

December 28, 2006

**THE UNDER SECRETARY FOR HEALTH'S AWARD
FOR PROSTHETICS AND SENSORY AIDS SERVICE (PSAS) OF THE YEAR**

1. PURPOSE: This Veterans Health Administration (VHA) Notice announces the establishment of an annual Under Secretary for Health's Award for Prosthetics and Sensory Aids Service (PSAS) of the Year.

2. BACKGROUND: This award has been developed to pay tribute to a field PSAS that has demonstrated adherence to the highest standards demanded of the Service.

a. An award, in the form of a plaque, will be presented each year to one facility PSAS, Prosthetic Treatment Center (PTC), or Prosthetic Activity (PA). The Department of Veterans Affairs (VA) Central Office is responsible for the expenses associated with the plaque, and the travel for the Chief Prosthetics and Clinical Logistics Officer to present the award.

b. Veterans Integrated Service Networks (VISNs) and facilities are encouraged to support this awards program by identifying a deserving PSAS, PTC, or PA. Those facilities nominated, but not chosen as the winner, are to receive Veterans Integrated Service Network (VISN) recognition.

3. CRITERIA: Specific criteria and nominating information are contained in Attachment A.

4. AWARD PRESENTATION: The award will be presented by the Chief Prosthetics and Clinical Logistics Officer who will travel to the facility to make the presentation. Ideally, the award would be presented in conjunction with a facility local event (all employee forum, meeting, etc.) involving the PSAS.

5. FOLLOW-UP RESPONSIBILITY: The Chief Prosthetics and Clinical Logistics Officer is responsible for the contents of this Notice. Questions may be addressed to 202-254-0444.

6. RESCISSIONS: None. This notice is rescinded December 31, 2010; however, the information reflected remains in effect.

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Acting Under Secretary for Health

Attachment

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ATTACHMENT A

CRITERIA AND NOMINATING INFORMATION FOR THE UNDER SECRETARY FOR HEALTH AWARD PROGRAM FOR PROSTHETIC AND SENSORY AIDS SERVICE OF THE YEAR

The annual Under Secretary for Health's Award for Prosthetics and Sensory Aids Service of the Year honors one facility's Prosthetics and Sensory Aids Service (PSAS), Prosthetics Treatment Center (PTC), or Prosthetics Activity (PA) actively engaged in the exceptional delivery of prosthetic services to veterans in the Department of Veterans Affairs (VA).

1. CRITERIA

- a. There is evidence of enhanced service delivery to customers through reengineering of work processes or procedures.
- b. There is evidence of significant improvement in the quality of services to VA patients and their families, facility employees, Veterans Service Organizations (VSO), and other external customers.
- c. There is evidence that the PSAS, PTC, or PA is recognized by the patients served as providing outstanding prosthetic services.
- d. The Service must have a successful Joint Commission on Accreditation of Healthcare Organizations (JCAHO) Survey.
- e. If the nominated Service has an Orthotic Laboratory, it must be accredited by the American Board for Certification in Orthotics and Prosthetics, Inc. (ABC) and/or Board for Orthotist/Prosthetist Certification (BOC).
- f. All Compliance monitors must be in the yellow or green score range for the fiscal year.

2. NOMINATING PROCEDURES

Veterans Integrated Service Network (VISN) Prosthetic Representatives, Chiefs, PSAS, PTC, PA, medical center Directors and Patient Advocates and/or Representatives may nominate their facility for this honor.

- a. **Solicitation of Nominations.** This awards program officially starts at the beginning of Fiscal Year (FY) 2007 (October 1, 2006). The Office of Prosthetics and Clinical Logistics (10F/10FP) will solicit nominations. The award nomination covers the preceding fiscal year; in this case, FY 2006 (October 1, 2005-September 30, 2006). Therefore, the solicitation of nominations occurs in October of every year.

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b. **Preparation of Nominations.** All nominations will cover performance during the preceding FY and address each of the six criteria. All unfamiliar abbreviations or acronyms used in the nomination must be defined. There is no page limit on the nomination, and the inclusion of pictures, letters, etc., is acceptable.

c. **Submission of Nominations.** All nominations must be forwarded through local administrative channels and contain the endorsement of the VISN Prosthetic Representative and the VISN Director. Endorsed nominations are forwarded to the Chief Prosthetics and Clinical Logistics Officer (10F/10FP), VA Central Office, 810 Vermont Avenue, NW, Washington, DC 20420.

3. SELECTION PROCESS

The Chief Prosthetics and Clinical Logistics Officer is responsible for coordinating the selection process.

a. An ad hoc selection committee will be established, composed of representatives from the National Program Offices of Physical Medicine and Rehabilitation, Spinal Cord Injury and Disorders, Blind Rehabilitation, Finance, and a VSO. **NOTE:** *The VSO rotates each year.* The committee is responsible for:

(1) Screening all nominations received for compliance with the nominating procedures;

(2) Evaluating the nominations based on the criteria provided in this information letter,

(3) Recommending up to three PSAS, PTC, or PA to the Chief Prosthetics and Clinical Logistics Officer for consideration.

b. The PSAS, PTC, or PA receiving the endorsement of the Chief Prosthetics and Clinical Logistics Officer is recommended to the Under Secretary for Health for approval as the award winner.

4. AWARD PRESENTATION

The Chief Prosthetics and Clinical Logistics Officer presents a plaque to the PSAS, PTC, or PA winner of the Under Secretary for Health's Award at an awards ceremony scheduled to coincide with a local event (all employee forum, meeting, etc.). The Office of Prosthetics and Clinical Logistics, VA Central Office, is responsible for the expenses of the plaque.