



Fayetteville Veterans Affairs Medical Center

# Communicator

Fayetteville VAMC & Community Based Outpatient Clinics  
throughout North Carolina

[www.fayettevillenc.va.gov](http://www.fayettevillenc.va.gov)



**Elizabeth Goolsby**  
Fayetteville VAMC Director

## Director's Forum

by Elizabeth "Betty" Goolsby

### Fayetteville Priority — Access to Care

In this column, I will discuss with you the values of the organization in the ICARE concept. ICARE stands for **I**ntegrity, **C**ommitment, **A**dvocacy, **R**espect and **E**xcellence.

The intent of these core values is to help focus us on VA's mission. The mission as set forward by President Lincoln of caring for those "who shall have borne the battle" and for their families and survivors.

Every day, we have staff members who embrace these values in everything they do and their actions go unnoticed.

I want to take the opportunity to highlight the efforts of several of our staff members who recently demonstrated this commitment in an outstanding way.

Recently a Veteran died in our Medical Center without a family. There was no one to plan a funeral, no one to honor the Veteran, no one to say a final good-bye.

Upon learning of this, staff sprang into action and coordinated the final good-bye. They were committed to the ICARE values and determined this Veteran would be buried with the respect and dignity he was due.

Walter Hair (Social Work), Ira Shaw (HAS), Sherron Boyd (Logistics), Faith Cuyler-Williams (Logistics) planned the funeral, selected the coffin, secured the honor guard, and ensured the funeral home was paid.

Norma Fraser (Voluntary Service) purchased the burial attire.

*(Continued on page 2)*

### Table of Contents

- Pg. 1...Director's Forum**
- Pg. 2...Fayetteville VAMC turns 75 on Oct. 17**
- Pg. 3...Canteen one of VA's Best for 2014**
- Pg. 4-5...Community Homeless Stand Down**
- Pg. 6-7...Youth Volunteer wins DAV Scholarship**
- Pg. 8...Air Force Birthday Sept. 18 + Wheelchair Games**
- Pg. 9...Construction Update**
- Pgs. 10...2015 VALOR Collage**
- Pg. 11...Dispute Resolution**
- Pg. 12...POW/MIA Recognition Day Sept. 18**
- Pg. 13...CRE Infections on the Rise, Precautions to Take**
- Pg. 14...Town Hall Sept. 18**



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# Highlights

## Director's Forum continued

*(Continued from page 1)*

Since the funeral was going to be in Salisbury, at the National Cemetery, Abby Parker (HAS) communicated with Kasey Boyd-Smith, Administrative Officer in Health Administration Service at Veterans Affairs Medical Center at Salisbury.

Kasey also sprang into action to make sure staff from Salisbury was in attendance to support the Fayetteville staff and to provide final honors for this Veteran. Abby and Paul Witt (Chaplain) attended the burial.

Walter, Ira, Sherron, Faith, Norma, Kasey, Paul, and Abby made sure this American hero was not forgotten. They made sure he was honored and provided the respectful funeral he deserved. These individuals demonstrated what ICARE is about through their actions. They made a difference. They took the extra steps. Thank you!

**ICARE** = Integrity, Commitment, Advocacy, Respect, Excellence.

## Save the Date

# Veterans Affairs Medical Center Fayetteville, North Carolina



## *Past, Present & Future*

**Diamond anniversary reception, Oct. 13, 3 to 5 p.m. , Pavilion area**

**Employee recognition picnic, Oct. 14 starting at 11:30, Pavilion area**



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## Canteen Service named one of VA's best in 2014



Photo by Brad Garner

The Fayetteville VAMC Veterans Canteen Service (VCS) has been recognized as one of VA's Outstanding Canteens of the Year for 2014.

The medical center's canteen is one of 15 across the country to earn this distinction.

VCS Chief Operating Officer James Leahy and Region 4 Manager Danny Mannlein honored Fayetteville VAMC canteen staff and leadership at an August 20 ceremony

in the auditorium on the main campus.

According to Mannlein, canteens selected for this award passed a demanding four step evaluation process involving:

- Financial profitability and ranking in the Top 30% of all canteens;
- Examination of employee productivity, Director's Survey scores, All Employee Survey scores, retail accountability results, and inventory turns;

- Customer service (courteous, knowledgeable and friendly employees, store appearance and execution of operating standards) rating scores; and
- Unannounced visits by VCS Central Office staff to ensure operating and customer service standards met criteria.

Winning Canteens received a commemorative plaque for permanent display. Canteen staff received congratulatory certificates and cash

awards. The formal award ceremony also included recognition by VCS of other staff like Engineering, Environmental Management and Security Services, etc. for their support and contributions in making the Fayetteville VAMC Canteen one of the best in the country. In addition, the medical center received a \$2,000 allocation to its Promotional Fund account as a result of the Canteen's selection.



## Medical center, city host community homeless stand down

Jeffery Melvin  
Fayetteville VAMC Public Affairs Officer

**A**round 700 people – including about 350 Veterans -- took advantage of the chance to connect with agencies and services that can make a difference in their lives during the July 30 and 31 Community Homeless Stand Down co-hosted Fayetteville VAMC and the City of Fayetteville.

**“These brave men and women have served our nation and now it’s time for our community to serve them,”** said Fayetteville VAMC Director Elizabeth **“Betty” Goolsby, commenting about the Stand Down. “Mayor Nat Roberson and I co-chair a coalition of VA and City officials joining forces to eliminate homelessness in Fayetteville. Events like the Stand Down reinforce the value of a community response to a nationwide problem.”**

Echoing Director Goolsby’s sentiments, Mayor Nat Roberson said, **“In a city that we proudly call the ‘City of Heroes,’ giving back to those who have given so much to our city and our nation remains one of our top priorities, as the City Council has made the end of homelessness one of our top strategic goals. We are pleased to partner with the Fayetteville VA Medical Center to provide resources to homeless Veterans or those who are at risk of becoming homeless – to get them back on their feet and to provide them with the care they earned through their service.”**

Health services, including HIV testing and blood pressure screenings, veteran services, including limited claims assistance, housing assistance information, job placement information and more was available during the two-day event.

*(Continued on page 5)*



Photos by Jeff Melvin



## : Community homeless stand



*(Continued from page 4)*

Ennit Bryant, program support assistant for Fayetteville VAMC's Health Care for Homeless Veterans Program, said the community support for the event was exceptional. More than 130 volunteers participated including 22 civilian and military volunteers from Fort Bragg.

"By partnering with our communities, Stand Down events have streamlined access to homeless programs and resources and reduced barriers to these services," Bryant said.

Another benefit of the partnership, Bryant added, is greater capability to reach larger numbers of Veterans and Veterans families experiencing the challenges of homelessness.

One Veteran, Jesse Parker, said he gets his medicine through the VA and is working on getting disability. He said that at the stand down he had gotten a sleeping bag, duffel bag, blanket, shoes, clothes, and help job hunting.

His words summed the event up in a nutshell. "It's always a good event when you're helping the Vets and the homeless," said Parker.



# Highlights

## Youth volunteer earns DAV's Jesse Brown Scholarship

Jeffery Melvin  
Fayetteville VAMC Public Affairs Officer

A youth volunteer who has volunteered 786 hours at Fayetteville VAMC over the past four years has been awarded a \$20,000 scholarship as the top recipient of **Disabled American Veterans' Jesse Brown Memorial Youth Scholarship Program.**

Hannah Farmer, who plans to be a doctor, is enrolled to attend Coastal Carolina beginning this fall and will be majoring in Biochemistry. Her **mother, Betty "BJ" Farmer** worked here for a number of years; she currently works at the Ralph Johnson VA Medical Center in Charleston (SC).

The Jesse Brown Memorial Youth Scholarship, established by DAV in memory of the late former DAV executive director and Secretary of Veterans Affairs, is awarded to students who are actively involved in **volunteering in VA's Voluntary Service programs.** A Marine veteran, Brown was wounded in Vietnam in 1965. He spent a great deal of time in VA medical centers and clinics around

**"I would not trade my time volunteering for anything in the world and I look forward to touching more lives as I continue to volunteer and pursue my dream of becoming a doctor."**  
— Hannah Farmer

the country - both as an administrator and a patient. His service and dedication to ill and injured veterans inspired others to follow. In 1993, he became the first African American **Secretary of Veteran's Affairs.**

**"This scholarship means that now I have every opportunity to succeed,"** Farmer said. "It means that I have a chance to do some good in this world by getting an education and fulfilling my life-long goal of becoming a physician."

As recipient of the top award, **Hannah's received a paid trip to the DAV National Convention** which took place in Denver Aug. 8-11.



**Hannah N. Farmer**

**"Hannah's compassion and care for veterans is truly remarkable.** Her work ethic is incredible. This young lady works two jobs, has a 4.3 GPA in an honors program at her school and still dedicates what little spare time she has to caring for the veterans in her **community who've sacrificed for our way of life,"** said DAV National Director of Voluntary Services John Kleindienst while presenting the 18-year-old with his organization's top award for youth volunteers.

FVAMC Voluntary Service Norma Fraser, who nominated Farmer, said she exhibits ma-

*(Continued on page 7)*



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# Highlights

## : Jesse Brown Scholarship

*(Continued from page 6)*

turity beyond her years.

**“Watching her interact with the Veterans in our Community Living Center is inspiring. The patience she shows while helping or the respect she shows while listening to their stories is so special,” said Fraser. “Watching this young lady grow and mature has been a joy.”**

That maturity is evident in an excerpt from the essay Hannah wrote to accompany

her nomination. **“I started volunteering never expecting anything in return, but in return I got a vault of empowerment and lessons to carry me through a lifetime.**

**“I encourage my friends and family to volunteer any chance they get so that they may experience the incredible feeling of appreciation as much as I have. I would not trade my time volunteering for anything in the world and I look forward to touching more lives as I contin-**

ue to volunteer and pursue my **dream of becoming a doctor,”** her essay reads.

Additional scholarships were awarded in the amounts of \$15,000, \$10,000, \$7,500 & \$5,000. Ford Motor Company funds the scholarships.

To learn more about the Jesse Brown Memorial Scholarship program or to download nomination materials, visit <http://www.dav.org/help-dav/volunteer/jesse-brown-scholarship/>.

## Beauty queen has a Fayetteville VAMC connection

Congratulations to Kate Peacock, Miss North Carolina 2015 - Kate is the daughter of Penny Peacock, a clinical pharmacist here at the Fayetteville VAMC.

The reigning Miss Dunn, Kate was crowned Miss North Carolina in June, earning a \$12,500 scholarship and the right to represent North Carolina in September at the Miss America Pageant in Atlantic City.

The final night Miss America competition is scheduled for Sept. 13. The final night of pageantry and crowning of a new Miss America will be broadcast live on the ABC television network.

Peacock's pageant platform is, **“Peeper Keepers: Promoting Awareness for Pediatric Eye Diseases.”** During the state pageant her tap dance to **“Swing the Mood”** earned her the Overall Talent Award.

If she is crowned Miss America in September, she will become the second North Carolina contestant to wear the national crown. Peacock attends Meredith College in Raleigh. Her year of service will take her across the state.



Kate Peacock, Miss North Carolina

Courtesy Photo



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## Happy 68th Birthday U.S. Air Force

Sept. 18, 2015, marks the 68<sup>th</sup> birthday of the U.S. Air Force. Initially part of the United States Army, the USAF was formed as a separate branch of the military under the National Security Act of 1947. The "Air Force Birthday" celebrates the day Stuart Symington was sworn in as the first Secretary of the Air Force on Sept. 18, 1947, establishing the United States Air Force as an independent arm of the U.S. military. The Air Force is the most recent branch of the U.S. military to be formed, and is the largest and one of the world's most technologically advanced air forces.

## Fayetteville Veterans compete in National Veterans Wheelchair Games



Courtesy Photo

From left, FVAMC Veterans Ace Cruz, Charles Bradley, Walter Evans, Ronald Richardson, Welton Locklear, Dwight Johnson and Booker T Foster were among the 675 Veterans who participated in this year's National Veterans Wheelchair Games in Dallas June 21-26. The athletes competed in 18 wheelchair sports events including basketball, rugby, soccer, rowing, table tennis, bowling and

archery. Here's a recap of how the Fayetteville group fared. C. Bradley, Gold, bocce ball; W. Evans, Bronze, softball & Silver, bowling; R. Richardson, Silver, bowling; W. Locklear, Bronze, basketball, Silver, shot put, Silver, discus & Bronze, softball; B. Foster, Gold, Basketball



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# Construction Update

The construction boom for the Fayetteville VA is in full swing as the new Fayetteville Health Care Center nears completion and progress continues at the Jacksonville replacement CBOC and the new Sanford (Lee County) CBOC.

Many outpatient services currently offered at our main campus and Village Green and Breezewood Clinics will move to the 250,000 sq. ft. Health Care Center on Raeford Road. Fayetteville VA leaders anticipate a November 2015 opening for this spacious, state-of-the-art health care facility.

No tentative date is set yet but officials are optimistic that the new 15,000 sq. ft. Jacksonville CBOC replacement at 4006 Henderson Drive in Jacksonville will be ready for occupancy by year's end.

Now on track after a delayed start, the new 10,000-sq. ft. outpatient clinic in Sanford is projected to open early next year at 3112 Tramway Boulevard.



Courtesy Photos

**Fayetteville HCC is near complete and on target for a November 2015 opening**



**Jacksonville replacement CBOC set to open by year's end.**



**Sanford (Lee County CBOC) projected to open early next year.**



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# Highlights

## VA LEARNING OPPORTUNITIES RESIDENCY

2015

SHARONDA BOYKIN, VALOR COORDINATOR

WHAT IS VALOR? VALOR PROVIDES OPPORTUNITIES IN NURSING FOR OUTSTANDING STUDENTS



**Diana Gomes**

"Everything I've learned in school 'clicked' for me when I finally got to apply those skills in the UCC"



**Mara Hunt**

"The VALOR Program not only improved my self-confidence but broadened my clinical knowledge"



**Samantha Lewandowski**

"The VALOR Program provides knowledge you cannot obtain in the classroom. I am grateful for the VA and this program"



**Rebecca Taurins**

"Caring for Veterans has not only furthered my nursing skills, but sparked a desire for competent & compassionate nursing care"

VA Learning Opportunities Residency or VALOR is a paid internship that provides an opportunity for students to develop competence in a nursing specialty area with an assigned preceptor.

For 2015, four Nursing VALORs from Fayetteville State University & University of North Carolina at Pembroke participated in the program: Diana Gomes and Mara Hunt (UCC Valor Students), Samantha Lewandowski and Rebecca Taurins (3C Valor Students).

### Valor Preceptors and Mentors include:

**Sharonda Boykin, MH Nurse Educator, FNCVAMC VALOR Coordinator**

**Crystal Hopkins, Wanda Jessie, and Diana Shipp (Nurse Educators)**

**Charles Hall, ED Nurse Manager; Ronda Staimpel, 3C Nurse Manager; and Dejuana Cherry, OR Nurse Manager**

**Charles Ayers, Svetlana Burroughs, Jen Dennis, Jessy Joby, Glorimar Quiles-Ortiz, Kristy Rivera, and Carmen Rosado (ED Staff Nurses)**

**Emelda Giacalone, Kimberly Gunn, Marian Marks, Joy Parker, Pamela Pickett and Aaron Pickrell (3C Staff Nurses)**

For more info, contact Sharonda Boykin or email ([www.vhafncnpd@va.gov](mailto:www.vhafncnpd@va.gov)) Nursing Professional Development



For more information on Valor contact Valor Coordinator: S. Boykin, RN, MSN (ext. 3564)



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# NOT GETTING ALONG WITH A COWORKER?



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It is FAIR and NEUTRAL

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Disputes are RESOLVED QUICKLY

*ADR is a professional way to deal with workplace disputes. Although disagreements do occur, how we choose to deal with them lays the foundation for our working relationships with others and how we serve our veterans. Mediators not involved in the situation help parties explore creative solutions to problems, but it is the parties who agree upon the solution as the mediator does not have the power to force a decision on either party. ADR outcomes are crafted by the parties. You make choices on what is in your best interest.*



Contact Anita Carse - EEO Manager /  
ADR Coordinator  
Office: (910) 488 - 2120 Ext. 7923  
Email: [Anita.Carse@va.gov](mailto:Anita.Carse@va.gov)  
Building 1 Room 106  
(Across from the Credit Union)



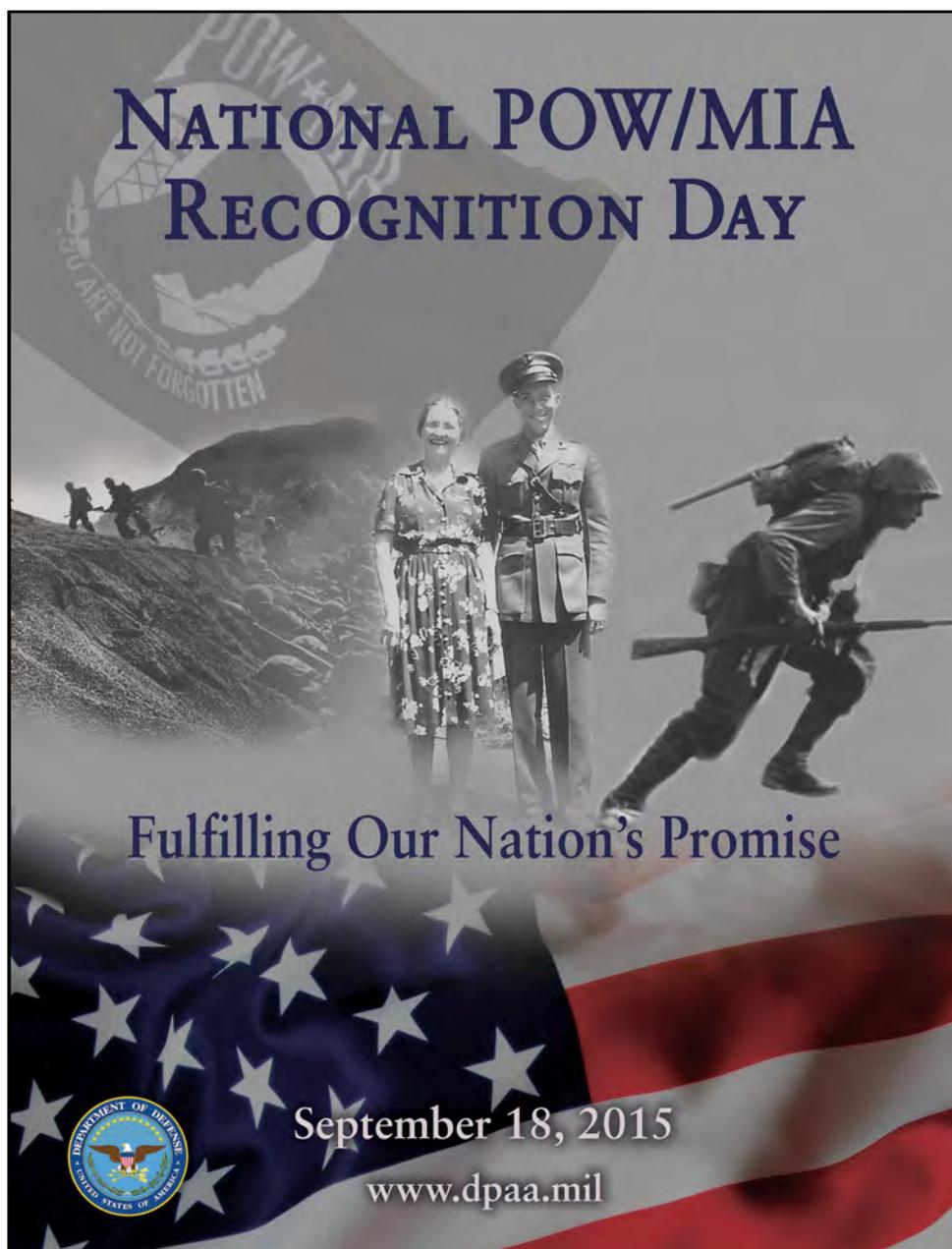
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# Highlights

National POW/MIA Recognition Day is held each year on the third Friday in September.

On September 18, 2015, ceremonies will be held across the country to commemorate the sacrifices of the missing servicemen and their families.

For additional information about National POW/MIA Recognition Day, visit the Defense POW/Missing Personnel website at [www.dtic.mil/dpmo](http://www.dtic.mil/dpmo).



**NATIONAL POW/MIA  
RECOGNITION DAY**

**Fulfilling Our Nation's Promise**

September 18, 2015  
[www.dpaa.mil](http://www.dpaa.mil)



**WORSHIP SERVICES  
IN OUR MEDICAL CENTER CHAPEL**

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**CATHOLIC MASS: SUNDAYS 11:00 am**  
**MONDAY - THURSDAYS 12:00 pm**

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# Patient Safety

## CRE infections on the rise — here are some tips to lower transmission

Submitted by Sharon Mitchell, RN, MSN, CIC,  
Infection Prevention Coordinator

**E**nterobacteriaceae [en"ter-o-bak-tēr"e-a'se-e] are a normal part of the gut bacteria. Over the past decade, Enterobacteriaceae that are resistant to carbapenems [kar-bă-pen'emz] and many other antibiotics have emerged and spread throughout the United States and globally. *Klebsiella* [kleb'sē-el'ă] species and *Escherichia* [esh-ĕ-rik'ē-ă] coli (*E. coli*) are two common examples of Carbapenem-resistant Enterobacteriaceae or (CRE)

This is a very dangerous development, since carbapenem antibiotics (ertapenem, imipenem, meropenem, and doripenem) are often used as the last line of treatment for infections caused by highly resistant bacteria.

Patients or residents whose care requires devices such as ventilators, urinary catheters, intravenous catheters, or who are on long courses of certain antibiotics are at the highest risk for acquiring a CRE infection.

The transmission of CRE can be stopped by careful adherence to basic infection prevention measures. Infection prevention efforts used to control CRE are similar to measures used to control other multi-drug resistant organisms (MDROs), such as methicillin-resistant *Staphylococcus* [staf'i-lō-kok'ūs]



aureus (MRSA) and vancomycin-resistant enterococci (VRE).

### What are some things hospitals are doing to prevent CRE infections?

To prevent the spread of CRE, healthcare personnel and facilities can follow infection-control precautions provided by CDC. These include:

Washing hands with soap and water or an alcohol-based hand sanitizer before and after caring for a patient or touching the environment  
Carefully cleaning and disinfecting rooms and medical equipment

- Implementing Contact precautions for known CRE patient
- Only prescribing antibiotics when necessary
- Removing temporary medical devices as soon as possible
- Test patients for these bacteria to identify them early to help prevent them from being passed on to other patients

Hospitals are very aware of CRE and are taking steps to prevent infection in their patients. The CDC website (<http://www.cdc.gov/ncidod/>)



# Highlights

## Fayetteville VAMC Town Hall Meeting

**Sept. 18, FVAMC Auditorium, 3<sup>rd</sup> Floor,  
Main Hospital (Bldg. 1), 4-6 pm**

Fayetteville VAMC is hosting a Town Hall at the medical center Sept. 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, Fayetteville Area System of Transit reps will on hand to provide to provide an opportunity to learn about the proposed service modifications to service the new Fayetteville VA Health Care Center set to open in November and to provide comment in advance of a public hearing at the Fayetteville City Council Sept. 28. Complete details can be found at <http://www.ridefast.net/news/general/public-hearing-new-service-to-va-health-care-center-on-raeford-road/>.

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.

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

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

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