



Fayetteville Veterans Affairs Medical Center

# Communicator

Fayetteville VAMC & Community Based Outpatient Clinics  
throughout North Carolina

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

VA HEALTH CARE Defining EXCELLENCE in the 21st Century



**Elizabeth Goolsby**  
Fayetteville VA Medical  
Center Director

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## Employer of Choice

*By Elizabeth Goolsby*

Each year, all of the staff across the Department of Veterans Affairs has an opportunity for input into the organization through the All Employee Survey (AES). This year, the input period is from April 23 – May 14, 2012. The survey is one tool used to measure ongoing employee satisfaction with the work place, type of work performed and assess the effectiveness of improvement strategies. The participation is anonymous, confidential and voluntary. The results are rolled up to the service level or CBOC and the overall Medical Center.

Last year's survey saw an increase in satisfaction in almost every element over the prior two years. You were particularly pleased with the quality of the work provided to the organization; strong feelings of connection with the VA mission; satisfied with the type of work you are doing; satisfied with the relationships with co-workers; and felt your work group had the needed job related skills to accomplish the organizational goals.

Although there were increases in each element, you identified five areas we should focus on this year. Those areas were job control (especially in the area of work/life balance), promotion opportunities, praise, revising policies and procedures, and safety. We heard you!

Some of the changes this year, to address these opportunities for improvement includes:

- Job control (especially work/life balance) – increased number of staff were approved for tele-work or compressed time schedules; under the leadership of LeShonda Wallace classes in Tai Chi, Zumba and Line Dancing are offered at work; at the CBOCs staff have similar classes or use the Wii for exercise classes.
- Promotion opportunities – new programs have come to the Medical Center and with them new opportunities for promotion, expanded programs have offered similar opportunities. A number of staff members have been promoted from within to new positions. Now that the Medical Center is a Level 2 and with the expectation more programs will be coming, opportunities will continue for well qualified staff.



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Continued from page 1

- Praise – efforts have continued that were started the prior year to recognize publically, staff who contribute to our mission of caring for our veterans. Those recognitions have occurred in newsletters, in emails, presentations at staff meetings. The cognitions include certificates, thank you notes, time off and monetary awards.
- Revising policies and procedures – making sure policies and procedures match as well as using new technologies or ways of doing business remain a challenge. Several services circulate policies under revision among staff members for comment; other services have small committees that review polices and make recommendations. Policies are discussed at Employee Town Hall meetings for input. We are trying to use the electronic technology to get as much input as possible.
- Staff Safety – have you seen the new police call boxes and shelters on campus? Panic buttons are being installed on all computers so that help is immediately available. Collaboration with local law enforcement at the CBOC sites has increased responsiveness. A police review of safety at all sites has been completed with recommendations forthcoming. How are we doing with these improvements? What should we focus on this next year with you? The AES is another opportunity for your voice to be heard. Please consider using this opportunity.

## Join us! Celebrate Nurses Appreciation Week May 7-11



Photo from left: Joyce Alexander-Hines, Fayetteville VAMC Associate Director of Patient Care Services, extends her appreciation to Mary K. Hall, Methodist College Director and Chair of Nursing, for being the guest speaker for the Nurses Appreciation Week on May 9.

Hall will speak to nurses and guests in the medical center auditorium at 1 pm prior to the Secretary's Award for Nursing Excellence ceremony. For additional information call Kim McDonald at (910) 488-2120 ext. 5262.

### NATIONAL NURSES WEEK SCHEDULE OF EVENTS FAYETTEVILLE VA MEDICAL CENTER

**Monday, May 7 - Ice Cream Social** 11 am – 1 pm - Auditorium

**Tuesday, May 8 – Dessert Bake-Off Contest / Social Hour (slideshow)**

**Drop off desserts for judging:** 10:15 am – 11 am - Auditorium

**Social Hour:** 12:30 pm - 2:30 pm - Celebrate the winners of the contest; enjoy a slide show presentation of the VA Nurses at work while eating the desserts.

**Wednesday, May 9 – Guest Speaker/Award Ceremony/Traditional White Uniform Contest**

11:15 am – Pictures will be taken on the front steps of the facility

11:30 am – Traditional White Uniform Contest - Lobby

1 pm – 2 pm – Guest Speaker/Award Ceremony – 3<sup>rd</sup> floor Auditorium

**Thursday, May 10 – Blessing of the Hands Ceremony** 12:30 pm – Chapel

**Friday, May 11 – Cook Out** 11 am – 1 pm – Geriatric Park (lunch is served)

Sincerely,  
Workforce and Workplace Enhancement Council

#### ALL EMPLOYEE SURVEY (AES) Open now thru May 14

- **Access survey on the web:**  
<https://survey.sirota.com/va/survey2012>
- **Access survey by phone:**  
1-877-671-6843
- **Access paper copy of survey:**  
Contact your site coordinator

To get your code, call Donna Thorne at ext. 5608 or Michael Daniels at ext. 7570.

For tech support: Sirota Help Desk at Mbrito@sirota.com or contact Melissa Rueda at 1-800-777-8196, ext. 2569.



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# Medical Center Welcomes New Chief of Staff, Dr. Annapurni Teague



The Fayetteville VAMC is proud to announce Annapurni Teague, M.D. as the new Chief of Staff effective April 1, 2012. Dr. Teague served as the interim chief of staff at the Fayetteville VAMC since December 8, 2010. She was appointed chief of staff by the Mid-Atlantic Healthcare Network

Director, Daniel Hoffman, in concurrence with the Fayetteville VAMC Director Betty Goolsby.

Dr. Teague is board certified by the American Board of Psychiatry and Neurology. She has extensive experience in clinical and education management acquired through progressively complex

assignments in the VA and the academic community at the local, regional and national levels.

Dr. Teague is a graduate of the VA Leadership program and has served in various leadership roles during her VA career, most recently as the VISN Clinical Director of Mental Health Services. She also has twenty years of VHA experience.

In her new role as the Chief of Staff, Dr. Teague will be responsible for continuing leadership to improve VA clinical processes and providing quality patient care to the rapidly growing Veterans population at the Fayetteville VAMC.

The Fayetteville VAMC provides quality health care to more than 157,000 Veterans living in a 21-county area of NC and SC.

**Watch for the May newsletter when Dr. Teague announces her goals to help us better serve our Veterans.**

## Local Athlete Prepared For the 32nd Veterans Wheelchair Games

Local Marine Veteran, Ace Cruz, has returned from the National Disabled Veterans Winter Sports Clinic held March 24-30 in Aspen, Colorado. In Aspen he participated in snow skiing, archery, shooting sports, sled hockey and scuba diving. Cruz says he feels well prepared for the upcoming National Veterans Wheelchair Games hosted in Richmond, VA on June 25-30.

This was the first time Cruz tested his physical and mental endurance by competing in sports activities with his disability.

"It's natural to want to compete with the others during these events," said Cruz.

"When the tough get going, you forget you're paralyzed; your full attention is getting to the goal."



The FVAMC Medical Center warmly welcomes our new



**Chief of Human Resource Management  
Joseph Whaley  
USAF Veteran**

## A Thank You To Our Volunteers!

*"We make a living by what we do, but we make a life by what we give,"  
Winston Churchill*

At the Fayetteville VA Medical Center and our community based outpatient clinics, more than 350 volunteers play a special role in the lives of our employees and Veterans. They give of themselves without asking for anything in return. They serve as volunteer drivers, greeters, companions, receptionists, and a host of other duties. In Fiscal Year 2011, our volunteers contributed 41,325 hours of their time. I want to take this opportunity to thank each and every one of the volunteers that make up the VA Voluntary Service family. It is an honor and privilege to work with you each day. Thank you for your service to our Veterans and our Medical Center.

*Norma N. Fraser  
Chief, Voluntary Service*

National Volunteer Week was celebrated April 16-20, 2012



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## FVAMC Earns CARF Accreditation

The Fayetteville VA Medical Center's Healthcare for Homeless Veterans Program earned a three-year accreditation from the Commission on Accreditation of Rehabilitation Facilities on March 23. CARF International is an independent, nonprofit accreditor of health and human services.

**"The emphasis on quality as a top priority for the Fayetteville VA Medical Center was clearly evident to the CARF survey team during their visit here in February,"** said Betty Goolsby, Fayetteville VA Medical Center Director. **"The three-year accreditation is the highest level of accreditation awarded to a program. I congratulate all of our staff in providing quality medical and mental health care services for our Veterans."**

As a step toward accreditation, a provider invites CARF to send a team of surveyors to visit its site and evaluate its services for quality. The surveyors consult with leadership and staff members and interview people who use the provider's services. Based on the surveyors' review, the provider may be awarded accreditation for a term of one or three years.

During the three-day site evaluation on February 6-8, the survey team found 97 percent conformance in meeting the CARF standards. Noted to be particularly strong aspects were the Outreach, Continuity of Care, Strategic Planning, Accessibility and Risk Management within the homeless program and Health and Safety, Information Measurement and Performance Improvement within the VA Medical Center facility.

Additionally, two other programs, Integrative Health Coach Training with Duke Health System Integrative Medicine and Housing First Model in the HUD-Veterans Affairs Supportive Housing (HUD-VASH) program, received noteworthy mention from the reviewers. The HUD-VASH program combines Housing Choice Voucher (HCV) rental assistance for homeless Veterans with case management and clinical services provided by the Department of Veterans Affairs. VA provides these services for participating Veterans at VA medical centers and community-based outpatient clinics (CBOCs). The Integrative Health Coach Training focuses on helping veterans to gain control of their lives and develop positive approaches to health and living.

## APRIL'S PATIENT SAFETY MESSAGE:



James Galkowski,  
Associate Director, FVAMC

One of the primary areas of focus in health care is ensuring our medical center has a safe, clean Environment of Care (EOC) for our Veterans, visitors, and staff.

Each week a team of subject matter experts focuses on an area of our medical center to identify areas of concern. The team looks at areas such as patient privacy, security, safety, cleanliness, information security and the cosmetic look of work areas. The intent of EOC rounds is to focus on the overall appearance of our medical center and to ensure our medical center provides a safe, clean environment for everyone. To accomplish this, each service needs to do their part by identifying areas of concerns each day and then use the proper channels to bring attention to this without delay. Report EOC concerns to your supervisor or work-group leader

**"Each one of us has to be 'the owner' of any area in our health care system and be alert and responsive to concerns that we may come across",** James Galkowski, Associate Director FVAMC. **"Thank you for your dedication to this important part of the health care experience for our customers."**

Special appreciation to employees: **Sarah Alexander; Vanessa Taylor; Sarah Beth Warner; Crystle McDowell; Sarah Paisley; William Richberg**



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# VISN 6 Network Director Extends Personal Thanks



1. I'd like to share a moment today to express my appreciation for your efforts in preparation for and throughout the North Carolina Vietnam Veterans Welcome Home. Not only was it appropriate for VA to be present in support of the event, it was essential. As you are aware, VA is continually working to improve health care programs and concerns associated with military service in Vietnam.
2. Having been briefed on the VISN participation in the event, I fully expected to join you in a robust effort to reach Veteran attendees. But from the moment I entered the Sprint Cup Garage, where our booths were set, until leaving several hours later, I was astounded. A continuous throng of Veterans was introduced to VA care by a passionate, enthusiastic team committed to the task of informing and enrolling Veterans. I am not sure whether you heard, but more than 62,000 people attended the event. At least 30,000 came through the garage.
3. From the early morning hours, as gates opened early and the rain forced early birds inside, our team braved the heat, noise and an overwhelming crowd that didn't let up all day, to take and share information, work with individuals when called, offer guidance, love and hope. Your actions showed that it was all about the Veterans, and you could tell that it made a difference to them.
4. More than 9,000 Veterans were encountered as a result of the traffic. You have to keep in mind, too, that although they may have hoped to see a VA booth, they were not planning to spend a huge chunk of time talking to VA reps. That said, at least 2,250 Veterans were ushered through the gauntlet for enrollment and benefits information. It resulted in a very healthy 63 completed applications, and we expect almost 500 will be returned through the mail. Incredible! More than 500 had their blood pressure checked (I know this is a perennial favorite with Veterans, having attended many a VSO convention, but still worth mentioning the high volume) and thousands of booklets, pamphlets and promotional items were given out. Still, each of you took the opportunity to work with individuals, as they had questions and concerns.
5. What a fantastic day! I am grateful for your commitment to Veterans and your tireless advocacy for them. I am proud to have personally witnessed the respect you showed every one of them on that day, regardless of time or troubles, and I appreciate the high level of quality in your work, as you made sure that every experience was a good one. March 31, 2012, was a great day for North Carolina's Veterans, and I am proud of the depth of the support you offered throughout that day. Thank you.



Daniel Hoffman, Mid-Atlantic  
Healthcare Network Director,  
VISN 6



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# Rural Health Team On The Move In Our Communities

The FVAMC Rural Health Outreach team hosts several events in surrounding counties each month to reach Veterans who are unable to visit the medical center or a nearby Community Based Outpatient Clinic. **Earlier this year, the Chairman of the Lumbee Tribe of North Carolina, Paul Brooks, hosted a dinner and rural health outreach event that was attended by more than 200 local Veterans.** Chairman Brooks said, **“This event and outreach services are vital for rural tribal communities like ours.”** Outreach events are open to the public and encourage anyone who served in the U.S. military to attend and bring a copy of their DD Form 214 (discharge paperwork) and last year’s financial information to expedite enrollment in the health care system. Those with internet access can enroll at [www.myhealth.va.gov/](http://www.myhealth.va.gov/) or stop by the FVAMC My HealthVet office or call the coordinator, Thomas McCaffery, at (910) 482-5266. **Community representatives can schedule rural health events by calling Jeffrey Thomas, Rural Health Medical Support Assistant, at (910) 488-2120 ext. 5746 or Mark Wallace, Program Support Assistant, at (910) 488-2120 ext. 5085.**

Photo credits: Mark Wallace, FVAMC program support assistant



**Veterans Disability Fair at the Onslow County Fairgrounds in Jacksonville, NC**



**Photo Above: Joyce Hawkins, Rural Health Outreach Coordinator, meets with Rev. Wilbert Ammons. Rev. Ammons is a WWII Veteran and Coharie Tribal Elder from Clinton, NC.**



**Rural Health Outreach at Campbell University**



**Event at Vietnam Veterans bldg. in Whiteville, NC**



**A rural Veteran and his family from Whiteville, NC**



## Military Sexual Trauma

Healing Starts with Knowing the Facts

### April is Sexual Assault Awareness Month "Military Sexual Trauma: Healing Starts with Knowing the Facts"

#### Some key facts:

- About one in five women and one in a hundred men seen at VA medical facilities have experienced Military Sexual Trauma (MST). MST is sexual assault or repeated threatening sexual harassment that occurred during military service.
- MST can affect veterans' physical and mental health many years afterwards.
- The VA offers a variety of services designed to assist veterans who have experienced MST.
- Veterans may be able to receive free MST health care or related care even if they are not eligible for other VA care, regardless of their service connection status.
- Every VA facility has a MST Coordinator who serves as a point of contact for Veterans and staff.



Dr. Sylvia Branson-Ellis  
FVAMC MTS coordinator

**The new MST Coordinator is Dr. Sylvia Branson-Ellis, M.S., PsyD.** She is a licensed psychologist who started with the MST program in 2003. In 2011, she became a Certified Cognitive Processing Therapy (CPT) therapist. This is a nationally recognized evidence-based therapy approach used to treat MST and other forms of trauma affecting Veterans. In February of 2012, Dr. Branson accepted the collateral duty role of Coordinator of the Military Sexual Trauma program. Additionally, she is a psychologist in the outpatient Mental Health Service Line.

The medical center is also proud to recognize Meta Coaxum who is a clinical social worker in the MST program. She was recently selected to participate in the national training for Prolong Exposure Therapy that is used in trauma recovery.

"The longevity and continuing education of the MST staff exemplifies the dedication in providing care for Veterans experiencing MST," said Dr. Branson-Ellis.

**For information, call the MST Coordinator at 910-488-2120 ext 5482 or visit the MST Resource web site at <http://vaww.mst.va.gov>. Veterans can also access information at [www.mentalhealth.va.gov/msthorm.asp](http://www.mentalhealth.va.gov/msthorm.asp).**

## IntegratedEthics

Improving Ethics Quality in Health Care

*Tell us what you think!*

The National Center for Ethics in Health Care (NCEHC) is seeking to better serve you.

To improve our services for you, please take a survey at <https://www.surveymonkey.com/s/IEFieldFeedback>

This survey is anonymous. If you prefer someone contact you, please leave your name and contact information in the comments section. **The survey will remain open for responses through April 30.**

Give us your feedback on our newly redesigned **Integrated Ethics in Action (IEIA) newsletter**. To access the current issue, visit the [Integrated Ethics In Action](#) web site.



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# NEW & FUTURE CONSTRUCTION FOR THE FAYETTEVILLE VAMC

## Coming Soon!

VAMC Fayetteville Health Care Center

250,000 net usable square feet  
 Approximately 630 employees relocated  
 Services include

- ★ Primary Care
- ★ Audiology
- ★ Eye Clinic
- ★ Day Surgery
- ★ Pharmacy
- ★ Radiology



Artist rendition of FCC  
 Design subject to change  
 Estimated project completion date is 2015

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Construction started for the new 10,000 square foot **Community Based Outpatient Clinic (CBOC) in Goldsboro, NC.** This clinic will be the first in the Mid-Atlantic Health Care Network to be designed and built specifically to utilize Patient Aligned Care Teams. Each team will consist of a health care provider, registered nurse, clinical associate and a medical support assistant. The clinic will also provide integrated mental health and tele-health care. Estimated project completion date is 2013.



Construction of the new 85,000 square foot **Multi-Specialty Outpatient Clinic (MSOC) in Wilmington, NC.** continues to move forward! Last year officials held a groundbreaking ceremony for the construction of the new MSOC. Once opened, the Wilmington MSOC will provide Veterans with integrated Primary Care and Mental Health Services as well as specialty care services and a Day Surgery Program. Estimated project completion date is late 2012 or early 2013.



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# UPCOMING EVENTS

## April:

**April 21 – Jacksonville CBOC Community Health & Wellness Fair**, 818 New Bridge St., 9 am – 12 pm

**April 25 - Limb Loss Prevention Month**, North Carolina is one of the states declaring April as Limb Loss Prevention Month. The FVAMC Patient Care Walking Grand Rounds will be hosted in the main lobby with informational displays. For more information, contact [Dixie.Carpenter@Va.Gov](mailto:Dixie.Carpenter@Va.Gov)  
Also visit the [amputee coalition](http://amputeecoalition.org) web site.



## May:

**May 2 - Director's Staff Conference**, 9 am in the Medical Center Auditorium

**May 7-11 - Prevention & Management of Disruptive Behavior -Train the Trainer Course**, 8 am - 4 pm, bldg 4, room 7. Call Terri Admire at ext. 5490, 7751 or 7994. The VA Police, 4C ward staff, mental health teams, ER teams, nursing staff, social workers and patient satisfaction teams are encouraged to attend. Training is required every 2 years.

**May 7-11 - FVAMC Celebrate National Nurses Week**, see page 2 for scheduled activities!

**May 15 - 16 - Military & NCOA Career Expos at Fort Bragg (Tues) & Camp Lejeune (Weds)**, 10 am -2 pm. Veterans with base access can meet with VA representatives and 46 other companies to find jobs. Call Paul Siver-son at (910) 577-1100 or cell (910) 703-0699.

**May 16 - Veterans, staff and community members can register to join us for the VA2K Walk & Roll at the FVAMC and Community Based Outpatient Clinics (CBOCs). Take a 30-minute break to walk with us and show your support for homeless Veterans.** Donations such as toiletry items, shoes, clothes and more are welcome. Call your contact person listed below to sign up!



**Fayetteville and Village Green sites: [Leshonda.Wallace@va.gov](mailto:Leshonda.Wallace@va.gov)**

**Wilmington and Brunswick CBOC sites: [Erin.Hinson@va.gov](mailto:Erin.Hinson@va.gov)**

**Robeson CBOC site: [Sonya.Oxendine@va.gov](mailto:Sonya.Oxendine@va.gov)**

**JOIN us on FACEBOOK at [www.FayettevilleNC.VA.Gov](http://www.FayettevilleNC.VA.Gov)**

**May 27 – National Volunteer Award Recognition Luncheon**, call Norma Fraser at ext. 7027.

## June:

**June 25-30 - 2012 National Veterans Wheelchair Games in Richmond, VA**

Disabled Veterans register by calling Voluntary Services at (910) 488-2120 ext. 7027.

Visit the [www.va.gov/adaptivesports](http://www.va.gov/adaptivesports) web site for more details!



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## \* LEAD PROGRAM \*

May 23 (10-11 am) or June 14 (3-4 pm)  
in building 4, room 120

**SUPERVISORS, MANAGERS, LEADERS — SHOW YOUR  
EMPLOYEES HOW TO APPLY FOR LEAD PROGRAMS!**

-Be more successful when applying for the Non-Supervisory Leadership Development Program (NLD), the Mid-Atlantic Advancement Program (MAP), or the Leadership Development Institute (LDI).

-We answer any questions you have about the programs, curriculum, course schedule, time involvement, project and travel requirement.

The target population for each program is:

**NLD- GS-2-7/WG-2-9/N-I-II's (frontline non-supervisory employees) –  
Developing Level 1 HPDM Skills**

**MAP – GS-7 & above, WG-9 & above, N-I-III, supervisors, program man-  
agers – Developing Level II HPDM Skills**

**LDI – GS-9 & above, supervisors, program managers, etc – Developing  
Level III HPDM Skills**

**Contact:**

**David A. Zentmayer, VHA-CM**

**HPDM/Coaching & Mentoring/Supervisors Training Coordinator  
910-488-2120 ext. 7377**

## Caregiver Support Program

The FVAMC is #2 in the nation listed as the top ten general caregivers and # 8 in the nation for approved family caregivers.



**If** you are a family member or friend providing care for a Veteran who is living with the effects of war, disabled, chronically ill, or aging, we are here to support you with resources, tools, answers, and a listening ear.

[www.caregiver.va.com](http://www.caregiver.va.com)

1-855-260-3274 toll free

or call us at the FVAMC

910-488-2120 ext. 7238



Photo from left: Dan Kelly, medical center volunteer, places a stitch on the flag in memory of his father and father-in-law." They were both great Americans and Army Veterans who fought for and loved their Country. **Just an awe-inspiring way to remember them, by stitching their memories into a Flag that has so much history being sewn into it,"** said Kelly. The annual Health Fair, sponsored by the Veteran Education Advisory Committee, was held April 5 at the FVAMC. Twenty-two organizations and more than 300 Veterans, employees and visitors attended. A featured hallway display included the national 9/11 flag, one of the largest American flags to fly above the wreckage at Ground Zero.

**Kronski A. Pridgen-Ferguson** medical support assistant, was recognized by the FVAMC director for helping a Veteran's spouse who needed urgent medical and mental health care for her husband. **"This employee exemplifies our method of care - there is no wrong door for our Veterans; our medical center is here to provide the best health care at all times,"** said Betty Goolsby, FVAMC medical center director.

Photo from left: George W. Grimes, Chief of Ambulatory Care Section; Betty Goolsby, Medical Center Director; Kronski A. Pridgen-Ferguson, Medical Support Assistant; Hulet Thomas, Chief of Health Administration Service



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# VA Pharmacist Serves Clinical Role

By Robin DeMark, FVAMC Public Affairs



On April 17, VA Pharmacist, Paul Butts, reviewed a patient's file with Kimothy Roberts who is a registered nurse at the Robeson County Community Based Outpatient Clinic.

Unlike traditional pharmacists, those employed by the Fayetteville VA Medical Center fill a clinical role and frequently travel to meet the needs of Veterans throughout the state.

Paul Butts is one of these non-traditional pharmacists who now fills the role of a clinical pharmacist at the medical center's Community Based Outpatient Clinics (CBOCs).

**"Being a pharmacist in the VA is very different from one in the private sector,"** said Paul Butts, pharmacist. **"First I am a clinical pharmacist so I do not work in the traditional pharmacy setting of filling prescriptions. The VA allows me to have a scope of practice to perform certain clinical functions such as ordering, changing or discontinuing medications for the patients I see at two clinics."**

Traveling to the CBOCs allows a clinical pharmacist the flexibility to provide Veterans with specialized medical care and consultation to address a wide variety of health care needs.

"I operate anticoagulation

clinics at both the Robeson and Hamlet CBOCs," said Butts. "Most of these patients need lab work done at the coumadin clinic every few weeks. The time I spend with them is an opportunity to build a trusting relationship with these patients; it's this steady relationship I believe they enjoy the most."

In addition to running the coumadin clinic, he is also responsible for improving and managing the health care processes at both of the CBOCs.

"I work on improving health care for Veterans with diabetes, hyperlipidemia and hypertension at our clinics," added Butts. "Patients also ask questions about non-formulary medications (those not on the list of approved medications) and questions related to pharmacy services."

To ensure Veterans have immediate access to their pharmacist and their health care team, the VA My HealthVet program is available at both clinics.

Butts said working as a clinical pharmacist in the VA for the past three years is "truly an honor and a unique way to serve our Veterans."

Veterans are encouraged to sign up for tele-health services and secure messaging so they can stay in contact with their personal health care team 24/7. Veterans can start this process by registering with the My HealthVet program at the medical center, CBOC or by visiting [www.myhealth.va.gov](http://www.myhealth.va.gov).

**Congratulations to John W. Hall, PhD,** FVAMC Clinical Psychologist & Health Behavior Coordinator, on being selected for a 2-year term serving on the **Diversity & Inclusion Subcommittee of the VHA National Workforce Committee.**

Dr. Hall is going above and beyond in representing the Fayetteville VAMC to ensure we are defining excellence in healthcare by providing patient centric care for our Veterans. For information about this committee and its purpose, visit the

[www.wmc.va.gov/Diversity](http://www.wmc.va.gov/Diversity) web site



When on vacation be **Vigilant, Informed, and Proactive** to keep VA data secure. You can travel securely by following these tips:

**Protect yourself when using public Wi-Fi** – Use only trusted, secure connections. Never assume that a Wi-Fi hotspot is secure. Only use wireless networks that require a password to access them. Logging onto an unsecure network can compromise information.

**Lock them down** - When traveling, never leave your mobile devices in public view, in your luggage, or in your car — always lock them down when leaving them in a hotel room.

**Be wary at internet cafes and hotel business centers** - Never access sensitive information on public computers. Assume that everything you do on these computers can be seen by someone else, and ensure that you log out of each webpage that you visit before leaving the computer.



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# U.S. Army Forces Command Volunteers Time For Veterans



**WWW.FORSCOM.ARMY.MIL**  
THE OFFICIAL HOMEPAGE OF U.S. Army Forces Command



In mid March, the Fayetteville VAMC staff and Veteran residents received a welcoming visit from the U.S. Army Forces Command leadership and FORSCOM's own Army Ground Forces Band.

Brigadier General Thomas Seamands, FORSCOM deputy chief of staff G-1, and Sergeant Major Allen Clifton, FORSCOM G-1, met with the medical center director to reconnect with former soldiers and learn about health care services the medical center provides for Veterans.

Following a meeting with Betty Goolsby, FVAMC director, Seamands met with staff to see the new Women's Pavilion and the Operation Enduring Freedom/Iraqi Freedom/New Dawn case management program for Veterans.

The General's next stop was to personally meet with Veteran residents at the Community Living Center.

During the visit, a special gift was presented to Marine Veteran resident Louis Smith who is known as being a proud Cajun.

Special First Class Toshiba Narcisse knew about this resident prior to the visit and found they are both from Louisiana and both are New Orleans Saints fans! Veteran Smith smiled proud when gifted with a Saints pillow, a New Orleans handbag and Mardi Gras beads!



Photo right: Sergeant Toshiba Narcisse, FORSCOM Human Resources specialist, gives a New Orleans welcome to Marine Veteran resident Louis Smith. Smith was presented a Saints pillow, a New Orleans handbag and Mardi Gras beads! Smith served in the Korean and Vietnam Wars.



Photo above: The FORSCOM band ensemble played variety music for Veteran residents, staff and volunteers at the Community Living Center, March 19. The FORSCOM band is based at Fort Bragg, NC and has a 64-member Ground Army Forces Band with various ensembles to perform at small and large events throughout the country. Soldiers assigned to the band are among the finest musicians in the Army Band program.



Photo from right: Angie Moore, OEF/OIF/OND program manager spoke with Brig Gen Seamands about how their program helps support Veterans experiencing Post Traumatic Stress Disorder and other specialized health conditions by ensuring Veterans receive their care by mental health specialists and physicians.



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# Veterans Inspire VA Driver While On The Road

By Robin DeMark, FVAMC Public Affairs

For the past 24 years, Air Force Veteran and motor vehicle operator Steve Clark has provided Veterans with free transportation from their homes to medical appointments through the Fayetteville VA Medical Center Veterans Transportation Program (VTP).

Over the years, Clark has seen a steady increase in the number of patient service trips since he first started driving. This increased need for service is clearly evident in the VTP reports from August 2011 through March 2012 showing the medical center served 4,174 Veterans. During this eight month period, the transportation program conducted 25,364 patient trips logging more than 117,012 miles using the medical center's transportation shuttle service.

"We stay very busy transporting patients from their homes to this medical center, the community based outpatient clinics in Supply, Wilmington and Durham (NC) and to Richmond (Va.)," said Clark. "We also make sure patients get to their appointments at the new dialysis clinic at Village Green (in Fayetteville) by 7 am; drivers start their days by 5 am."

Clark doesn't seem to mind the intense demands of getting to work early and returning home late; in fact, he said serving fellow Veterans is rewarding and at times also emotional.

**"As a Veteran myself, I know they gave their best and I will always give my best to them," Clark said. "I want our Veterans to always be treated with the respect and dignity they have earned; they inspire me everyday and it's very rewarding to bond with them."**

Clarks' passion to inspire others doesn't stop with his job at the medical center. He and his daughters still find time to share their musical talents performing at their church and in the community. He reflects back to some memorable times giving back to Veterans during the mid 90's.

"Back in the day, the medical center had a band for Veterans and staff called the Melting Pot," Clark added. "It warmed my heart to see how music lifted everyone's spirit. Today, I still feel blessed to have a job like this where I can encourage patients to get better during our time on the road."

In addition to Clark, Ms. Albanese relies on other VTP drivers with the same commitment to Veterans. She says, she couldn't provide transportation services without a strong team that shares the same values as Clark does. Albanese extends her **heartfelt appreciation to staff, Kevin Aucutt, Tyrone Pope, Craig Danks, Steve Clark and Ernesto Navarro for "making sure Veterans get the best medical care they deserve from the VA."**

Clark and the other drivers are appreciated by county Veterans Services Officers (VSOs) as well.

"Mr. Clark makes everyone in the office feel that we work together as a team for the VA," said Anita Hartsell, Brunswick County senior VSO. **"All of the drivers from Fayetteville truly make a difference for our Veterans and this community."**



On April 17, representatives from the National Veterans Transportation Program and the VTP Regional Coordinator conducted a site visit to meet the staff, tour the transportation facility and review current operations.

Photo from left: **Yvonne Pozgar, regional VTP coordinator; Steve Clark, FVAMC VTP driver; Marc Chevalier, national VTP coordinator; Craig Danks, FVAMC VTP driver; Deborah Albanese, FVAMC VTP coordinator** (front).

The vehicle fleet tour included showing the hospital's new ambulance that is ready for wrapping with the medical center insignia and VA logos.



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# “Seeking Performance Improvement Opportunities”

## SUGGESTION FOR PROCESS OR SYSTEM IMPROVEMENT

Please complete and email to VHAFC PI Office [VHAFC.PI@va.gov](mailto:VHAFC.PI@va.gov)



Service/Department/Committee \_\_\_\_\_

Date of request \_\_\_\_\_

Requestor \_\_\_\_\_

Process Owner \_\_\_\_\_

Brief statement of the problem/concern: \_\_\_\_\_

Key Questions: (Please be brief and specific)

**What are we trying to accomplish?**

**How will we know when a change is an improvement?**

**What change can we make that will result in an improvement?**

**What is your plan or suggestions to initiate the improvement process?**

**Suggested team composition (i.e. disciplines):**

### PERFORMANCE IMPROVEMENT USE ONLY:

Fwd to QLT \_\_\_\_\_

Approved \_\_\_\_\_ Disapproved \_\_\_\_\_

Fwd to Systems Redesign \_\_\_\_\_

Fwd to Patient Safety \_\_\_\_\_

Fwd Other \_\_\_\_\_

Date requestor notified of outcome \_\_\_\_\_

**For additional information, call Performance Improvement at tel: (910) 822-7091**



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# PATIENT ADVOCATE LIAISON PROGRAM

## AUDIOLOGY & SPEECH

910-488-2120 ext 7983

## Hearing Aid Appointments

M-F 9-11 am, 1-3 pm

910-822-7938

## COMMUNITY BASED

### OUTPATIENT CLINICS (CBOC)

**910-822-5192**

#### **CBOC Coordinator**

Al Scroggins

910-488-2120 ext. 5738

#### **Hamlet CBOC**

Mary Dunlap, RN - Clinic Mgr.

910-582-3536

#### **Jacksonville CBOC**

Clell Penny, RN - Clinic Mgr.

910-353-6406

#### **Wilmington CBOC**

Erin Hinson, Clinic Manager

910- 763-5979

#### **Robeson County CBOC**

Kimothy Roberts, RN

910-488-2120 ext. 5593/7889

#### **Village Green Clinic**

Barbara Harris, MSA

910-488-2120 ext. 7998/4020

Lilliana Figueredo, RN

910-488-2120 ext. 4129/4020

#### **Brunswick Clinic**

Erin Hinson, Clinic Manager

910-754-6141

## COMPENSATION AND PENSION

### OFFICE

910-483-9727

Nickevett Carey,

Administrative Officer

## DENTAL SERVICE

910-822-7029 ext 7030

Sharon Williamson

Dental Supervisor

## DIALYSIS CLINIC

910-483-9727

Patty Chapman-Boyce

Nurse Manager

## EMERGENCY ROOM

910- 822-7074

910-488-2120 ext. 7459

Teresa Wright, RN

ER Nurse Manager

## ENVIRONMENTAL MANAGEMENT SERVICE

910-488-2120 ext. 7039

Bonnie Carmichael

Secretary

## EYE CLINIC

910-488-2120 ext. 5169/5690

Margie Stanley, MSA

## HEALTH ADMINISTRATION SERVICE

910-488-2120 ext. 7092

Donnie Sanders, Lead PSA-

Outpatient Clinics

## HEALTH BENEFITS OFFICE

910-488-2120 ext. 7016

Grieselle Vega, MSA

## HOME TELEHEALTH

910-488-2120 ext. 7162

Shenilla Soloman, RN, MSN

## LABORATORY

910-488-2120 ext. 5582

Ercilia Hayden, Lab Manager

## LOGISTICS SERVICE

910-488-2120

Randy Gray, Supply Tech. ext. 7364

Brenda Griner, Purchase. Card.

Coordinator. ext. 7149

## MCCR - (CPAC) Consolidated Patient Accounts Center

910-488-2120

Penny Cochran

CPAC Clinical Reviewer ext. 7952

Ms. Ramburt/ Mr. Lane

Billing Inquiries ext. 5079/7626

## MEDICAL SERVICE

910-488-2120

Alvin Scroggins

Administrative Officer ext. 7037

Debra Gross, NP ext. 5396/5190

## POLYTRAUMA CASE MANAGER

Delva Vereen, RN

910-488-2120 ext. 5907

## MENTAL HEALTH

910-488-2120

Linda Mathis, Lead PSA

(Admin Issues) ext. 7097

Janine Mason ext. 5078

## NEUROLOGY/SCI

910-488-2120

Deb Gross, NP

ext. 5396/5190

## NURSING SERVICE

910-488-2120 see ext. below

Head Nurse - 3C ext. 7007

Head Nurse 4C - ext. 7422/7005

Nurse Coordinator ext. 7315

**Community Living Center**

Head Nurse - 3A – ext. 5131

**Community Living Center**

Head Nurse 4A – ext. 7710

## NUTRITION & FOOD SERVICE

910-822-7038

Lillian Maupin, program asst.

910-488-2120 ext 7038



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# PATIENT ADVOCATE LIAISON PROGRAM

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## PHARMACY SERVICE

910-822-7014  
910-488-2120 ext 7014  
Jennie Christian  
Automated Pharmacy Line

## PHYSICAL MEDICINE & REHAB

910-482-5249  
**Occupational Therapy**  
910-488-2120 ext. 7330

## PRIMARY CARE SERVICE

910-482-5192  
Rebecca Cockman  
PCMM Coordinator .  
910-488-2120 ext. 7172  
Administrative Officer ext. 5068  
Alvin Scroggins  
CBOC Coordinator ext. 5738

## PRIMARY CARE CLINICS

910-482-5068  
**BRAVO Clinic**  
**910-488-2120 ext. 7004/7842**  
BRAVO - Scott Smith, RN  
910-488-2120 ext. 7695  
**DELTA Clinic**  
910-488-2120 ext. 5674/5287  
**DOGWOOD Clinic**  
910-488-2120 ext. 7700/7001/7746  
**INDIGO Cliniiic**  
910-488-2120 ext. 7432  
INDIGO - Julia Mosley, RN  
ext. 7139/7916

## DIABETIC MANAGEMENT

910-488-2120 ext. 5526/5141  
**Women Veterans Program  
Manager.**  
910-488-2120 ext. 7979  
WOMEN'S - Frances Grantham, RN  
910-488-2120 ext. 5428/5152

## PROSTHETICS SERVICE

910-482-5164  
Sonja Averitte  
Purchasing Agent  
910-488-2120 ext. 7946

## RADIOLOGY SERVICE

910-482-5065 ext. 7069  
LeaAnn Pelfrey  
Radiology Secretary

## RELEASE OF INFORMATION

910-822-7020  
910-488-2120 ext. 7485

## SOCIAL WORK SERVICES

910-822-7960  
Cathy Richmond-Jones, SW  
Pager 819  
910-488-2120 ext. 7106

## RURAL HEALTH

910-482-5085  
Mark Wallace  
910-488-2120 ext. 5085

## SURGICAL SERVICE

910-482-5052  
Teresa Butts, RN  
OR/PACU  
910-488-2120 ext. 7973  
Barbara Bylicki, Surgical. Sec.  
910-488-2120 ext. 5025  
Admin. 910-488-2120 ext. 7993

## VA POLICE

**910-822-7922**  
**910-488-2120 ext. 7404**  
Deloris Murray ext. 7996

The Fayetteville VAMC Communicator is published monthly. If you have articles, photos or story ideas for the newsletter, please call **Robin DeMark Public Affairs Officer (910) 488-2120 ext. 5991** or email [robin.demark@va.gov](mailto:robin.demark@va.gov)

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