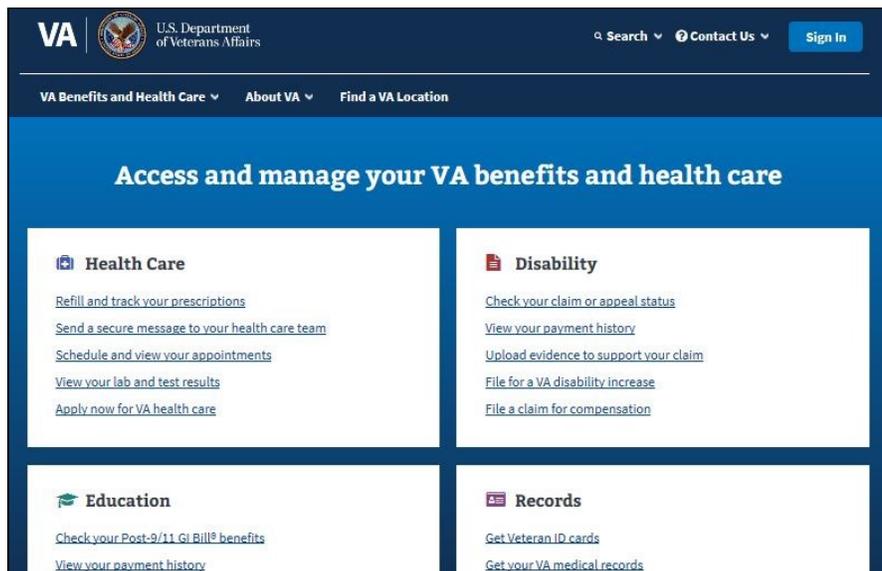


# VETERANS UPDATE

VOLUME 4, ISSUE 10 NOVEMBER, 2018

## VA IMPROVES WEBSITE EXPERIENCE



The screenshot shows the VA.gov website interface. At the top, there is a navigation bar with the VA logo, the text "U.S. Department of Veterans Affairs", a search icon, "Contact Us", and a "Sign In" button. Below this is a secondary navigation bar with "VA Benefits and Health Care", "About VA", and "Find a VA Location". The main content area has a blue header with the text "Access and manage your VA benefits and health care". Below this are four white boxes with blue borders, each representing a service category: "Health Care", "Disability", "Education", and "Records". Each box contains several links related to that category.

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.

## 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.

"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/>.

## RED VEST VOLUNTEERS NEEDED AT THE PVAMC

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>.



## UPPER LIMB AMPUTATION STUDY OF WOMEN VETS



Dr. Linda Resnik, center, a career research scientist at the VA Rehabilitation Research and Development Service's Center for Neurorestoration and Neurotechnology at the Providence VA Medical Center, and Professor of Health Services, Policy and Practice at Brown University, meets with research team members, from left to right, Sarah Biester, Anisha Gill, Matthew Borgia and Akosua Adu-Boahene at the Providence VAMC Oct. 2, 2018. The three-year, \$600,000 research study 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. (Providence VA Medical Center photo by Winfield Danielson)

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.



### Providence VA Medical Center

830 Chalkstone Ave  
Providence, RI 02908  
401-273-7100

Veteran's Crisis Line:  
800-273-8255 press 1

Patient Call Center (PCC):  
401-457-3336

Pharmacy Call Center:  
866-400-1241

Community Care /  
Veteran's Choice Office  
401-273-7100 ext. 3015

Account Balances:  
401-457-3344

Providence VBA Regional Office  
401-273-7100 ext. 3107

Website:  
[www.providence.va.gov](http://www.providence.va.gov)

Facebook:  
[facebook.com/  
VAProvidence](https://facebook.com/VAProvidence)

Twitter:  
[twitter.com/VAProvidence](https://twitter.com/VAProvidence)