



VA MID-ATLANTIC HEALTH CARE NETWORK • VISN SIX

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“Excellent Care – Earned by Veterans – Delivered Here”

# Voices of VISN 6

Official news from around *your* VISN

September 10, 2011

## Planning, Preparation Minimize Irene’s Impact

By Bruce Sprecher  
VISN 6 public affairs

Ensuring patient safety and continuity of care was put to the test when Hurricane Irene blew through the Mid-Atlantic region Aug. 26 – 28.

Hurricane Irene entered the VISN 6 area Aug. 26 near Wilmington, N.C. before traveling north and showering the Jacksonville and Morehead City Community Based Out-patient Clinics, dousing the Greenville CBOC, and moving into Virginia to drench the Virginia Beach CBOC, and then onto the Hampton and Richmond VA Medical Centers.

“Over the course of four days, more than 150 Veterans were safely evacuated and returned to the Hampton VA

Medical Center. The planning, preparation and partnership of dedicated staff from throughout the VISN kept Hurricane Irene’s destructive forces from interfering with the high-quality care we deliver in VISN 6,” said Network Director Dan Hoffmann.

As far as natural disasters go, hurricanes usually provide enough warning time to prepare, and prepare is exactly what the VISN 6 team did. Almost a week prior to the hurricane’s arrival, emergency managers from around the VISN began alerting leadership to the storm’s potential impact.

“The data we provided leadership about the storm resulted in our standing up the

[Continued on Pg 4](#)



*James Coty*

*Hampton Veterans wait to board a bus Aug. 26, as part of the evacuation of the medical center. More than 150 patients were evacuated due to the storm.*

## Secretary Remembers 9/11 On Anniversary

By Erik K. Shinseki  
Secretary of Veterans Affairs

This is a time of remembrance, resilience, and renewal. For those who witnessed the heartrending collapse of the twin towers of the World Trade Center and the fireballing of American Airlines flight 77 into the Pentagon, the shock of 9/11/2001 was immediate, bewildering, and removed the vestiges of our innocence.

In an age of instant communications and constant news coverage, unlike other calamities visited on the American people, this attack on our homeland was witnessed within minutes by nearly an entire Nation, and within an hour by much of the world. Even today, it is difficult to watch the tragic images of the towers imploding without feeling as though one’s heart had dropped into the pit of one’s stomach.

For those at the Penta-

gon, the urgency of evacuating the wounded was followed by anxious days, that stretched into weeks, of searching for the missing, recovering their remains, comforting families, treating the horrific injuries from an attack specifically targeting noncombatants, and attending the long procession of funerals over the following months.

Ten years after this unwarranted surprise attack, we remember those lost—American and non-American, believers from all faiths—Christian, Muslim, Jewish, Buddhist, and so many other religions—our brightest, most generous peoples.

In the intervening decade, we have proven our resilience as a Nation. Those who perpetrated this tragic loss of life failed in their plan to bring this country to its knees politically, economically, militarily, and socially. We remain, today, a

beacon for all who love liberty and cherish freedom. We remain free and confident and resilient as a people, and in doing so, we categorically reject those who tried to bring us and our democracy down. We have prevailed in choosing to live our lives without fear, without constraint, and without distrust.

Five million men and women have served in our armed forces since the turn of the century; three million of them have joined since September 11, 2001, knowing that they would likely go into combat. Their service and sacrifice in response to the attacks have been defined, like every generation that has gone to war for this Nation, by the virtues of selfless service, sacrifice, and devotion to duty.

We, at the Department of Veterans Affairs, are grateful to these men and women who

[Continued on Pg 7](#)

### Inside in Brief

- Pg 3** POW/MIA Day honors sacrifices and determination.
- Pg 4** Social media keeps information flowing during Hurricane Irene.
- Pg 5** Richmond VAMC amputees get STAR treatment.
- Pg 6** Reflections of 9/11: Remembering the trials and triumphs.
- Pg 7** 9/11 Unity Banner on display at Salisbury VAMC for tenth anniversary.
- Pg 8** LDI graduation. VA Police train to subdue threats of all kinds.
- Pg 10** VLER comes to Ashesville. Retiree pay dates to change soon.
- Pg 12** VISN 6 Sites of Care with addresses and phone numbers for each location.

## From the Director



**Steve Wilkins**

*Mary Tatum, VISN 6 patient safety officer, administers the Flu vaccine to Network Director Dan Hoffmann. Walk-in clinics should begin in October at all VISN facilities.*

## Flu Shot Provides Protection

Greetings,

Every year about this time our medical center providers, staff, and management prepare for another flu season. They understand the facts: In a typical year, 10 to 20 percent of the population gets the seasonal flu and on average, flu kills more than 20,000 people per year.

Our Pharmacists order vaccine. Our providers and nurses gear up for the inoculation of all our Veteran's. And, I'm proud to say, we have historically done a terrific job in reaching those Veteran's. Kudos to all for those efforts.

Unfortunately, when it comes to treating ourselves, we are often the worst patients. While every year we offer the flu vaccine free to all employees, our success rate is far less than desirable.

There are several good reasons you should be immunized;

here are two: first, you deserve to be as healthy as you can be, and getting a flu shot can help you maintain your health; second, because the flu is contagious, if you get the flu, you can pass it on to others that you care about: your family, loved ones, co-workers, and, ironically, the Veteran's we work so hard to keep well.

So, I encourage all of you this season to get your free flu shot: if not to protect yourself, to protect the people you love and respect.

Sincerely,  
Dan Hoffmann

P.S. I've often heard employees talk about getting the flu from the flu shot. You need to know that this is a myth. You cannot get the flu from the flu shot. But, you most certainly can get the flu, and contaminate others, if you don't get the flu shot.

## Seasonal Influenza, Vaccine Misconceptions

### **Can a flu shot give you the flu?**

No, a flu shot cannot cause flu illness. The influenza viruses contained in a flu shot are inactivated (killed), which means they cannot cause infection. Flu vaccine manufacturers kill the viruses used in the vaccine during the process of making vaccine, and batches of flu vaccine are tested to make sure they are safe. In randomized, blinded studies, where some people get flu shots and others get salt-water shots, the only differences in symptoms was increased soreness in the arm and redness at the injection site among people who got the flu shot. There were no differences in terms of body aches, fever, cough, runny nose or sore throat.

### **Why do some people not feel well after getting the seasonal flu shot?**

The most common side effect of seasonal flu shots in adults has been soreness at the spot where the shot was given, which usually lasts less than two days. The soreness is often caused by a person's immune system making protective antibodies to the killed viruses in the vaccine. These antibodies are what allow the body to fight against flu. The needle stick may also cause some soreness at the injection site. According to the Advisory Committee on Immunization Practices, rare symptoms include fever, muscle pain, and feelings of discomfort or weakness. If these problems occur, they are very uncommon and usually begin soon after the shot and last 1-2 days.

### **What about people who get a seasonal flu vaccine and still get sick with flu-like symptoms?**

There are several reasons why someone might get flu-like symptoms even after they have been vaccinated against seasonal flu.

1. People may be exposed to one of the influenza viruses in the vaccine shortly before getting vaccinated or during the two-week period that it takes the body to gain protection after getting vaccinated. This exposure may result in a person becoming ill with flu before protection from the vaccine takes effect.
2. People may become ill from non-flu viruses that circulate during the flu season, which can also cause flu-like symptoms (such as rhinovirus). Flu vaccine will not protect people from respiratory illness that is not caused by flu viruses.
3. A person may be exposed to an influenza virus that is very different from the viruses included in the vaccine. The ability of a flu vaccine to protect a person depends largely on the similarity or "match" between the viruses or virus in the vaccine and those in circulation. There are many different influenza viruses. For more information, see Influenza (Flu) Viruses.
4. Unfortunately, some people can remain unprotected from flu despite getting the vaccine. This is more likely to occur among people that have weakened immune systems or the elderly. However, even among these people, a flu vaccine can still help prevent complications.

Seasonal influenza vaccine provides the best protection available from seasonal flu-even when the vaccine does not exactly match circulating seasonal flu strains, and even when the person getting the vaccine has a weakened immune system. Vaccination can lessen illness severity and is particularly important for people at high risk for serious flu-related complications and close contacts of high-risk people.

For more information, log on to [www.flu.gov/](http://www.flu.gov/)

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# DPMO

Defense Prisoner of War ★ Missing Personnel Office



## Sept. 16, 2011

# POW/MIA Day Honors Sacrifices, Determination

By Steve Wilkins  
VISN 6 public affairs

National POW/MIA Recognition Day honors the sacrifices and determination of Veterans captured as prisoners of war and calls Americans to remember those who remain unaccounted for and offer their families comfort in knowing America has not forgotten them.

Without having been a prisoner of war it is difficult to say to a former POW with honesty, "I know what you must have endured." Only those who endured can know what it was like. POWs deserve our highest esteem and a grateful nation's thanks. POWs are people who strongly believe in freedom and cherish that word with greater depth than most can comprehend.

Because of the sacrifice, selflessness and heroism of all who have served in our Armed Forces, millions of people now live in freedom, and America remains the greatest force for good on earth.

The VA health care system affords priority treatment for former POWs. Those who have a service-connected disability are eligible for VA health care including hospital, nursing home, and outpatient treatment.

Former POWs who do not have a service-connected disability are still eligible for VA hospital and nursing home care – without regard to their ability to pay, and are also eligible for outpatient care on a priority basis – second only to Veterans with service-connected disabilities. All former POWs are eligible for dental care.

VA is urgently reaching out to former prisoners of war. VA estimates there are less than 32,500 surviving former POWs. The majority of these former POWs were held during World War II and the Korean War. They are now well into their 70s and 80s.

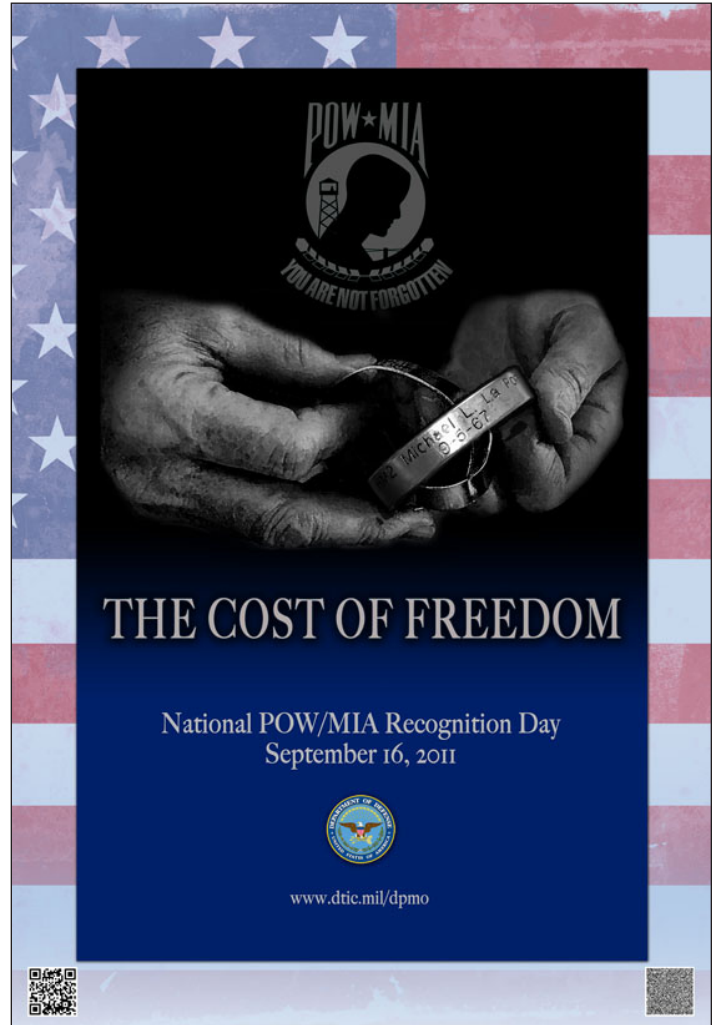
Many live with long-term physical and mental affects of their wartime captivity. VA can help them by providing world-class health care or compensation for their service-connected injuries, yet many do not know they are entitled to such benefits. This is because the laws have changed since they were first awarded benefits some 40, 50 or 60 years ago.

Many former POWs still do not know that in 1981, Congress passed the "Former Prisoners of War Benefit Act," identifying certain diagnoses as presumptive service connected conditions for former POWs. These include such diverse conditions as irritable bowel syndrome, post-traumatic osteoarthritis, and anxiety disorders.

VA relies on Veterans' service organizations, its own employees, and the news media to help get the word out. Now is the time for former POWs and their spouses to learn more about VA services so they can apply and enroll.

We also pay special tribute to the thousands of military families tormented by uncertainty due to the loss of loved ones whose whereabouts remain unknown.

It is difficult to grasp the sheer number of Americans listed as missing in action – more than 78,000 in World War II; 8,140



in Korea; hundreds during the Cold War; and nearly 2,000 in Vietnam. America will not rest until each and every hero is accounted for.

VA is fortunate to have a staff dedicated to fulfilling one of the noblest missions of civil service. In service to Veterans, we are saving lives, strengthening communities, and fulfilling a sacred promise.

VA is entrusted with the responsibility to carry out Abraham Lincoln's promise "...to care for him who shall have borne the battle and for his widow and orphan." VA employees proudly work to fulfill this promise each day. For ours is a noble calling, and we are committed to redeeming our nation's debt to her Veterans with the utmost dignity, compassion and respect.

For more information regarding U.S. efforts to account for those missing in action, visit the Defense Prisoner of War, Missing Personnel Office website at [www.dtic.mil/dpmo/](http://www.dtic.mil/dpmo/).

# Cooperation Highlights Hurricane Prep

Continued from Pg 1

Emergency Operations Center Aug. 24,” said Joe Jenkins El, VISN 6 Emergency Program Coordinator Manager. “We transformed the VISN conference room into a 24-hour work center and activated a team that immediately began running our checklists to make sure we covered all the bases required to support the various needs of the sites of care that could be impacted.”

The EOC quickly began coordinating with all VISN 6 sites of care to determine their needs and the support available from those medical centers not in harm’s way.

“In order to ensure the safety of patients and staff, we work to cover all the bases of what may be required. We work through food, water, medicines, medical supplies, and electrical power,” Pattie Beaver, VHA Area Emergency Manager, said. “We also work through contingency communication options which would allow maximum connectivity through a situation like this.”

“We couldn’t afford to take chances, so we had a series of redundant capabilities to ensure the entire VISN could remain in touch,” Jenkins commented. “This effort included establishing and maintaining a constant open line here in the EOC so that any of our facilities could call at any time and identify their needs. Additionally, we augmented our communications capability with North Carolina’s VIPER radios, satellite operated Blackberries and a Very Small Aperture Terminal, which is a two-way satellite ground station, brought in from Georgia.”

“VISN 6 is integrated in so many ways,” said VISN Deputy Director Gus Davila, “that any issue impacting one medical center, will likely impact the rest of the VISN.” He cited meal preparation as an example. “Most of the prepared meals are made at Hampton and delivered to the other facilities. The threat of having this service interrupted required the food service line at Hampton to prepare enough meals that would see all eight facilities through the storm and then some.”



Jennifer Askey

Hampton Food and Nutrition Service staff package food for distribution in preparation for Hurricane Irene.



Jennifer Askey

Joe Lewis, recreation therapist, assists William H. Moore into a van for transportation during the evacuation of the Hampton VAMC.

## Social Media Keeps Information Flowing

Jennifer Askey  
Hampton VAMC public affairs

During Hurricane Irene, Hampton VAMC staff, Veterans and their families were kept abreast of the emergency efforts thanks to the recent installation of Facebook in the center’s public affairs communication tool kit.

Forty-six posts and more than 150 photos kept followers in the loop, generating more than 4,500 hits on Hampton VAMC’s Facebook page during the week of the storm. Some of those posts included videos of leadership updates and captured the rising waters of the Chesapeake Bay as it made its way onto the 85-acre campus.

“Hampton did it right,” said Deneen Carter-Coleman, area emergency manager for VHA the Office of Emergency Management, who was on site to assist during the event. “The one thing I’ve never seen before was how Hampton used Facebook to communicate throughout the entire storm. It was like having our very own news station on site during the whole thing.”

Coleman said that in all of the emergency events she has participated in during the past 14 years, she has never seen the level of engagement with staff, Veterans, family and friends of the VA who followed the event on Facebook.

“My sister and mother in South Carolina followed everything that was going on at the hospital,” said Benita Stoddard, associate director of operations at Hampton. “They said that they weren’t worried because we were constantly posting Facebook updates and they could easily see exactly what was happening.”

Prior to the storm’s arrival, staff received messages encouraging them to check out Facebook and urging them to share the link with their families and friends. When interviewed by media, Director DeAnne Seekins encouraged the community to visit Hampton’s Facebook site for frequent updates. The timely flow of information kept Veterans, employees, families, friends and the public informed. Additionally, the flow of information resulted in fewer incoming calls to the facility during the hurricane.

“It’s critical to be able to have an open line of communication with staff and family members ~ especially during an emergency,” Stoddard said. “Facebook was our vehicle and we continue to receive feedback from people about how well it worked and thanking us for keeping them in the loop.”

According to Consumer Reports, social media outlets such as Facebook, Twitter, MySpace, and Google have become our virtual life lines – especially in times of major disasters, such as Hurricane Irene.

Continued on Pg 5

# Richmond VAMC Amputees Get STAR Treatment

By Darlene Edwards  
Richmond VAMC public affairs

Nov. 1 is the anticipated operational date for the Richmond VAMC's service member Transitional Amputation Rehabilitation, or STAR program.

The loss of a limb may affect an individual physically, emotionally, socially, or vocationally. A comprehensive amputee rehabilitation program can provide a person with the skills needed for physical and psychological recovery and a lifestyle of maximum independence.

"The STAR program focuses on transitioning Servicemembers from Active Duty into gainful employment. This will be done within a comprehensive treatment setting for maintaining achieved gains, improving cognitive, behavioral and physical functioning, and enhancing the likelihood of transfer of training to the community setting or back to Active Duty status," said Dr. Shane McNamee, chief, physical medi-

cine and rehabilitation, Richmond VAMC. "These services will be provided in a single site to enhance the efficiency and standardization of the treatments."

The number of service members suffering amputations has increased significantly during Operations Iraqi Freedom/New Dawn and Enduring Freedom. A coordinated approach for their health care and rehabilitation is required. DoD and VA have invested significant resources and built parallel programs to address this need. DoD has reported more than 1,100 service members suffering amputations from combat operations since Sept. 11, 2001. During that period more than 800 service members with amputations have been rehabilitated at Walter Reed Army Medical Center's Military Amputee Training Center.

VA is committed to supporting acute rehabilitation as well as prioritizing the amputee's transition to Veterans status and community reentry. To that end, VHA established the Amputation System of Care

in conjunction with VHA Polytrauma System of Care. Currently, the VHA cares for more than 42,000 Veterans who have suffered amputations.

A recently released report from the VHA/DoD Amputee Task Force indicates a significant gap in care for Active Duty Service Members with amputations. Although world class acute rehabilitation options are available for Active Duty service members in the DoD and VHA, the study revealed a need for a coordinated approach toward successful vocational re-entry into military or civilian jobs. The Task Force recommendations called for a pilot program in conjunction with an active polytrauma transitional program to address these needs. The STAR program is the end result.

Transitional rehabilitation offers a progressive return to independent living through a structured restorative program focused on restoring home, community, and vocational skills in a controlled, therapeutic setting.

## Hurricane Irene continued from Pg 4

them through the event are just the tip of the iceberg.

The VISN team worked with the medical centers matching beds in outlying facilities with the needs of patients identified for evacuation, while also identifying those who would be best served by sheltering in place.

The team worked to identify who could be moved, by what mode of transportation, and what requirements the patients would need while displaced.

Some patients, such as those with spinal cord injuries, required specialized

transportation that could accommodate stretchers and wheel chairs. VHA maintains a small fleet of specialty vehicles that are designed to do just that, and the VISN established contracts for four buses and Advanced Cardiac Life Support ambulances to fill the voids.

The bulk of the patients from Hampton were evacuated to VA's medical center in Martinsburg, W. Va.

"Our color coding system was used to match patients, their health summary, staff, supplies, medications, and buses to ensure we had the right people and resources in the right places. We made sure that each patient and accompanying staff member had plenty of food and water for the five-hour drive," said Hampton's Director DeAnne Seekins.

"The folks at Martinsburg rolled out the red carpet for the Hampton evacuees. Their outstanding response played a major role in the overall success of the operation," Davila said.

Regardless of type of transportation, "it is critical that the right mix and number of staff accompany patients and that essen-



**Pete Tillman**

Larry Lee and Frederick Edwards install the Very Small Aperture Terminal (VSAT) to allow for satellite phones and networked computers in the event of outages to normal communication systems.



**Carol Waters**

Matthew Hatfield helps Jason Harrington, Salisbury VAMC's assistant chief of Security, prepare to deploy to Hampton.

tial information is communicated between clinicians at the home and sheltering VA facilities," said VISN Patient Safety Officer Mary Tatum. "In some cases, staff to patient ratio was one-to-one.

"All in all, the planning and spirit of cooperation made this evacuation and recovery a real success. While evacuation is not something we look forward to, we've honed this procedure to the point where we feel comfortable knowing that we have plans in place that bring all the right resources to bear to maintain safety and continuity of care for all our Veterans," said Hoffmann.

# Reflections of 9/11: Remembering Tragedy, Triumph

The tragedy of Sept. 11, 2001 captured the minds, souls and spirit of Americans everywhere. For so many, waking up the day after, and ever since the terrorist attack hasn't been the same. Many individuals have tried to invoke meaning to the events that both horrified and unified the nation. Following are excerpts from speeches by former President George W. Bush on the day of the attack and by his wife Laura, nine years later. They are followed with comments from President Obama and New York Mayor Michael Bloomberg as America copes to overcome its vulnerability.

## President George W. Bush Sept. 11, 2001

"Today, our fellow citizens, our way of life, our very freedom came under attack in a series of deliberate and deadly terrorist acts. The victims were in airplanes or in their offices – secretaries, businessmen and women, military and federal workers. Moms and Dads. Friends and neighbors. The pictures of airplanes flying into buildings, fires burning, huge structures collapsing, have filled us with disbelief, terrible sadness and a quiet, unyielding anger.



Today, our nation saw evil, the very worst of human nature, and we responded with the best of America, with the daring of our rescue workers, with the caring for strangers and neighbors who came to give blood and help in any way they could. Our first priority is to get help to those who have been injured and to take every precaution to protect our citizens at home and around the world from further attacks.

The search is underway for those who are behind these evil acts. I've directed the full resources for our intelligence and law enforcement communities to find those responsible and bring them to justice. We will make no distinction between the terrorists who committed these acts and those who harbor them. I appreciate so very much the members of Congress who have joined me in strongly condemning these attacks. And on behalf of the American people, I thank the many world leaders who have called to offer their condolences and assistance.

America and our friends and allies join with all those who want peace and security in the world and we stand together to win the war against terrorism. This is a day when all Americans from every walk of life unite in our resolve for justice and peace. America has stood down enemies before, and we will do so this time. None of us will ever forget this day, yet we go forward to defend freedom and all that is good and just in our world."

## Laura Bush Shanksville, Pa. Sept. 11, 2010

"This spot was chosen by the passengers of flight 93...as we gather to honor those who were lost and honor their courage, we are deeply grateful. The events of Sept. 11 grow distant in time, but they remain vivid in the memory of our nation and in the hearts of those who suffered such a great loss; our deepest belief in our democracy was vindicated that our greatness and strength is found in the character of our citizens...Americans responded with heroism and selflessness, with compassion and courage, and with prayer and hope...We remember 9/11 not as a day of great loss, but a day of recommitment ...

We saw the endurance of all those who worked past exhaustion to rescue people trapped in the towers and the Pentagon



and again as millions of Americans participated in blood drives, candlelight vigils and memorial services, saying prayers in English, Hebrew and Arabic, and we found community in the shared grief... We pause to remember those most affected by that day; we remember the families and friends of the lost, we remember law enforcement and intelligence personnel who stand watch on our behalf at every hour, our men and women of the military who oppose radicalism and terrorism at this very hour in Afghanistan, Iraq and other places around the world. On this day Americans have no divisions."

## DailyMail Online report Sept. 7, 2011

"For many, Rudolph Giuliani is the mayor they will forever associate with the attacks. But New York Mayor Michael Bloomberg's tenure will be bookended by World Trade Center milestones - the attacks weeks before his election, and the planned opening of the building once called the Freedom Tower shortly before he leaves office in 2013.

"We had to design a memorial that would stand the test of time - and design the space that our city would need to grow and prosper. And I believe that history will record that we accomplished both," the mayor said September 6 at a speech on the city's revitalization since 9/11.

Scheduled to open on the 10th anniversary of the attacks, the eight-acre 9/11 memorial consists of two sunken foundations filled with reflecting pools, the victims' names etched around the perimeter.

Bloomberg now urges Americans to move past the term long linked with the World Trade Center's twin towers destruction, stating, "We will never forget the devastation of the area that came

[Continued on Pg 7](#)

## 9/11 Unity Banner in Salisbury

By Carol Waters  
Salisbury VAMC public affairs

“The Unity Banner” is currently on loan to the Salisbury VAMC. The banner was created by more than 500 elementary students at Veterans Park School in Ridgefield, Conn., following the tragic events of Sept. 11, 2001. Faculty, staff, parents, neighbors and administrators assisted in the assembly of the banner, which is over 100 feet long.

Patriotic images of the American flag - stars and stripes, the bald eagle, hearts, and even the students’ handprints are depicted in the collage of images, along with special messages from the students. In the aftermath of 9/11, the students collected bottled water for the

relief efforts in New York City, but felt they needed to do more. Their creation of the Unity Banner serves as a visual statement of their strength, unity and patriotism to the country.

Parents and students came together and built this visual statement of patriotism and support while waiting for news and trying to process the events of the day. Since its creation, the Unity Banner has been displayed at Veterans Park School; at the State Capital Building, Hartford, Conn.; The Aldrich Museum of Contemporary Art, and Erwin Middle School in Salisbury. It’s now on display for the tenth anniversary of 9/11.

The banner is located in the corridor adjoining Buildings 6 and 42 at the Salisbury VAMC.



**Luke Thompson**

*Jennifer Thomas and Peter Retzlaff of Evergreen Art & Plants set up the “Unity Banner” in a Salisbury VAMC hallway. The 100-foot banner is on loan to the Salisbury VAMC.*

### Shinseki continued from Pg 1

serve and have served. They are the flesh and blood of American exceptionalism—the living, breathing embodiment of our national values and our special place in the world.

On this tenth anniversary of the attacks of September 11, 2001, we remember and honor those lost on 9/11 in New York

City, Washington, D.C., and Shanksville, Pennsylvania—and all who have given their last full measure of devotion in the decade since to hold accountable those who spawned this tragedy. As we remember victims, heroes, and families, we remain resilient and resolute in renewing our commitment to the principles that have preserved our way of life for over 235 years now.

May God continue to bless America.

### 9/11 continued from Pg 6

to be known as “ground zero.” Never. But the time has come to call those 16 acres what they are: The World Trade Center and the National September 11 Memorial and Museum.”

Lower Manhattan has thrived in recent years since the incident, gaining 4,000 new school seats, 19 new hotels and more new residents than Atlanta, Dallas, and Philadelphia combined, boasting its highest population since the 1920s. Bloomberg added, “I believe it will stand as our greatest monument to those we lost on 9/11.”

### President Barack Obama Aug. 27, 2011

“In just two weeks, we’ll come together, as a nation, to mark the 10th anniversary of the September 11th attacks. We’ll remember the innocent lives we lost. We’ll stand with the families who loved them. We’ll honor the heroic first responders who rushed to the scene and saved so many. And we’ll pay tribute to our troops and military families, and all those who have served over the past 10 years, to keep us safe and strong. We’ll also recall how the worst terrorist attack in American history brought out the best in the American people. We were united, and the outpouring of generosity and compassion reminded us that in times of challenge, we Americans move forward together, as one people.

This September 11th, Michelle and I will join the commemorations at Ground Zero, in Shanksville, and at the Pentagon. But even if you can’t be in New York, Pennsylvania or Virginia, every American can be part of this anniversary. Once again, 9/11 will be a National Day of Service and Remembrance. And in the days and weeks ahead, folks across the country—in all 50 states—will come together, in their communities and neighborhoods, to honor the victims of 9/11 and to reaffirm the strength of our nation with acts of service and charity.



On this 10th anniversary, we still face great challenges as a nation. We’re taking the fight to al Qaeda, ending the war in Iraq and starting to bring our troops home from Afghanistan. As we saw after 9/11, the strength of America has always been the character and compassion of our people. So as we mark this solemn anniversary, let’s summon that spirit once more. And let’s show that the sense of common purpose that we need in America can be a lasting virtue.”

As the nation comes together in dedication to remember those lost, and the sacrifices and efforts of those who responded, we remind each of you to remember that in the years to follow, VA will be here to serve those who continue to defend our rights and freedoms, regardless of their individual make-up because as American warriors, they have earned and deserve the best care possible.

# Future Leaders Complete Development Program

By Jeff Melvin  
VISN 6 public affairs

Thirty-two employees from around the Mid-Atlantic region capped almost a year's worth of extended study Aug. 22, when VISN 6 held its 2011 Leadership Development Institute Training Program graduation in Durham.

"You had what it took to be recommended by your supervisor, your service chief and your director, and you have very much to be proud of," said VISN 6 Director Daniel Hoffman to the graduates, commenting on the thoroughness of the selection process, and the dedication and commitment required to complete the nearly yearlong LDI training program.

"Last week, VHA hosted the senior leadership conference where more than 1,000 VHA leaders came together to carve a path for the future. Our theme and focus was on crossing the "Bridge to Excellence." We know where we are. We know where we want to be. The real challenge is how we get there from here.

"You have demonstrated your desire and ability to help VHA cross that bridge, so I ask that you seek opportunities to apply this experience, and the

knowledge you have gained through this course, to make VA health care the best it can be wherever you are. Work to help VA and VISN 6 Cross that 'Bridge to Excellence,'" Hoffman told the group.

Course officials said LDI targets the development of identified, high-potential leaders with first line supervisory and middle management potential. Specifically, a high potential employee is one who: exhibits high performance in their current position; has the desire to learn and work toward a leadership or managerial role; and displays the eight HPDM core competencies: personal mastery, technical skills, interpersonal effectiveness, customer service, flexibility/adaptability, creative thinking, systems thinking and organizational stewardship.

The LDI program includes formal mentoring and/or coaching; didactic studies from a curricula based on the eight HPDM competencies; a variety of learning and instructional methodologies; self-assessment tools like the Myers-Briggs Type Indicator; personal development plans with the collaboration of supervisors, coaches and mentors; individual assessment tools; online discussions, collabora-

tion, sharing and participation along with individual and group experiential learning activities. The final stages of this program are capped by a VISN-wide Action Learning Project chartered by the V6 Executive Leadership Council. This project gives the class the task to undertake a significant issue and produce specific deliverables related to this charge. This provides an opportunity for participants to work in their facility and VISN virtual teams to apply the concepts and methods learned in their studies to a significant real-world issue. Participants who successfully complete the program earn 120 continuing education hours.

The VISN 6 graduation activities included the LDI participants' Action Learning Project presentation to an audience that included fellow graduates, course officials, and invited guests such as supervisors and medical center directors.

Virtual LDI team leaders Linda Burrell, Asheville VAMC, and Charlene Montgomery, Hampton VAMC, received the honor of presenting the group's action project, which for this year was "Promoting Inclusion and Transparency of Ethical Considerations in Resource Allocations."

"Tough but worthwhile," is

how Richmond VAMC facility telehealth coordinator Tamara Broadnax described the LDI program. Broadnax, a married mother of two children, acknowledged that the program was challenging. Balancing work and family requirements and prioritization were critical and it certainly helped to have support from her spouse as well as colleagues and fellow participants. Challenges aside, "the benefits of the program and the things you learn will serve you well. I highly recommend LDI to anyone who is considering it," she said.

Specifically, Broadnax cited three benefits she gained from participating in the program. One was in the area of self assessment, identifying leadership strengths and learning about oneself. Another was increased understanding how VHA operates at the systems level. And the third benefit: active project management experience – inception to execution.

At a group debrief the following day, the participant's echoed Broadnax's "tough but worthwhile" opinion and provided additional insights to course leaders into what the program meant to them as well as suggestions for continuing to improve the experience for future participants.

## VA Police Train To Subdue Threats Of All Kinds

By Dale Hendley  
VISN 6 Lead Police Chief

Every year incidents regarding shootings and other threats in health care organizations occur throughout the U.S. Similarly, the Department of Veterans Affairs has had its share of these types of incidents. When incidents like these occur at VA facilities, VA Police are the first responders.

All VA police officers receive top quality training at the Law Enforcement Training Center located in Little Rock, Ark. The 8-week Basic Police Officer course and other specialty courses help prepare our officers to deal with a variety of situations ranging from day-to-day incidents that could be found in any community to

worse case scenarios such as an Active Threat (commonly known as an Active Shooter). Our police officers also learn how to deal with disruptive individuals, process crime scenes, and engage in verbal judo to de-escalate potential violent situations.

In June, VA Police Services from our Beckley, W. Va., Salem, Va., and Salisbury, N.C. medical centers gathered together in Botetourt County, Va., to participate in additional Active Threat training.

The purpose was to train officers to respond to various types of calls, make them think fast on their feet, and make good sound decisions. VA Police Active Threat Instructors, all certified by the Law Enforcement Training Center,

closely monitored the training and provided positive feedback to the officers to help them use proper tactics and learn from their mistakes.

During these sessions, VA police officers also practiced their shooting skills on a firearms range, engaged multiple targets using their 9mm pistols, and worked as teams clearing hallways and rooms.

In the 90-degree heat, VA police officers dressed in full protective gear, worked in teams to clear a very large shoot house with more than a dozen rooms. The building was designed like a medical clinic. Once in the building, the teams of police officers using Simunitions, which is a 9mm pistol that shoots a paintball type projectile, sought out and

confronted other officers posing as Active Shooters or disruptive persons. The officers had to make tough decisions on whether to use force or not. Not all scenarios involved firearms; some contained other types of weapons or no weapons at all.

When dealing with an Active Shooter, such as what occurred at Virginia Tech, officers can't wait for back-up support from other agencies to respond to the scene. Time is crucial and the threat needs to be subdued as quickly and as safely as possible. The VA Police Officers in VISN 6 work to ensure the safety of our employees, patients and visitors to our facilities. This is one of the many reasons the Veterans Affairs Police motto is "Protecting Those Who Served."



## Agent Orange Benefits Paid

WASHINGTON – Secretary of Veterans Affairs Eric K. Shinseki announced today that more than \$2.2 billion in retroactive benefits has already been paid to approximately 89,000 Vietnam Veterans and their survivors who filed claims related to one of three new Agent Orange presumptive conditions.

On Aug. 31, 2010, VA amended its regulations to add ischemic heart disease, hairy cell leukemia and other chronic B-cell leukemias, and Parkinson's disease to the list of diseases presumed to be related to exposure to Agent Orange.

"As the President said to the American Legion yesterday, VA is committed to ensuring Veterans and their families receive the care and benefits they have earned," said Secretary of Veterans Affairs Eric K. Shinseki. "I encourage all potentially eligible Veterans to apply as soon as possible to preserve the most favorable effective date for payments."

For new claims, VA may authorize up to one year of retroactive benefits if a Veteran can show that he or she has experienced one of those conditions since the date of the regulatory change.

VA has reviewed, and continues to review, thousands of previously filed claims that may qualify for retroactive benefits under a long-standing court order of the U.S. District Court for the Northern District of California in *Nehmer vs. U.S. Veterans Administration*.

"VA encourages survivors of Veterans whose death may be due to one of the three diseases to file a claim for dependency and indemnity compensation," added Under Secretary for Benefits Allison A. Hickey.

Secretary Shinseki's decision to add these conditions to the list of Agent Orange presumptive conditions was based on a study by the Institute of Medicine, which indicated a positive association between exposure to certain herbicides

and the subsequent development of one or more of the three conditions.

Potentially eligible Veterans include those who were exposed based on duty or visitation in Vietnam or on its inland waterways between Jan. 9, 1962, and May 7, 1975; exposed along the demilitarized zone in Korea between April 1, 1968, and Aug. 31, 1971; or exposed due to herbicide tests and storage at military bases within and outside of the United States.

The Agent Orange Claims Processing System website located at [www.fasttrack.va.gov/AOFastTrack/](http://www.fasttrack.va.gov/AOFastTrack/) may be used to submit claims related to the three new presumptive conditions.

The website makes it easy to electronically file a claim and allows Veterans and their physicians to upload evidence supporting the claim. It also permits online viewing of status.

Beyond the three new presumptive disabilities, Veterans may file online at VA's My-eBenefits web site at [www.ebenefits.va.gov/ebenefits-portal/ebenefits.portal](http://www.ebenefits.va.gov/ebenefits-portal/ebenefits.portal). They can check the status of their claim with a premium account (confirming their identity), and use a growing number of online services.

Servicemembers may enroll in My-eBenefits by using their Common Access Card at anytime during their military service, or before they leave during their Transition Assistance Program briefings.

Veterans may also enroll through their myPay or My-HealthVet accounts by visiting their local VA regional office or Veteran Service Organization, or by calling 1-800-827-1000.

For more information about Agent Orange presumptives and disability compensation, go to [www.publichealth.va.gov/exposures/agentorange/](http://www.publichealth.va.gov/exposures/agentorange/). For questions about Agent Orange, Veterans may call VA's Special Issues Helpline at 1-800-749-8387 and press 3.

## Agent Orange Associated Ships

WASHINGTON – Veterans who served aboard U.S. Navy and Coast Guard ships operating on the waters of Vietnam between Jan. 9, 1962, and May 7, 1975, may be eligible to receive VA disability compensation for 14 medical conditions associated with presumptive exposure to Agent Orange.

An updated list of U.S. Navy and Coast Guard ships confirmed to have operated on Vietnam's inland waterways, docked on shore, or had crewmembers sent ashore, has been posted at [www.publichealth.va.gov/exposures/agentorange/](http://www.publichealth.va.gov/exposures/agentorange/) to assist Vietnam Veterans in determining potential eligibility for compensation benefits.

"Posting of the ships list is an important recognition of the sacrifices U.S. Navy and Coast Guard Veterans made for this Nation," said Secretary of Veterans Affairs Eric K. Shinseki. "It provides an easier path for Veterans who served in Vietnam to get the benefits and services they are entitled to under the law."

VA presumes herbicide exposure for Veterans with duty or visitation within the country of Vietnam or on its inland waterways during the Vietnam era. Comprehensive information about the 14 recognized illnesses under VA's "presumption" rule for Agent Orange is also located on the webpage.

In practical terms, Veterans with qualifying Vietnam service who develop a disease associated with Agent Orange exposure need not prove a medical link between their illnesses and their military service. This presumption simplifies and speeds up the application pro-

cess for benefits.

For questions about Agent Orange and the online list of ships, Veterans may call VA's Special Issues Helpline at 1-800-749-8387 and press 3.

When a claim is filed by a Veteran, surviving spouse or child, VA will determine whether the Veteran qualifies for the presumption of exposure based on official records of the ship's operations. Ships will be regularly added to the list based on information confirmed in these official records.

Even if a Veteran is not filing a claim, a Veteran may conduct his or her own research and submit scanned documentary evidence such as deck logs, ship histories, and cruise book entries via email to [211\\_AO-SHIPS.VBACO@va.gov](mailto:211_AO-SHIPS.VBACO@va.gov).

Service on board ships anchored in an open water harbor, such as Da Nang Harbor, or on ships on other open waters around Vietnam during the war, is not considered sufficient for the presumption of Agent Orange exposure. For Veterans interested in obtaining deck logs, contact the National Archives at College Park, Md., at [www.archives.gov/dc-metro/college-park/researcher-info.html](http://www.archives.gov/dc-metro/college-park/researcher-info.html).

Servicemembers may enroll in My-eBenefits using their Common Access Card at any time during their military service, or before they leave during their Transition Assistance Program briefings.

Veterans may also enroll through their myPay or My-HealthVet accounts, by visiting their local VA regional office or Veteran Service Organization, or by calling 1-800-827-1000.

## Happy 64th U.S. Air Force

Sept. 18, 1947 – Sept. 18, 2011

President Harry S. Truman approved the National Security Act of 1947 and issued Executive Order 9877 which outlined the duties of the three services. On Sept. 17, 1947, the new National Military Establishment, with the new Office of Secretary of Defense, came into being as the Secretary of Defense James Forrestal was sworn in.

On Sept. 18, 1947, the United States Air Force was established with the swearing in of W. Stuart Symington as the first Secretary of the Air Force and the transfer of air activities from the Army.



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VA Mid-Atlantic Health Care Network VISN 6

VA Mid-Atlantic Health Care Network

# VLER Data Exchange Enhances Health Care For Veterans

Asheville VAMC has been selected as a pilot site for a new electronic data exchange called Virtual Lifetime Electronic Record program that enhances health care for Veterans. The Asheville program builds on the success of VLER pilots in Hampton, Va.; San Diego, Calif.; and Spokane, Wash.

VLER allows health records of enrolled Veterans to be shared securely over the Nationwide Health Information Network. For Veterans enrolled in the voluntary program, this provides the added safety and benefit of giving health care providers in 16 western North Carolina hospitals access to vital information.

"We are committed to offering new technologies that enhance our abilities to provide Veterans with high-quality health care. By enrolling in VLER, Veterans authorize VA and participating hospitals to share specific health information electronically, safely, securely, and privately," said Medical Center Director Cynthia Breyfogle. "Access to health records ensures

each provider the most comprehensive understanding of the Veteran's health issues to include health history, medications and allergies. Additionally, the system should eliminate redundant tests, save money, and in the case of an emergency, save precious time locating a patient's health related information."

Veterans treated by VA medical centers are often seen in community hospitals for consults, specialty care or emergencies. Last year, more than 9,000 Veterans enrolled at the Asheville VAMC received some care at one of the 16 hospitals associated with the WNC Health Network.

"A visit to the closest emergency department can result in a Veteran being cared for by a provider who may not have all of the necessary information. A collaborative partnership between the VA medical center and the hospitals in the WNC Health Network will allow providers to retrieve health records from either system. Additionally, the VA will have access to data about Veterans who have been treated

in any of our hospitals," said WNC Health Network President and CEO Janice Lato.

The WNC Health Network's members include Angel Medical Center, CarePartners Health Services, Cherokee Indian Hospital, Harris Regional Hospital, Haywood Regional Medical Center, Highlands-Cashiers Hospital, The McDowell Hospital, Mission Hospital, Murphy Medical Center, Pardee Hospital, Park Ridge Health, Rutherford Regional Medical Center, Blue Ridge Regional Hospital, St. Luke's Hospital, Swain County Hospital and Transylvania Regional Hospital.

All Veterans are invited to participate in the program. Those who choose to participate will authorize their VA and non-VA health care providers to share health information electronically, safely, securely, and privately.

More detailed information on the pilot program is available by calling a national toll free number 1-877-771-VLER (8537). The local number to call for information is 828-298-7911 ext. 5658.

## Election Hatch Act Reminder

Election season will soon be in full swing. Federal employees are subject to the Hatch Act, which puts limits on the partisan-political activity. Violations of the Hatch Act may result in disciplinary action, up to and including removal.

Here is a list of some Do's and Dont's under the Hatch Act.

### You may:

- Register and vote as you choose;
- Serve as an election clerk, judge or similar officer at polling places;
- Contribute money to a political party, candidate for partisan political office, or partisan political organization;
- Be a member, or serve as an officer, of a political party or political group;
- Be a candidate in a nonpartisan election;
- Listen to radio programs or watch TV programs discussing partisan politics or candidates for partisan political office, or read a book about politics or political candidates while in the federal workplace, if permitted;
- Actively participate in partisan political campaigns and activities, as long as you are not: on duty, in a federal workplace, using government resources, or a career member of the Senior Executive Service.

### You may not:

- Take any action for or against any political party or candidate for partisan political office, such as scheduling activities as a partisan political volunteer while at work, or in a Government building, or using Government resources (including VA e-mail),
- Solicit, accept, or receive political contributions at any time\* (a narrow exception applies to members of a federal labor or employee organization);
- Use your official title, or trade on your VA position, while participating in any political activity;
- Ask a subordinate employee to volunteer on behalf of a political party or partisan candidate;
- Solicit or discourage the political activity of any individual who has business before VA;
- Be a candidate for partisan political office.

VA employees should direct any questions about the Hatch Act to their Compliance Officers.

## Retiree Pay Dates To Change Soon

Paydays for military retirees and those who receive portions of retired pay are changing for September and December, as the Defense Finance and Accounting Service changes its pay schedule to comply with the 2011 National Defense Authorization Act.

The 2011 NDAA requires military retiree pay to be processed on the first day of the month. When that day falls on a weekend or national holiday, the pay date is moved to the previous business day.

This year payments normally scheduled for Oct. 3 will be issued on Sept. 30, and payments normally scheduled for Jan. 3, 2012, will be issued on Dec. 30. For calendar 2011, this means military retirees will receive 13 rather than the normal 12 payments.

The 13th payday on Dec. 30 falls within the 2011 tax year which could affect the tax liability of some retirees and those who receive portions of their retired pay. Customers should speak with a tax adviser, the Internal Revenue Service or their state tax authority to determine if their tax withholding will satisfy federal and state income taxes when they file returns next year. DFAS officials cannot provide tax advice.

For tax year 2012 and beyond, retirees will receive their normal 12 payments.

This change affects regular retired pay, Concurrent Retirement and Disability Pay and Combat Related Special Compensation. The new rule also applies to retiree allotments, garnishments and court-ordered former spouse and child support payments. It does not affect annuity payments.

If retirees need to make changes to their federal or state tax withholding, the quickest and most secure way to do so is through myPay. Available 24/7, myPay enables eligible users worldwide to make routine changes to their pay information, including tax withholding, that become effective within days.

Customers who cannot access myPay can change federal withholding amounts by completing a new IRS Form W-4 or W-4P, or change state withholding amounts using a DD 2866. These forms can be found at [www.dfas.mil/retiredmilitary/forms.html](http://www.dfas.mil/retiredmilitary/forms.html) and once completed should be mailed or faxed to: Defense Finance and Accounting Service, U.S. Military Retired Pay, P.O. Box 7130, London, Ky., 40742-7130, Fax: 800-469-6559. It may take up to 30 days for changes to be made when mailing in a paper form.

# 'Presidents Own' Band To Tour This Fall

"The President's Own" United States Marine Band tours each year from the beginning of October until early November. The tour lasts approximately 31 days, during which the band performs in roughly 29 cities. The tradition of the Marine Band tour began in 1891 under 17th Director John Philip Sousa.

Founded in 1798 by an Act of Congress, "The President's Own" United States Marine Band is America's oldest continuously active professional musical organization. Today, "The President's Own" is celebrated for its role at the White House and its dynamic public performances. "The President's Own" encompasses the United States Marine Band, Marine Chamber Orchestra, and Marine Chamber Ensembles, and performs regularly at the White House and for more than 500 public performances across the nation each year.



The 2011 Tour Itinerary includes the locations shown to the right. For ticket information, call the number listed or mail a self-addressed, stamped envelope to the address below, Attn: Marine Band Tickets. (Limit four per request unless otherwise specified) If a concert is sold out, tickets are valid until 15 minutes before the concert. At that time, seats will be open to non-ticket holders.

For more information, visit [www.marineband.usmc.mil/index.asp](http://www.marineband.usmc.mil/index.asp).

## USMC Band VISN 6 Tour Dates

### Sunday, October 2, 3 p.m.

Newport News, Va., Ferguson Center for the Arts, Christopher Newport University, Ferguson Center for the Arts, 1 University Place, Newport News, Va., 23606, 757-594-8752.

### Monday, October 3, 8 p.m.

Greenville, N.C., Wright Auditorium, East Carolina University, East Carolina University Central Ticket Office, Mendenhall Student Center, Greenville, N.C., 27585-4353, 800-ECU-ARTS/800-6328-2787.

### Tuesday, October 4, 7:30 p.m.

Fayetteville, N.C., Seabrook Auditorium, Fayetteville State University, Department of Performing and Fine Arts, Attn: Dr. Earnest Lamb, 1200 Murchison Road, Fayetteville, N.C., 28301, 910-672-1724.

### Wednesday, October 5, 7:30 p.m.

Bolivia, N.C., Odell Williamson Auditorium, Brunswick Community College, Brunswick Community College, Odell Williamson Auditorium, P.O. Box 30, Supply, N.C., 28462, 910-755-7516.

## N.C. State Fair Reduces Admission For Military/Vets

The N.C. State Fair will pay tribute to members of the U.S. military for their service to the country with a Military Appreciation Day on Wednesday, Oct. 19. Active military and their families, retired military and Veterans will receive an admission discount by presenting valid documentation of military service when purchasing a ticket at the gate.

Military Appreciation Day will feature a military care package drop off location at Gate 8, special exhibitors including the USO NC Mobile Unit and military band performances.

In another move designed to cut costs for military fairgoers, for the first time the N.C. State Fair will offer a discounted admission price every day of the fair to all military per-

sonnel, including active duty, reserve, National Guard, retired and Veterans. The daily fair admission price at the gate is \$5 for Military and family members ages 13 to 64 presenting valid documentation of military service or possessing valid military ID cards. This represents a savings of \$3 off the gate admission price and \$1 off the advance sale price. Seniors 65 and older and children 5 and under get in free. Price of admission for children ages 6 to 12 is \$2 in advance \$3 online or at the gate.

The daily discounted military price is available at the gate only; it is not available in advance or online.

Fair tickets will go on sale at retail locations Sept. 29. For more information about the fair, go to [www.ncstatefair.org](http://www.ncstatefair.org).

## TRICARE Pharmacy Reduces Some Home Delivery Copays

FALLS CHURCH, Va. – Copayments for some medications provided through TRICARE Pharmacy Home Delivery are being reduced to zero. As of Oct. 1, Home Delivery beneficiaries may fill generic prescriptions at no cost.

Generic formulary drugs purchased through Home Delivery currently cost \$3 for a 90-day supply, but as of Oct. 1 the copayment drops to zero.

"These new copays make using TRICARE Pharmacy Home Delivery more affordable than ever," said Rear Adm. Christine Hunter, TRICARE Management Activity deputy director. "Home Delivery offers a great value for patients taking maintenance medications for chronic conditions."

The following changes to the TRICARE pharmacy copayments are scheduled to go into effect Oct. 1: generic formulary drugs purchased at retail pharmacies will go from \$3 to \$5; brand name formulary drugs from retail pharmacies will go from \$9 to \$12; non-

formulary medications will go from \$22 to \$25 in both retail and Home Delivery. Brand name formulary drugs purchased through Home Delivery will remain a \$9 copayment. Copayments for prescriptions filled through Home Delivery cover a 90-day supply, vice 30-days when obtained locally.

"This is the first change to TRICARE pharmacy copays since 2002," Hunter said. "Our goal is to keep costs as low as possible for our beneficiaries and DoD."

Military, their families and retirees are increasingly using Home Delivery to get their maintenance medications conveniently delivered through U.S. mail – saving TRICARE about \$30 million in 2010. Use of Home Delivery has grown in 2011 by nearly 10 percent over 2010. More than 1 million prescriptions per month are filled through the service.

For more information about TRICARE pharmacy, the new copayment rates, visit [www.tricare.mil/pharmacy](http://www.tricare.mil/pharmacy).



# VISN 6 Sites of Care

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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