



# Fayetteville VA Medical Center *Community Update*

Vol. 2 No. 3

Items of interest for our stakeholders

March 2011

## Blitz planned to end C&P backlog

VA medical centers across the region will be coming together March 7-11 to help break the backlog of Compensation and Pension examinations currently in the system.

At the Fayetteville VAMC, there are more than 3,000 exams waiting to be completed. During the Blitz week, 80 percent of Fayetteville's operations will be dedicated to C&P exams, to include those at the Hamlet, Wilmington and Jacksonville Community Based Outpatient Clinics.

Providers and other personnel from medical centers across the VA's Mid-Atlantic Health Care Network will also be in Fayetteville to assist with those exams in a network-wide effort to eliminate the backlog. Veterans with regularly scheduled non-emergent appointments for that week have already been notified that their appointments would be moved to other dates to accommodate the C&P exams.

While the majority of providers will be working with the C&P exams, there will still be clinics available for patients whose appointments were not canceled due to the nature of the treatment or exam needed. Patients can also call their primary care provider or come into the hospital or CBOC, as there will be some "drop-in" appointments available.

Like many areas of the country, VA medical centers throughout the region have experienced a high-volume of requests for C&P exams. These exams are used to determine levels of disability and compensation due to medical conditions associated with military service and should be accomplished within 30 days from the date VHA receives the exam request.

"Our charge is service to Veterans and we intend to meet our commitment with all

of the resources we have," said Network Director Daniel Hoffmann. "My intention is to continue the effort until the number of Veterans waiting more than 30 days for an exam is zero."

Each medical center in the network is ensuring that extra trained and certified staff will be on hand to conduct the examinations. Veterans awaiting C&P exams are being contacted to schedule appointments.

There are many contributing factors for the backlog, including the recent approval of the new presumptive conditions tied to Agent Orange. This ruling alone enabled more than 200,000 Veterans nationwide to open new claims and required VA to re-adjudicate previously denied claims for Ischemic Heart Disease, Parkinson's disease, Hairy Cell or other B-cell Leukemia's. The Mid-Atlantic region, and North Carolina in particular, has experienced sustained and dramatic Veteran population growth often tied to the fact that this region is home to some of America's largest military in-stallations.

Completed exams will be forwarded to the appropriate Veterans Benefits Administration Regional Office where specialists will make determinations and mail notifications to the Veterans. VBA Regional Offices are located in Roanoke, Va.; Winston-Salem, N.C., or Huntington, W. V.

C&P Blitzes are also scheduled for April 11-15 and May 9-13.

Veterans or family members with questions about claims should call 1(800) 827-1000, or log on to [www.va.gov](http://www.va.gov). Veterans with questions about their appointments can call the medical center at (910) 488-2120 or (800) 771-6106.

## Veteran/ Patient Identification

### *Help us prevent medical mistakes*

If you are a patient at the Fayetteville VA Medical Center, you should be asked for ID before any medical procedure. An example of a medical procedure is surgery or a shot.

You must give two forms of identification before the procedure begins:

- Full name
- Full social security number
- Full date of birth
- A picture ID – example VA Card or Drivers license

#### You should be asked for identification whenever:

- Medications are administered
- Blood products are being administered
- Blood samples or other specimens are collected
- Any other treatments/procedures

Medical staff involved in the procedure will also conduct a final verification process. This is important to confirm that you are the correct patient, and that the procedure and procedure site are correct.

Patients who do not want to say their full social security number or date of birth out loud may write it on a piece of paper.

# Specialty Clinics move; Emergency Room up next

The specialty clinics check-in area at the Fayetteville VA Medical has moved to make room for an upcoming renovation project.

Veterans with appointments for one of the medical center’s specialty clinics will now check in at the area that used to house the Alpha Clinic. The new check-in area on the basement floor on the south end of the hospital, and signs have been placed in the halls directing patients to the new location.

Specialty clinics include such services as hepatology, dermatology, neurology, immunology, ENT and the wound clinic.

The medical center’s Emergency Department will be moving to the former Eagle Clinic area in March so the current space can be renovated and enlarged. Alpha Clinic, along with Eagle and Tango clinics, moved in January to the new Village Green Annex in Fayetteville.

The old emergency entrance will be closed for the duration of the renovation project. Patients will use the old outpatient entrance to access the Emergency Department.

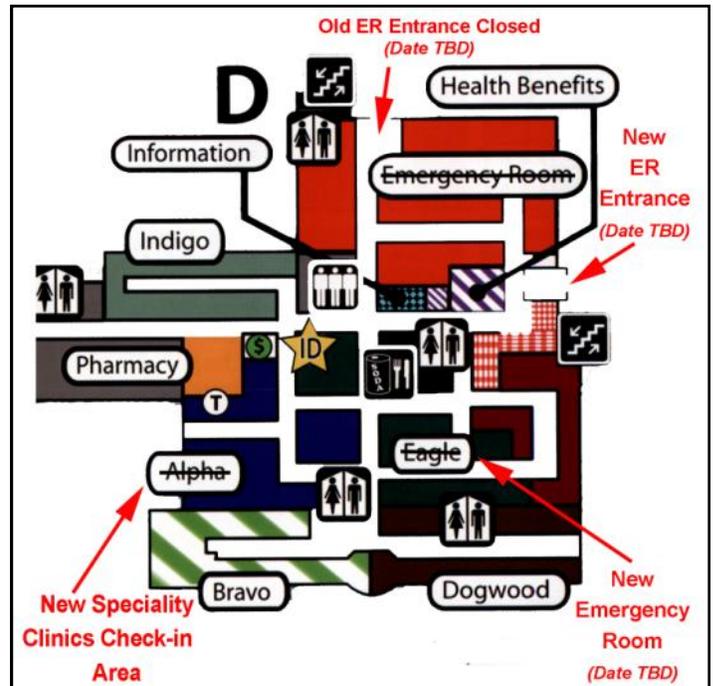
Plans for the location of the valet parking area are still be worked out and will be announced as soon as a final decision is made.

## Elevator Construction

Another project that has started and now expanded is the elevator renovation. One elevator at the southern end of the building (near the Gazebo entrance) was taken out of service more than a month ago.

Now two of the elevators in the main corridor have been pulled from service for renovations. They will remain out of service for approximately three months when the third elevator will be removed from service for the project.

Patients and visitors should plan to arrive early for scheduled appointments to account for delays due to the limited number of



elevators in service.

## Women Veterans Health Clinic

Construction has started on the new Women Veterans Health Pavilion on the medical center’s second floor. Patients and visitors will notice more noise and dust during this construction project.

The Women Veterans Health Clinic has been relocated to the old Tango Clinic space on the hospital’s basement level while construction on the new space continues.

While these projects might cause some minor inconveniences in the short term, Veterans and visitors are asked to be patient so the facility can be improved for everybody.



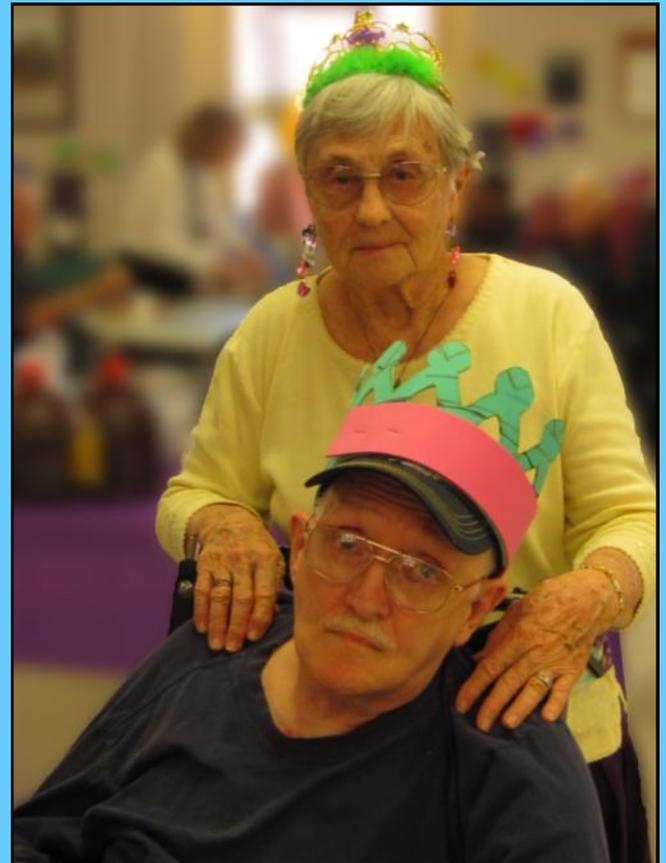
## Celebrating 36 years of VA entertainment

Re-Creation, a group of volunteers who have been entertaining at VA hospitals across the country for 36 years, put on a show for Fayetteville VAMC patients and staff March 3 thanks to sponsorship from the local Elks Club.



Photos by Ed Drohan

# Brightening the lives of hospitalized Veterans



Volunteers, staff and family members alike came out to the Fayetteville VAMC during the National Salute to Veteran Patients in February to help brighten the day for residents of the Community Living Center. Visitors included (left) Katie Mills, Miss Fayetteville 2011, who brought a smile to resident Willie Stearns' face. Staff and volunteers also held special celebrations like Mardi Gras, which included outfits like those sported by CLC resident Harold Forrest and his mother, Retha Hardwick. The Mardi Gras festivities also included a Cajun meal — featuring gumbo and jambalaya — specially prepared for the occasion by volunteers.

Photos by Dan Kelly

## VA only a click away with My HealthVet

Veterans are only a click away from accessing the VA health care system online through My HealthVet.

Billed as the “Gateway to Veteran Health Benefits and Services,” My HealthVet offers Veterans enrolled with the VA health care system a number of different online services. Through the

online system, Veterans can access medical information through online medical libraries, can prepare a personal health journal to include keeping track of their military health information, view their upcoming appointments, and can order prescription refills that will be mailed directly to their home.

ing so Veterans can contact their health care providers with non-urgent questions and concerns right from the comfort of their own home. Plans are to soon include appointment lab test results to keep Veterans even more involved in their treatment plan.

To register for My HealthVet, go to [www.myhealth.va.gov](http://www.myhealth.va.gov). In order to access some portions of the system, the Veteran will also have to have his or her identity confirmed in person during a visit to the medical center or community clinic.

For more information about My HealthVet, please contact Ronita Bland at (910) 488-2120, ext. 7707.

*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](mailto:edward.drohan@va.gov) or call (910) 488-2120, ext. 5991.

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

By the end of the year, the system will include secure messag-

# Fayetteville VAMC welcomes new service chiefs

The Fayetteville VAMC recently welcomed three new service chiefs to the center.



**David Irwin**

David Irwin was recently named chief of the Environmental Management Service, Vickie Walker was named chief of the Prosthetics and Sensory Aids Service, and Clifton Montgomery Jr. was named chief of the Chaplain Service. As chief of EMS, Irwin is responsible for 58 employees who provide housekeeping, linen and laundry, waste management and recycling services throughout the facility.

They are instrumental in maintaining a clean and safe environment for patients and staff alike.

Irwin comes to the Fayetteville VAMC from the Dayton, Ohio, VA Medical Center where he was the chief hospital housekeeping officer. He's also worked at the Durham, N.C., VA Medical Center and in the manufacturing industry. He holds a Master of Science degree in administration from Lincoln University in Philadelphia, and a Bachelor of Science Degree in manufacturing engineering from Philadelphia's Spring Garden College.

Walker was the chief of Prosthetics at the Fort Meade, S.D., VA Medical Center for nine years before accepting her current position here. She has more than 16 years of prosthetics experience, including positions in Wichita, Kan.; Minneapolis, Minn.; and Dublin, Ga. She is a graduate of North Carolina Central University with a degree in business administration.

The Prosthetics and Sensory Aids Service provides a full range of equipment and services to Veterans. These range from items

worn by the Veteran, such as an artificial limb, hearing aid or eyeglasses; those that improve accessibility such as ramps and vehicle modifications; to devices surgically placed in the Veteran such as hips and pacemakers. They also provide electric wheelchairs, bath safety equipment and walking aids.

Chaplain Montgomery comes to Fayetteville from the Jesse Brown VAMC in Chicago, where he was the chief of the Chaplain Service. He has worked with the Department of Veterans Affairs since 1984, when he was a staff chaplain at the New Orleans VAMC, and



**Clifton Montgomery Jr.**

has worked in the VA's chaplain service in Shreveport, La.; East Orange, N.J.; and West Palm Beach, Fla.

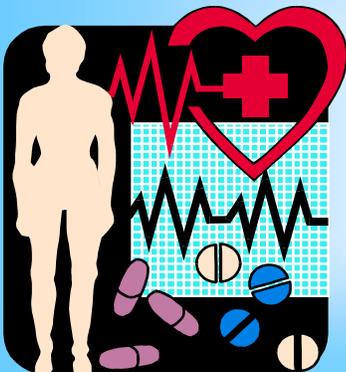
Montgomery graduated from Ottawa University in Ottawa, Kansas, in 1982 with a Bachelor of Arts degree in Pre-Ministerial Studies, and received his masters degree from the Reformed Theological Seminary in Jackson, Miss., in 1985. He went on to earn a Doctor of Ministry degree from Knox Theological Seminary in Fort Lauderdale, Fla., in May 2001.

As chief of the medical center's Chaplain Service, Montgomery oversees programs of religious, spiritual and clinical pastoral care for persons of all faith groups. His staff provides care as part of interdisciplinary teams in several highly specialized areas of medical care to include substance abuse treatment, post traumatic stress and psychiatry. He also provides pastoral counseling to individual patients and assists with the medical center's total care and treatment program.



**Vickie Walker**

## Health Fair



**Health Information, Free Stuff, Door Prizes**

*Thursday, April 11, 2011*

*10 a.m.-1 p.m.*

*FVAMC 3rd Floor Auditorium*

**Patients, Employees and Volunteers are Invited**

*Employees are eligible for 1 hour toward their 40 hours of continuing education*

# WOMEN VETERANS HEALTH CARE



# SHE SERVED

SO THAT WE COULD LIVE FREE

*Salute National Women's  
History Month*

**Please share this information with  
your fellow Veterans**

**If you would like to receive this  
newsletter by email,  
please send an email  
to Ed Drohan,  
Public Affairs Officer, at  
[edward.drohan@va.gov](mailto:edward.drohan@va.gov)**

**Please include your name,  
post or chapter number, and  
email address**



Defining  
**EXCELLENCE**  
in the 21st Century