

**JULY 2013**



*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 **EXCELLENCE**  
in the 21st Century



*Elizabeth Goolsby  
Fayetteville VA Medical Center  
Director*

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## Director's Forum

*Elizabeth Goolsby*

### **Fayetteville Priority - Access to Safe, High Quality Patient Care and Service**

Recently, I was speaking with a staff member who was commenting on the tremendous growth we have seen in the number of Veterans served as well as the number of sites of care and services. When I mentioned we were currently working on our 16<sup>th</sup> site of care, he seemed surprised and indicated he did not realize just how much we have grown in a short time. Thinking others may not know of our growth, this month, I will review with you all of our sites of care and service.

### **Current sites of care and service:**

1. The Medical Center is home to inpatient and outpatient services, general and specialty, as well as the Community Living Center.
2. Village Green in Fayetteville serves our Veterans with 10 PACT teams that care for about 11,500 Veterans.
3. Robeson Plaza in Fayetteville is home to a 16-chair Outpatient Dialysis Program and the Compensation/Pension Examination Unit.
4. Wilmington is home to our new Health Care Center. Not only will primary care and mental health services be available, but it will also include specialty care, women's health, radiology, laboratory and pharmacy. Wilmington currently serves about 6,500 Veterans.
5. Camp Lejeune IDES – IDES is the Integrated Disability Evaluation System located at Camp Lejeune which promotes a seamless transition of healthcare services and benefits from active duty to Veteran status.



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6. Fort Bragg IDES – IDES is the Integrated Disability Evaluation System located at Fort Bragg which promotes a seamless transition of healthcare services and benefits from active duty to Veteran status.
7. Jacksonville CBOC – serves about 5,400 Veterans with 5 PACT teams, mental health services and telehealth. Soon, ground will be broken for a new CBOC to allow for the tremendous Veteran growth in the area. The new CBOC is expected to be ready for occupancy in the Fall of 2014.
8. Brunswick County Outreach Clinic - serves the Veterans of Brunswick County with 2 PACT teams for primary care, with mental health services available.
9. Hamlet CBOC – provides primary care and mental health services to approximately 2,000 Veterans with 2 PACT teams.
10. Robeson CBOC – provides primary care, mental health and home-based primary care services to Veterans with 2 PACT teams.
11. Our newest site of care is the CBOC in Goldsboro, which opened in July. Currently, there are 2 PACT teams with expansion to 5 planned. Primary care, mental health and telehealth services will be available. Collaborations are underway with Seymour Johnson Air Force Base to partner on the provision of additional services.
12. PWC – Public Works Commission Building in Fayetteville serves administrative needs such as Fiscal Service as well as some clinical outreach programs like Rural Health and soon the Fee Unit (Non-VA Care Coordination – NVCC).

**Sites under construction or in development:**

13. Camp Lejeune Primary Care and Mental Health Care - developing with Camp Lejeune and the Navy Hospital to establish a primary care PACT team at Hadnot Point Clinic at Camp Lejeune for our Veterans. The site provides easy access to care for Veterans who frequent Camp Lejeune or are transitioning to Veteran status. This also helps with a space issue at the current Jacksonville CBOC. Telemental health services are being added to Camp Lejeune to address Veteran and active duty member needs. Services are expected to be available by the end of 2013.
14. Joint Community Rehabilitation Center with Fayetteville VA and Womack Army Medical Center will provide state-of-the-art outpatient physical rehabilitation services to Veterans and soldiers. Site selection is underway, with an opening expected in February 2014.
15. Sanford CBOC site selection process is underway with site identification expected in September and construction to follow. Services of primary care and mental health will be available late 2014.
16. Recently, we broke ground for the 250,000 square foot Fayetteville Health Care Center which will house, in 2015, all of the outpatient services currently located at the Medical Center and Village Green.

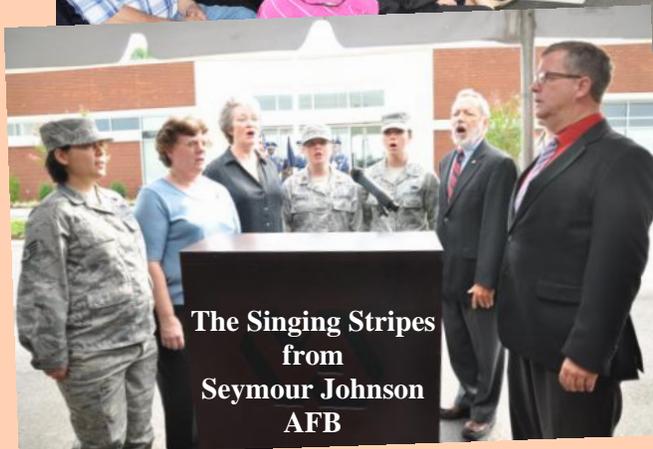
**Why do we need so many sites of care?**

The VA is committed to providing care close to where our Veterans live and we need to plan for our expanding population of Veterans. Projections for this year are that we will see a total of 600,000 outpatient visits across our current sites of care, with about 55,000 Veterans cared for. Our growth is projected to continue at 8.5 percent each year for many years to come. In two years, when much of our planned construction is completed, we will be caring for 65,000 Veterans and 700,000 outpatient visits. The new sites of care will allow us to move outpatient services out of the medical center in order to modernize and add new services in the medical center to better serve our Veterans.

# **Goldsboro CBOC Ribbon Cutting**



Photo above from left: Alvin Scroggins, Community Based Outpatient Clinic Coordinator, James Galkowski, Fayetteville VAMC Associate Chief of Staff, E. Ray Mayo, Vice Chairman of the Wayne County Commissioners, Daniel Hoffmann, VA Mid-Atlantic Health Care Network Director, Elizabeth Goolsby, Fayetteville VA Medical Center Director, Congressman G.K. Butterfield, NC 1st Congressional District, Mayor Al King, City of Goldsboro, Sam Sasser, President of Construction Managers, Inc. cut the ribbon to celebrate the opening of the 10,000 square foot Goldsboro CBOC in Goldsboro, NC on July 29, 2013. The Goldsboro CBOC is located at 2610 Hospital Road, Goldsboro, NC.



**The Singing Stripes  
from  
Seymour Johnson  
AFB**



**Seymour Johnson AFB Honor Guard**


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**Open to Employees, Volunteers, Veterans  
Name 2 Valet Shuttles arriving soon and  
win a \$25 gift  
certificate from the Veteran Canteen  
Service Patriot Store  
Enter by emailing [robin.demark@va.gov](mailto:robin.demark@va.gov)  
or stop by the  
Public Affairs Office, room 182, to  
submit your entry by Aug. 9.**



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# Welcome New Faces & Appointments



Fayetteville VAMC welcomes Dr. Craig Fowler, MD as our new Chief of Surgery. Dr. Fowler comes to us from UNC Chapel Hill where he served as a tenured Associate Professor of Ophthalmology at the UNC School of Ophthalmology. He serves as the Medical Director of the North Carolina Eye Bank. He specializes in complex anterior segment ocular surgery including: corneal transplantation, laser vision correction and advanced cataract surgery with lens implantation. He has a true heart for Veterans. Along with leadership, he has a vision to collaboratively enhance surgical services' expertise for our Veterans. Call Dr. Fowler at 919-488-2120 ext. 5025.

Fayetteville VAMC welcomes Chaplain Paul Witt as our new Chief of Chaplain Services. Chaplain Witt received a Master of Divinity degree with an emphasis in Pastoral Counseling from the Assemblies of God Theological Seminary. His expertise is in marriage, family and bereavement counseling. In 2007, he joined the VA as Staff Chaplain at the VA Medical Center in Danville, IL. As a retired Lt. Commander, he served as the Navy Chaplain and the Acting Chief of Chaplain Service. He is Navy Veteran of 30 years. Call Chaplain Witt at 910-822-7031.



Fayetteville VAMC congratulates David Zentmayer as our newly appointed Designated Learning Officer. In his new role, he will work collaboratively with staff to develop, plan and improve education and development programs. He previously served as the medical center's Healthcare Talent Management Coordinator teaching coaching and mentoring and supervisor training. He is a graduate of Wayland Baptist University with a degree in Occupational Education. Mr. Zentmayer is currently enrolled at Liberty University. He is an Air Force Veteran of more than 22 years. Call Mr. Zentmayer at 910-482-5177.

## Welcome Home at Fort Bragg

Photo from left: Chaplain Paul Witt, Wilfred Davila, Angie Moore, Gerry Fountain and Ron McDaniel, Fayetteville VAMC's OEF/OIF/OND Case Management team, aligned with two Army Reserve Units from the 4th Combined Arms Battalion (CAB) to host a Welcome Home Event and Family Fun Day at Fort Bragg, NC. on July 14.

Fayetteville VAMC's Operation Enduring Freedom/Operation Iraqi Freedom/Operation New Dawn met with more than 170 Veterans at the event. First, medical center staff provided information on VA health care services,

enrollment and benefits in a formal class setting. Later, everyone moved to the park where table displays and information were available to Veterans and their families. "Special thanks to our medical center staff from Suicide Prevention, Caregiver Support, Vet Center and OEF/OIF/OND Case Management Services," said Angie Moore, Fayetteville VAMC OEF/OIF/OND Program Manager. "It was also a very nice touch from our Chaplain Services staff and Mrs. Witt who gave Spiritual Survival Kits to Veterans and family members. Thank you all."



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# Thanks, Cheers & Appreciations

Special thanks to our **Emergency Department Registered Nurse, Nicholas Ball**, who successfully resuscitated a patient at church. While he was at Sunday church, a member collapsed. Nick checked for unresponsiveness and a pulse. As soon as he determined there was no pulse, he started chest compressions until the patient's internal defibrillator kicked in. Soon the patient was sitting up and talking by the time Emergency Services arrived. Charles Hall, RN, Nurse Manager at Fayetteville VAMC Emergency Department



Special thanks to the **OEF/OIF/OND Case Manager, LaTina Ross** and **Jacksonville Vet Center's Harold Kellogg** (Photo left) for helping 140 Navy Reservists and family members who attended the Navy Deployment & Readiness event in Wilmington, NC on July 20. Angie Moore, OEF/OIF/OND Program Manager



Appreciation to Mr. Michael Fuller, Fayetteville VAMC Human Resource Specialist, for a great media interview during the "Recruit-A-Vet" job fair organized by Congresswoman Renee Ellmers. The event hosted more than 300 Veterans and active duty soldiers and 50 businesses from across Fayetteville on July 29. "The news article mentions you in an interview – nice job. Thank you." Elizabeth Goolsby, Fayetteville VAMC Director

Thanks to **Jeffery Thomas and Joyce Hawkins** who represented Fayetteville VAMC at the Richmond Community College "Stand Down" in Hamlet, NC. Several hundred Veterans received information about health care registration and VA benefits. Angie Moore, OEF/OIF/OND Program Manager

**Cheers to Mr. Joseph Pone of Fayetteville VAMC EMS for expediting a work order for Nutrition & Food Service!** Mr. Pone brought someone from engineering to my office for prompt resolution. **A big cheers to Mr. Pone for knowing how to get things done for our staff and Veterans!** Theresa Whittington, Clinical Nutrition and Food Service Manager



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## How Employees Address Veteran & Family Concerns

by Jeff Stanko

The Patient Advocate Tracking System (PATS) is a database which tracks Veteran concerns and compliments utilizing codes and hospital locations. This database can be utilized to analyze trends within the facility. There are two types of notifications. The Information Notifications require no response on the employees part and is for information. The Action Request Notifications require a response.

### **Veterans must have their concerns addressed in a timely manner to ensure timely resolution.**

A response to Veteran concerns occurs as soon as possible, but is required within seven days after one is submitted. Should this require more time, staff is responsible for continuously updating the patient on the status of a concern.

### **The employee must use the PATS database for a response.**

To complete the response, employees need to enter information in the Computerized Patient Records System (CPRS). The PATS database tracks and lists non-responses that are attached to the employees name. This list is reviewed by facility leadership to ensure Veterans receive a response. For accuracy, it is important that employees update their VISTA and Outlook names so they are identical.

***Knowing the process ensures our Veterans receive excellent customer service with a timely response!***

**Call Jeff Stanko, Customer Service Coordinator, at 910-488-2120 ext. 7032.**

## President's SAVE Award

Recently, the Administration launched the fifth annual Securing Americans Value and Efficiency ([SAVE](#)) Award competition. Through the SAVE Award, Federal employees can submit their ideas for how to cut waste, save taxpayer dollars, and create a more efficient and effective government. Borne out of the President's belief that the best ideas often come from those on the front lines, Federal employees have submitted more than 85,000 ideas over the last 4 years through the SAVE Award. Recommendations have ranged from implementing new measures that conserve energy to eliminating paper copies of publications that are available online to using ground shipping instead of next-day service when mailing non-urgent packages. These simple, yet innovative ideas are already making a difference. The President's last four budgets have included over 80 SAVE Award proposals that are saving hundreds of millions of dollars and improving the way government operates. We know these ideas alone won't solve the Nation's long-term fiscal challenges, but they represent common-sense steps to improve government and provide a better value to the American people. [Submitting your idea](#) is quick and easy.

Just go to [www.whitehouse.gov/save-award](http://www.whitehouse.gov/save-award) by August 9 to participate.



**Call Fayetteville VAMC Chaplain Services at 910-488-2120 ext. 7031 or 5906**



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# Patient Safety Corner



**Patient Safety Manager**  
**Tamara Passut, RN**  
**910-488-2120 ext. 5097**

## What is an adverse patient event?

An adverse patient event is when things do not go as planned for a patient or it is either directly or indirectly resulting from care or the hospital environment. For example: a patient may have an injury such as a fall or may have the wrong medication, a pressure ulcer or even an unexpected patient death.

## How do I report an adverse event?

First, know that **ANYONE** can report an Adverse Patient Event! Just make sure you take immediate action to help the patient by informing the right people immediately. To do this, go to the Fayetteville VA homepage and under "Quicklinks," click on

"ePER" (**Electronic Patient Event Reporting**). Start a patient event report and it will walk you through an easy process, or you can just call me, **Tamara Passut, Patient Safety Manager, at 910-488-2120 ext. 5097.**

## What will happen to me if I report an adverse patient event?

The system does not require a log-in and is **submitted confidentially**. You will feel a sense of satisfaction and empowerment knowing that while we did not prevent an event from happening, we will help bring attention to something that may not have been considered a safety issue. Root Cause Analyses (RCA) are formed from Patient Event Reports which involve a team of selected multidisciplinary staff members. They look beyond the obvious and look deep into processes, systems and the footsteps of the persons who have experienced an adverse event. These team members have assisted with evaluating our health care delivery systems and processes to ensure we are consistently able to provide the highest standards of care.

If you are reporting close calls and actual adverse events already, KEEP IT UP.

**Keep Patients Safe and speak up when you see something that does not look right.**

**Our Veterans Are Depending On YOU!**

**Are You On Board?**

**The Patient Safety Train**

*Safe, High Quality, Patient Care & Service*



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## Fayetteville VAMC Human Resource Chief on WRAL, “Hiring America’s Veterans”



Photo left: Joe Whaley, Fayetteville VAMC Chief of Human Resource Management Service, was interviewed by TV host Gigi Stone for the upcoming national

series on “Hiring America” at the WRAL studio in Raleigh, NC on July 11. This is the first TV series that is dedicated to helping America’s Veterans find jobs.

“At Fayetteville VAMC, we have a new Human Resource Employment Help Center,” said Whaley. “This help center provides Veterans access to computers and hands-on assistance from our team of specialists. We are dedicated to serving our military service men and women and preparing them to compete in today’s workforce.”

The first season of Hiring America will feature U.S. companies who are ready to hire America’s Veterans.

Visit the web site, [www.hiringamerica.net](http://www.hiringamerica.net) for more information and check out the additional web links listed.

**To learn more about Fayetteville VAMC HR Employment Help Center, call Human Resources at 910-488-2120 ext. 7055.**

Please share your story ideas and photos with us. Enjoy!  
Robin DeMark, Public Affairs Officer, (910) 488-2120 ext. 5991

[www.FayettevilleNC.VA.Gov](http://www.FayettevilleNC.VA.Gov)

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