS. Prior to this system, voice mail messages, walk-ins, and notes were taken by hand.
2. Significantly decreased customer telephone inquiries from an approximate average of 30 to 40 daily to an average of 10 to 20 daily (50% to 66% approximate average decrease). Within 4 months, I was capable of maintaining the Patient Advocate office by myself while my co-worker was on vacation for 2 weeks, maintained call-back response time of 24 hours issue resolution within 7 days. I was able to achieve these results by implementing two procedures. The first procedure was communicating with the Operator Supervisor, Antoinette Walker, and providing her feedback of phone calls that were transferred to the Patient Advocate office incorrectly and educating her on where the phone calls should be directed in the future. The second procedure was more complex in nature which involved establishing a rapport with key members of leadership throughout the facility to encourage departments to resolve issues at the lowest level possible. I encouraged key members of leadership to address patient complaints, not only with the staff members involved in the complaint process, but the patients themselves. Based on several encounters with upset veterans, they logically believe that in order to resolve an issue or to ensure their complaints are addressed; they would like to receive notification of resolution by the responsible person in leadership that has the authority to do so. I agree with this standpoint and have been actively encouraging members of staff to consider this point of view on behalf of the veterans as a way to facilitate patient-centered care.
3. Spoke to Congressmen and Congresswomen offices, Service Chief's, Supervisors, Clinicians, Residents, Administrative Staff, and others to work cohesively to find and implement solutions for veterans care and taking proactive roles in improving veterans care. I have also established a strong rapport with Patient Advocates in the Palo Alto and VA Northern California Health Care systems. We have worked collaboratively to assist each other in crossing boundaries to help veterans with their care. I specifically have a constant and close working relationship with Congressman Mike Thompson's office in which they rely on me to resolve complaints in the Eureka area but also as an informational contact regarding operations, coordinating patient transfers, and MCM's. I have also established contacts with UC Berkeley and the SFVAMC (SF County employed) Cal Vets veterans claim representative.
4. Conducted an interview session with Kevin Kasnick, Customer Service Manager for VA Northern California Health Care Systems (VANCHCS). From the interview, I was able to find out VANCHCS'

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Table of Contents Fy Annual Report Of Accomplishments

1. Understanding the eBook Fy Annual Report Of Accomplishments
 - The Rise of Digital Reading Fy Annual Report Of Accomplishments
 - Advantages of eBooks Over Traditional Books
2. Identifying Fy Annual Report Of Accomplishments
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Fy Annual Report Of Accomplishments
 - User-Friendly Interface
4. Exploring eBook Recommendations from Fy Annual Report Of Accomplishments
 - Personalized Recommendations
 - Fy Annual Report Of Accomplishments User Reviews and Ratings
 - Fy Annual Report Of Accomplishments and Bestseller Lists
5. Accessing Fy Annual Report Of Accomplishments Free and Paid eBooks

- Fy Annual Report Of Accomplishments Public Domain eBooks
- Fy Annual Report Of Accomplishments eBook Subscription Services
- Fy Annual Report Of Accomplishments Budget-Friendly Options
- 6. Navigating Fy Annual Report Of Accomplishments eBook Formats
 - ePub, PDF, MOBI, and More
 - Fy Annual Report Of Accomplishments Compatibility with Devices
 - Fy Annual Report Of Accomplishments Enhanced eBook Features
- 7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Fy Annual Report Of Accomplishments
 - Highlighting and Note-Taking Fy Annual Report Of Accomplishments
 - Interactive Elements Fy Annual Report Of Accomplishments
- 8. Staying Engaged with Fy Annual Report Of Accomplishments
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Fy Annual Report Of Accomplishments
- 9. Balancing eBooks and Physical Books Fy Annual Report Of Accomplishments
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Fy Annual Report Of Accomplishments
- 10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
- 11. Cultivating a Reading Routine Fy Annual Report Of Accomplishments
 - Setting Reading Goals Fy Annual Report Of Accomplishments
 - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Fy Annual Report Of Accomplishments
 - Fact-Checking eBook Content of Fy Annual Report Of Accomplishments
 - Distinguishing Credible Sources
- 13. Promoting Lifelong Learning
 - Utilizing eBooks for Skill Development

- Exploring Educational eBooks

14. Embracing eBook Trends

- Integration of Multimedia Elements
- Interactive and Gamified eBooks

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