



 Fayetteville Veterans Affairs Medical Center

Communicator

 Fayetteville VAMC & Community Based Outpatient Clinics
 throughout North Carolina

www.fayettevillenc.va.gov

 VA HEALTH CARE

 Defining EXCELLENCE

 in the 21st Century


Elizabeth Goolsby
 Fayetteville VAMC Director

Table of Contents

- Pg. 1...Director's Forum**
- Pg. 2-5...Fayetteville VAMC celebrates 75th birthday**
- Pg. 6-8...Fayetteville VA Health Care Center open**
- Pg. 9-10...Cumberland County declares end to Veterans homelessness with FVAMC, community partners' help**
- Pg. 11...PACT Team embeds at Camp Lejeune clinic**
- Pg. 12...Wilmington HCC hosts mammography unit 'til January**
- Pg. 13...VA enrollees can get flu shots at Walgreens**
- Pg. 14...Town Hall at medical center Dec. 18**

Director's Forum

by Elizabeth "Betty" Goolsby

At VA, every day is Veterans Day

Last month on Veterans Day, as we do every year, we paused to remember our Veterans with parades, salutes and tributes. On this special day our nation pauses to honor those who have paid a price, sometimes a very heavy price, for the freedoms we enjoy.

At VA, every day is Veterans Day. Every day we have the privilege to provide care and services for America's Heroes – our Veterans. This year has been a very busy year for the Fayetteville Enterprise as we had the pleasure of serving 66,000+ Veterans. With an annual growth rate across the Enterprise of 7%, the coming year will be equally busy.

It has been such a busy year that we have had little time to celebrate successes before tackling the next challenge. Lest we forget, let us take a moment to reflect on some of the milestones achieved in our quest to better serve those served who our nation.

I am particularly pleased to draw attention to a shared success with all of our Community partners. In October, Cumberland County became the first county in North Carolina to achieve functional zero status for Veteran homelessness; no Veteran will be unhoused for more than 30 days, unless by choice. This is a significant a step in the longer journey of preventing the causes of homelessness that may have been precipitated by legal issues. Similarly, the Veterans Courts in Cumberland and Harnett Counties are making tremendous strides in helping stop Veterans from going down paths with significant future consequences that may result in homelessness. Only three Veterans Courts exist in all of North Carolina; 97 more opportunities to intervene remain.

With the continuing growth in the Veteran population comes

(Continued on page 2)



FVAMC ★ Access to safe, high quality patient care and service ★ Being the employer of choice
 Priorities ★ Being a good steward of our resources with time, people, space and dollars

Highlights

Director's Forum continued

(Continued from page 1)

the need for more space to provide services and increase access to care.

We have good news on this front. Our Fayetteville VA Health Care Center opened Nov. 3, 2015; a Primary Care Team is operating on Camp Lejeune; an expanded replacement Jacksonville Community Based Outpatient Clinic will open in December; and our new Sanford CBOC will open in January.

The intent is to provide care for our Veterans, in a timely manner, close to home.

This year has seen a tremendous breakthrough in health care with drugs that can now cure Hepatitis C. Some of our Vietnam and Korea War Veterans contracted Hepatitis C through no fault of their own.

Until recently, no cure was in sight and the health consequences could be dire. Thankfully, with the advent of drugs that can cure Hepatitis C, 265 Veterans in the Fayetteville Enterprise were treated and are on the road to being cured from what was once an incurable disease. What a life-changing event for these 265 Veterans.

This year marked the 75th Anniversary of the dedication of the then-Veterans Administration Hospital at our Ramsey Street location. Much has changed in healthcare in those 75 years but what has not changed is our commitment to the Veteran. The Veteran is the only reason we exist. We take this charge very seriously.

Yes, it has been a busy year, a year of taking care of the true American Heroes – our Veterans. As we continue on our quest to meet this solemn obligation, let us honor and remember America's Veterans for their service and sacrifices, treating every day like Veterans Day.

Fayetteville VA Hospital celebrates 75th anniversary

By Jeff Melvin

Fayetteville VAMC Public Affairs Officer

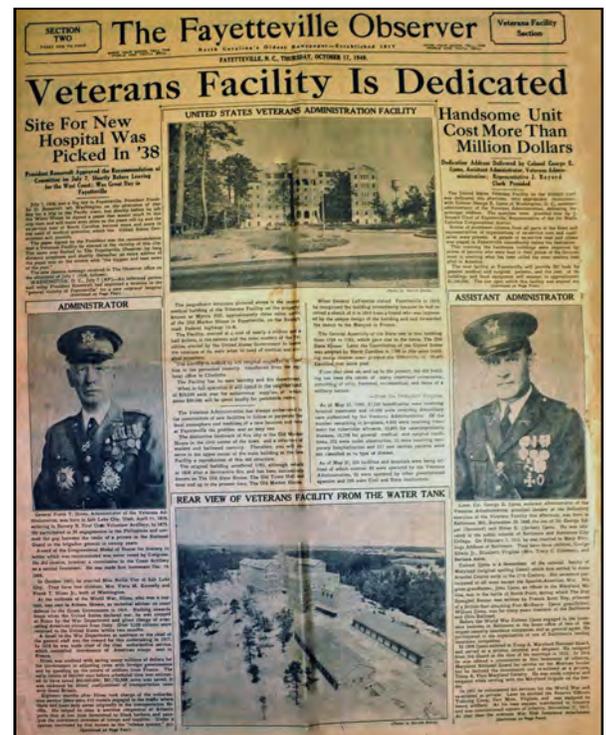
Observance activities and a reception marking Fayetteville VA Medical Center's 75th anniversary took place on the main campus in Fayetteville,

Oct. 13. The theme: "75 Years of Serving Our Veterans – Past, Present, Future."

Activities included proclamations from the State of North Carolina, City of Fayetteville and Womack Army Medical Center; remarks from Medical Center Director Elizabeth Goolsby and keynote speaker area historian Bruce Daws; a commemorative tree planting, and patriotic music.

"Seventy five years after our auspicious beginning, Fayetteville VA Medical Center is proudly upholding our tradition of providing quality health care to southeastern North Carolina Veterans, using the most technically advanced techniques and equipment available," said Director Goolsby.

(Continued on page 3)



Fayetteville Observer special section, Oct. 17, 1940



FVAMC ★ Access to safe, high quality patient care and service ★ Being the employer of choice
Priorities ★ Being a good steward of our resources with time, people, space and dollars

: 75th anniversary

(Continued from page 2)

On October 17, 1940, with much pomp and circumstance, Col. George E. Ijams, assistant administrator of the Veterans Administration, dedicated the Fayetteville NC Veterans Administration Hospital, ushering in a new era of caring for North Carolina's Veterans.

In the preceding years, a Veterans Administration subcommittee visited more than 30 North Carolina cities before selecting Fayetteville in 1938 as the site for a new veterans hospital. Influenced no doubt by the proximity of Fort Bragg.

Co-located on the Fayetteville campus with the 307-bed general medical and surgical hospital were the regional offices of the VA, previously located in Charlotte.

Constructed by N.P. Severin and Company of Chicago, the hospital cost more than \$1 million and was described in newspaper accounts of day as "the most modern hospital in America."

The 1940 newspaper article also stated, "Altogether Fayetteville is prouder of its new Veterans Facility and its acquisition than of anything else that has come its way in half a century."

A noted historian and preservationist, who commands the Fayetteville Independent Light Infantry militia, Daws echoed that sentiment. Recounting the city's celebrated military history which predates the American Revolution, he said the city was very interested in bringing a VA to the area.

"That defines who we are," Daws said. "We are a proud military community."

The hospital began receiving patients on Nov. 22, 1940, the first of whom was Virginia native Auburn Frank Salley, a veteran of the Philippine-American War.



Vintage postcard postmarked June 30, 1947



25th anniversary observance Fayetteville Observer special section



50th and Soaring



Gov. McCrory sends congrats

More than 2,100 Veterans were admitted to the hospital in its first year of operation.

(Continued on page 4)

: 75th birthday

(Continued from page 3)

Today, the Fayetteville VA Medical Center is a 60-bed general medicine, surgery and mental health facility. The medical center also maintains a 69-bed long-term care Community Living Center (CLC) to care for Veteran residents. Our CLC serves as host to the North Carolina State Veterans Home, a 150-bed long-term nursing home facility adjacent to campus.

The Fayetteville VA enterprise comprises the medical center, the newly opened Health Care Center (HCC) in Fayetteville as well as an HCC in Wilmington, Community Based Outpatient Clinics (CBOCs) in Jacksonville, Hamlet, Robeson and Goldsboro, an Outreach Clinic in Brunswick County and stand-alone dialysis center, also in Fayetteville. Soon to join the fold of FVAMC sites will be an expanded, 15,000-sq. ft. replacement CBOC in Jacksonville and a new 10,000-sq. ft. outpatient clinic in Sanford.

Our catchment area spans 19 counties in Southeastern North Carolina and 2 counties in Northeastern South Carolina and includes Fort Bragg, Camp Lejeune Marine Corps Base and Seymour Johnson Air Force Base.

In FY 15, 65,000+ patients, representing nearly 600,000 outpatient visits, received care.

The new HCC, along with the Jacksonville and Sanford clinics offer the prospect of a future as bright as our past.

“What an accomplishment,” wrote VA Under Secretary for Health Dr. David Shulkin in a letter congratulating the medical center on its anniversary. He remarked that hospital had “served Veterans for so many decades, providing excellent quality care and served



Gallery of Directors



Photo by Brad Garner

(Continued on page 5)

Congrats from Womack AMC, the City of Fayetteville, and VA Under Secretary of Health

News

: 75th birthday

(Continued from page 4)

as a shining example of the federal government's commitment, through VA, to provide quality health care to the nation's Veterans."

"While much has changed since the historic grand opening in 1940, health technology, the Veteran population, and even patient room configurations, some things have remained constant. Our multi-disciplinary medical center staff's commitment to caring for Veterans and providing them with world-class health care remains unchanged," Director Goolsby said.

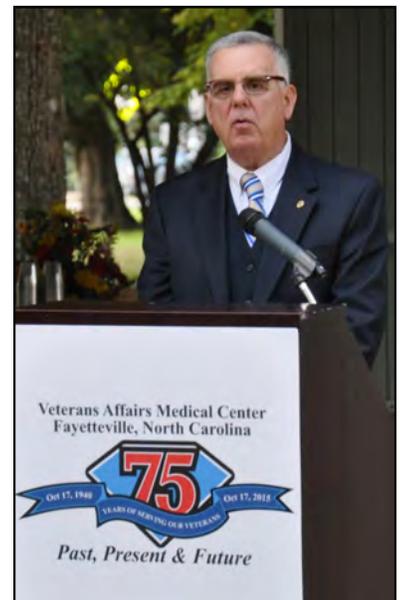


Photos by Brad Garner



From left, Debra Young, acting associate director for patient care services; Sean Turner, associate director of operations; Womack Army Medical Center Commander Col. Ronald Stephens; retired Brig. Gen. Ferdinand Irizarry; Womack AMC Command Sgt. Maj. Carlos Gomez; and Director Elizabeth Goolsby participate in the ceremonial tree planting marking the medical center's 75th anniversary.

Top left, 18th Field Artillery Brigade Flag Detail; above Director Elizabeth Goolsby; and below, keynote speaker Bruce Daws



FVAMC ★ Access to safe, high quality patient care and service ★ Being the employer of choice
Priorities ★ Being a good steward of our resources with time, people, space and dollars

Fayetteville VA Health Care Center Now Operational

By Jeff Melvin
Fayetteville VAMC
Public Affairs Officer

Just a few weeks after its 75th anniversary, the new Fayetteville VA Health Care Center (HCC) opened Nov. 3, providing exceptional health care to Veterans in Cumberland County and surrounding areas.

The facility, located at 7300 South Raeford is open Mon-Fri from 7:30 a.m. to 5 p.m., offering nearly 260,000 net usable square feet of space for health care services. With capacity to serve around 38,000 Veterans, long-awaited relief to patients wait times is expected.

Along with increased capacity and greater access, improved efficiency, quality of care and overall patient satisfaction are also anticipated.

“The center’s opening in November culminated the efforts of community and federal entities to

(Continued on page 7)



Photos by Jeff Melvin

: *Health Care* *Center open*

(Continued from page 6)

bring health care services to our Veterans in **a setting that's equally high on visual appeal and functionality, and is intelligently designed to allow us to expand our services,"** said Fayetteville VAMC Director **Elizabeth "Betty" Goolsby.**

The HCC relocates outpatient health care services from the medical center's main campus and Village Green and Breezewood Primary Care Clinics to the new South Raeford Road location. Administrative offices, inpatient care and some specialty care remain at the medical center.

Health care will be delivered to Veterans through engaged, collaborative Patient Aligned Care Teams focusing on whole-person care and life-long health and wellness.

"Our Veterans will remain the center of



Photo by Jeff Melvin

Tracey Johnson, diagnostic radiologic technologist adjusts imaging tube for diagnostic X-ray.

their care team that includes their family members, caregivers, and their health care professionals — primary care provider, nurses and an administrative clerk. When additional services are needed to meet their goals and needs, other care team members will be added," Goolsby said.

Among the clinical and specialty services available at the HCC are:

Primary Care, Women's Health, Mental Health, Optometry, Audiology, Podiatry, Physical Medicine and Rehabilitation;

Day Surgery: Eye, Skin, Gastrointestinal, other minor surgeries;

Imaging Services: Radiology, Ultra-sound, CT Scan, Bone Density, Magnetic Resonance Imaging and Mammography;

Medical Specialties may include: Cardiology, Dermatology, Gastrointestinal, Pulmonary, and Neurology;

Surgical Specialties may include: Gynecology, Urology, Orthopedics, Ophthalmology, Ear/Nose/Throat and General Surgery.

Amenities include: a Veterans Memorial Wall; a healing garden; beautifully landscaped grounds with well-defined areas for

respite and exercise; and 1,850 parking slots (with more than 1,000 for patients with 180 set aside for Valet parking and 225 spaces reserved for those with handicapped placards).

Built to Leadership in Energy and Environmental Design (LEED)

(Continued on page 8)



FVAMC ★ Access to safe, high quality patient care and service ★ Being the employer of choice
Priorities ★ Being a good steward of our resources with time, people, space and dollars

Highlights

: *Health Care Center*

(Continued from page 7)

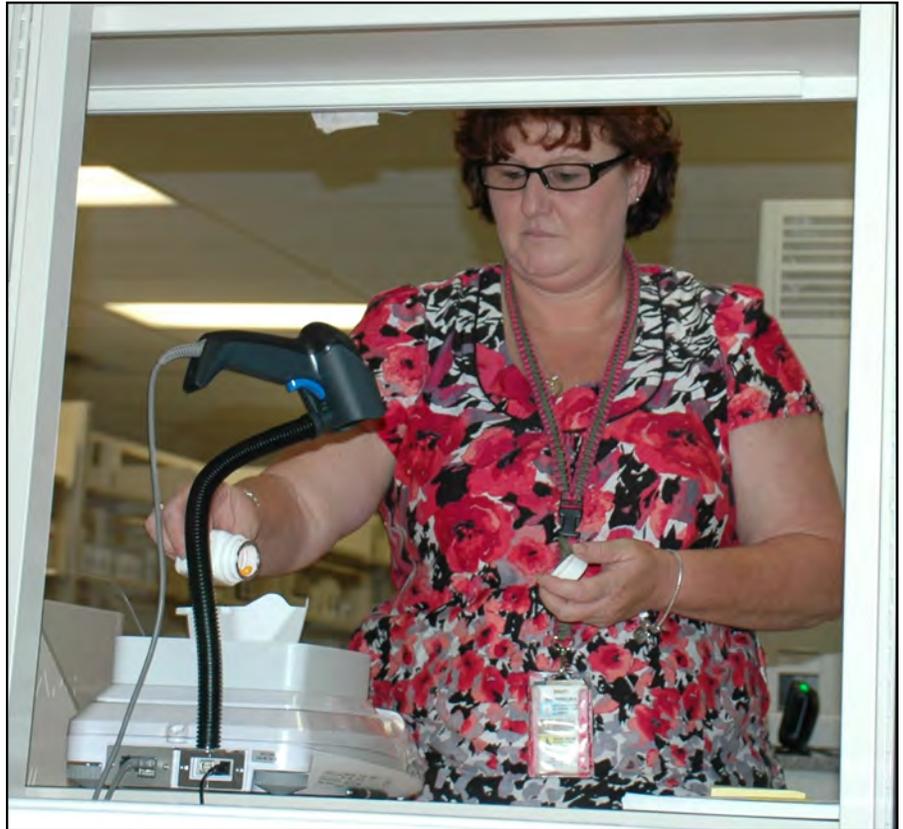
standards to support wireless technologies and save on energy **and water, the building's energy footprint will be reduced.**

VA holds a 20-year lease with first year cost of \$7 million and annual rent of approximately \$10 million thereafter. HCC leasing costs include: lease of facility and grounds, grounds maintenance, lighting and sprinklers, facility daily cleaning and maintenance, recycling, minor repairs and facility upkeep.

Describing the facility as **“roomy, colorful and bright,”** Goolsby said Veterans and staff alike will be pleased with their **new medical home. “Not only is it a beautiful space, it’s also a welcoming environment.”**

The movement of outpatient services to the health care center allows renovations at the original Ramsey Street site and expansion of several specialty clinics enabling Fayetteville VAMC to continue providing high-quality health **care to North Carolina’s Veterans** for decades to come.

Please visit www.fayettevillenc.va.gov for more information.



Pharmacy technician Shelia Seay fills a prescription for a Veteran.



Photos by Jeff Melvin

Student intern Shanna Roderre collects blood from Jesse James McGee



FVAMC ★ Access to safe, high quality patient care and service ★ Being the employer of choice
Priorities ★ Being a good steward of our resources with time, people, space and dollars

Veteran Homelessness Ends In Cumberland County

By Jeffery Melvin
Fayetteville VAMC
Public Affairs

Cumberland County, home to Fort Bragg and Fayetteville VAMC, became the first county in North Carolina to declare an end to homelessness among Veterans during a ceremony on the front steps of the medical center Oct. 23.

“No Veteran should have to spend a night on the streets of Cumberland County again,” keynote speaker Laressa Witt, Veteran Services program manager, N.C. Family Endeavors, said to a spirited round of applause from the diverse crowd gathered to celebrate the occasion marked by the issuance of a proclamation from the Fayetteville City Council.

According to Witt, Cumberland County helped 279 homeless Veterans get off the streets and into permanent housing, reaching a milestone many even in this Veteran-friendly



Photos by Brad Garner

Fayetteville VAMC Director Elizabeth Goolsby speaks to crowd gathered to recognize Cumberland County achieving the functional zero milestone for homelessness among Veterans.

part of the state deemed unreachable.

Yellow ribbons and balloons dispersed throughout the area lent a festive air to the occasion which got off to a soaring start with a beautiful rendition of the National Anthem by a female harmonic melody ensemble from nearby Reid Ross Classical High School.

A succession of speakers representing the many organizations that played a role in reaching the milestone delivered remarks and shared their take on how they got there. A common theme among the speakers—commitment, collaboration and community.

This milestone, confirmed by the U.S. Inter-agency Council on

Homelessness, was accomplished through collaborative efforts among key member agencies such as the U.S. Department of Veteran Affairs, the Cumberland County Continuum of Care, nonprofit agency, Family Endeavors, Fayetteville Mayor Nat Robertson’s Office, the Cum-

(Continued on page 10)

: Cumberland County

(Continued from page 9)

berland County Board of Commissioners and the community.

Witt acknowledged, “There will always be homeless Veterans in Cumberland County, but now we have the resources and coordinated system to transition homeless Veterans into permanent housing within 30 days.” The concept is called “functional zero.”

Fayetteville VAMC Director Elizabeth Goolsby said reaching functional zero is an example of the excellent collaboration between the VA and community partners. She cited a joint effort between her and Mayor Nat Robertson, who was in the audience, to ensure resources were available and the issue brought to the forefront.

“The city council and county commissioners have made homelessness a top priority in the city, and money has been set aside by the two local governments to fund a homeless liaison to serve as a point of contact for various agencies working on the issue,” said Goolsby.

Getting to functional zero was a journey, she said, a point echoed by Witt.

“Since late 2014, the Fayetteville VAMC and Family Endeavors has targeted outreach activities to identify homeless Veterans at shelters, feeding stations, the hospital, schools, churches, transitional hous-



Larissa Witt, NC Family Endeavors program manager

ing, libraries and the police station,” she said. “The outreach also extended to underpasses, bus stations, tent cities and wooded areas.”

Cumberland County has the capacity to connect Veterans to permanent housing through Supportive Services for Veteran Families Temporary Financial Assistance and vouchers offered through HUD-VASH, a joint program between HUD and VA.

If permanent housing isn’t immediately available, Veterans are offered temporary housing at emergency shelters, transitional homes, or hotel vouchers while housing is secured, often through private property owners.

While speaking at the ceremony, Witt said there were 13 Veterans waiting to be assisted into permanent housing, five of whom were unsheltered and eight were sheltered. Each Veteran had a Housing Stability Plan and a case manager who made weekly contact.

The VA program Supportive Services for Veteran Families offers further assistance programs to homeless Veterans such as employment, legal services and con-sumer credit counseling.

“There is no greater stain on our nation than when we see a fighting man or woman homeless,” said N.C. Department of Veterans Affairs Director Ilario Pantano who represented the governor to mark the occasion. Fortunately, in Cumberland County, thanks to the efforts of many, that stain has been removed. Now the rest of North Carolina has to follow suit.



Veteran Andrew Holsinger shares his story. His landlord was so impressed with his work ethic she hired him.

Camp Lejeune hosts VA primary care team at Hadnot Clinic

By Jeff Melvin
Fayetteville VAMC
Public Affairs Officer

As many as 200+ Jacksonville area Veterans can receive VA health care services at Camp Lejeune's Hadnot Point Clinic, thanks to an agreement between Fayetteville VA Medical Center and Naval Hospital Camp Lejeune officials.

"This is an important step as it offers another access to care point for our Veterans and it demonstrates the strong ties we have with the Camp Lejeune community," said Elizabeth Goolsby, Director, Fayetteville VA Medical Center. **"Many of our Veterans in the Jacksonville area work on Camp Lejeune or frequent it for other reasons but are not retirees so they cannot access Navy medicine."**

Commenting on the initiative, U.S. Navy Capt. David Freedman, commander of Naval Hospital Camp Lejeune, said, "Naval Hospital Camp Lejeune is excited to build upon the already great partnership we share with the Fayetteville VAMC. In the spirit of Jointness, we are eager to welcome the CBOC team into our Hadnot Point facility and look forward to working together to serve our beneficiaries."

Having a Patient Aligned Care Team (PACT) on Camp Lejeune provides easy access for these Veterans. It also provides a smooth transition for servicemembers leaving the service as the PACT Team is located in the same building they have been using for sick call.

"Familiar surroundings and easy access. It makes sense for our Veterans," Goolsby continued.

Another anticipated benefit is **congestion relief for VA's nearby Jacksonville Community-Based Outpatient Clinic** whose growth rate is the same or higher than its **parent Fayetteville VA enterprise's** 7.5 percent rate. This high growth rate has the facility operating at max capacity.

To meet this demand, VA started construction on a new replacement facility, which at 15,000-square feet, is twice the size of the current CBOC. Interim relief has been provided by a temporary, leased clinic that opened in September 2014 on Brynn Marr Road.

Located on the 1st Floor of Building 15, the PACT is currently operating once a week on Tuesdays from 8 a.m. to 4:30 p.m. before eventually ramping up services to 5 days a week.

Veterans set to receive treatment at Hadnot Clinic have been notified.

Dr. Rebecca Ruiz-Almeyda, lead physician for the Hadnot PACT, said feedback from Veterans has been positive. **"They're very happy. Since they work on Camp Lejeune, getting here is easy."**

She and the rest of the PACT like it, too. **"We love here,"** Dr. Almeyda said. **"The Active Duty members at the clinic have been very gracious. It's a pleasure to work here."**

Director Goolsby added, "We applaud the Navy Hospital and Camp Lejeune leadership for working with us to secure this site of care for area Veterans. In an era of dwindling budgets, this is good example of DoD and VA joining forces to share resources."

Captain Freedman was equally complimentary of his VA partners. **"We are particularly excited to explore new opportunities to better serve our service members, particularly those who may be transitioning from Active Duty,"** he said. **"We are not only eager to learn and share best practices, this unique collaboration may lead to the development of optimizations in care, communication and coordination that we may be able to share throughout both Departments."**



Mobile Unit To Meet Screening Demands

Wilmington Health Care Center has hosted VA's first mobile mammography unit on the East Coast since mid-October, making it easier for female Veterans receiving care there to get mammograms.

VA encourages all women between ages 50 and 75 to get mammograms every two years. Women Veterans receiving care at any VA medical center or clinic should contact their primary care team or Women Veterans Program Manager to find out more about scheduling a mammogram screening.



Photo by Brad Garner

From left, VISN 6 Director Dan Hoffmann, VISN 6 Radiology lead Dr. Robert Sherrier, Veteran Wendy McBride, Fayetteville VAMC Director Elizabeth Goolsby, VISN 6 Lead Women's Veterans Program Manager Shenekia Williams-Johnson and Wilmington HCC Administrator Fred Roche participate in the official ribbon cutting for the mobile mammography van on site at the VA Wilmington Health Care Center through January.

Silver Eagle Award recipient

Congrats to Curtis Morrow, far right, Fayetteville VAMC Veterans Justice Outreach Coordinator. Curtis, an Air Force Veteran, was presented the Silver Eagle Award and medal by the Harnett County Veterans Court for outstanding service to the Veterans participating in the Court and to the Court Team. The Veterans Court provides a chance for Veterans who make a mistake and get in trouble with the legal system to correct the wrongs. The Court combines aspects of the legal system, psychosocial needs, medical needs and mental



Courtesy Photo

health needs to help the Veteran address the root cause of the offense. In some cases, it prevents a legal conviction that could permanently harm the individual's chances for a job, housing, and educational opportunities in the future.



FVAMC ★ Access to safe, high quality patient care and service ★ Being the employer of choice
Priorities ★ Being a good steward of our resources with time, people, space and dollars

NO-COST FLU SHOTS FOR VA PATIENTS

If you're enrolled in the VA Health Care System, getting your flu shot at Walgreens or Duane Reade is easy:*



1. Just fill out the flu form below
2. Bring the completed form, your VA ID card and a photo ID to your neighborhood Walgreens or Duane Reade location
3. Walgreens or Duane Reade will automatically update your VA Electronic Health Record in the VA Health Care System

Nearby locations | Walk in anytime

A wellness benefit brought to you by Walgreens and the U.S. Department of Veteran Affairs

Information below must be completed prior to receiving your flu shot.

Name: _____

Date of birth: _____ Home ZIP code: _____

Plan ID IMZ Recipient # (Social Security Number): _____

Group #: 5933XBAYV

Walgreens pharmacist:

- Only veterans enrolled in the VA Health Care System are eligible. Family members and TRICARE members are NOT eligible.
- Verify information by checking VA ID card and a photo ID.
- Use the Social Security Number in the Recipient # field.

To find a location near you, call 800-WALGREENS (800-925-4733) or visit Walgreens.com/FindAStore



For questions or more information about the program, call **866-964-1812** or go to www.eHealth.va.gov/immunization.asp.



VA HEALTH CARE Defining EXCELLENCE in the 21st Century

Walgreens AT THE CORNER OF HAPPY & HEALTHY™

*Vaccine subject to availability. State-, age- and health-related restrictions may apply. This does not constitute an endorsement of Walgreens or Walgreens products.

©2015 Walgreen Co. All rights reserved. | 00088847-897



FVAMC ★ Access to safe, high quality patient care and service ★ Being the employer of choice
Priorities ★ Being a good steward of our resources with time, people, space and dollars

Highlights

Fayetteville VAMC Town Hall Meeting

**Dec. 18, FVAMC Auditorium, 3rd Floor,
Main Hospital (Bldg. 1), 4-6 pm**

Fayetteville VAMC is hosting a Town Hall at the medical center Dec. 18 for Veterans, family members and the public to ask questions and voice concerns about care at local VA facilities.

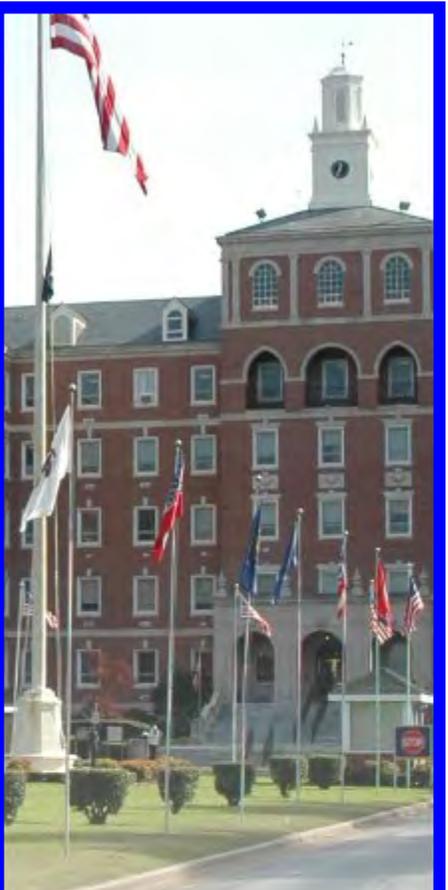
The event begins at 4 p.m. in the auditorium on the third floor of the main hospital building.

A VBA Claims Team will be on site from 2 to 6 p.m.

Also, a representative from Health Net, Inc. will on hand.

Congressional stakeholders, Veterans Service Organizations (VSOs), Non-Governmental Organizations and other community partners are welcome.

The town hall will be open to the media. To protect individual privacy and confidentiality, specific individual issues should be addressed before or after the meeting, not during the public forum.



[www.Facebook.com/
FayettevilleVAMC](http://www.Facebook.com/FayettevilleVAMC)

Like us on Facebook



www.facebook.com/fayettevillevamc

Visit us on the web at
www.fayettevillenc.va.gov

The newsletter is published by the last week of each month.

Please share your story ideas and photos with us.
Enjoy!

Jeff Melvin, Public Affairs Officer/Editor,
(910) 488-2120 ext. 5991,
email: jeffery.melvin2@va.gov

*Cover design by Brad Garner,
Visual Information Specialist*



FVAMC ★ Access to safe, high quality patient care and service ★ Being the employer of choice
Priorities ★ Being a good steward of our resources with time, people, space and dollars