



VA MID-ATLANTIC HEALTH CARE NETWORK - VISN 6

Vol. 1, No. 10

"Excellent Care – Earned by Veterans – Delivered Here"

Voices of VISN 6

Official news from around *your* VISN

August 11, 2011

Salisbury VAMC Opens New Advanced Cancer Center

By Carol Waters
Salisbury VAMC public affairs

The W.G. (Bill) Hefner VAMC in Salisbury officially opened a new oncology clinic and newly renovated residents' quarters on July 18.

The ribbon cutting ceremonies celebrated the new oncology clinic and the newly renovated residents' quarters, as an example of VA's commitment to deliver excellent and timely health care to Veterans.

The ceremony took place immediately following the opening of the newly renovated residents' quarters. Congressman Larry Kissell attended the event, and said, "These new facilities will help to further complement and facilitate care at the Salisbury VAMC, help-

ing to treat and care for our nation's heroes. We can never fully thank our Veterans for the sacrifices they've made to protect us and our freedom, but we can certainly make sure we do all we can to take care of them."

"The cancer center will bring a state of the art program to Veterans and ensure that patients have access to the most advanced cancer treatment available," said Dr. Charles A. de Comarmond, interim associate chief of staff, medicine service.

The clinic includes exam rooms, treatment rooms, infusion areas, physician offices, and a conference/training room.

The new 13,000 sq. ft. oncology clinic was completed in

Continued on Pg 3



Luke Thompson
Dr. Charles de Comarmond (right), interim associate chief of staff, medical service, shows Congressman Larry Kissell an examination room in Salisbury VAMC's new Oncology Clinic.

Brunswick County Celebrates New Facility

By Ed Drohan
Fayetteville VAMC public affairs

Veterans in Brunswick County now have a way of getting their health care closer to home.

The new Brunswick County Outreach Clinic was formally dedicated during a ribbon cutting ceremony Aug. 8. The facility, located in Supply, N.C., will start seeing patients on Aug. 15.

U.S. Rep. Mike McIntyre, Brunswick County Commissioner Charles Warren and Fayetteville VAMC Director Elizabeth Goolsby cut the ribbon officially opening the facility. During the brief ceremony attended by more than 85 Veterans and other officials who braved 100-plus degree temperatures to be part of the event, McIntyre said it showed how much the community valued the new addition, and showed how VA values the Vet-



Brad Garner
Rep. Mike McIntyre speaks at the Brunswick County Outreach Clinic in Supply, N.C. He applauded the opening of the 2,000 Square foot facility.

erans of Brunswick County.

"We care, we care, we care," McIntyre said. "There are 13,000 Veterans in Brunswick County who need the services where they are, so we

need to bring the services to them.

The new clinic, located at 20 Medical Campus Drive,

Continued on Pg 4

Inside in Brief

Pg 3 VISN 6 is a guide, service dog friendly zone. Oncology Clinic's First Patient.

Pg 4 Secure messaging links patients and providers. Fighting homelessness.

Pg 5 Richmond VAMC to host 32nd National Veterans Wheelchair Games.

Pg 6 VISN 6 - A "most wired" health care system. Welcome to new employees.

Pg 7 VA adopts I CARE core values, characteristics. Quick reference guide.

Pg 8 I CARE principles present in VISN 6. Hampton Honors Volunteers.

Pg 10 Region 4 canteens win national award. Durham canteen recognized.

Pg 12 VISN 6 Sites of Care with addresses and phone numbers for each location.

From the Director

Greetings,

By now, all VISN 6 employees should have received training on VA's new Core Values and Characteristics. They have been developed through a partnership between VA Central Office, VHA, VBA, and VCA, and to my knowledge, this is the first set of Core Values and Characteristics that apply to all VA employees nationwide.

According to Secretary Shinseki, our Core Values define who we are, while our Characteristics define what we stand for and what we strive to be as an organization.

Our Core Values - Integrity, Commitment, Advocacy, Respect and Excellence are easily remembered with the simple acronym, "I CARE." This is a great way to package these words together to help maintain the focus that caring for Veterans is our business.

The entire VISN 6 team should embrace the phrase, "Because I care, I will..." as a call to action. It's a call to do all we can, every day, to positively affect the lives of Veterans and our colleagues. Our Characteristics include being Trustworthy, Accessible, Innovative, Agile and Integrated, and ensuring all our efforts are delivered with Quality.

We must do all we can to earn and maintain the trust of our Veterans, their families and each other. Trust plays a major role in determining if Veterans elect to continue receiving our care and trust between team members also goes a long way to making this organization an employer of choice.

But, as we do not live in a static environment, our future success requires even more. We must be innovative, agile and integrated in order to develop and deliver accessible, quality care, services and benefits in the 21st century. Work-



ing together, we can, and will, provide excellent service with cutting-edge technology, and provide these services in the best manner possible.

We are all challenged to continue looking for ways to exemplify these new Core Values and Characteristics. We must do more than say we care. As our actions speak louder than words, we must take action to demonstrate we care and constantly strive to develop new and better ways to deliver the highest-quality of care possible.

Over the years, I have seen the passion and commitment of our employees in the day-to-day work accomplished at our medical centers, clinics, and special emphasis programs.

I can proudly say that employees throughout VISN 6 are among VA's most dedicated and professional workforce and this team continuously demonstrates a strong commitment to our motto "Excellent Service - Earned by Veterans - Delivered here."

Thank you for what you have done, and please take this message to heart. Caring is our business and we should be the best at what we do now and in the future.

Sincerely, Dan Hoffmann

Voices of VISN 6 is published monthly by VA Mid-Atlantic Health Care Network.

Questions or comments about the newsletter, e-mail Bruce Sprecher@va.gov or call 919-956-5541.



Daniel F. Hoffmann, Network Director
Augustin Davila, Deputy Network Director
Mark Shelhorse M.D., Chief Medical Officer
Bruce Sprecher, Director, Public Affairs
Steve Wilkins, Network Public Affairs
Patrick W. Schuetz, Newsletter Editor

VISN 6 Medical Centers Rated Alongside Civilian Counterparts

By VISN 6 Public Affairs

A recent study conducted by an outside agency evaluated VA medical centers alongside civilian or private facilities, and found VISN 6 facilities to perform very well.

Asheville, Beckley, Durham, Fayetteville, Hampton, Richmond, Salem and Salisbury VA Medical Centers were judged to perform within the national average for areas in which they operate, according to data released by the Department of Health and Human Services that appears on CMS' Hospital Compare Website, www.hospitalcompare.va.gov/.

The information on Hospital Compare provides a general overview of hospitals' performance for a three-year period from July 2007 through June 2010. Anyone considering where to get hospital care can compare hospitals using this information.

"This is encouraging news, because it lets our Veterans and stakeholders know that VA care is as good or better than they would find for similar procedures in the community," according to Mark Shelhorse, the VISN's Chief Medical Officer. Shelhorse added that with studies like this one, performance is generally better than reported, because of continual process improvement, performance should have improved since the data was collected.

Participation in the study is due in part to VA efforts to become more transparent. Secretary of Veterans Affairs Erik K. Shinseki and Under Secretary for Health Robert A. Petzel are committed to transparency and to giving Americans the facts about VA health care.

VA's commitment to the sharing of performance and quality data is helping Veterans and their families make informed decisions about their medical care. Participation in Hospital Compare significantly expands VA's outreach to Veterans and their families and offers direct comparisons of our facilities with private sec-

tor counterparts. In addition, 50 percent of Veterans enrolled in the VA health care system are eligible for Medicare and therefore have some choice in where they receive inpatient services.

Transparency of quality and safety measures helps assure our stakeholders - Veterans Service Organizations, Congress, and the American people - that their investment in VA care benefits Veterans and the Nation.

The success of VA's approach to transparency in data and quality is reflected in VA's receipt of the Annual Leadership Award from the American College of Medical Quality.

The study results directly compare the mortality rates and readmission rates at individual VA medical centers against non-VA hospitals in three diagnoses: Acute myocardial infarction or heart attack, Congestive heart failure, and Pneumonia. The measures were developed by a team of clinical and statistical experts from Yale and Harvard Universities, and the methodology complies with standards for publicly reported outcomes set forth by the American Heart Association and the American College of Cardiology. They were endorsed by the National Quality Forum and adopted for reporting by the Hospital Quality Alliance.

Process of care quality measures are updated quarterly. Outcome (mortality and readmission) measures are updated annually. They will be updated again in July 2012. The Survey of Patients' Hospital experiences, which also appears on the website, is not a viewable report for VA medical centers in the interest of patient privacy.

VA facilities are also using innovative programs such as telehealth to follow patients that have been discharged for pneumonia, heart failure and myocardial infarction.

For more information offline, call the Medicare Helpline at 1-800-MEDICARE (1-800-633-4227). TTY or Text Telephone users should call 1-877-486-2048.

VISN 6: A Guide, Service Dog Friendly Zone

By Richmond VAMC public affairs

VISN 6 medical centers are guide and service dog friendly zones. Under Federal law, Veterans, visitors, and employees who require the use of trained guide and or service dogs will have access to hospitals, nursing homes and other health care facilities.

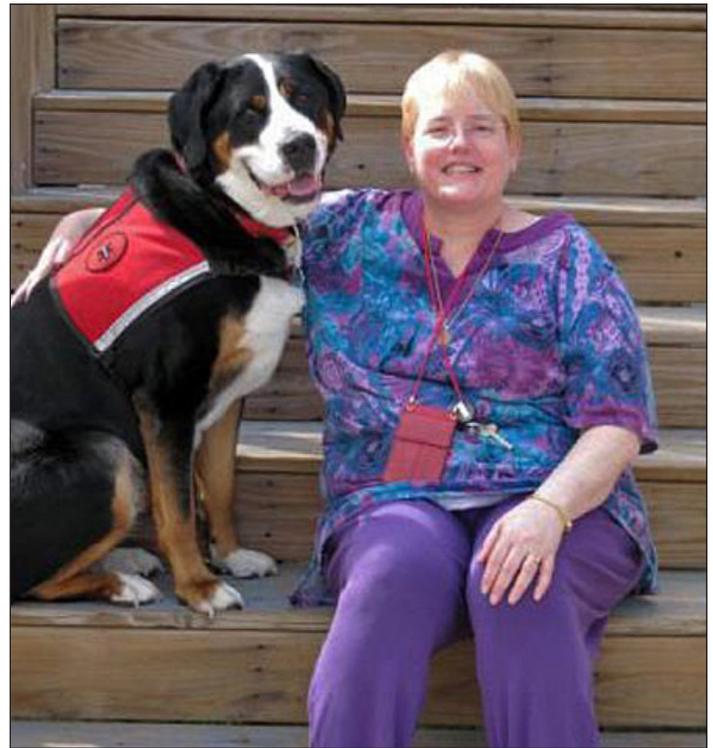
A guide dog has been specially trained to guide a blind or visually impaired person. A service dog has been specifically trained to help persons who have disabilities other than visual impairments. This may include, but may not be limited to, daily living activities, such as pulling a wheelchair, retrieving items, alerting the hearing impaired to intruders or sounds, etc.

A psychiatric service dog may be used to assist Post

Traumatic Stress Disorder patients in coping with their symptoms.

The owner of the guide or service dog is responsible for the animal's behavior and control and is also responsible for the feeding, grooming and other aspects of the care of the animal.

The use of a guide and or service dog is permitted in all areas of the medical center with the exception of areas where sterile or invasive procedures are performed or areas that require gowns and masks to reduce the risk of contamination, including operating rooms, intensive care units, infection disease units and/or rooms, dialysis centers, pharmacy, microbiology labs, special procedure rooms, chemotherapy rooms, dermatology or allergy clinics, or any other clinical area restricted by a physician's order.



Debbie Voloski

Bredga Neal, Beckley VAMC employee, sits with her service dog, Heidi. She is trained to bark if Neal becomes incapacitated and has an automatic dialer at home to alert 911 if no one is available.



Luke Thompson

Gail Beasley, RN, MSCN; Anthony Dawson, associate medical center director; and Dr. Charles de Comarmond are seen with Veteran Debra Johnson (seated), the new Oncology Clinic's first patient.

Oncology continued from Pg 1

16 months at a cost of nearly \$481,000. Veterans will receive clinical care by oncology specialists, and chemotherapy in areas specially designed to create a home-like environment. The cancer center will be

staffed with oncologists jointly appointed with Wake Forest University Baptist Medical Center's Comprehensive Cancer Center, pharmacists, oncology trained nurses, and extensive and diverse support staff.

First Patient Thrilled With Oncology Center

By Dwight Holmes
SalisburyVAMC public affairs

When Salisbury VAMC's new Oncology Clinic opened its doors July 18, Debra Johnson had the distinction of being the first patient to be seen.

Because Johnson has been receiving her cancer treatment through the Salisbury VAMC, she felt qualified to comment on the new facility.

"I think it's nice, really nice. I like the color scheme and I love the waiting room. The rooms have nice recliners. It's state-of-the-art!"

Although she likes the Salisbury VAMC, Johnson added, "It makes you feel like you're not coming to a 60-year-old building. This is truly nice."

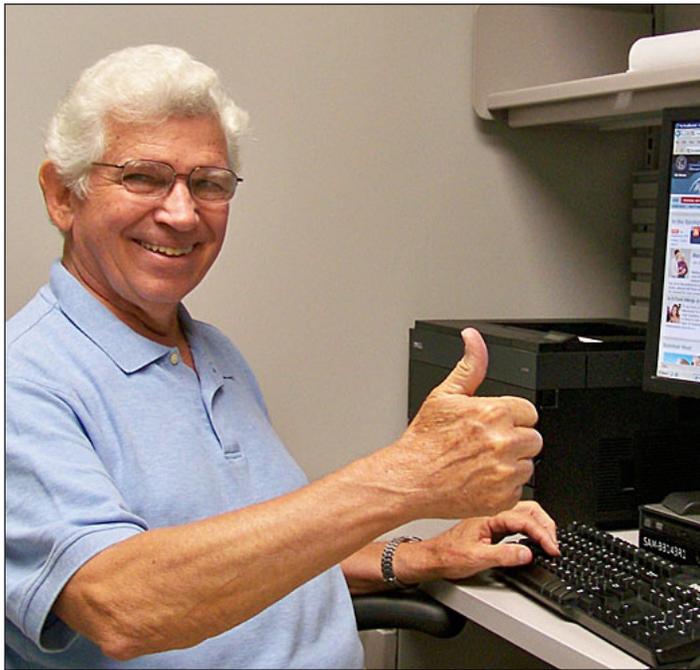
Salisbury's oncology clinic is a state-of-the-art cancer center that will provide general oncology care to Veterans. The clinic includes exam and treat-

ment rooms, infusion areas, physician offices, and a conference/training room. At almost 13,000 sq. ft., the project took 16 months to complete at a cost of just over \$481,000.

Johnson served in the Army for five years and comes from a family of Veterans. Her father retired from the US Air Force, and she has three other siblings who served in different branches of the military.

When asked how the new oncology clinic would benefit other Veterans, she replied, "Anytime you see a completely renovated area in the VA hospital, it improves morale big time! It shows the Veterans that the money is working for them. This is art!"

New technology will assist doctors in delivering the best possible care to Veterans for years to come. Would other Veterans like the new oncology clinic? Johnson exclaimed with a resounding, "Yes! Yes!"



Marian McConnell

Louis Hudson, Veteran, former employee, and patient in Salem's Primary Care Clinic 2, was the first Salem VAMC patient to test My HealthVet secure messaging.

Secure Messaging Links Patients & Providers

By Marian McConnell
Salem VAMC public affairs

Mr. Robert "Louis" Hudson, Veteran, former VA employee, and a current patient in Primary Care Clinic 2, was the first patient here to test My HealthVet secure messaging.

Secure messaging is web-based, encrypted communication between patients and health professionals. For patients, secure messaging through My HealthVet offers convenient access to healthcare team members for non-urgent issues. For clinical staff, secure messaging provides a personal and efficient way to communicate with patients. Secure messaging can be an alternate mode of communication to the telephone, and can improve the quality of in-person visits.

Mr. Hudson has been using MHV since it became available at the Salem VAMC and uses it to track his health information and request prescription refills. Since April he has been happy to help test the secure messaging feature by receiving and responding to messages from his provider. He has even used the system to inform his provider of some non-VA care he received. "It's usually only a matter of hours before I get a reply," he says, "or perhaps half a day if I send a message late on Friday, then I hear back on the following Monday."

Before secure messaging was available he had to contact the team by phone. "This system is confidential, easy, quick, and convenient." He plans to continue using secure messaging and gives it a big thumbs up!

VA Launches Initiative To Fight Veteran Homelessness

WASHINGTON – Secretary of Veterans Affairs Eric K. Shinseki announced today the award of nearly \$60 million in homeless prevention grants that will serve approximately 22,000 homeless and at-risk Veteran families as part of the new Supportive Services for Veteran Families program.

This initial \$60 million award will serve Veteran families at 85 non-profit community agencies in 40 states and the District of Columbia, including \$700,000 for North Carolina organizations in Winston-Salem and Raleigh under VA's new homeless prevention initiative.

"This new homeless prevention program will provide

additional comprehensive support to Veterans who have served honorably and now find themselves in a downward spiral toward despair and homelessness," said VA Secretary Eric K. Shinseki.

"This program expands our capacity to act before a Veteran becomes homeless and to target the problem of family homelessness. These grants would not have been possible without the extraordinary partnerships forged with community organizers who are firmly committed to making a positive difference in lives of Veterans and their families."

The SSVF Program, a critical element of VA's plan to prevent and end homeless-

ness among Veterans, will promote housing stability among homeless and at-risk Veterans and their families. Under the SSVF program, VA awards grants to private non-profit organizations and consumer cooperatives that can provide a range of supportive services to eligible very low-income Veteran families.

Locally, grant funds of \$560,085 are to be distributed to the United Way of Forsyth County, Winston-Salem, N.C. to serve approximately 100 households in Forsyth County and \$144,910 will go to Passage Home of Raleigh to serve approximately 20 households in Wake County.

Supportive services in-

clude outreach, case management, assistance in obtaining VA benefits, and assistance in obtaining and coordinating other public benefits.

Grantees will also have the ability to make time-limited temporary financial assistance payments on behalf of Veterans for purposes such as rent payments, utility payments, security deposits and moving costs.

More information about VA's homeless programs is available online at www.va.gov/homeless. A list of award recipients and details about the Supportive Services for Veteran Families program are available online at www1.va.gov/homeless/ssvf.asp.

Brunswick continued from Pg 1

is 2,000 square feet and will consist of one PACT team – a provider, registered nurse, licensed practical nurse and a medical administration specialist – who will provide primary care services for Veterans. The team will see patients Monday through Thursday, with other

specialty care services using the facility each Friday.

Brunswick County Outreach Clinic joins Community Based Outpatient Clinics in Robeson County, Hamlet, Jacksonville and Wilmington, N.C., in providing greater access to care for Veterans cov-

ered by the Fayetteville VAMC. Plans call for another CBOC in Wayne County, as well as a new 80,000 square foot Multi-Specialty Outpatient Clinic in Wilmington. There are also plans in place to expand the size of the Jacksonville CBOC to meet the growing patient load that comes with being ad-

jacent to Camp Lejeune.

For Paul Fisher, a retired Army colonel who lobbied for this local clinic, the ribbon cutting was the culmination of several years of hard work. "This is beautiful," Fisher said. "This has been a long time coming, and it's great to finally have it here."



Richmond VAMC To Host 32nd Veterans Wheelchair Games

By Richmond VAMC public affairs

With the 31st National Veterans Wheelchair Games just put to bed Aug. 6 in Pittsburgh, Richmond sits poised to once again host the week-long competition in 2012.

The first National Veterans Wheelchair Games were held in 1981, the “International Year of Disabled Persons,” at the Richmond VAMC, featuring 74 veterans from 14 states. Next year, Richmond’s McGuire VAMC will host the Games June 24 through July 1.

Presented by VA and the Paralyzed Veterans of America, the Games offer athletic competition in 17 sports for almost 600 athletes annually. In 2010, athletes traveled from 45 states, Puerto Rico and Great Britain to attend the event.

Any honorably discharged Veteran who uses a wheelchair to compete in sports and is eligible for health care can register to compete in the Games. There is no registration fee.

Using several venues throughout the city, the Games will require close to 2,000 hotel rooms, the cooperation of the Richmond Community and hundreds of volunteers to ensure its success.

Often described as the

“biggest, little town around,” Richmond offers impressive museums like the Virginia Fine Arts Museum which boasts international exhibits, the Edgar Allen Poe Museum, and the Science Museum of Richmond.

Richmond, the capital city, places you at the heart of the excitement that Virginia has to offer and is the perfect location for the 32nd National Veterans Wheelchair Games.

It is a privilege to have the Games return to our community. Centrally located, Richmond is just a short drive from the breath-taking Blue Ridge Mountains, the Atlantic Ocean and is just south of our nation’s capital.

We are very proud to host the 32nd National Veterans Wheelchair Games and excited to share Richmond’s hospitality with our visiting athletes, coaches, volunteers and staff members. Welcome home 32nd National Veterans Wheelchair Games!

For more information call Alison Faulk, 32nd National Veterans Wheelchair Games Local Chairperson at 804-675-5208 or email: alison.faulk@va.gov. For volunteer information, call McGuire VAMC at 804-675-5135 or email Janet Langhorne at janet.langhorne@va.gov.

VA Workforce Diversity Program Recognized

WASHINGTON – The Department of Veterans Affairs has been selected by the Hispanic Association of Colleges and Universities to receive the Outstanding HACU Public Partner Award in recognition of the Department’s efforts to bring Hispanics into its workforce. The award will be presented at HACU’s 25th Annual Conference this October in San Antonio, Texas.

“This award demonstrates VA’s commitment to a diverse workforce,” said Secretary of Veterans Affairs Eric Shinseki. “These young people are given a unique opportunity to learn about the Department of Veterans Affairs and Federal Government through the HACU internships. Many will return to VA as fulltime employees.”

The program’s objective is to provide professional work experience that will enable Hispanic students make more informed career choices and supplement their academic study with practical experience. VA’s Veterans Health Administration alone has averaged 58 interns every summer for the last five years.

“Veterans Affairs has been an active and long-term partner in HACU’s National Internship Program,” said HACU President and CEO Antonio Flores. “By its active participation, VA has increased its opportunities to hire well-qualified Latino graduates, thereby diversifying its workforce. At the same time, the internship has raised awareness of young Hispanics about employment opportunities in

public service generally, and the VA in particular.”

Nancy Carrillo, a 21-year-old psychology major at the University of Texas at El Paso, is interning at VA’s Readjustment Counseling Service in Washington, D.C. “I’m very interested in counseling as a career, especially counseling Veterans,” she said. “I appreciate the sacrifice they’ve made for our country. Counseling and helping them reintegrate into civilian life is my way of thanking them.”

Ivan Jimenez, 23, is majoring in architecture and environmental design at the University of Houston. This summer he’s interning in the Facilities Management Office at the VA Medical Center in New Orleans. “This is fun, and I’m learning a lot,” Jimenez said. “Right now I’m helping them design the new fitness center here. I get to go to meetings with the architects and consultants.”

The Hispanic Association of Colleges and Universities is a national association of non-profit higher education institutions. Established in 1986, the association represents more than 350 colleges and universities in the United States and Puerto Rico. The HACU National Internship Program has become the Nation’s largest Hispanic college internship program. HACU represents Hispanic-Serving Institutions where Hispanic Americans constitute as least 25 percent of the total enrollment at either the undergraduate or graduate level.

A Better Way to LIVE

Talk with your health care team about your goals.

- Get Recommended Screening Tests and Immunizations
- Be Involved in Your Health Care
- Be Safe
- Strive for a Healthy Weight
- Be Tobacco Free
- Manage Stress
- Be Physically Active
- Eat Wisely
- Limit Alcohol

Learn more at www.prevention.va.gov

Healthcare Recruitment Recruiter

Harold “Keith” Liles Jr. serves as a National Healthcare Recruitment Consultant for VISN 6 VA Mid-Atlantic Healthcare Network. Prior to joining the Veterans Administration Keith served as a physician and midlevel recruiter from 2008 to 2011 at Delphi Healthcare Partners INC. While there, Keith helped to design the company’s first mid-level recruiting program. He is also an Army Veteran. During his final four years of service Keith served as an Army Recruiter in Durham and Chapel Hill, NC. While recruiting with the Army, Keith was responsible for recruiting multiple career specialties including healthcare professions and officers.



Beckley A. D. For Patient Services

Debra Lynn Legg, RN, MSN, has been appointed as the Associate Director for Patient Care Services/Nurse Executive at the Beckley VAMC, effective July 3. As the ADPC/NE, Ms. Legg is a member of the senior management team and is directly responsible for the oversight of professional nursing practice. She is also responsible for the clinical and administrative leadership for the following programs; acute care, geriatrics and extended care, customer service, patient advocate, nurse recruiter, dependent credentialing, infection control, education, audiology, and the VISN Nurse Telephone Call Program.



Prior to being appointed as the ADPCS/NE, Ms. Legg served as the service line chief for Geriatrics and Extend Care at the Beckley VAMC since 2008. Before joining VA, Ms. Legg gained extensive nursing experience and management knowledge as a director of nursing in long-term care and primary care, administrator of home health and many other positions during her 32 years as a Registered Nurse.

Legg is a graduate of West Virginia Institute of Technology and West Virginia University. “We are pleased to have Ms. Legg accept this position. Her knowledge and experience in nursing and clinical services certainly strengthens the Beckley VA’s senior management team,” stated Karin L. McGraw, director. Legg is a native of Oak Hill, West Virginia and has one daughter, Amanda.

A “Most Wired” Health Care System

By Steve Wilkins
VISN 6 Public Affairs

The Mid-Atlantic Health Care Network and four medical centers within the VISN have been selected among the nation’s “2011 Most Wired Hospitals,” according to Hospitals & Health magazine’s most recent survey.”

The survey, which appears in Hospitals & Health Networks Magazine, recognizes hospitals and health systems for excellence in Information Technology, but is based on the organization’s achievements in adapting IT to meet their current clinical and organizational needs. Hospitals and Health Networks is a leading industry journal for hospital and health care system executives.

Although the entire VISN was recognized with the national distinction, Beckley, Hampton, Salem and Salisbury VA Medical Centers were singled out for their achievement in meeting today’s technological demands.

The “2011 Most Wired Survey” recognized hospitals based on their progress in adoption, implementation and use of information technology in infrastructure, business and administrative management, clinical quality and safety, and care continuum.

Results also showed that 67 percent of the “Most Wired” hospitals ordered medications electronically and 58 percent have implemented a form of computerized ordering based on treatments; and most are leading the industry in the use of data encryption. Many of the facilities also provide opportunities for virtual appointments such as telehealth.

According to the publisher, meaningful use is difficult to achieve; however, the nation’s Most Wired hospitals are making progress. The biggest distinction between the Most Wired organizations and other survey respondents is their ability to present patient documentation as structured data, one of the major criteria required for meaningful use under the American Recovery and Reinvestment Act (ARRA).

Across the country more than 150 public and private hospital and health systems were bestowed the honor. The VISN 6 facilities are among 11 VA facilities and health care systems (including VISNs 3, 4, 6, 7, 11 and the Palo Alto Health Care system) in the group. Five other Virginia facilities are on the list as well as three from North Carolina and one from West Virginia.

Winners are given a plaque and are recognized at the annual Health Forum and American Hospital Association leadership summit. All survey participants receive a copy of the complete report.

VA Launches Careers Blog To Assist Veterans In Gaining Employment

By Darren Sherrard
VA Careers Blog

Hi, my name is Darren. It has taken me a long time to get used to saying that again. I used to be First Sergeant Sherrard or “Top” to some. But today, I am Darren, and I have the best job in the country. I serve Veterans and I do it as if serving my dad, grandfather, great-uncles, cousins, brother-in-law, neighbors, friends and brothers and sisters from 20 years of service; because I am, like some of you, a service-connected disabled Veteran.



My role at the Department of Veterans Affairs is nothing but simple – identify, recruit and assist qualified professionals, like you, to start a career at VA. Our office works with recruitment staff across the nation in an effort to find the best talent.

It takes a lot of doctors and nurses to provide quality care to over five million Vets each year. Like me, some Veterans want to work for VA and do not understand why VA is not 100% Veterans. The big reason is most Veterans are not health care providers. That’s where experience and education are critical. So if you’re using the GI Bill you earned, think health care!

A lot has changed about the ways we find jobs over the years. Today, if you’re interested in learning more, or applying for a position with VA, the best resource is our website: www.vacareers.va.gov. The website contains detailed information on working at VA, links for applying for positions online and much more.

This blog will be focused on providing you information about how you can join our team. Together with our website and our social media efforts, our hope is to give you the best possible glimpse into life as a VA employee.

That said, there is always room for improvement – and we welcome your comments, questions and suggestions.

VA Adopts Core Values, Characteristics

As part of VA's transformational journey, a new set of core values and characteristics was adopted that reflect the agency's guiding principles. On June 20, Secretary of Veterans Affairs Eric Shinseki announced his plan to communicate VA's newly approved Core Values and Characteristics throughout the organization.

The new set of core values are, Integrity, Commitment, Advocacy, Respect, and Excellence. VA's core characteristics establish that VA employees be; trustworthy, accessible, quality, innovative, agile, and integrated. The core values and characteristics are what we stand for and must demonstrate to Veterans.

Since then, leaders throughout VA have been sharing the details of these core values and characteristics and what they mean to us individually with all VA employees. We think it is important to share with all of you what the secretary and VA feel are the heart of service to Veterans. To the right is the secretary's message.

“Core Values describe an organization's culture and character, and serve as the foundation for the way individuals interact with each other, as well as with people outside the organization. Most successful organizations have core values which form the foundation on which everything else is built. Values also serve as a common bond between employees. Our unique VA Core Values and Characteristics underscore our moral obligation to Veterans, their families, and other beneficiaries.

While our Core Values define “who we are,” our Characteristics define “what we stand for,” and what we strive to be as an organization. Our Characteristics are aspirational goals that we want everyone—VA employees, Veterans and the American People – to associate with our Department and with our workforce.

The process used to develop these Core Values and Characteristics was collaborative and inclusive, involving participants from VA's Central Office and all three of our Administrations, and comprehensive – taking nearly two years. Participants from many different VA organizations provided invaluable input into the process. Based on this input and the recommendations of a variety of panels, work groups, and VA Senior Leaders, I have approved VA's Core values and Characteristics as they are depicted above.

Throughout our history, VA's dedicated and professional workforce has always demonstrated a strong commitment to Veterans and exhibited many worthy values aimed at providing best-possible services, care, and support to Veterans. Over the last two-and-a-half years, I have seen those values magnificently at work all across the country at VA facilities, demonstrating the passion and excellence of the work you do. Until today, there has not been one overarching set of Core Values and Characteristics that applied to all VA employees. These are more than just words. They represent our promise to do our best every day, to perform our crucial mission of caring for Veterans, family members, and other beneficiaries. I ask for your enthusiastic support in instilling the results of this work into VA's culture. Let us challenge each other to embrace these Values and Characteristics and look for ways to exemplify them each day.

Thank you all for your great work in helping this values-based Department uphold our sacred trust and moral obligation to care for those “who have borne the battle.””

Eric K. Shinseki

VA Core Values and Characteristics Quick Reference

Because **I CARE**, I will...

Integrity

Act with high moral principle. Adhere to the highest professional standards. Maintain the trust and confidence of all with whom I engage.

Commitment

Work diligently to serve Veterans and other beneficiaries. Be driven by an earnest belief in VA's mission. Fulfill my individual responsibilities and organizational responsibilities.

Advocacy

Be truly Veteran-centric by identifying, fully considering, and appropriately advancing the interests of Veterans and other beneficiaries.

Respect

Treat all those I serve and with whom I work with dignity and respect. Show respect to earn it.

Excellence

Strive for the highest quality and continuous improvement. Be thoughtful and decisive in leadership, accountable for my actions, willing to admit mistakes, and rigorous in correcting them.

VA Core Characteristics

Trustworthy

VA earns the trust of those it serves – every day – through the actions of all employees. They provide care, benefits, and services with compassion, dependability, effectiveness, and transparency.

Accessible

VA engages and welcomes Veterans and other beneficiaries, facilitating their use of the entire array of its services. Each interaction will be positive and productive.

Quality

VA provides the highest standard of care and services to Veterans and beneficiaries while managing the cost of its programs and being efficient stewards of all resources entrusted to it by the American people. VA is a model of unrivalled excellence due to employees who are empowered, trusted by their leaders, and respected for their competence and dedication.

Innovative

VA prizes curiosity and initiative, encourages creative contributions from all employees, seeks continuous improvement, and adapts to remain at the forefront in knowledge, proficiency, and capability to



deliver the highest standard of care and services to all of the people it serves.

Agile

VA anticipates and adapts quickly to current challenges and new requirements by continuously assessing the environment in which it operates and devising solutions to better serve Veterans, other beneficiaries, and Service members.

Integrated

VA links care and services across the Department; other federal, state, and local agencies; partners; and Veterans Services Organizations to provide useful and understandable programs to Veterans and other beneficiaries. VA's relationship with the Department of Defense is unique, and VA will nurture it for the benefit of Veterans and Service members.

VISN 6 Employees Embody I CARE Ideals

By Steve Wilkins
VISN 6 Public Affairs

Over the course of the last month, VA employees have been indoctrinated on a new perspective through the introduction of a set of values and characteristics that Secretary Shinseki hopes will result in improved service to Veterans throughout the nation. Every employee in the organization is being asked to embrace and live according to the new core values: Integrity, Commitment, Advocacy, Respect and Excellence.

The secretary acknowledged that although VA has embraced an attitude of caring in the past, this perspective becomes better defined for employees and thereby becomes more pervasive in VA facilities, so that Veterans notice a positive change that helps them know that VA employees are here for them. When Veterans and their families and caregivers walk into a VA facility, they should find employees who are Trustworthy, Accessible, providing Quality service, Innovative, Agile and Integrated.

Already VA is full of employees who exemplify the ideals expressed in the core values and characteristics. By their nature they are helpful, caring and supportive. In many ways they show us what it means to

live by these values. There are too many to recognize them all at once, but in the coming months we would like to share with you the stories of employees who notably embody one, several, or all of the core values and characteristics that are now a part of our culture, and the Veterans they touch.

We also encourage Veterans and family members to let us know when good things happen, so we might have the opportunity to share the news. Our hope is to receive so much feedback that we won't be able to share it all, but for now we'll start with two employees who have already been identified as models of the new ideals: Susan Easter and Donna Perkins.

Durham's Susan Easter is a Customer Service Manager. According to staff, she is a great advocate for Veterans and goes above and beyond to assist Veterans on a daily basis.

As a Veteran herself, Easter understands the issues Veterans face and has a particular focus on advocacy. According to the facility's Assistant Director, Sara Haigh, Easter is an

advocate "in the truest sense of the word." Haigh continued by saying, "She has strongly promoted the principle of all staff serving as advocates for our patients and their families."

She is in the process of creating a Customer Service Center at Durham to allow Veterans a one-stop-shop for all their questions and needs. Easter has already developed a customer service tool kit for employees to use as a reference. Haigh said she has worked tirelessly to give Veterans the tools they need to provide the right information, when they need it, and solve their issues at the lowest possible level. She provides excellent service that all Veterans deserve and is a role model for her fellow staff.

Co-worker Avis Galspie chimed in with an observation that "Susan has put a face on customer service" at this facility. Galspie concluded, stating, "She truly believes in the I CARE concept, and spends a tremendous amount of time putting what she preaches into practice."

Beckley VAMC Ethics Coordinator, Mike Belcher will tell you that Donna Perkins can be described in one simple word – "Dedication." After working with the administrative staff assistant in Beckley's Integrated Ethics Program, Belcher contends that her dedication and

attention to detail resound with a sincere desire to improve care for Veterans.

Facility Director Karin McGraw registered complete agreement, adding that, "Donna is someone who already wears more than one hat, yet will accept – and at times volunteer – for any additional assignment in order to assist achieving the goals of our organization, including volunteering for Veterans activities held outside our work hours...and her work efforts are consistently at an exceptional level."

When Secretary Shinseki announced the establishment of VA's core values, he included a definition that stated core values describe an organization's culture and character, and serve as the foundation for the way individuals in an organization interact with each other and with people outside of the organization. This definition is being applied to every employee in every facility across the nation. VA's core values define who VA is, what VA stands for and what Veterans should expect when they walk through the door of one of our facilities.



Volunteers Honored For Caring Service To Veterans

By Jennifer Askey
Hampton VAMC Public Affairs

Roaring 20s "flappers" wrapped in red boas and "gangsters" sporting stripes and snazzy hats, streamed into the Hampton Convention Center Monday as the Hampton VAMC volunteers embraced the theme of this year's 65th annual volunteer awards and recognition ceremony.

Before the "speak easy" opened for lunch, volunteers tried their luck at the slots and blackjack table, all with phony money. Inside, guests were greeted by the sounds of the Peninsula Retired Men's Band.

"A life of service isn't al-

ways easy – it involves sacrifices," said DeAnne Seekins, director of the Hampton VAMC, as she addressed more than 280 volunteers in attendance.

In 2010, Hampton VAMC logged 60,748 hours of volunteer support.

"This is both generous and powerful," Seekins said. "Your kindness and caring continue to make a difference to our nation's heroes and contribute to our successes at the Hampton VAMC, and we are proud to have you on our team."

Volunteer Larry Granish, a 24-year retired Air Force Veteran, has provided assistance in the medical facility's Spinal Cord Injury Unit for five

years. After receiving an award for 1,000 hours of service, he shared how impressed he was with the event and proud he is to be a volunteer at the facility.

Another volunteer, Annie Randolph, was recognized for more than 25,000 hours of service in the Voluntary Service and Recreation Therapy office. As she shared her gratitude for the honor, she said she's been volunteering for 33 years because it's the right thing to do and she loves it.

"She is the epitome of what a volunteer should be," said Judith Curtis, chief of Voluntary Service and Recreation Therapy, adding that Randolph is a vital volunteer in the pro-

gram because she brings years of wisdom and experience through nine volunteer service chiefs. "She has a very loving, caring heart for our Veterans and a wonderful, frank and direct personality. It's a great combination!"

Seekins concluded, stating that volunteer service to the nation's heroes drives home the message that Veterans are never forgotten. She said that she speaks for the Veteran community when she says "thank you" for all of the ways they have shown, and continue to show, their commitment to service.

To join the Hampton VAMC volunteer team, call 757-728-3124.

Purple Heart Research Seeks Clues To Longer Life

WASHINGTON – A study led by Department of Veterans Affairs researchers found that aging Veterans who earned the Purple Heart show decreased mortality compared with those who had not earned the medal. Additionally, those war-wounded Veterans who survive into later life—especially those who do not develop posttraumatic stress disorder—may provide valuable clues about resilience to combat stress.

A team of VA researchers who studied more than 10,000 Veterans of World War II and the Korean War produced these findings, which appear online in the journal *Depression and Anxiety*. “Among the older Veterans we studied, those with Purple Heart citations had half the mortality rate of those without Purple Heart citations,” said lead author Tim Kimbrell, MD, a physician-researcher with the Center for Mental Health and Outcomes Research, based at the Central Arkansas Veterans Healthcare System.

Whether those with a Purple Heart had chronic PTSD or not, they were about twice as likely to be alive after 10 years of follow-up, compared with those with no Purple Heart and no PTSD. The study included Veterans who were 65 and older in the late 1990s. It tracked their survival through 2008.

It is estimated that more than a million Servicemembers received a Purple Heart in World War II, and nearly 119,000 in the Korean War. In recent years, researchers with VA and the Department of Defense have sought insight into the psychological and neurobiological factors that enable some Servicemembers to not develop PTSD after traumatic events. The authors of the new VA study say Purple Heart holders who survive long past their war experience without PTSD

may be the ideal population on which to focus such research.

“Our theory was that there are many factors that contribute to resilience to PTSD, and these same factors may increase survival,” said Kimbrell.

The researchers were surprised to find that among Purple Heart recipients, those with PTSD had slightly lower mortality than those without PTSD. This is a contradiction to several studies that have shown a link between chronic stress conditions such as PTSD and worse survival. Kimbrell and colleagues suggest this finding is due to what they term “early attrition.” Those who had been physically injured in World War II or Korea and suffered PTSD may have been less likely to survive until age 65 in the first place; the PTSD-Purple Heart group included in their study may have been an exceptionally healthy and hearty cohort of Veterans.

The researchers say further studies involving these Veterans, as well as those who were wounded in combat but did not develop PTSD, may provide insight to help prepare future Servicemembers cope with the stress and trauma of war.

Kimbrell, in addition to his VA role, is also a professor at the University of Arkansas for Medical Sciences. He collaborated on the study with other authors from his site, as well as with colleagues from the Houston Center for Quality of Care and Utilization Studies, at the Michael E. DeBakey VA Medical Center; Baylor College of Medicine; the Ralph H. Johnson VA Medical Center in Charleston, SC; the Medical University of South Carolina; and the University of Texas Health Science Center.

For more information on VA research, visit www.research.va.gov.

VA Doctor Named One Of Top 25 Women In Health Care

WASHINGTON – Dr. Tracy Gaudet, Director of the Department of Veterans Affairs’ newly established Office of Patient-Centered Care and Cultural Transformation, has been selected as one of the top 25 Women in Health Care by *Modern Healthcare* magazine for her leadership in serving Veterans.

“We are very proud that Dr. Gaudet has been selected for this top honor,” said Dr. Robert A. Petzel, VA’s Under Secretary for Health. “Dr. Gaudet’s selection for this award, as well as her selection as Director of our new Office of Patient Centered Care and Cultural Transformation, reflects VA’s commitment to excellence by hiring the best clinicians and medical professionals available to serve our Nation’s Veterans.”

Modern Healthcare magazine is one of the health care industry’s leading business news publications. An editorial board of its senior editors

selected the Top 25 Women in Health Care for 2011, and the recipients were announced and profiled in the magazine’s April 18 issue.

Dr. Gaudet began her new position at VA in January after serving as the Executive Director of Integrative Medicine at Duke University Medical Center since 2001.

“I am truly honored and believe my selection is a reflection of the commitment the VA has to developing and delivering a new patient-centered model of care for our Veterans,” Dr. Gaudet said. “Working together, we can do what is right for our Veterans, and for our country, at this critical time in the history of medicine.”

Dr. Gaudet received her Bachelor of Arts degree from Duke University and completed her M.D. at Duke University’s School of Medicine.

For more information about VA please visit www.va.gov.



Learn more about careers at VA.
Share your stories and ideas.
Discover your professional calling.
www.blogs.VA.gov/vacareers

Department of Veterans Affairs

New Tool Translates Military Jobs To Civilian

The DirectEmployers Association, a nonprofit consortium of more than 600 U.S. employers, has launched a program to assist transitioning military personnel find employment.

The program allows service members and Veterans to type their military occupational code followed by the “.jobs” domain (for example, www.11b.jobs) into an internet browser, and pull up postings for jobs that require similar skills as their military specialty.

The program is linked to more than 860,000 employment opportunities from more than 90,000 employers nationwide.



VA
HEALTH
CARE

Defining
EXCELLENCE
in the 21st Century

Region 4 Canteens Win National Award

Veterans Canteen Service Region 4, which included all the stores and cafes in VISN 6 last year, was selected Region of the Year for 2010 in the national VCS competition. According to VCS, customer service and nurturing relationships are the keys to success. "VCS team members throughout VISN 6 understand the needs of our patrons. We work hard every day to provide the products and service they want and to exceed their expectations," said Danny Mannlein, Chief of the Durham VCS.

Established in 1946, the "Canteen" was created to provide merchandise and services at reasonable prices to Veteran patients, caregivers, and visitors in VA hospitals and domiciliaries. While the Veterans Canteen Service logo was changed in 2010 to the Value Convenience Service, the mission has not changed. The 3,600 VCS employees VA-wide provide retail, food, and vending services to millions of Veterans, caregivers and visitors each year.

According to Mannlein, the 33 members of the Durham VCS strive to deliver merchandise and services of exceptional quality and value in an environment consistent with high levels of satisfaction and comfort. "Our goal is to provide Veterans with everything they may want or need, and to get to know each and every one of them as a customer and a person," Mannlein said.

"Excellent Service --Earned by Veterans--Delivered Here is the VISN motto, and while the Canteen is a separate service, the great work done by all our VCS employees directly supports the VISN's desire to care for Veterans in the best manner possible," said VISN 6 Network Director Dan Hoffmann.

Since 2007, more than 200



Amanda Stanislaw

A customer to the VCS Canteen Dining Service is served a meal by Brittany Jackson, a VCS Food service worker. Her smile is an indication of the Canteen's interest in delivering top customer service and nurturing personal relationships with customers.

store modernization projects have been completed VA-wide. The "New Look" offers a more contemporary shopping/dining atmosphere and an enhanced image that has been well received by VA employees and Veterans. In addition to renovating their interiors, VCS recently rebranded with new logos to identify each area of business.

In conjunction with rebranding, VCS has worked to refresh product assortment and review the top 100 sellers making sure items carried are updated and replenished so that customers can rely on in-stock basic merchandise at the right time, right place and right price. "As an integral part of the VA community, we must be an efficient, innovative, customer-driven organization," Mannlein said.

VCS Patriot Stores & Cafés have expanded offerings to communicate the importance of Value, Health and Wellness with the "Smart Choices" program. According to Mannlein, "Our Patriot Cafés provide nutritional meal choices and cus-

tomers can look for the "Smart Choices" stickers used to identify healthy snack/food items in our vending machines. Soon, our new register systems will provide our customers with caloric information printed right on their receipt."

Another service involves the VA/VCS All Services Exchange Catalog. Working through the military resell Exchange Systems, VCS provides patrons a wide variety of on-line shopping options. And, as is done through the DOD exchange service, a portion of the profit from VCS sales goes back into serving Veterans in many ways. VCS profits help sponsor VA's rehabilitation games like the National Wheel Chair Games which will be hosted by the Richmond VAMC in Aug 2012. Profits also go into supporting Fisher Houses, Poly-Trauma Centers, efforts to eliminate homelessness among Veterans, as well as being used to assist Veterans with disaster relief efforts.

To learn more about the canteen visit the web site: www.vacanteen.va.gov.

Durham Canteen Nationally Recognized

A VISN 6 customer service function was recently recognized nationally for the excellent work they do. The Durham VAMC Canteen Service celebrated selection as 2010 Outstanding Canteen winner with an assembly in the Patriot Café Aug. 1.

After receiving the award at the VCS awards dinner in St. Louis, Durham's Canteen Chief, Danny Mannlein exuberantly declared, "I have had the pleasure of working with a super team at the Durham VAMC." Proudly, he continued, "They care very much about the Veterans they serve each and every day, their customer service skills are unmatched. When you work with a dedicated team such as this the rest follows behind."

The selection was made after 180 locations were considered according to their accounting practices, sales, accountability, surveys, appearance, training, sanitation and food standards.

The award recognizes performance between February 2010 and January 2011.

Individual awards were also presented to VCS employees during the ceremony. Durham VAMC director Ralph Gliotti was on hand, with VCS' regional leader Ty Wallace and national associate director of field operations, Mike Wallace to make the presentations.

Employees, with the entire Durham VAMC staff were treated to a banquet spread that included cakes, snacks and beverages to mark the occasion.



WOMEN VETERANS HEALTH CARE

*You served, you deserve
★ the best care anywhere.*



VA Launches Childcare Pilot Program For Appts.

WASHINGTON – Secretary of Veterans Affairs Eric K. Shinseki announced the launch of free, drop-in childcare service centers at three VA medical centers to an audience of more than 700 participants attending the Fifth National Summit on Women Veterans' Issues July 15-17 at the Hyatt Regency Washington on Capitol Hill.

"We know that many Veterans, particularly women Veterans, are the primary care takers of young children," said Shinseki. "We want these Veterans to have the opportunity to access the high-quality health care that VA offers, and we believe that these childcare centers will make it easier for Veteran caregivers to visit VA."

The pilot centers are part of VA's continuing effort to improve access to health care for eligible Veterans, particularly

the growing number of women Veterans. Congress established this childcare initiative as part of the Caregivers and Veterans Omnibus Health Services Act of 2010 which was signed by the President in May 2010. The three sites and childcare details include:

- Northport, NY: 30 child capacity, 7:30 a.m. to 4 p.m., ages 6 weeks to 12 years
- Tacoma, WA: Varying capacity, 7 a.m. to 6 p.m., ages 6 weeks to 10 years
- Buffalo, NY: 6 to 10 child capacity, 6 a.m. to 6 p.m., ages 6 weeks to 12 years

All the pilot childcare centers will be operated onsite by licensed childcare providers. Drop-in services are offered free to Veterans who are eligible for VA care and visiting a facility for an appointment.

In a survey, VA found that

nearly a third of Veterans were interested in childcare services and more than 10 percent had to cancel or reschedule VA appointments due to lack of childcare.

This pilot program will benefit both men and women Veterans. Development of the pilot program was facilitated by the Women Veterans Health Strategic Health Care Group, which strives to make positive changes in the provision of care for all women Veterans.

"While the number of women Veterans continues to grow, they use VA for health care proportionately less than male Veterans," said Patricia Hayes, Chief Consultant of the VA's Women Veterans Health Strategic Health Care Group. "We hope that by offering safe, secure childcare while the Veteran attends a doctor's appoint-

ment or therapy session, we will enable more women Veterans to take advantage of the VA benefits to which they are entitled."

Women Veterans are one of the fastest growing segments of the Veteran population. Of the 22.7 million living Veterans, more than 1.8 million are women. They comprise nearly 8 percent of the total Veteran population and 6 percent of all Veterans who use VA health care services.

VA estimates women Veterans will constitute 10 percent of the Veteran population by 2020 and 9.5 percent of VA patients.

For more information about VA programs and services for women Veterans, please visit www.va.gov/womenet and www.publichealth.va.gov/womenshealth.

Shinseki Addresses 2011 Women Veterans Conf.

As some know, I am both a suffering and an insufferable Boston Red Sox fan. Frank Sullivan is a Red Sox Hall-of-Famer who pitched for them for eight years, '53-'61. In his autobiography, Sullivan describes sitting down to a dinner with his 86-year old father, who was living with him and his wife at the time. As Frank noted, "The everyday conversation had waned." But then, he continues, "For some unknown reason, as I finished my last bite of food, the thought occurred to me I really didn't know a damn thing about my father other than the years I had growing up under his wonderful touch."

He would also say of his dad, "If every child had a father like him, there would be no more wars." So, they were close. Yet at that dinner table, realizing that he knew so little

about his dad, Frank describes asking "the simple question I should have asked years before. 'Dad, what was your life like before you met mom?' It was as if I had torn the top off a new box of goodies. It was like opening a rare bottle of wine. It was what I should have asked when I was old enough to talk." Sullivan described being treated to a spellbinding, non-stop outpouring of his dad's life tour that had him and his wife laughing, crying, mesmerized. He had never had a better night, and it convinced him to write his own story, which became *Life Is More Than 9 Innings*.

Well, I feel a bit like Frank Sullivan at that dinner table, trying to avoid the waning everyday conversations and wanting to ask the right question "that tears the top off the box of goodies."

Where military women are concerned, there is so much to remember; so much to learn; so much to understand; and so much to get right before the growth in numbers of women Veterans puts us, at VA, forever in a cycle of forever playing catch-up. We still have a small window to be able to get out ahead of the surge that is headed our way. It's already begun, but the crest won't arrive for a few years.

VA has the moral obligation to create plans for serving our nearly two million women Veterans.

The women serving today carry with them the legacies of their intrepid forebears. From the oldest Veteran of our Greatest Generation to the youngest Veteran of our latest generation, they are the ones who made all the difference for women in

America, all the difference for our military services, and all the difference for our great Nation.

The members of this audience continue to advance the cause of women who, in ever-increasing numbers, are navigating that less traveled road. One-by-one, issue by issue, you have helped us write equity, dignity, care, and compassion into the programs, services, and benefits that VA currently provides. More needs to be done.

Next to the Air and Space Museum, here in D.C., is a simple sculpture—a silver and bronze spire rising some 80 feet into the air. Its tip is surrounded by stars. The title of the sculpture is "ad astra per aspera"—"to the stars through difficulties." Let's all continue to aim high where women Veterans are concerned.

VISN 6 Sites of Care

Asheville VAMC
1100 Tunnel Road
Asheville, NC 28805
828-298-7911, 800-932-6408
<http://www.asheville.va.gov/>

Beckley VAMC
200 Veterans Avenue
Beckley, WV 25801
304-255-2121, 877-902-5142
<http://www.beckley.va.gov/>

Beckley Vet Center
1000 Johnstown Road
Beckley, WV 25801
304-252-8220
<http://www2.va.gov/directory/guide/facility.asp?ID=5634>

Brunswick Outreach Clinic
20 Medical Campus Drive
Supply, NC 28462
910-754-3332

Charlotte Vet Center
2114 Ben Craig Dr.
Charlotte, NC 28262
704-549-8025
<http://www2.va.gov/directory/guide/facility.asp?ID=485>

Charlotte CBOC
8601 University East Drive
Charlotte, NC 28213
<http://www.salisbury.va.gov/visitors/charlotte.asp>

Charlottesville CBOC
650 Peter Jefferson Pkwy
Charlottesville, VA 22911
434-293-3890
<http://www.richmond.va.gov/visitors/charlottesville.asp>

Danville CBOC
705 Piney Forest Rd.
Danville, VA 24540
434-710-4210
<http://www.salem.va.gov/visitors/Danville.asp>

Durham VAMC
508 Fulton St.
Durham, NC 27705
919-286-0411, 888-878-6890
<http://www.durham.va.gov/>

Emporia CBOC
1746 East Atlantic Street
Emporia, VA 23847
434-348-1500

Fayetteville VAMC
2300 Ramsey St.
Fayetteville, NC 28301
910-488-2120, 800-771-6106
<http://www.fayettevillenc.va.gov/index.asp>

Fayetteville Vet Center
4140 Ramsey St.
Fayetteville, NC 28311
910-488-6252
<http://www2.va.gov/directory/guide/facility.asp?ID=486&dnum=All&stateid=NC&v=1>

Franklin CBOC
647 Wayah St.
Franklin, NC 28734-3390
828-369-1781
<http://www.asheville.va.gov/visitors/franklin.asp>

Fredricksburg CBOC
1965 Jefferson Davis Highway
Fredericksburg, VA 22401
540-370-4468
<http://www.richmond.va.gov/visitors/fredericksburg.asp>

Greensboro Vet Center
2009 S. Elm-Eugene St.
Greensboro, NC 27406
336-333-5366
<http://www2.va.gov/directory/guide/facility.asp?ID=719&dnum=All&stateid=NC&v=1>

Greenbrier County CBOC
804 Industrial Park Rd.
Maxwelton, WV 24957
304-497-3900

Greenville CBOC
800 Moye Blvd.
Greenville, NC 27858
252-830-2149
<http://www.durham.va.gov/visitors/greenville.asp>

Greenville Vet Center
1021 W.H. Smith Blvd.
Greenville, NC 27834
252-355-7920
<http://www2.va.gov/directory/guide/facility.asp?ID=720&dnum=All&stateid=NC&v=1>

Hamlet CBOC
100 Jefferson Street
Hamlet, NC 28345
910-582-3536
<http://www.fayettevillenc.va.gov/visitors/hamlet.asp>

Hampton VAMC
100 Emancipation Dr.
Hampton, VA 23667
757-722-9961, 888-869-9060
<http://www.hampton.va.gov/>

Hickory CBOC
2440 Century Place, SE
Hickory, NC 28602
828-431-5600
<http://www.salisbury.va.gov/visitors/hickory.asp>

Hillandale Rd. Annex
1824 Hillandale Road
Durham, North Carolina 27705
919-383-6107
<http://www.durham.va.gov/visitors/hillandale.asp>

Jacksonville CBOC
241 Freedom Way
Midway Park, NC 28544
910-353-6406, 910-353-6406
<http://www.fayettevillenc.va.gov/visitors/jacksonville.asp>

Lynchburg CBOC
1600 Lakeside Drive
Lynchburg, VA 24501
434-316-5000
<http://www.salem.va.gov/visitors/lynchburg.asp>

Morehead City CBOC
5420 U.S. 70
Morehead City, NC 28557
252-240-2349
<http://www.durham.va.gov/visitors/morehead.asp>

Norfolk Vet Center
1711 Church Street
Norfolk, VA 23504
757-623-7584
<http://www2.va.gov/directory/guide/facility.asp?id=403>

Princeton Vet Center
905 Mercer Street
Princeton, WV 24740
304-425-5653
<http://www2.va.gov/directory/guide/keystaff.cfm?id=400>

Raleigh CBOC
3305 Sungate Blvd.
Raleigh, NC 27610
919-212-0129
<http://www.durham.va.gov/visitors/raleigh.asp>

Raleigh II CBOC
3040 Hammond Business Place
Raleigh, NC 27603
919-899-6259
<http://www.durham.va.gov/visitors/raleighII.asp>

Raleigh Vet Center
1649 Old Louisburg Rd.
Raleigh, NC 27604
919-856-4616
<http://www2.va.gov/directory/guide/facility.asp?ID=5442&dnum=All&stateid=NC&v=1>

Richmond VAMC
1201 Broad Rock Blvd.
Richmond, VA 23249
804-675-5000, 800-784-8381
<http://www.richmond.va.gov/>

Roanoke Vet Center
350 Albemarle Ave., SW
Roanoke, VA 24016
540-342-9726
<http://www2.va.gov/directory/guide/facility.asp?ID=405>

Robeson County CBOC
139 Three Hunts Drive
Pembroke, NC 28372
910-521-8452

Rutherford County CBOC
374 Charlotte Rd.
Rutherfordton, NC 28139
828-288-2780
<http://www.asheville.va.gov/visitors/rutherfordton.asp>

Salem VAMC
1970 Roanoke Blvd.
Salem, VA 24153
540-982-2463, 888-982-2463
<http://www.salem.va.gov/>

Salisbury VAMC
1601 Brenner Ave.
Salisbury, NC 28144
704-638-9000, 800-469-8262
<http://www.salisbury.va.gov/>

Tazewell CBOC
123 Ben Bolt Ave.
Tazewell, VA 24651
276-988-2526
<http://www.salem.va.gov/visitors/tazewell.asp>

Virginia Beach CBOC
244 Clearfield Avenue
Virginia Beach, Virginia
757-722-9961, ext. 1900
<http://www.hampton.va.gov/visitors/cboc.asp>

Wilmington CBOC
736 Medical Center Drive
Wilmington, NC 28401
910-763-5979
<http://www.fayettevillenc.va.gov/visitors/wilmington.asp>

Winston-Salem CBOC
190 Kimel Park Drive
Winston-Salem, NC 27103
336-768-3296
<http://www.salisbury.va.gov/visitors/winstonsalem.asp>

Winston-Salem Annex
2101 Peters Creek Parkway
Winston-Salem, NC 27127
336-761-5300
<http://www.salisbury.va.gov/visitors/winstonsalem.asp>

Wytheville CBOC
165 Peppers Ferry Rd.
Wytheville, VA 24382-2363
276-227-5400
<http://www.salem.va.gov/visitors/wytheville.asp>