



Fayetteville Veterans Affairs Medical Center

Communicator

Fayetteville VAMC & Community Based Outpatient Clinics
throughout North Carolina

www.FayettevilleNC.VA.Gov

VA HEALTH CARE | Defining EXCELLENCE in the 21st Century



*Elizabeth Goolsby
Fayetteville VAMC Director*

Table of Contents

Pg 1...Director's Forum

Pg 2...Priority #1

***Access To Safe,
High Quality Patient
Care & Service***

Pg 6...Priority #2

***Being The Employer
of Choice***

Pg 9...Priority #3

***Being Good Stewards
of Our Resources***

Pg 10...Upcoming Event

Director's Forum

This issue of the **Communicator** is designed as a review of 2012 for the Fayetteville VA Medical Center, Community Based Outpatient Clinics (CBOCs), Dialysis Center and all of our sites of care and services. What an exciting year it has been for the staff, patients and volunteers!

The patient population we serve has continued to grow at 8%. We cared for 53,000 Veterans last year. In response to growth, work started on the new CBOC in Goldsboro and construction was completed on the Health Care Center in Wilmington. Approval was received for a larger CBOC in Jacksonville and a new CBOC in the Moore/Harnett/Lee County area. The location site for the Health Care Center in Fayetteville was approved. Equally exciting for our Veterans was the approval of the Joint Initiative Fund project with Fayetteville VAMC and Womack Army Hospital to provide a joint physical rehabilitation center in our community.

Our Employee Appreciation Days and the ICARE Awards were a small token of thanks to the wonderful staff taking care of our Veterans every day. Our staff also started exciting programs at the Infusion Center and implemented health coaching with Veterans care. Our medical center became a model for the Compensation and Pension/Integrated Disability Evaluation System for VA. In addition to seeing improvements in employee satisfaction and retention rates in previous years, for the past 2 ½ years we have added almost 500 staff members to our programs and saw our budget grow by almost \$40 million.

***Thank you to our patients for entrusting your care in us.
Thank you to all of the staff members for providing the
excellent care and services our Veterans have earned.
Thank you to the wonderful volunteers for being part of the
Fayetteville VA family and providing so many special touches
for staff and patients.***



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Priorities ★ Being a good steward of our resources with time, people, space and dollars**

Fayetteville VAMC Priority #1

“Access To Safe, High Quality Patient Care & Service”



Prosthetics

The Fayetteville VAMC provides primary and specialty care through a system of clinics and inpatient services. This includes our Community Living Center for those with rehabilitation or long-term care



Telehealth

needs. Two years ago, much care was focused at the medical center or at one of our three Community Based Outpatient Clinics in Wilmington, Jacksonville and Hamlet. Today, in addition to those clinics, care is available at Village Green, as well as outpatient clinics in Robeson and Brunswick counties. All sites provide primary care, mental health services and "telehealth" for some specialty care. Adding to all this, we opened VA's first community-based, free-standing dialysis center in Fayetteville. The center can serve 64 Veterans and provides critical continuity of care. (Fayetteville VAMC Director, Elizabeth Goolsby)



**24/7 access to care
Emergency Department**



**Health care for women Veterans
Women's Pavilion**

Fayetteville VAMC Priority #1

“Access To Safe, High Quality Patient Care & Service”

Goldsboro Community Based Outpatient Clinic (CBOC) - 2610 Hospital Road, Goldsboro, NC 27534
Wilmington Health Care Center (HCC) - 1705 Gardner Road, Wilmington, NC 28405
(located on grounds of the New Hanover International Airport)
Jacksonville Community Based Outpatient Clinic (CBOC) Expansion - Site to be determined

Construction continues to complete the new 10,000 square foot Goldsboro Community Based Outpatient Clinic bringing VA health care closer to home for Veterans in and around Wayne County. Estimated completion in FY13.

Goldsboro Community Based Outpatient Clinic



Wilmington Health Care Center



Our Veteran population in Wilmington has outgrown the current clinic's capacity. To meet our expanded needs there, we are moving into the 85,000 square foot building housing primary care, mental health and specialty services. Veterans will continue to have access to the high quality health care they are currently used to and will also have access to new specialty services. Estimated completion in FY13.

The new 10,000 square foot Jacksonville CBOC will replace the existing clinic currently located at 241 Freedom Way, Midway Park, NC. The Jacksonville expansion is a result of growth in the area's Veteran population and the need to increase the capacity of the existing clinic. The new Jacksonville CBOC will improve access to exceptional health care for Veterans in the Onslow and Pender County communities. Health care will be delivered to our Veterans through engaged, collaborative teams to focus on whole-person care and life-long health and wellness.



Jacksonville CBOC Prototype Design



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Fayetteville VAMC Priority #1

“Access To Safe, High Quality Patient Care & Service”

Fayetteville Health Care Center (HCC) - Raeford Road, Fayetteville, NC
Joint Community Rehabilitation Clinic with Womack Army Medical Center - Site to be determined
Moore/Harnett/Lee County Community Based Outpatient Clinic (CBOC) - Site to be determined

This year, VA announced plans to build an outpatient clinic for the Moore/Harnett/Lee area Veterans. VA and DoD made headline news across the state announcing plans for a Joint Rehabilitation Clinic in Fayetteville that will serve our active duty, Veterans and their families. Top news stories for Veterans continued as plans to soon break ground for a 250,000 square foot Health Care Center in Fayetteville will provide primary care, specialty care and outpatient surgery.



Photo left: The future HCC in Fayetteville will provide exceptional health care for up to 38,000 Veterans in Cumberland County and areas served by the medical center. Outpatient services will be relocated from the main campus and the Village Green Primary Care Clinic to the new HCC to provide additional complex medical services for Veterans. Fayetteville VAMC will continue to provide inpatient and long-term care services.

Joint Community Rehabilitation Center:
VA and Womack Army Medical Center are joining forces to bring a \$6.7 million state-of-the-art Community Rehabilitation Clinic to the Fayetteville area. The clinic will provide outpatient services for physical therapy, occupational therapy and speech pathology. It is estimated to support 62,000 visits per year. Site selection is to be determined.

Photo right: This is an artist rendition of the Moore/Harnett/Lee County CBOC announced last year. Our first priority will be to determine the best site available to ensure our Veterans have access to care that is close to home. We look forward to continuing our dedication and commitment to serve our Veterans and provide the quality health care and mental health services they deserve.



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Fayetteville VAMC Priority #1

“Access To Safe, High Quality Patient Care & Service”



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Fayetteville VA Medical Center

MAP LEGEND



Village Green/Dialysis Center/C&P Clinic



Established Community Based Outpatient Clinics /Health Care Center



Proposed Community Based Outpatient Clinics /Health Care Center

For more information, please visit

www.fayettevillenc.va.gov or www.facebook.com/FayettevilleVAMC

Honoring America's Veterans by providing exceptional health care that improves their health and well-being.



Fayetteville VAMC serves more than 150,000 Veterans in a 21-county area of North and South Carolina. The Medical Center, Fort Bragg Soldier Support Center and Camp Lejeune provide service for the Integrated Disability Evaluation System Program.



Public Works Commission
City of Fayetteville
Rural Health Outreach



Village Green Annex
(Fayetteville, NC)



Dialysis Center and
Compensation & Pension
(Fayetteville, NC)



Brunswick County
Outreach Clinic
(Supply, NC)



Jacksonville CBOC
(Jacksonville, NC)



Wilmington CBOC
(Wilmington, NC)



Hamlet CBOC
(Hamlet, NC)



Robeson County CBOC
(Pembroke, NC)



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★ Being the employer of choice
★ Being a good steward of our resources with time, people, space and dollars

Fayetteville VAMC Priority #2

“Being The Employer Of Choice”



The Basic and Advanced life support manikin is used to train our new and existing clinical staff on life-saving procedures and techniques to ensure Veterans receive quality patient care and services.

The medical center has been successful in attracting and retaining high quality staff in primary care, specialty services and administrative staff. The turnover rate for registered nurses is 4.7 percent (nationally 11.2 percent), while the overall facility turnover rate is 8.07 percent (national rate is 13.5 percent). New staff positions have been added and the annual employee satisfaction survey shows continued improvement in staff satisfaction with their jobs and work environment. (Fayetteville VAMC Director, Elizabeth Goolsby)



Our health coaches have the skill sets to reach at risk Veterans and help them identify specific goals to secure housing, employment, education and healthy life choices. This program shows great promise in helping to eliminate homelessness for Veterans and provide them with lasting life skills while achieving and maintaining optimal health for themselves.



The Nurse Manager Academy project presented to our director highlighted the ‘movers and shakers’ in nursing as two teams were tasked to decrease Emergency Department door to triage times to improve customer service and enhance Veterans care.



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Fayetteville VAMC Priority #2

"Being The Employer Of Choice"

I CARE AWARDS



I CARE AWARDS



Police Training



Grand Rounds



Jacksonville Community Outreach



Employee Spirit Day



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Fayetteville VAMC Priority #2

"Being The Employer Of Choice"

Thank you to Linda Keiper who arranged an outstanding service and a very dignified farewell for one of our Veteran residents. I thank our director and Ms. Keiper for helping provide an appropriate farewell to our Veteran when there was no one else to care for him. May God generously reward both of you. Joseph D'Silva, Staff Chaplain, Fayetteville VAMC

Cheers to the following people at the audiology department at the Veterans Affairs Medical Center: **Dr. Rich Phillips, Amanda Francisco, Donald McGee and Dana Long**. They exhibited exceptional service of true professionals, a great credit to the VA. James Gurno of Fayetteville (Fayetteville Observer)

Brenda Mishue is the best! She resolved an issue I was having. She is **excellent!**
Veteran Williams



Thank you to hospital executives and staff for ensuring I received excellent care and service at the VA. As an inpatient for several days, I'm very happy with the way everyone took care of me and came up with a diagnosis.
Veteran Wells

Kudos to Jacksonville Community Based Outpatient Clinic staff for having a 91.7% patient perception score - staff work together as a team!

Mrs. Cathy Richmond worked with my family and was **magnificent** - a great employee. Malik Shabazz, Administrative Officer, Texarkana Outpatient Clinic, Texarkana, AR

Cheers to the Fayetteville VA. The organization has made great strides under the leadership of **Director Elizabeth Goolsby**. I want to acknowledge, in particular, **Dr. Safi Solimon and Dr. Victor Williams** from the primary care services. They have a positive and enthusiastic attitude with a "we can" approach. Also, the valet services for parking are a standard for other organizations to emulate. Vimal Sodhi of Fayetteville (Fayetteville Observer)



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Fayetteville VAMC Priority #3

“Being Good Stewards Of Our Resources”

Stand Down for Homeless Veterans



Camp Lejeune Integrated Disability Evaluation System



To provide care and services Veterans deserve, we must be good stewards of our resources and form partnerships to achieve maximum outcomes. The sharing of resources such as specialty services, educational offerings, space and staff with our DoD partners at Fort Bragg, Camp Lejeune and Seymour Johnson Air Force Base has expanded our scope of care. Academic partnerships have allowed the medical center to be on the cutting edge of clinical thinking and prepare the next generation of health care providers. Partnership with the Fayetteville community in addressing the needs of our homeless Veterans, Veterans in legal difficulty or our newest Veterans from Iraq and Afghanistan has strengthened a partnership built on a mutual goal to serve those who have served. The Fayetteville and Fort Bragg community have been very supportive of advances and programs we are implementing. Senior management staff at the medical center strives to be open and transparent in our interactions with staff, Veterans, their loved ones and the community. The medical center and Fayetteville community have accomplished much together, but we still have work to do. Together we will continue to provide and expand the care and services our Veterans deserve as America's Heroes. (Fayetteville VAMC Director, Elizabeth Goolsby)



Each month our military partners visit Community Living Center residents to extend their appreciation to Veterans for their service and to support outreach programs.



Veterans Transportation Services with our Community Partners



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Upcoming Event

Wear RED on February 1, 2013

The American Heart Association's **Go Red For Women**[®] movement works every day to fund research and fight this killer so more women can be saved, but they need our help. Please celebrate **National Wear Red Day**[®] with us on Friday, February 1, to raise awareness about heart disease among women to ensure a woman's life never has to be denied.

Fayetteville VA Medical Center can Make It Our Mission to fight heart disease among women:



Save The Date **National Wear Red Day**
is **Friday, February 1, 2013.**



Meet us for a group photo on the main steps of the medical center at 1:30 pm

For information, call Sandra B. Smith, MS, PA-C,
Women Veterans Program Manager at (910) 488-2120 ext 7479.

The special edition newsletter is published in January.
Monthly issues are published by the last week of each month.

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

Robin DeMark, Public Affairs Officer, (910) 488-2120 ext. 5991

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