



# Fayetteville VA Medical Center Community Update

Vol. 1 No. 5

Items of interest for our stakeholders

November 2010

## FVAMC, WAMC sign resource sharing charter

With the stroke of a pen, the Fayetteville VA Medical Center took a big step toward achieving their goal of being good stewards of the taxpayers' resources.

Elizabeth Goolsby, Fayetteville VAMC director, and Col. Brian Canfield, commander of Womack Army Medical Center on Fort Bragg, signed a charter Oct. 14 establishing the Joint Committee for Resource Sharing. The committee, made up of members of

both organizations, was established to research and establish opportunities to utilize both facilities to better serve both the active duty military population and area Veterans.

While the committee was officially established with the charter signing, resource sharing has already been actively taking place for some time to the benefit of both organizations.

Respiratory therapists from Fayetteville VAMC have been trained by Army medical personnel on how to properly intubate patients who need breathing assistance. The training involved actually inserting breathing tubes for patients in the operating room under the supervision of Army trainers. Another round of training will be taking place again in the near future.

Since turnout is fair play, the Fayetteville VAMC has hosted Womack optometry residents for training sessions as well. Other Womack staff members will soon



**Fayetteville VA Medical Center Director Elizabeth Goolsby and Womack Army Medical Center Commander Col. Brian Canfield sign the charter establishing the Joint Resource Sharing Committee.**  
*Photo by Brad Garner*

be coming to the VA to learn techniques for dealing with disruptive patients.

One of the best examples of resource sharing, though, will take place within the next few weeks. Womack will be closing their mental health ward for several months for renovations. While that work goes on, many of Womack's patients will be admitted to Fayetteville's mental health ward, and Army providers will be working alongside VA providers to ensure proper care is received by all of the patients.

Now the resource sharing committee is looking to the future for more extensive

joint opportunities. Work is already underway between the VA and the Army on establishing an electronic medical record system that would be compatible with both organizations. This would allow a virtual lifetime electronic record so Soldiers health data could easily be transferred to the VA when necessary – for example when compensation and pension exams are ac-

complished or when the Soldier leaves the military and transitions to the VA health care system.

On a more local level, talks are underway to see if a joint rehabilitation center can be built in the community. When operational, the center could be used by active duty military members, their dependents and Veterans receiving health care through the VA for physical rehabilitation following accidents, injuries or illness.

There is also talk of possibly establishing a joint cardiac catheterization lab in the community, and of the VA utilizing Womack's CT scanner after duty hours.

The overall goal of the committee is to ensure federal resources are utilized in the best way possible, and to ensure that Veterans and Soldiers alike enjoy the best access to the finest medical care available anywhere. And so far, they're off to a good start.

**Walk-In Flu Clinic  
Monday through Friday  
8-11:30 a.m. and 1-3:30 p.m.,  
Specialty Clinics Area, for all  
enrolled Veterans**

# FVAMC names new Imaging Service Chief

Dr. Manoj K. Jain has been selected as Chief, Imaging Service for the Fayetteville VA Medical Center.

As Chief of Imaging Service, Dr. Jain will lead a state of the art service that provides services such as Diagnostic Radiographs, Magnetic Resonance Imaging, Computed Tomography, Ultrasound, Digital Mammography, DEXA Scan and Nuclear Medicine for more than 47,000 Veterans who receive health care

through the Fayetteville VA Medical Center. He has served as a staff radiologist and as Interim Chief of Imaging Service.

Dr. Jain is a Graduate of Maulana Azad Medical College in New Delhi, India, and has trained at Bridgeport Hospital, Yale-New Haven Health System and Duke University Medical Center. He is board certified in Radiology and Nuclear Medicine, and has been on staff at the Fayetteville VAMC since 2004.

## New service shuttles Veterans from parking to hospital

With a campus encompassing more than 47 acres, walking from the Fayetteville VA Medical Center's parking lots to the hospital or to clinics in outlying buildings can be a chore, especially for Veterans with mobility problems. No more, though. Starting Oct. 1, Veterans and visitors can be shuttled from their vehicles to the hospital and back at no cost.

The new Courtesy Shuttle runs a circuit through the center's parking lots every 15 minutes or so, stopping to offer rides to the hospital and outlying areas such as the Physical Medicine and Rehabilitation clinic. It will also take people back to their vehicles once they're done with their appointments, said Hulet Thomas, acting chief of Health Administration Services.

The seven-passenger shuttle will run from 7:15 a.m. to 4:15 p.m. Mondays through Fridays, the busiest times for patient appointments. While the majority of those using the shuttle so far have asked to be dropped at the outpatient check-in entrance, the shuttle will transport people to whatever area of the campus they need to go to meet their medical needs, Thomas explained.

The shuttle service was added as part of the new valet parking contract. The VA bought and maintains the shuttle – basically an overgrown gas-powered golf cart – while the company providing valet parking services provides the drivers.

The shuttle is a direct result of listening to patient suggestions, Thomas said.



**Patients and family members ride the Medical Center's new Shuttle, a free service that provides rides from the parking areas to the hospital.** Photo by Ed Drohan

"They'd tell us they had to check in and then walk to PM&R," Thomas said. "That could be a 15 to 20 minute walk depending on the person's disabilities."

While shuttle use has been slow in the first few days, shuttle drivers and center officials expect it to pick up as more people find out about the service.

"We carried 49 people on Monday and 48 on Tuesday," said shuttle driver Ronnie McLeod. "We got the signs on the shuttle today, so that should help. People will know what this is."

Veterans' comments so far have been overwhelmingly positive, McLeod said, with many saying the service is long overdue. But for at least one Veteran, the service was right on time.

"I think it's tremendous, especially when you only have one leg," said Desert Storm Veteran Ron Murray, who rode the shuttle from an outlying building to the main hospital. "It will help people get back and forth from the parking lot, especially people who don't know where they're going."

### Ask the Director

The Fayetteville VA Medical Center's Internet home page has a new look and a new feature. At the bottom of the page is a button titled "Ask The Director." Clicking on this button will take you to a

page where people can submit questions, comments, compliments or complaints to Elizabeth Goolsby, the Medical Center director. The web site is at [www.fayettevillenc.va.gov](http://www.fayettevillenc.va.gov).

# Elevator renovations cause delays

The Fayetteville VA Medical Center's A-wing Elevator construction project will begin Nov. 1.

Starting that day one of the two A-wing elevators (near the north, or gazebo, entrance) will be taken out of service for to be renovated and overhauled. The project is being paid for with funds from the American Reinvestment and Recovery Act.

The elevator will only have one car operating for six months as workers renovate one car at a time.

Visitors should expect delays when waiting to use the A-wing elevator due to the construction. Workers have been notified that VA staff, patients and visitors will have first priority when using the one A-wing elevator.

For more information or questions regarding this event you can contact staff engineer Tysun Dostie at (910) 488-2120 ext. 5604 or the Engineering office at ext. 7043.

We apologize for any inconvenience this project may cause.

## *Patient Advocate Liaisons: Your first stop for problem solving*

When you or one of your Veteran clients is having a problem, who do you call for help?

At the Fayetteville VA Medical Center, your first stop should be the Patient Advocate Liaisons. They can help address issues within their individual departments with minimum delay.

To dial extensions, first dial (910) 488-2120, then the extension.

### **Audiology**

Chelsea Williams, (910) 822-7983

### **Community Based Outpatient Clinics**

#### **Hamlet Clinic**

Mary Dunlap, (910) 582-3536

#### **Jacksonville Clinic**

Clell Penny, RN, (910) 353-6406

#### **Wilmington Clinic**

Sharon Saul, (910) 763-5979

### **Dental Service**

Sharon Williamson, ext. 7030

### **Emergency Room**

Teresa Wright, ext. 7459

### **Environmental Management Service**

Bonnie Carmichael, ext. 7039

### **Eye Clinic**

Margie Stanley, ext. 5169/5690

### **Health Administration Service**

Donnie Sanders, ext. 7092

### **Health Benefits Office**

Grieselle Vega, ext. 7016

### **Laboratory**

Mark Whipple, ext. 7193

### **Logistics Service**

Randy Gray, ext. 7364

Brenda Griner, ext. 7149

### **Consolidated Patient Accounts Center**

Penny Cochran, ext. 7952

### **Medical Service**

Mark Jefferson, ext. 7037

Debra Gross, ext. 5396/5190

### **Polytrauma Case Manager**

Delva Vereen, ext. 5907

### **Mental Health**

Linda Mathis (Admin Issues), ext. 7097

Betty J. Farmer (Clinical Issues), ext. 7795

Lana Nichols, ext. 5833

Dana Foster, ext. 5828

### **Neurology/SCI**

Deb Gross, ext. 5396/5190

### **Nursing Service**

Head Nurse, 4C (Mental Health Inpatient), ext. 7422/7005

Willette Swann, 4A Head Nurse, ext. 7710

Geaneane Marshall, 3A Head Nurse, ext. 5131

Barbara Heath, ICU, ext. 7405/7010

Head Nurse, 3C, ext. 7007

Eric Garris, Nurse Coordinator, ext. 7315

Victoria Cooper, Nurse Coordinator, ext. 7315

### **Nutrition & Food Service**

Lillian Maupin, ext. 7038

### **Pharmacy Service**

Jennie Christian, ext. 7014

### **Physical Medicine & Rehab**

Brenda Montalvo, ext. 7330

### **Primary Care Service**

Rebecca Cockman, ext. 5193

Archie McLaughlin, ext. 5068

Alvin Scroggins, ext. 5738

### **Primary Care Clinics**

**ALPHA:** Monica Stanfield, ext. 5432/5431

**BRAVO:** Krystal Redd, ext. 7004/7842

**DELTA:** Supervisor, ext. 5674/5287

**DOGWOOD:** Supervisor, ext. 7001/7746

Gloria Lee, ext. 7700

**Diabetic Management:** Supervisor, ext. 5526/5141

**EAGLE:** Barbara Harris, ext. 7998/7889

Kimothy Roberts, ext. 5593/7889

**INDIGO:** Gloria Reyes, ext. 7432

Julia Mosley, ext. 7139/7916

**TANGO/GERIATRIC:** Supervisor, ext. 5238

Lilliana Figueredo, ext. 5524/5238

**WOMEN'S:** Marie Robinson-McLaughlin, ext. 7979

Frances Grantham, ext. 5428/5152

### **Prosthetics Service**

Lacy, ext. 7946

### **Radiology Service**

LeeAnn Pelfrey, Ext. 7069

### **Release of Information**

Wanda McLemore, ext. 7485

### **Social Work Service**

Cathy Richmond-Jones, ext. 7106

### **Rural Health**

Mark Wallace, ext. 5085

### **Surgical Service**

Teresa Butts, ext. 7973

Barbara Bylicki, ext. 5025

Jorge Fonseca, ext. 7993

### **VA Police**

(910) 822-7922

**Have a suggestion for a future issue? Contact Ed Drohan at (910) 488-2120, ext. 5991 or by email at [edward.drohan@va.gov](mailto:edward.drohan@va.gov).**

# Puppeteer volunteer bring smiles to FVAMC

When Frank Byrne comes to work as a volunteer at the Fayetteville VA Medical Center, he never comes alone. Of course, his friends never make a move without him, so it makes sense they'd help out at the hospital as well.

Byrne's friends include a chimpanzee named Patrick O'Shaughnessy, along with a sheepdog, crow, parrot, owl and 70 other hand puppets he's collected over his years as a professional entertainer. They can be found together three days a week greeting patients, employees and visitors as they enter the building.

While the 79-year-old retired Army Special Forces Soldier and his entourage have only been volunteering at the Fayetteville VA for about a year, he's been fine tuning his act for decades. After serving in Korea and Vietnam, Byrne retired in 1974 and briefly entered the law enforcement field. It didn't take long, though, for him to discover that his true passion was for entertaining.

"When I was in the service I saw death and dying," the puppeteer volunteer explained. "I got out and went into law enforcement in the ID Bureau where I had to fingerprint and photograph dead bodies, accompany them to Chapel Hill and assist with the autopsy to keep the chain of evidence complete. I started bringing home my negativity, until my daughter said, 'Dad, you've got to get out of that.' That's when I decided to start clowning."

His entertainment career didn't have a very auspicious start, though.

"I belonged to the Moose Club and they'd ask me to clown at pool parties and such," Byrne said. "I used to scare the kids more than make them laugh. I found out later that I did everything you're not supposed to do."

It was the advice of a true clown that helped get Byrne pointed in the right direction. He'd briefly met Red Skelton in California in the 1960s, and had the opportunity to speak with him again years later when the comedian visited Fayetteville. Byrne showed Skelton a photo of his clown persona and asked for advice.

"He told he hoped I didn't mind harsh criticism, and then told me to get rid of



**Frank Byrne with some of the "friends" he uses to greet visitors and staff members as a volunteer at the Fayetteville VA Medical Center.** Photo by Brad Garner

the face and get rid of the costume because I obviously didn't know what I was doing," Byrne said.

After that, and with the help of a grant from the Fayetteville Arts Council, Byrne headed for the University of Wisconsin – Lacrosse to studying clowning. While there, he met many of the top clowns in the country including Mark Anthony, a member of the Clown Hall of Fame. It was Anthony who suggested Byrne try out for the Ringling Brothers Barnum and Bailey Circus – the "Greatest Show on Earth."

While he didn't make the cut with his first try out, he persisted and tried again the next year when the circus came to Fayetteville. This time he was accepted and spent two years with the world famous show. He spent another 10 years with other circuses as a clown, magician, stilt walker, puppeteer and ventriloquist, lectured for the World Clown Association, taught at a clown school, and continued entertaining on his own as Rosie the magical Clown until suffering a stroke in 2005 that left his right side paralyzed.

With the help of the VA medical system, he eventually regained much of his mobility, but his career as a clown and stilt walker was over. He could still work

with his puppets, which now number around 75.

Although he is active in organizations ranging from the Special Forces Association to his church (where he is a Eucharistic minister), Byrne still made time to help those who had helped him through his stroke. He has put on puppet shows for residents of the hospital's community living center, and decided to volunteer as a greeter at the suggestion of a friend from his Veterans of Foreign Wars post. After a few months as a standard greeter, he decided to bring his skills as an entertainer to the job. At first it was just the puppets, but he's now started dressing in character depending on the season or occasion, with his characters including a leprechaun, a pirate and – most recently – a Bavarian gentleman in recognition of Oktoberfest.

Byrne said reactions to his menagerie vary. Some people argue that the animals are real (he's studied animals' characteristics to help him make his characters move more realistically). Some have no response, but most enjoy his presence. As for Byrne, he feels he gets as much out of it as the visitors do.

"I've been doing this for so many years," Byrne said. "I probably enjoy it as much as the people who see me do it."