



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



Betty Goolsby
Fayetteville VA Medical
Center Director

Table of Contents

- Pg 1... *Director's Forum*
- Pg 2... *Personal Health Plans*
- Pg 2... *Jacksonville CBOC Town Hall*
- Pg 4... *Patient Safety Awareness*
- Pg 5... *Upcoming Events*
- Pg 6... *VA Information Protection*
- Pg 7... *Jacksonville CBOC*
Robeson County CBOC
- Pg 8... *Wilmington CBOC*
- Pg 9... *National Social Work Month*
Volunteer Spotlight
- Pg 10... *VA FSS Supplier Day Show*
- Pg 11... *Phone Directory*

Employer of Choice

by *Betty Goolsby*

In the book, ***The Elements of Mentoring*** by Johnson and Ridley, they describe the mentor, the **excellent** mentor. The characteristics of an excellent mentor is one who provides knowledge, makes recommendations, offers consultation, and stimulates motivation with encouragement. The excellent mentor celebrates with the mentee when there is success and helps the mentee to learn from the experience when one falls short of the goal. Mentors with broad perspectives and experiences make them attractive to potential protégés.

These characteristics describe four of Fayetteville's own staff who were nominated by former mentees as examples of an excellent mentor. The nominees for 2011: Keninthe Davis, Carolyn Diaz, Angie Moore and Spencer Sikder. Each of these individuals has given of themselves in terms of time, efforts, energy, and a listening ear to others.

Their efforts have and continue to prepare our future leaders in healthcare and our staff as they map their own futures. These mentors are motivated by the desire to see others succeed and by a sense of giving back to others in thanks for the mentoring they have received in the past. These mentors did not seek to be recognized but rather considered it a privilege to help others prepare for the future. Mentors such as these whether they serve in a formal mentor role or in a buddy role or preceptor role clearly say to staff members, by their actions, Fayetteville is an employer of choice because each employee is valued and there are helping hands to further individual careers and goals.

Thank you to Keninthe, Carolyn, Angie, and Spence for being the **excellent** mentor.



FVAMC ★ Access to safe, high quality patient care and service ★ Being the employer of choice
Priorities ★ Being a good steward of our resources with time, people, space and dollars

Fayetteville ranks #1 in VISN 6 meeting percentage goal to implement Veterans Personal Health Plans

by Terri Admire, Patient Health Education Coordinator

The Fayetteville VA Medical Center was recently ranked #2 in the VA Mid-Atlantic Health Care Network (VISN 6) for completing a high percentage of Personal Health Plans (PHPs) for our Veterans as of March 2012.

The PHPs will help the Patient Aligned Care Team (PACT) and other health care providers to have a clear understanding of what really matters to their patients in order to develop a plan to motivate their patients to improve their health. Patients share their personal goals with their health care providers so plans can be tailored with appropriate interventions and education that meet their personal values, needs and desires. Patients are encouraged to consider what changes

they can make and are willing to improve. Personal health changes are linked to a prevention program and 9 Healthy Living Messages.

The Office of Patient Center Care and Cultural Transformation determined a key component to patient centered care is establishing personalized health care planning. Based on the model developed by the Duke Integrative Medicine program, the goal of personal health planning is to help our patients decide what really matters to them and why they want their health back.

Although there is no formal process in place for Primary Care patients to

develop their health care plans, the FY12 priority goal for the Fayetteville VAMC was to develop PHPs for all primary care patients. The target goal for the medical center was set by VISN 6 to complete 6,962 PHPs for Veterans by September 30, 2012. As of Feb. 29, the Fayetteville VAMC completed 4,362 PHPs to reach 63 percent of our goal. This ranked our medical center as #2 in VISN 6 for the number of PHPs completed, and #1 for meeting our percentage goal based upon our Veteran population. Congratulations and thank you to everyone for your dedication in serving our Veterans!

For information about the PHP program, call the Health Education office at (910) 488-2120 ext. 5490.

Staff from the Jacksonville CBOC host town hall with leadership, gain insight into future of clinic and healthcare for Veterans

by Robin DeMark, Public Affairs

Employees from the Jacksonville Community Based Outpatient Clinic hosted an informal town hall meeting with leadership from the VA Mid-Atlantic Healthcare Network (VISN 6) and the Fayetteville VA Medical Center (VAMC) to share topics of interest and gain insight into the future direction of health care for Veterans, March 6.

Betty Goolsby, director of the Fayetteville VAMC, opened the meeting by expressing her appreciation to the Jacksonville staff for their hard work and finding better ways to improve health care for Veterans. Also in attendance representing the VA Mid-Atlantic Healthcare Network (VISN 6) was Network Director Daniel Hoffmann.

"Your staff should be very proud of the clinical work and

service you continue to provide for our Veterans," said Hoffmann. "This team clearly applies patient centered health care by having flexible clinic hours, embracing the Patient Aligned Care Team (PACT) and integrating your mental health services."

Mr. Hoffmann welcomed feedback from staff and asked why they thought their clinic was so successful.

Nurse Manager Clell Penny, who has worked at the Jacksonville CBOC for nine years, attributed their success to a caring staff and support from leadership. She said the "Ask the Director" email program, regular on-site visits and teleconferences with the Fayetteville director are making a difference.

"We get timely feedback and

we all focus on the same mission goal to form a solid PACT for our Veterans," said Penny. "Our patient satisfaction scores have increased because our staff is cross-trained and survey feedback identifies areas for improvement."

Registered Nurse Jane McCoy talked about how technology helps her patients.

"Many of our Veterans prefer using email to reach their healthcare team. This provides personalized service and unlimited access to our team let when they need to reach us," said McCoy.

Hoffmann complimented the staff for a noteworthy achievement, reducing delays to complete medical exams for disability claims. He praised the Jacksonville team for surpassing the national average of

(Continued on page 3)

Jacksonville Town Hall *(continued)*

(Continued from page 2)

27 days to complete Compensation and Pension exams. The C&P exams are required to determine if a Veteran qualifies for medical disability benefits.

"You are trend setters at the VA for completing C&P exams in less than 18 days," Hoffmann said. "This is a timely way to meet the expectations of our newest Veterans."

As the meeting progressed, the subject of potential growth in the local area turned attention to facility improvements and equipment needs. Staff shared their wish list with leadership to request telephone head sets, laptops and mobile computer workstations. Hoffmann assured employees that many of these upgrades will happen during the transition to the new facility that will double square footage. Additionally, infrastructure at the new facility will provide staff and Veterans web-based access to secure messaging, MyHealthyVet and cloud computing.

To address staff concerns about the increase of Veterans requesting health care, Hoffmann explained how VISN 6 can anticipate the future needs of a clinic.

"We know there will be a surge in OIF/OEF (Operation Iraqi Freedom/Operation Enduring Freedom) Veterans returning; with projections indicating it will level out," Hoffmann said. "By analyzing the demand-pull model in this facility, we can stay ahead of these projections and identify future facility needs when a Veteran walks in the door."

Gus Davila, VISN 6 deputy network director, added to the

discussion about facility expansion. The new CBOC for Jacksonville, Davila said, will add 10,000 square feet and be equipped with mobile mammography, teleretinal and teledermal technologies for Veterans.

Hoffmann closed out the town hall by expressing his sincere appreciation to the staff and talked about new trends throughout the VA.

"The VA is experiencing a paradigm shift from inviting Veterans to receive care to Veterans writing the VA and asking how they can sign up for health care and benefits," Hoffmann said. "Veterans are realizing there is no wrong door for them. We are here with better ways to provide the highest quality of healthcare possible."

Our Veterans will continue to see facility expansion as we build the new CBOC for Jacksonville and the Health Care Center in Fayetteville. As we implement new healthcare software on the horizon, the VA will be the envy of the



Photo center: Daniel Hoffmann, VA Mid-Atlantic Healthcare Network Director and Betty Goolsby (right) Fayetteville VAMC Director attended the town hall meeting hosted by the staff at the Jacksonville Community Based Outpatient Clinic, Mar. 6.

private medical care sector as we serve young Veterans who are embracing this new technology."

According to several staff in attendance, the informal town hall was a great way to have an open exchange with leadership and gain insight into the future of their clinic and medical services for Veterans.

Ask The Director!

If you have any questions, concerns, etc, contact Ms. Goolsby! Let her know how you feel about your Medical Center!

Employees:

<http://vaww.visn6.va.gov/content.aspx?id=48133>

Non-Employees

http://www.fayettevillenc.va.gov/about/Ask_The_Director.asp



FVAMC ★ Access to safe, high quality patient care and service ★ Being the employer of choice
Priorities ★ Being a good steward of our resources with time, people, space and dollars

Patient Safety Awareness Week

Patient Safety Manager, Clare Snow, hosted a poster contest along with patient safety games at the Fayetteville VAMC to celebrate National Patient Safety Awareness Week, Mar. 4-10.

Ms. Snow's goal this year began with increasing awareness of patient safety to staff and patients by encouraging staff to participate in a poster contest reflecting one of two themes: The Joint Commission's National Patient Safety Goals or "Be Aware for Safe Care."

"Our staff was eager to participate because the events were educational, fun and interactive," said Snow. "I am a firm believer that each and every employee plays an integral part in patient safety. Unfortunately errors in patient care can have devastating consequences. Patient safety is not about trying harder or placing blame; it is about putting systems in place to reduce the chance of human error."

Another goal for the week included teaching patients how to speak up and voice their concerns about their health care. According to Snow, it is very important for patients to keep asking questions until they fully understand their medical conditions and know what all of their health care options are.

Snow recommends when patients are at the pharmacy or at their doctor's office, it's a patient's right and obligation to ask questions about medications or options for care.

"Our medical center is committed to improving our patients' health care and encourages speaking with your provider or a patient advocate or to

find more information about your rights," Snow said.

To enhance next year's program, Snow plans to include more interactive learning tools and increase employee participation from the staff at the Community Based Outpatient Clinics.

For more information about patient safety, call the Patient Safety Manager at 910.482.5097 or visit the www.npsf.org web site.

To locate information about patient rights visit the www.patientadvocate.va.gov/rights.asp web site.

Congratulations to winners of the Patient Safety Awareness poster contest

For the category of relevance to National Patient Safety Goals:

1st Place: LeeAnn Gadbow-Pharmacy

2nd Place: Lynette Mefford, LPN and the Eye Clinic Team

For the category of relevance to this year's theme: "Be Aware for Safe Care"

1st Place: Lori Lewis, 4A CLC

2nd Place: Tina Gavriluk and the Safe Patient Handling Team



Upcoming Events

March Events:

Mar 18-24 – National Poison Prevention Week

April Events:

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

May Events:

May 16 - VA 2K WALK & ROLL

Veterans, family members, and members of the community are welcome to join us!

To Register email:

Fayetteville and Village Green sites:

Leshonda.Wallace@va.gov

Wilmington and Brunswick CBOC sites: Erin.Hinson@va.gov

Robeson CBOC: Sonya.Oxendine@va.gov



Highlights from
the new Master
Agreement

Did you KNOW?

Article 35, Section 4—Sick Leave

It is the responsibility of the employee who is incapacitated for duty to notify the immediate supervisor or designee...no later than 2 hours after the employee is scheduled for duty...the employee's obligation is to *complete one phone call to the established number*. In the event that the supervisor or designee is not available, employees may use voicemail to notify the supervisor...of the type of leave requested.

Congratulations to LeShonda Wallace, MSN, FNP-BC, RN!

Ms. Wallace applied for the "Influenza Prevention Initiative and Programs for Women Veterans" grant and was selected for the 2012 Public Health Grant Award Program by Clinical Public Health. The program is intended to encourage the development of education and prevention materials related to public health concerns. The grant award amount is for **\$1,500**.



JOIN US FOR A
2K WALK + ROLL
TO BENEFIT HOMELESS VETERANS AND
PROMOTE HEALTH + WELLNESS
MAY 16, 2012

Earth Day Celebration

April 11, 2012
Auditorium - 3rd floor
10:00 AM – 1:00 PM

Fayetteville VA Medical Center
GEMS - Green Environmental
Management Systems Program
POC: Shelley Reeder X5699



FVAMC ★ Access to safe, high quality patient care and service ★ Being the employer of choice
Priorities ★ Being a good steward of our resources with time, people, space and dollars



ALWAYS VIGILANT, INFORMED, AND PROACTIVE.

Have you ever mistakenly sent an email, fax, or letter to the wrong person? Many of us have had these “oops” moments, whether we accidentally type in the wrong name in the “To” line of email, press a wrong number on a fax machine, or forget to double check someone’s address before sending a letter. While these mistakes can cause some embarrassment in our personal lives, they can cause serious trouble if we make them while doing our jobs at VA. Mis-mailing or mis-filing VA sensitive data can result in a data breach or even compromise a Veteran’s identity – ultimately jeopardizing a Veteran’s financial wellbeing and negatively impacting VA’s reputation.

As a Veteran Information Protector (VIP), you play a vital role in protecting Veterans from the unauthorized disclosure of their personal health information (PHI) and personally identifiable information (PII) – and ultimately, identity theft. You must continue to be **Vigilant, Informed, and Proactive** to protect VA sensitive data because information security at VA starts with you. Simply verifying that you are sending the right information to the right person helps to protect the data of Veterans, their beneficiaries, and your colleagues.

As a Veteran Information Protector (VIP), you can prevent the mis-aiming or mis-filing of VA data by following these tips:

- **Double check addresses and fax numbers** – Ensure that you are sending the right information to the right person. Check that email addresses, mailing addresses, and fax numbers are correct so that you do not mistakenly send VA or Veteran data to the wrong person. Transposing a couple of digits on a fax machine or in a ZIP Code can compromise the confidentiality and privacy that VA promises to Veterans.
- **Always encrypt sensitive emails** – Make sure that you encrypt all emails containing VA sensitive data. Encrypting data means that it can only be read or opened by the recipient who has the encryption key. This allows an extra layer of security in your email messages.
- **When you realize a mistake, report it immediately** – If you realize that you have mismailed or misfaxed VA information, contact your Privacy Officer (PO) and ISO. As VIPs, we are all responsible for immediately reporting if we unintentionally disclose sensitive data to unauthorized recipients.

Know your PO and ISO- Jennifer Cliette, PO X 7019; Jennifer.Cliette@va.gov
Pamela Jackson, ISO X 7070; Pamela.Jackson@va.gov

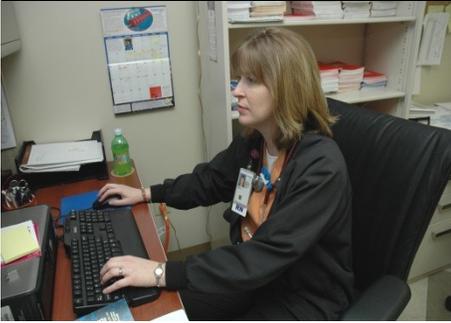


**WORSHIP SERVICES
IN OUR MEDICAL CENTER CHAPEL**
PROTESTANT SERVICE: SUNDAYS 2:00 pm
CATHOLIC MASS: SUNDAYS 11:00 am
MONDAY - THURSDAYS 12:00 pm
All Are Welcome! Contact us at 7031/5906



FVAMC ★ Access to safe, high quality patient care and service ★ Being the employer of choice
Priorities ★ Being a good steward of our resources with time, people, space and dollars

Jacksonville Community Based Outpatient Clinic



Kimberly McAvoy, RN

The Jacksonville CBOC is located near the Camp Lejeune Marine Base in Jacksonville, N.C. The health care team stays busy providing primary health care for approximately 5,000 Veterans within the metro area. Nurse Manager Clell Penny, and the medical staff treat many local area Veterans for diabetes, hypertension and coronary artery disease. For more information about the clinic visit the web site,

<http://www.fayettevillenc.va.gov/visitors/jacksonville.asp>



Fayez Mikhail, MD



Tia LaRock, HCT



Front - Coley Jackson, HCT; Left - Earl Ross, MSA; Rear right - Andrea Grewe, MSA

Robeson County Community Based Outpatient Clinic



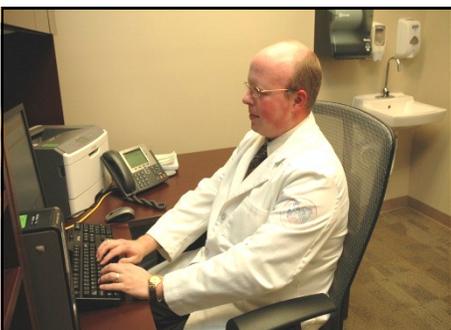
Tracey Chadwick, RN (HBPC)

The Robeson CBOC is located in Pembroke, N.C. The clinic is staffed with a health care team serving 1,120 Veterans. Nurse Manager Sonya Oxendine, says the clinic treats many Veterans for degenerative joint disease, diabetes and hypertension. For more information visit, <http://www.fayettevillenc.va.gov/visitors/>

www.fayettevillenc.va.gov/visitors/



Dr Tulala Lowry, MD (Primary Care)



Dr. Paul Butts, Pharmacist



Shelton Sutton, Teleretinal



Kimothy Roberts, RN (Primary Care Case Manager) and Joyce Weal, RN (Mental Health Service Line Nurse)



FVAMC ★ Access to safe, high quality patient care and service ★ Being the employer of choice
Priorities ★ Being a good steward of our resources with time, people, space and dollars

Wilmington Community Based Outpatient Clinic



Dr. Allen Robertson, Psychologist



Dr. Kathleen Johnson, Pharmacist



Paul Bordeaux, Mariques Dixon and Sybil McCarroll



Tim Blackburn, RN & Sharon Troyon, PA

The Wilmington CBOC serves 6,059 Veterans. Health care providers treat most patients for hypertension, diabetes and mental health. Nurse Manager Erin Hinson, attributes positive staff rapport with patients to most staff being Veteran's themselves.



Rachel Dillahunt, MSA



Charles Yarborough, MSW & Lisa Wrenn, LPN

For more information about the Wilmington CBOC visit www.fayettevillenc.va.gov/visitors/wilmington.asp



Al Scroggins, Charles Best, Practice Mgr. and Erin Hinson, Nurse Mgr.



Debbie Dawkins, Teleretinal & Ina McDonald, LPN



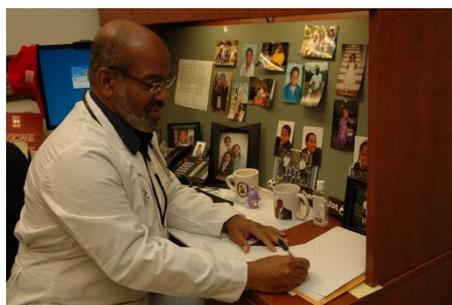
Morgan Heath, MSW, Dr. Mark Basquil, Psychologist, Jennifer Brier, AT



Kate Donaghy, Tech. & Sindi Coward, LPN



Betty Goolsby FVAMC Director, Bonnie Friedland LPN and Barbara Jordan RN



Dr. Albert Britton, MD



Chris Sykes, Technician



FVAMC ★ Access to safe, high quality patient care and service ★ Being the employer of choice
Priorities ★ Being a good steward of our resources with time, people, space and dollars

National Professional Social Work Month

The National Multiple Sclerosis Society Greater Carolinas Chapter partnered with the Fayetteville VAMC Social Work Services Department to host a luncheon seminar featuring guest speakers, March 13.

The first speaker, Jessica Thomas, Master Social Worker, motivated the audience with her personal battles with MS and treating others with this condition. Next, Lani Seltzer, Licensed Clinical Social Worker, followed with the continuing education presentation for social workers on Psychosocial Interventions in Multiple Sclerosis. She also shared personal stories about her loved ones who suffer from MS.

Since 1984, March has officially been designated as a month to recognize and acknowledge the contributions to the quality of life made by America's half-million social workers. March was designated by the White House as National Professional Social Work Month. Social workers are engaged in many diverse administrative and clinical programs and areas of specialty practice. The Department of Veterans Affairs (VA) is the largest employer of social workers. For additional information on Social Work Month, visit the www.vasocialworkers.org and www.socialworkers.org web sites.

How VA Social Workers help Veterans

- Financial or housing assistance
- Discharge planning and case management
- Applying for benefits from the VA, Social Security and other government and community programs
- Making sure your doctor and other VA staff on your treatment team know your decisions about end-of-life issues, generally called advance directives and living wills
- Arranging for respite care for your caregiver so he/she knows you are cared for so they can have a break or go on vacation
- Provide psychosocial intervention and treatment for Veterans with multiple mental health conditions

For more information contact Social Work Services at ext. 5742



Photo from left: Carol Diaz, FVAMC Chief of Social Work, Kaye Gooch Executive Vice President MS Society Greater Carolinas Chapter, Betty Goolsby, FVAMC Director, Lani Seltzer LCSW, Jessica Thomas MSW participated in the FVAMC Social Work Services seminar, March 13.

Volunteer Spotlight

In celebration of Black History month, Tonya Boone, Black Employment Program Manager, and the medical center's Equal Employment Opportunity staff hosted the event with community volunteers sharing their unique talents in the auditorium, Feb. 28. The event included food, musical performance, community artists and guest speakers. Wendell Samuel (Photo bottom left), a retired Army Command Sergeant Major, displayed his life-long gift of creating wood pottery and art. A young, talented violinist, Jasmine Bogan (Photo bottom center), provided musical expression performances throughout the event. Guest speaker Bishop Larry Wright Sr. talked about his experience of healing those who were oppressed throughout many years of ministry. "This event was a positive way to conclude our month-long celebration with our community partners and our employees," said Otha Kimbrough, EEO program manager.



If you would like to volunteer, call Voluntary Services at 910-488-2120 ext. 7027.



FVAMC ★ Access to safe, high quality patient care and service ★ Being the employer of choice
Priorities ★ Being a good steward of our resources with time, people, space and dollars

VA FSS Supplier Day Show

Sponsored by:



**Office of Acquisition
and Logistics**
Acquiring the Best for Our Nation's Veterans.
Every Day. Every Time.



Wednesday

April 4, 2012

9:00am - 1:00pm

Hosted by the

Fayetteville VA Medical Center

Located in the
**Auditorium – 3rd Floor
Building #3**

TMS Education Credits for Attending!

Suppliers Featuring Products & Services such as

- ❖ Medical Equipment & Supplies
- ❖ Surgical Instruments & Supplies
- ❖ Diagnostic Lab Supplies & Equipment
- ❖ Facility Management & Support
- ❖ Fall Prevention Items & Equipment
- ❖ Wound Care & Sterilization
- ❖ Office Products & Furniture
- ❖ Patient Lift Equipment
- ❖ Patient Mobility Devices
- ❖ Patient Monitoring Systems
- ❖ Bed Systems & Homecare Items
- ❖ And much more!

Please visit show and enter for Door Prizes!

**All Hospital Departments, Units and Staff Members
are invited to attend!**

All participating suppliers have an approved FSS/GSA Contract!



FVAMC ★ Access to safe, high quality patient care and service ★ Being the employer of choice
Priorities ★ Being a good steward of our resources with time, people, space and dollars

PATIENT ADVOCATE LIAISON PROGRAM

AUDIOLOGY & SPEECH

910-488-2120 ext 7983

Hearing Aid Appointments

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

COMMUNITY BASED OUTPATIENT CLINICS

910-822--5192

CBOC Coordinator 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
ext. 5593/7889

Village Green Clinic

Barbara Harris, MSA
ext. 7998/4020
Lilliana Figueredo, RN
ext. 4129/4020
Monica Stanfield, MSA
ext. 7998/4020

Brunswick Clinic

Erin Hinson, Clinic Manager
910-754-6141

COMPENSATION AND PENSION OFFICE

910-483-9727

Nickevett Carey,

Administrative Officer ext. 1015

DENTAL SERVICE

910-822-7029

Sharon Williamson

Dental Supervisor. ext. 7030

DIALYSIS CLINIC

910-483-9727

Patty Chapman-Boyce

Nurse Manager ext. 1003

EMERGENCY ROOM

910- 822-7074

Teresa Wright, RN

ER Nurse Mgr. ext. 7459

ENVIRONMENTAL MANAGEMENT SERVICE

910-822-7039

Bonnie Carmichael

Secretary ext. 7039

EYE CLINIC

910-482-5169

Margie Stanley, MSA

ext. 5169/5690

HEALTH ADMINISTRATION SERVICE

910-822-7042

Donnie Sanders, Lead PSA -
Outpatient Clinics ext. 7092

HEALTH BENEFITS OFFICE

910-822-7016

Grieselle Vega, MSA ext. 7016

HOME TELEHEALTH

910-488-2120

Shenilla Soloman, RN, MSN
ext. 7162

LABORATORY

910-822-7025

Ercilia Haddon, Lab Mgr ext. 7193

LOGISTICS SERVICE

910-482-5264

Randy Gray, Supply Tech. ext. 7364

Brenda Griner, Purchase. Card.

Coordinator. ext. 7149

MCCR - (CPAC) Consolidated Patient Accounts Center

910-822-7952

Penny Cochran

CPAC Clinical Reviewer ext. 7952

Ms. Ramburt/ Mr. Lane

Billing Inquiries ext. 5079/7626

MEDICAL SERVICE

910-822-7176

Alvin Scroggins

Administrative Officer ext. 7037

Debra Gross, NP

ext. 5396/5190

POLYTRAUMA CASE MANAGER

Delva Vereen, RN ext. 5907

MENTAL HEALTH

910-822-7058

Linda Mathis, Lead PSA

(Admin Issues) ext. 7097

Janine Mason ext. 5078

NEUROLOGY/SCI

910-482-5190

Deb Gross, NP

ext. 5396/5190

NURSING SERVICE

910-822-7063

HN 4C - MH InPt – Supervisor

ext. 7422/7005

HN 4A – CLC ext. 7710

HEAD NURSE - 3A – CLC ext. 5131

ICU ext. 7405/7010

HEAD NURSE, RN - 3C ext. 7007

Nurse Coordinator ext. 7315

NUTRITION & FOOD SERVICE

910-822-7038

Lillian Maupin,

Program Asst. ext. 7038



FVAMC ★ Access to safe, high quality patient care and service ★ Being the employer of choice
Priorities ★ Being a good steward of our resources with time, people, space and dollars

PATIENT ADVOCATE LIAISON PROGRAM

-Page 2 -

PHARMACY SERVICE

910-822-7014
Jennie Christian
Pharm. Sec. ext. 7014
Automated Pharmacy Line

PHYSICAL MEDICINE & REHAB

910-482-5249
Brenda Montalvo
OT ext. 7330

PRIMARY CARE SERVICE

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

PRIMARY CARE CLINICS

910-482-5068

BRAVO ext. 7004/7842

BRAVO - Scott Smith, RN
ext. 7695

DELTA – Supervisor ext. 5674/5287

**DOGWOOD - Krystal Redd, MSA
ext. 7001/7746**

DOGWOOD ext. 7700

**DIABETIC MANAGEMENT –
Supervisor
ext. 5526/5141**

**INDIGO - Gloria Reyes, RN
ext. 7432**

INDIGO - Julia Mosley, RN
ext. 7139/7916

**Women's Veterans Program
Manager. ext. 7979**

PROSTHETICS SERVICE

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

RADIOLOGY SERVICE

910-482-5065
LeaAnn Pelfrey
Radiology Secretary ext. 7069
Sandra Kay Nelson

RELEASE OF INFORMATION

910-822-7020
Wanda McLemore
Program Support Asst ext. 7485

SOCIAL WORK SERVICES

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

RURAL HEALTH

910-482-5085
Mark Wallace ext. 5085

SURGICAL SERVICE

910-482-5052
Teresa Butts, RN
OR/PACU ext. 7973
Barbara Bylicki,
Surgical. Sec. ext. 5025
Jorge Fonseca
Administrative Officer ext. 7993

VA POLICE

910-822-7922

Radio for Officer ext. 7404
Deloris Murray ext. 7996

The Fayetteville Communicator is published monthly. If you have articles, photos, or ideas for the Communicator, please contact **Robin DeMark Public Affairs Officer @ (910) 488-2120 ext. 5991** or email robin.demark@va.gov
*Design created by Brad Garner
Visual Information Specialist*



**Click this icon to "Like" the
FVAMC Facebook Page!**

Like us on Facebook



www.facebook.com/fayettevillevamc



FVAMC ★ Access to safe, high quality patient care and service ★ Being the employer of choice
Priorities ★ Being a good steward of our resources with time, people, space and dollars