

## The Corporal Michael J. Crescenz Veterans Affairs Medical Center

### **About the Corporal Michael J. Crescenz VAMC**

The Corporal Michael J. Crescenz VA Medical Center (CMCVAMC) provides health care to Veterans living in America's sixth-largest metropolitan area, including the city of Philadelphia and six surrounding counties in Southeastern Pennsylvania and Southern New Jersey. The Philadelphia VAMC is part of the VA Healthcare Network - VISN4 and serves as an acute referral center for VA health care facilities in eastern Pennsylvania, Delaware and Southern New Jersey.

The facility is staffed by approximately 2,750 employees and supports 142 acute care beds and 135-bed Community Living Center. The CMCVAMC also operates community-based outpatient clinics in Burlington County, NJ, Gloucester County, NJ, Camden, NJ, and Horsham, PA (Victor J. Saracini VA Outpatient Clinic) in which more than 91,000 Veterans visited in 2017.

More than 55,000 Veterans are enrolled for health care at CMCVAMC, with nearly 590,000 visits in 2017. The Medical Center has an operating budget of more than \$540 million and focuses on several mission areas: providing health care, conducting medical research, training health care professionals for the future, and being prepared to serve in the event of a crisis or emergency.

Affiliated with the University of Pennsylvania and numerous other allied health schools and colleges, the CMCVAMC offers comprehensive surgical, medical and psychiatric care to include special emphasis programs, alcohol and drug dependence treatment, and rehabilitative care.

The CMCVAMC has the distinction of being awarded several National Research Centers of Excellence including Parkinson's Disease Research, Education and Clinical Center (PADRECC); Mental Illness Research Education and Clinical Center (MIRECC); Center for Health Equity Research and Promotion (CHERP); Center of Excellence for Substance Abuse Treatment and Education (CESATE) and Regional Sleep Center. Crescenz VAMC is one of the National Polytrauma Rehabilitation network sites and is home to the National Center for Homelessness Among Veterans.

### **Our Mission Statement**

Honor America's Veterans by providing exceptional health care that improves their health and well being.

### **Our Vision Statement**

To be a patient-centered, integrated health care organization for Veterans providing excellence in health care, research and education; an organization where people choose to work; an active community partner; and a back-up for national emergencies.

## **VA Core Values**

Because I CARE, I will...

**Integrity:** Act with high moral principle. Adhere to the highest professional standards. Maintain the trust and confidence of all with whom I engage.

**Commitment:** Work diligently to serve Veterans and other beneficiaries. Be driven by an earnest belief in VA's mission. Fulfill my individual responsibilities and organizational responsibilities.

**Advocacy:** Be truly Veteran-centric by identifying, fully considering, and appropriately advancing the interests of Veterans and other beneficiaries.

**Respect:** Treat all those I serve and with whom I work with dignity and respect. Show respect to earn it.

**Excellence:** Strive for the highest quality and continuous improvement. Be thoughtful and decisive in leadership, accountable for my actions, willing to admit mistakes, and rigorous in correcting them.

## **VA Core Characteristics**

**Trustworthy:** VA earns the trust of those it serves – every day – through the actions of all employees. They provide care, benefits, and services with compassion, dependability, effectiveness, and transparency.

**Accessible:** VA engages and welcomes Veterans and other beneficiaries, facilitating their use of the entire array of its services. Each interaction will be positive and productive.

**Quality:** VA provides the highest standard of care and services to Veterans and beneficiaries while managing the cost of its programs and being efficient stewards of all resources entrusted to it by the American people. VA is a model of unrivalled excellence due to employees who are empowered, trusted by their leaders, and respected for their competence and dedication.

**Innovative:** VA prizes curiosity and initiative, encourages creative contributions from all employees, seeks continuous improvement, and adapts to remain at the forefront in knowledge, proficiency, and capability to deliver the highest standard of care and services to all of the people it serves.

**Agile:** VA anticipates and adapts quickly to current challenges and new requirements by continuously assessing the environment in which it operates and devising solutions to better serve Veterans, other beneficiaries, and Service members.

Integrated: VA links care and services across the Department; other federal, state, and local agencies; partners; and Veterans Services Organizations to provide useful and understandable programs to Veterans and other beneficiaries. VA's relationship with the Department of Defense is unique, and VA will nurture it for the benefit of Veterans and Service members.