



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*

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Director's Forum

by Elizabeth "Betty" Goolsby

Priority 1 – Access to safe, high quality Veterans care and services.

One of Secretary McDonald's MyVA Breakthrough Initiatives is for Veterans to receive same day access to primary care by the end of calendar year 2016.

The key measure of success for MyVA Access is to achieve same day clinically appropriate services to primary care for Veterans with a clinical need by the end of 2016 at all VA Medical Centers and Health Care Centers (HCC).

Same day access means that Veterans seeking primary care receive clinically appropriate health care encounters on the day they ask for them. A clinically appropriate encounter could be:

- Same day appointment with a primary care provider;
- Medical advice telephone call from a nurse;
- Telehealth or tele-mental health encounter;
- Prescription refill;
- Secure messaging;
- Walk-in appointment to a clinic or an emergency facility or an urgent care facility.

What is the status across the Fayetteville VA Health Care System:

- Each Primary Care Team across the Fayetteville Health Care System has two (2) same day access slots available each day; Mental Health Care also offers same day walk-in care;
- Every Veteran who presents for care at a Primary Care Team will be assessed for clinical needs and a determination will be

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Highlights

Director's Forum continued

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- made, in conjunction with the Veteran, what the most appropriate care option is;
- Extended care hours are available during the week and on Saturdays for Primary Care and Mental Health;
- Fayetteville is moving toward offering appointments and follow-up options when the Veteran leaves the clinic;
- We are continuing to work with our community partners through HealthNet and Department of Defense facilities to enhance access to care;
- Direct self-scheduling by the Veteran for Optometry and Audiology is being rolled out now for Veterans with established care;
- The Fayetteville Call Center ((910) 488-2120 Ext. 7816 or 1 (800) 771-6106 Ext. 7816) has two (2) nurses available during the day to assist Veterans; after hours, callers can chose a prompt to connect to the VISN 6 Call Center at Beckley VA;
- Telehealth and tele-mental services are available, with additional enhancement planned for greater access;

- Questions regarding prescription refills will soon be available through the Fayetteville Call Center, but in the interim and after hours, calls are answered by the Medication Refill Line (1 (866) 400-1243);
- Secure Messaging is a great communication tool for the Veteran and care provider to communicate without a face-to-face visit and prevents the frustration of telephone calls. Strong emphasis on the use of MyHealthVet and the secure messaging function continues. This Summer, a text messaging function will be rolled out to provide additional communication options. Coming in August will be a mobile application called "Veteran Appointment Request." This app allows the user to view or cancel existing appointment, request a follow-up primary care and/or mental health appointment and direct scheduling of primary care appointments.

The ability to meet our Veterans primary care and mental health care needs is top priority. Fayetteville Health Care System continues to refine our processes and look to further enhancements to provide timely care. The measures of our success will be the satisfaction of our Veterans and the feedback we receive from them in meeting their health needs and expectations.

Rep. Ellmers tours FHCC

Rep. Renee Ellmers, (R, NC-2) visited the Fayetteville Health Care Center May 20 to meet with medical center staff., receive a briefing on all aspects of our operations and tour the facility. Mid-Atlantic Healthcare Network Director Daniel Hoffmann also visited the HCC that day for an update and to engage in an Employee Town Hall.



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Highlights

Memorial Day Ceremony

FVAMC Associate Director of Patient Care Services Debra Young and guest speaker Womack Army Medical Center Command Sgt. Maj. Michael Stoddard lay a wreath during the May 27 Memorial Day Ceremony in the CLC to pay honor to those who made the ultimate sacrifice by giving their lives while serving in our nation's Armed Forces.



Photo by Jeff Melvin

SPS lends helping hand to Womack

Sterile Processing Service staff earned a congratulatory note from Womack Army Medical Center commander Col. Lance Raney for providing support to our DoD partners that prevented shut down of Womack's ORs. "We would have needed to reschedule over 100 OR cases if not for the support from your VA," wrote Col. Raney in a note to Medical Center Director thanking the SPS staff. "We look forward to our continued cooperation in keeping Veterans and future Veteran healthy. Thanks much," said Raney.



Photo by Jeff Melvin

From left, John Odom, Robin Jordan, Isamar Liz, George Almazan and Theresa Hamer.



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Veterans now receiving care at new Sanford clinic

Fayetteville VA began patients at its new Sanford Community Based Outpatient Clinic May 9; an official ribbon cutting with keynote speaker Rep. Renee Ellmers (R, NC, 2nd District) is set for June 29 at 10 a.m.

The 10,000-sq. ft. facility located at 3112 Tramway Road will pro-

vide exceptional health care to Veterans in Lee, Harnett, Moore and surrounding counties.

“We’re excited and looking forward to serving to you” is the message the clinic’s nurse manager Rebekah Parsons said she wants to communicate to area Veterans.

Fayetteville VA Medical Center Director Elizabeth Goolsby added, “We want Lee and surrounding counties Veterans to have better access to quality health care that is close to their homes. We look forward to continuing our dedication and commitment to serving our Veterans and ensuring they receive the medical and mental health care they have earned.”

The clinic will initially host three PACTs, providing Primary Care, Mental Health, and tele-health services for enrolled Veterans. As demand increases, the clinic has the capacity to serve up to 7,000 patients.

Veterans currently enrolled at the Fayetteville VA Medical Center who live closer to the new clinic will be given priority for care there.

Construction Managers, Inc. of Fremont, N.C., built the new clinic under a contract award that covered the construction of the clinic and a five-year lease with five, one year, extensions. The total cost of the lease for the 10-year period is approximately \$2.5 million. To reach the new Sanford clinic, call (919) 775-6160. For information on Health Benefits eligibility, call (910) 822-7016 or visit

www.fayettevillenc.va.gov.



Exterior shot of the new Sanford CBOC.

Photos courtesy Construction Managers, Inc..



Interior shot of the new Sanford CBOC.



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MyVA Access Pledge signing

Fayetteville VAMC leadership and service chiefs from clinical and administrative services sign the MyVA Access Declaration following a viewing of Under Secretary of Health David Shulkin's MyVA Access Declaration video message during Director's Staff May 4. MyVA Access Declaration serves as a call to action for all employees to actively participate in improving access. Our goal of same-day access to primary care for Veterans with a clinical need is one of Secretary McDonald's MyVA Break-through Priorities.



Photo by Brad Garner

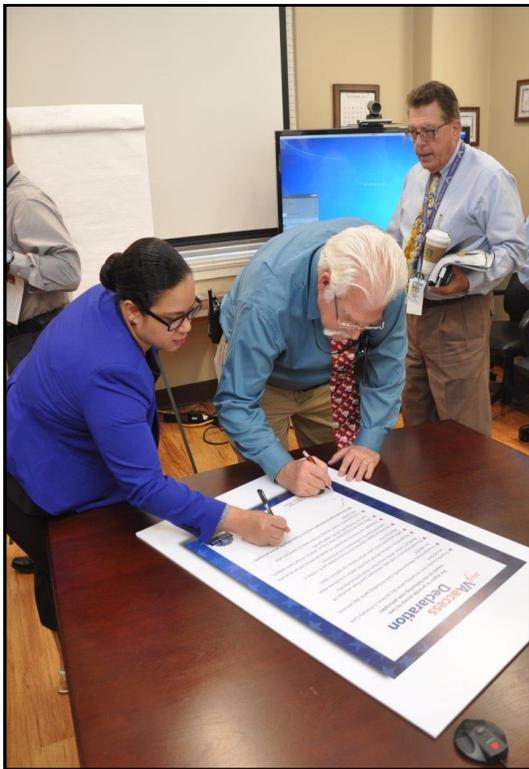


Photo by Brad Garner

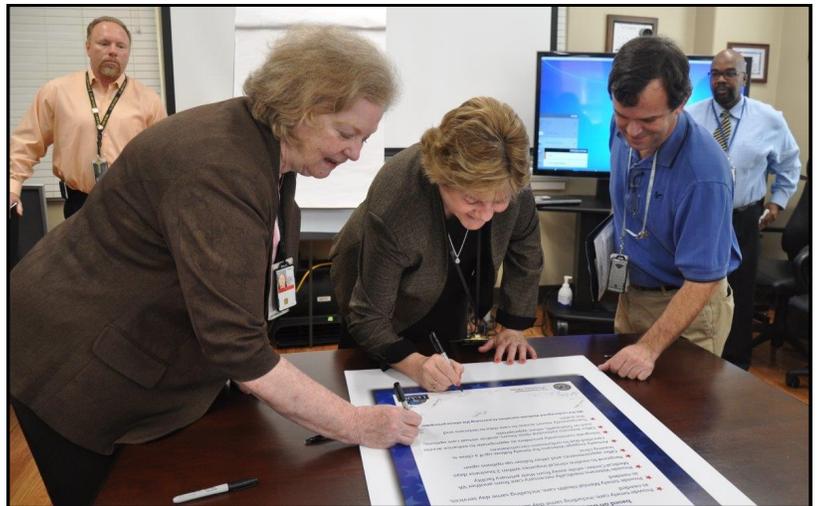


Photo by Brad Garner

Right, MyVA Access Declaration posters were distributed to FVAMC's satellite locations where staff like those at the Hamlet CBOC were encouraged to sign declarations as well.



Courtesy Photo



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Highlights

Cumberland Co. Vets Court holds 1st graduation ceremony

By Jeff Melvin
Fayetteville VAM Public Affairs Officer

Fayetteville VAMC was among the long list of groups, organizations and individuals receiving thanks for their roles in helping Air Force Veteran Garrett Vann become the first graduate of the Cumberland County Veterans Treatment Court (VTC) April 26.

Starting with Vann who he said made an amazing transformation while completing the court's strict regimen, District Court Judge Lou Olivera, who presides over the court, credited now retired Chief District Court Judge Beth Keever, whose vision helped the court progress from a years-long concept to reality in November 2014, the Veterans Court Team, and Fayetteville VA Director Elizabeth Goolsby with playing leading roles in helping the court achieve this milestone.

"Garrett has himself to thank for deciding to change his life," said Olivera, a former soldier who only days before the ceremony made national headlines for sentencing a Veteran going through the program to a night in jail for violating a provision of his participation and staying in cell with the veteran overnight to ease his anxiety. "It's really a team effort. It

takes everyone. You have a lot of people there to pick you up."

Speaking about VA, Olivera said Director Goolsby has been an outstanding supporter and "the local VA has been 'Johnny-on-the-spot.'"

The Cumberland County VTC is a hybrid Drug and Mental Health Treatment Court, created to provide judicially monitored treatment to Veterans in the criminal justice system struggling with substance addiction, mental health issues, PTSD or TBI.

From the all Veteran or military affiliated treatment team, to the VA-assigned Veterans Justice Outreach (VJO) Specialist facilitating treatment and housing services, to the Veterans Service Officer (VSO) assisting with benefits, to the Veteran Mentors assisting the mentees in receiving needed services as well as navigating the court process, the Cumberland County VTC features a heavy Veteran presence. It's very much about Veterans helping Veterans.

The Veteran must attend counseling, community support meetings, participate in a stringent



Photos by Jeff Melvin

Some members of the Veterans Treatment Court team are acknowledged

drug testing program and perform community service. At the end of the year-long program, the successful graduate may be eligible to have his or her original charges dropped or expunged.

Court coordinator Craig Shore, an Air Force veteran, described the court as walking a fine line between jurisprudence and treatment, advocacy and accountability.

"As a program, we will find the Veteran, offer assistance, assess their needs, manage their care and teach them efficient problem solving," Shore said.

Once homeless, estranged from his family, battling substance abuse and facing several felony charges, a year later Vann says he's a different person. "I

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Highlights

: VTC ceremony

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am employed full-time and have an apartment with home furnishings. I have a car and most importantly, the fractured relationships are healing.”



Garrett Vann

Olivera said Vann’s graduation is proof that the program works and his transformation will serve as inspiration for others.

“He has a job at the VA. He’s working on trying to get home. He talks to his parents over the weekends, he’s been clean for over a year,” Olivera said of Vann.

The proud VTC graduate plans to become a mentor and also hopes other Veterans will follow in his footsteps.

“I encourage Veterans involved in the criminal justice system to check out the Veterans Treatment Court.,” Vann said. “It was a life changing experience for me and I want to share my story. “

Fayetteville VAMC Veterans Justice Outreach (VJO) Specialists Cristen Koslik and Curtis Morrow



Retired District Court Judge Beth Keever
And then-NCDVA Director Ilario Pantano

serve as VTC consultant and FVAMC liaison between the assorted parties involved in the Cumberland and Harnett County VTC programs, respectively. VJO Specialists work with Veterans in a variety of justice system settings, but their work in the courts is the most visible.

For more information about the VJO program, contact Koslik at (910) 488-2120 ext. 7269, email christen.koslik@va.gov or Morrow at (910) 488-2120 ext. 7225, email curtis.morrow@va.gov. Contact coordinator Craig Shore at (910) 475-3243, email Craig.V.Shore@nccourts.org for information about the Cumberland County VTC. For information about the Harnett County VTC, contact Mark Teachey at (910) 814-4515, email Mark.A.Teachey@nccourts.org.

For information about Veterans Courts in general, visit www.justiceforvets.org.



Judge Olivera congratulates Vann, VTC coordinator Shore is in the background



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Nurses Week 2016

Thank you to our dedicated nursing staff. Nurses' Week begins each year on May 6 (National Nurses Day) and ends on May 12 (honoring the birthdate of Florence Nightingale). Nurses are a source of strength and compassion for families, and they selflessly commit themselves to our Veterans' well-being — not just during Nurses Week, but every day of the year.



Photo by Jeff Melvin

Bake off 1st place winner Chastina Brown, center, and 2nd place winner Colleen Linenberger, left, pose for a photo op with the judges for the Nurses Week bake off contest held at the medical center.



Photo by Brad Garner

Nursing leaders present mementos to guest speaker Mary Boykin Brown, retired Director of Nursing, Sampson Community College



Photo by Jeff Melvin

Blessing of the Hands ceremony at the Fayetteville VAMC



Photo by Brad Garner

Blessing of the Hands ceremony at the Fayetteville HCC



Joshua Davis was one of 21 nursing staff presented with Patient Care Excellence Award for demonstrating excellence in providing nursing care and customer service to the veterans, families and team members.

The other recipients are: Nick Ball, LaVera Best, Beverly Herring, Seo Hyang, Jessy Joby, Glenda Kessen, Bridgett McNatt, Barbara Parker, Cathy Patrick, Ellen Ray, Katie Rockwell, Sharon Saul, Gail Shope, Sandra White, Lakysa Williamson, Shelton Sutton, Allison Melton, Sheila New-Horne, Sharma McLucas, and Mary Reynolds.



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White Uniform Day Group photo at the Fayetteville HCC.

Photos by Brad Garner



Nurse Week group photo at Fayetteville VAMC



ICU Nurse Manager Darrell Greene gets in on the White Uniform Contest

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Program aims to help Veterans heal relationships

By Jeff Melvin
Fayetteville VAMC Public Affairs Officer

All injuries Veterans suffer aren't physical. For some, the wear and tear on their bodies is surpassed by the toll on their relationships. In early April, 31 VHA staff members across the region participated in a four-day session learning skills and techniques to help Veterans heal their relationships with loved ones.

At the end of the gathering held at the Fayetteville Health Care Center the group became facilitators for the Warrior to Soul Mate program, a collaboration between VA chaplain and mental health professionals.

"Our goal is to help strengthen the relationship between the Veteran and their significant other in both the Fayetteville and Wilmington area," said Fayetteville VAMC Chaplain Paul Witt, co-coordinator with Dr. Patricia Rowan, a licensed marriage and family therapist or MFT. "Many programs are for the Veteran only but the Warrior to Soul Mate workshop or retreat will be for couples."

Dr. Rowan, who heads the Fayetteville VA MFT program, echoed Witt's comment. The program's goal is to help Veterans and their partners "get educational tools that may help renew, reconnect, and restore their intimate relationships," she said.



Warrior to Soul Mate or W2SM's group, retreat and workshop style format enables couples to immerse themselves without ex-

ternal stressors in the home environment, and build additional supports through interactions with other couples.

Rowan and Witt want to spread the word about W2SM, a relatively new program that is being introduced across the country. Two Warrior to Soul Mate groups are coming up soon. One will be held at the FVAMC starting June 24; and one will be held in July at the Wilmington HCC (date TBD). Each session accommodates five couples and last six weeks.

They are seeking funding to offer two larger groups at those sites in August.

For more information about the Warrior to Soul Mate program, contact Chaplain Witt at (910) 822-7031; email paul.witt@va.gov or Dr. Rowan at (910) 488-2120 Ext. 5536, email patricia.rowan@va.gov.



Highlights

Tribes learn about services, exchange info during forum

Fayetteville VAMC hosted a Native American Indian Forum/Roundtable Feb. 25, 2016 at the VA Health Care Center at 7300 South Raeford Road.

Attendee were treated to updates/information on services and programs available through the Fayetteville VAMC. In addition, a representative from each Tribe shared information about their respective tribe/organization.

“This is also an opportunity for the Fayetteville’s staff to gain a better understanding about our American Indian Veterans and their needs,” wrote Medical Center Director Elizabeth “Betty” Goolsby in a letter announcing the event.

“Our goal is to continue the partnership with the NC Commission of Indian Affairs and Tribal leaders in an effort to continue providing better services to meet the needs of our Native American Indian Veterans.”

Director Goolsby urged the representatives to “take this opportunity to learn more about the current services the medical center staff provides. We are continually working to be the provider of choice to meet our Veterans’ health care needs.”

This is the 3rd year in a row the medical center has hosted the forum.



Photos by Jeff Melvin

Brenda Moore, Waccamaw-Siouan Tribe housing coordinator, shares remarks during Fayetteville VAMC’s Native American Indian Forum/Roundtable.



Gene Jacobs, Chief of the Coharie Tribe, stresses a point .



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Highlights

VA 2K Walk & Roll

A sizeable crowd turned out for the annual VA 2K “Walk and Roll” event held this year for the first time at the Fayetteville HCC. Hosted by our Health Care for Homeless Veterans (HCHV) and Health Promotion and Disease Prevention (HPDP) Programs, the event coincides with National Employee Health and Fitness Day. It promotes health and wellness and benefits homeless Veterans.



Photos by Brad Garner



Photo by Jeff Melvin

Wilmington HCC held a 2K Walk & Roll also.



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Highlights

HR shares steps to ensure hitch-free employee clearance

Facilitating the transition of employees is very important. The Human Resources Department has created a standard SOP outlining the responsibilities of the service and HR (*see MCM NO. 05-41*). To keep the stress of clearing at a minimum, here's a reminder of the losing services' responsibilities. Please take a moment to familiarize yourselves with proper clearance procedures.

It is the service's responsibility to initiate a Standard Form 52 (SF-52) immediately upon notification of the employee's desire to terminate, separate or transfer to another medical center or government agency through WEBHR with the following: the correct effective date, employee's forwarding address, and reason for separation typed under "Remarks" section of the SF-52.

Communication is the key to providing good customer service so please forward the SF-52 immediately with the correct effective date to the service's Human Resources Specialist to complete separation and generate employee's benefits package.

On the day of clearance, which is no later than the employee's last day of work, the employee will report

to the service for the Employee's Clearance from Indebtedness form (VA Form 3248). The service will fill out the top portion and sign off in the employee's service blocks.

The service will also call IT for a NOIS number and write the number in the block provided. Please write in the ARPA number from the SF-52 in the block provided. It is mandatory for each block under the department/staff offices heading to be signed off by the coordinating service prior to the employee arriving at HR to clear.

HR is next to the last stop. The final stop is the Agent Cashier where the clearance form will then be turned in to ensure payment of final salary.

Please note: If the employee is absent without leave (AWOL) or fails to return to duty, the Service designee/alternate will be responsible for clearing the employee. No final salary check or SF-50 will be released until proper clearance has been attained.

Following these procedures will ensure Human Resources is able to properly clear an employee without a hitch.



JUNE 14TH:

THE BIRTHDAY OF THE U.S. ARMY

June 14, 2016, marks the 241th birthday of the U.S. Army. On June, 14, 1775, Congress approved the raising of 10 companies of riflemen to enlist in Maryland, Pennsylvania and Virginia until the end of the Revolutionary War. These were the first troops Congress agreed to pay from its own funds, and later became the 1st Continental Regiment. George Washington received his appointment as commander-in-chief of the Continental Army the next day, and formally took command at Boston on July 3, 1775.



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Patient Safety

Just culture — where we are and where we are going

Tamara Passut

Fayetteville VAMC Patient Safety Manager

It has been my pleasure to serve as your Patient Safety Manager for the past 3.5 years! We have demonstrated great systems and process improvements throughout this time thanks to the reported events and close calls staff have identified across the enterprise.

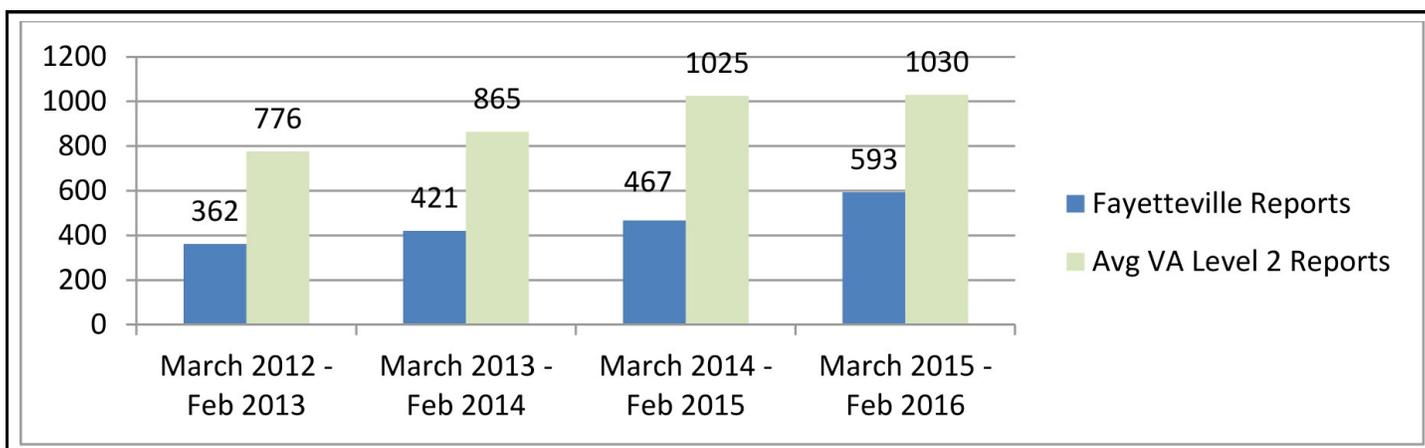
As a result over 150 employees have served on Root Cause Analysis and HFMEA proactive risk assessments over that time in the interest of patient safety, to develop strong actions and improve outcomes for the Veterans we serve!

Now as we look to the future we ask you to embrace a strong Just Culture mindset in every element of your daily work responsibilities. Just Culture dictates that each employee will embrace the use of a reporting system to ensure we identify any possible system or process failures with complete transparency and collaborative mindset.

I ask you not to dwell on what an individual may have done to cause an error, but recognize humans are fallible and capable of mistakes. Also know that continuing to work in systems that are often flawed will only cause those human errors to have a greater likelihood of occurrence and often with more catastrophic outcomes.

A Just Culture **Holds individuals accountable for their actions, but does not punish individuals for issues attributable to flawed systems or processes.** That being said, no individual can clearly see the problems and solutions all together – instead rely on teams, communication, open dialogue and time to reflect on possibilities in correcting the root cause to an issue.

Below is the evidence that we do not “over-report” adverse events and close calls – but we are making steady gains in ensuring that our reporting system is utilized, and staff does not feel intimidation or any kind of retribution from speaking up! That is a sign of a Just Culture in motion! Great Job and keep it up.

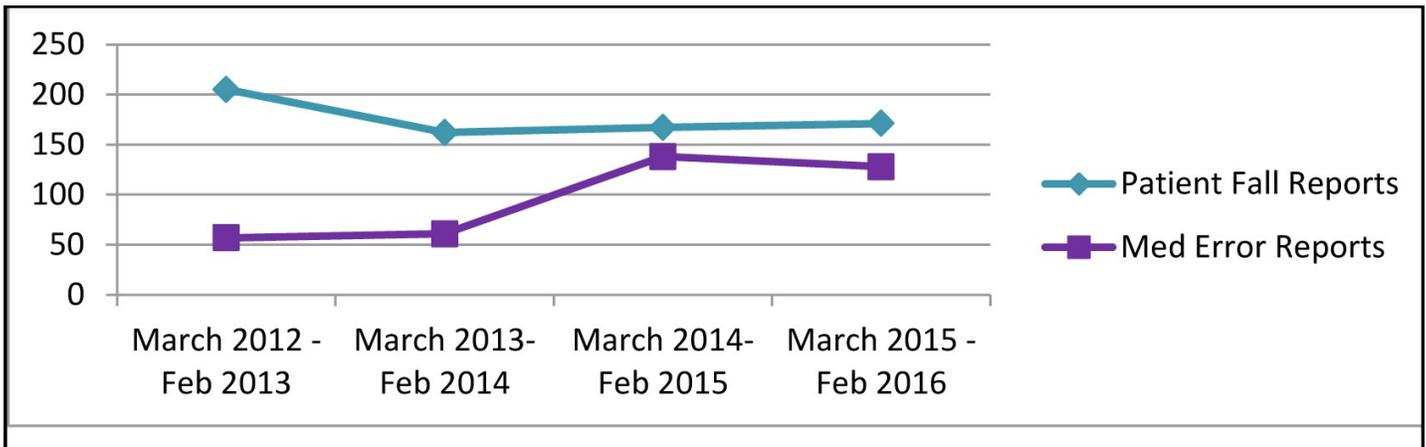


Patient Safety

: Just culture

The entire organization has demonstrated a collaborative approach to preventing adverse harm from medical practices. This is exemplified in the below graph, showing we have increased the reporting of medication adverse events (there hasn't been more, there is just more reporting) and we have significantly reduced the number of patient falls and maintained those gains. This can only be done in a culture willing to opening talk about adverse events and open a dialogue for prevention – while distancing ourselves from individual blame. Great job and keep it up!!

Thank you for all you do for the Veterans and your Co-workers!!



Just Culture Behavioral Tool:



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Highlights

Sexual Assault Awareness & Military Sexual Trauma Survivor Support Walk

In conjunction with Sexual Assault Awareness Month observances across the nation, Fayetteville VAMC presented a Clothesline Project Display April 15 on the Ramsey Street campus. Along with the display, an MST Survivor Walk took place on the Fitness Trail. The Clothesline Project is a visual display to raise awareness about the impact of military sexual trauma, sexual assault, and sexual abuse. For more information about Military Sexual Trauma and treatment, contact Fayetteville VAMC's MST Coordinator, Dr. Sylvia Branson-Ellis, at (910) 488-2120, extension 5482.



Photos by Brad Garner



FVAMC Clothesline Project

A large image of the Fayetteville VAMC building, a multi-story red brick structure with a clock tower. The image is framed with a blue border. Overlaid on the bottom right is a Facebook social media promotion. The text reads: "www.Facebook.com/FayettevilleVAMC", "Like us on Facebook", and "www.facebook.com/fayettevillevamc". A large white thumbs-up icon and the Facebook 'f' logo are also present.

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The newsletter is published bimonthly.
Please share your story ideas and photos with us.
Enjoy!

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