



Fayetteville VA Medical Center Community Update

Vol. 2 No. 2

Items of interest for our stakeholders

February 2011

New clinic improves access to care in southern NC

Despite cold and rainy weather, more than 75 people came out Feb. 4 to see a new era of VA health-care begin in southern North Carolina.

Fayetteville VA Medical Center's new Robeson County Community Based Outpatient Clinic was officially dedicated during a ribbon cutting ceremony at the new facility. VA Mid-Atlantic Health Care Network (VISN 6) Director Daniel Hoffmann and Fayetteville VAMC Director Elizabeth Goolsby presided over the ceremony.

The 5,500 square foot facility currently offers primary care services to approximately 800 Veterans, but will soon include both mental health and home-based primary care – health care specialists who will be able to offer services to homebound Veterans within 50 miles of the clinic. Plans are for up to 23 people to eventually provide services through the facility.

"New clinics like this make all the difference for Veterans who live long distances from our medical centers and who can reasonably be serviced for their primary physical and mental health needs," Hoffmann said. "The Robeson County Community Based Outpatient Clinic becomes the network's 20th outpatient clinic. It will bring VA care to an estimated 2,400 Veterans residing in Robeson and Bladen counties, and even some from South Carolina's Dillon County."



Mid-Atlantic Health Care Network Director Daniel Hoffmann and Fayetteville VA Medical Center Director Elizabeth Goolsby cut the ribbon Feb. 4 to officially dedicate the new Robeson County Community Based Outpatient Clinic.
Photo by Brad Garner

In addition to bringing health care to Veterans in a three county area, the Pembroke, N.C. facility also ushers in a new era of health care operations for the Fayetteville VAMC. The clinic is operating under the new Patient Aligned Care Team system, wherein each Veteran is assigned to a team that includes a

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Fayetteville VAMC and CBOCs restrict visitors due to flu outbreak

The Fayetteville VA Medical Center has instituted visitation restrictions due to the increasing numbers of flu cases reported in the area.

Hospital officials are asking that anybody under 18 not come to the medical center or Community Based Outpatient Clinics (CBOCs) in order to prevent the spread of illness among patients and those visiting our facilities. In addition, people of all ages suffering from fever, cough, headache, fatigue, runny or stuffy nose, or body aches should not come to the hospi-

tal or CBOCs unless they are a patient. Patients with these symptoms will be asked to wear a mask while they are in the facility.

There has been an increase in flu-like illnesses reported at our health care facilities and at health care facilities in our community. There have been several confirmed cases of flu treated here already, and there have been several deaths reported in North Carolina from the flu.

There are some precautions everybody can use to prevent spreading the flu:

- ☞ Get a flu shot. These are available for all medical center and CBOC patients on a walk-in basis;
- ☞ Wash hands with warm water and soap, or use hand sanitizer when soap and water are not available;
- ☞ Cover coughs and sneezes. Use a tissue or your upper sleeve, and put the used tissue in the wastebasket;
- ☞ Limit your contact with the general public if you are sick.

These restrictions will be in place until further notice.

Fayetteville VAMC hosts homeless summit



Craig Burnette, a member of VA Secretary Eric Shinseki's Advisory Committee on Homeless Veterans, addresses the crowd during the Fayetteville VAMC's Homeless Summit Feb. 2. Representatives from different Veterans, community and private organizations came together in the center's auditorium to share ideas and discuss possible strategies for ending homelessness amongst the Veteran population. Secretary Shinseki has made it his goal to end Veteran homelessness within the next four years. The Fayetteville VAMC will schedule more summits like this in the near future to gauge any progress made toward achieving that goal.

Photo by Ed Drohan

Internships available for grad & undergrad students

The Fayetteville VA Medical Center has several paid internship positions available for college students this summer, but the application deadline is noon on March 7.

The internship positions are for two graduate students in a Master of Science program in healthcare administration and one undergraduate position for a Baccalaureate of Science program for an organizational communication major. Salaries will be paid at the GS-7 level for graduate students and at the GS-5 level for the undergraduate student.

The interns will be based in the office of the medical center director but will rotate to other areas of the medical center with individual growth and learning opportunities considered in the rotations. The internship has three components - process and systems improvement, organizational stewardship and operational rotations.

Students accepted for these positions will have the chance to gain practical ex-

perience in the process of becoming a part of the next generation of healthcare talent for the Veterans Health Administration. The intent is for the students to have a meaningful experience in the VA with the possibility of leading to permanent part-time employment.

While the start dates are still to be determined, the program will last 10 weeks. Each intern will report to an assigned preceptor and have specific responsibilities with defined objectives and goals. Preceptors will also work with the interns the entire summer to assist with career advice, skill development and business etiquette.

Applicants are invited to submit requests on or before noon Monday, March 7. Requests will be reviewed for approval and evaluated by a selection panel.

Applicants will be informed of their status the week of March 14, 2011.

Please contact Vivian Segarra, chief of

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provider, registered nurse, licensed practical nurse and a medical administration specialist.

The new system will allow each Veteran more access to his team through face-to-face, group, telephone or – once online later this year through MyHealthVet, secure messaging. It will also allow the patient and his family more say in their treatment plan and access to more timely appointments.

According to Hoffmann, the new clinic is just the beginning for the Fayetteville VAMC and VISN 6.

“I’m happy to share that on the near horizon for North Carolina’s Veterans are clinics like this one in Elizabeth City and Goldsboro,” Hoffmann said. “These will be followed by super clinics in Wilmington and Greenville, and even larger Health Care Centers in Fayetteville, Charlotte and the Winston-Salem area. In all, over the next three to four years, this Network will add more than 1 million square feet of well-deserved health care space for Veterans residing in North Carolina.”

Veteran Ronald Brooks, a local resident who attended the ribbon cutting ceremony, said he was excited about the new clinic.

“I’ve been going to Durham for years now, but this will be so much nicer,” Brooks said. “I’m going to try and get transferred here since it’s so much closer.”

U.S. Representative Mike McIntyre toured the facility shortly after the ceremony and spoke with both staff members and Veterans. He said he was impressed with the facility and happy for the Veterans in the area.

“This has been a long time coming,” he said.

Learning Resources at (910) 482-5177 or by email at vivian.segarra@va.gov with any questions and to RSVP.

Director's Forum *by Betty Goolsby*

Access to high quality, safe patient care and services is the first priority for the Fayetteville VA Medical Center and its Community Based Outpatient Clinics. On Friday, Feb. 4, we continued that commitment and priority with the ribbon-cutting for our newest Community Based Outpatient Clinic in Robeson County.

It was seven months ago on July 6, the groundbreaking for the CBOC took place – today it is a reality for the veterans in the Robeson County area. Though Robeson County is our newest CBOC, it is the continuation of our plan to bring care and services closer to the veteran.

We currently have CBOCs in Jacksonville, Wilmington, and Hamlet but have plans for other outreach activities. Brunswick County will soon see an outreach clinic to service the needs of that area and to decompress the CBOC in Wilmington. Brunswick County will start with primary care but will soon add mental health services and tele-medicine as well as be the anchor point for the Transportation Network. We expect to open Brunswick County in late spring-early summer this year.

A CBOC is planned for the Wayne County area with occupancy planned for



late 2011 or early 2012. Service will include primary care, mental health, and telemedicine. Some specialty services may be added but those plans are still being formulated.

We are working on a proposal for an expansion of the Jacksonville CBOC both in terms of space and services provided. Wilmington will see a new expanded CBOC (85,000 square feet) in the near future which will also expand space and services.

The long anticipated outpatient expansion for Fayetteville has started. Village Green, an outpatient primary care and

mental health setting opened in mid-January. There are 10 PACT (Patient Aligned Care Teams) in place with primary care and mental health services available.

Soon, construction with start on the Fayetteville super clinic, (about 250,000 square feet), to house most of our outpatient services.

The location of most of the outpatient services off-campus will allow for service expansion on campus – more about that in the next newsletter.

Located around the corner from the Village Green outpatient facility, construction has started at Robeson Plaza on a 16 chair chronic dialysis center for our patients. The center will be staffed by our staff members; will operate six days a week, two shifts a day. It is projected to serve 64 dialysis patients. The first patient will probably be dialyzed there in mid-May 2011.

WOW – lots going on at Fayetteville to better serve our patients and to provide an environment that is appropriate for patient care services and staff to work in. We are proud of the advances we are making at Fayetteville and proud of the staff — you are making the care and services possible.

Red Dress Day

Dozens of men and women gathered in the Fayetteville VA Medical Center Auditorium Feb. 4 as part of Red Dress Day, the kickoff event for the Women Veterans Advisory Committee's Healthy Heart campaign during American Heart Month. Other events scheduled during the month include Healthy Living Messages, a display in the medical center lobby on Feb. 18 starting at 8 a.m., and Rural Health Awareness Day Feb. 25 from 11 a.m. to 1 p.m. in the 3rd Floor Auditorium. For more information on these events, please call Marie Robinson-McLaughlin at (910) 488-2120 ext. 7210



Photo by Sarah Danks

Change is hard, but needed to improve services

Change is always hard on people, but when that change affects thousands it can be even tougher.

That's the case at the Fayetteville VA Medical Center as the new Village Green Annex and Robeson County Community Based Outpatient Clinic opened on the same day. Almost 13,000 of the center's 47,000 patients and dozens of staff members were affected by the clinic changes, creating some confusion amongst both patients and staff.

Three of the medical center's primary care clinics – Alpha, Eagle and Tango – were moved to the Village Green Annex and consolidated into two new clinics, Freedom and Independence. About 12,000 Veterans who were previously seen at the main facility will now go to Village Green for their primary care appointments.

About 800 Veterans have volunteered to transfer their care to the new Robeson County CBOC in Pembroke, N.C. The new clinic will eventually provide not only primary care, but mental health and home based primary care as well.

Several other medical care providers have been moved within the main facility to make way for other changes that will happen soon. A list of those providers is below.

While change can be hard to take for many people, in this case it was a necessity. The moves will allow the Fayetteville VAMC to renovate and improve the Emergency Department and the Women Veterans Health Clinic so even better care can be provided in the future.

The Emergency Department will relocate to the area previously occupied by Alpha and Eagle Clinics so the current area can be renovated and enlarged. The current ER has five beds, while the renovated area will have space for 10 beds.

The Women Veterans Health Clinic has already relocated to the space in the basement previously occupied by Tango Clinic. The old women's clinic will be renovated into a Women's Health Pavilion using money from the American Recovery and Reinvestment Act of 2009, also known as Stimulus Funds.

Construction on both areas is expected to begin within the 30 days.

While the Fayetteville VAMC leadership team understands that these changes have led to some confusion among Veterans, they ask that patience be the keyword as staff members work to perfect procedures in the new facilities.

"Anytime you make changes as big as we have in the last week, we know there's going to be confusion, misunderstandings and sometimes hard feelings, but in the long run this is going to be a great thing for our Veterans," said Fayetteville VAMC Director Elizabeth Goolsby. "Not only are the new facilities beautiful, they are state of the art to allow us to provide even better care for our Veterans. Plus, we'll have a new emergency room and women's clinic.

"I ask that our Veterans bear with us as we refine our procedures both at Village Green and Robeson County," the director added. "This little bit of inconvenience will lead to big benefits for everybody in the long run."

The Village Green Annex is located at 1991 Fordham Drive in Fayetteville. The facility is off Village Drive



Village Green Primary Care Clinic Annex

near the Robeson Street intersection, and they can be contacted at (910) 822-7998.

The Robeson County CBOC is located in COMtech Park off Highway 711 in Pembroke. The address is 139 Three Hunts Drive, and the phone number is (910) 272-3220.

Clinic Moves

- ☞ Alpha, Eagle and Tango Clinics have moved to the Village Green Annex at 1991 Fordham Drive in Fayetteville (off Village Drive near the Robeson Street intersection)
- ☞ The Women Veterans Health Clinic has moved to the former Tango Clinic area in the basement

The following providers have moved to the Village Green Annex

- ☞ PA Sawyer
- ☞ Dr. Vias
- ☞ Dr. Dawod
- ☞ PA Campbell
- ☞ NP Strickland
- ☞ Dr. Zaw
- ☞ Dr. Azad
- ☞ Dr. Khine
- ☞ Dr. Aung
- ☞ Dr. Goswami

Other changes

- ☞ Dr. Trojanowski has moved to the Robeson County CBOC
- ☞ Dr. Soliman and Ms. Rogers have moved to Bravo Clinic
- ☞ Dr. Min has moved to Dogwood Clinic
- ☞ Dr. Perritt and Dr. Lam have moved to Delta Clinic
- ☞ Ms. Castellat's Pharm-D and Anitcoag clinics have moved to Room 0052 in the basement of the main facility (near the former Eagle Clinic)



Robeson County Community Based Outpatient Clinic

Community Spirit

When a 48-inch water main broke in Fayetteville Jan. 13, much of the city — to include the Fayetteville VA Medical Center — was left without a source of potable water. While the center had backup bottled water supplies, it was uncertain how long the water outage would last, and how long the center’s supply would have to last.

That’s when the local community stepped up to the plate to offer unsolicited assistance. The next morning both the Fayetteville Home Depot and Wal-Mart stores offered, donated and delivered pallets of bottled water for use by the patients, visitors and staff at the medical center.

Here, Home Depot employee Perry Johnson passes a case of bottled water to Compensated Work Therapy employee David Steele on the medical center’s loading dock.



Photo by Ed Drohan

Can't make your appointment?

With the growing number of Veterans receiving care through the Fayetteville VAMC, appointments are at a premium. Unfortunately, there are still a large number of people who don't show up for their scheduled appointments and don't cancel them ahead of time. When that happens, another Veteran loses out on the opportunity to use that slot.

If you know you can't make a scheduled appointment, please call (910) 488-2120 or (800) 771-6106, ext. 7135 to cancel it as soon as possible. For more information go to <http://www.fayettevillenc.va.gov/patients/appointments.asp>.

Community Update is published monthly. The contents provide readers with information on programs and happenings at the Fayetteville VA Medical Center.

If you have questions or comments about the newsletter, email edward.drohan@va.gov or call (910) 488-2120, ext. 5991.

- Elizabeth Goolsby Director
- James Galkowski Associate
- Joyce Alexander-Hines Director
- Dr. Anna Teague Associate Director, Patient Care Service
- Ed Drohan Interim Chief of Staff
- Public Affairs Officer/Editor



WALK
to CURE
PSORIASIS

presented by AMGEN Pfizer

JOIN US!

Fayetteville

Step up. Step out. Step together.

Become a part of Team Fayetteville

Saturday, April 9, 2011
at the Halifax Mall
Raleigh, North Carolina
1K and 5K Walks
Donate to Team Fayetteville below:
walk.psoriasis.org/goto/Fayetteville



Walk to Cure Psoriasis is a nationwide program designed to raise money for National Psoriasis Foundation research, advocacy and education programs. Make a difference for people with psoriasis and psoriatic arthritis by getting involved in this outstanding cause.

The Walk to Cure Psoriasis is a family-friendly, non-competitive event that features food, live entertainment and fun for all participants!

Sponsor the walk, become a team captain, make a donation or volunteer the day of at the walk!

Register now: walk.psoriasis.org
Questions? walk@psoriasis.org or 877.825.WALK (9255)



Department of Veterans Affairs Fayetteville Medical Center

Restrictions on Visitation during the Flu Season

There is an increase in influenza-like illnesses reported in the hospital and in the community. As a precautionary measure to protect patients and the public, the Fayetteville VAMC is restricting visitors under the age of 18.

We do this to prevent the spread of illness among patients and those visiting our hospital. In addition, people of all ages with fever, cough, headache, fatigue, runny or stuffy nose, or body aches should not come to the hospital unless they are here as a patient. Patients with these symptoms will be asked to wear a mask.

The Centers for Disease Control and Prevention estimates each year in the United States an approximate 5% to 20% of the population gets the flu, more than 226,000 people are hospitalized, and 36,000 people die from flu.

Please remember to use basic precautions to prevent the spread of Flu:



Get a Flu shot



Wash hands with warm water and soap or use hand sanitizer when soap and water are not available.



Cover coughs and sneezes. Use a tissue or your upper sleeve. Put the used tissue in a wastebasket.



Limit contact with the general public if you are sick.

