The U.S. Department of Veterans Affairs improved the VA.gov website to provide a better experience for Veterans. After gathering feedback from more than 5,000 Veterans, service members and families, VA learned that many struggled to find the information they needed, and responded by shifting the website from a “VA as an organization” to a “customer-first” platform.

“Our customers will receive a more simple and intuitive experience when accessing our online front door – the new VA.gov,” said VA Secretary Robert Wilkie. Visit https://www.va.gov/.

The Providence VA Medical Center needs volunteer “Red Vest” ambassadors.

The volunteers greet Veterans and visitors at the main entrance, provide directions and other information, and escort them to appointments if they need assistance.

Anyone interested in donning the red vest can get an application by calling Voluntary Services at 401-273-7100 ext. 3002, or online by visiting the Volunteer page of the PVAMC website at https://www.providence.va.gov/giving/index.asp.

VA IMPROVES WEBSITE EXPERIENCE

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November, 2018

VA Improves Website Experience

Upcoming Events

Dec. 4, 1 – 2 p.m. TIMES2 Institute Informational Event, T35 - Coast Guard Way, PVAMC Campus, 830 Chalkstone Avenue, Providence. Times2 provides technology certification courses, including CompTIA A+, Cisco CCENT, and CompTIA Network+.

Feb. 15, 2 - 3:30 p.m., VBA & VAMC Joint Veteran Town Hall, 5th floor auditorium, main hospital, 830 Chalkstone Ave.

Red Vest Volunteers Needed at the PVAMC

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The Department of Veterans Affairs Rehabilitation Research and Development Service awarded funding for a three-year research study starting Oct. 1 to a career research scientist at the Center for Neurorestoration and Neurotechnology, or CfNN, at the Providence VA Medical Center, and Professor of Health Services, Policy and Practice at Brown University.

Dr. Linda Resnik’s nearly $600,000 research project, titled "Validation of Patient Reported Outcomes for Female Veterans with Upper Limb Amputation," will develop measures sensitive to the needs of women with upper limb amputation.

"Women are more likely to reject or abandon upper limb prostheses, in part due to dissatisfaction with devices and a lack of appropriately gendered prostheses," said Resnik about the study. "Currently available measures of prosthesis satisfaction and function were developed for men, and may not reflect the issues or concerns most important to women."

The research will allow Resnik and her team to develop and use new measures that compare outcomes of male and female amputees; identifying disparities and unmet needs. Ultimately, the study will help improve assessment and care for women with major upper limb amputation. Dr. Melissa Clark and the Office of Survey Research at the University of Massachusetts Medical School will also participate in the study.

CfNN is a collaboration between the Providence VAMC, Brown University, Butler Hospital, Lifespan and Massachusetts General Hospital, which seeks to develop, test and implement new therapies and technologies to restore function for Veterans with disorders affecting the nervous system.