Happy New Year!

Last year, the many men and women who make up this network pushed harder than ever and delivered high-quality health care to more than 336,000 Veterans. I’m proud of what this network accomplished during 2012 and pleased to have this opportunity to share some of our highlights with you. Before I do, let me first thank our team of practitioners, staff, volunteers and all of our community partners for making it possible for us to live up to our motto: “Excellent Service - Earned by Veterans - Delivered here.”

To reflect on our achievements, I measure our accomplishments against our Veteran-centric goals. We operate with many goals, but making VA health care readily available to the greatest number of Veterans remains our top priority. I consider access to care the foundation for everything we do because ultimately, we are here to serve Veterans.

I believe that the steady growth in enrollment we’ve experienced each year since 2000 is a testament to our ceaseless efforts to enable Veterans to use our services at one of our 37 sites of care.

Last year, our Rural Health teams visited virtually every county in our region enrolling more than 6,000 Veterans along the way. Likewise, outreach to Women Veterans yielded almost a nine percent spike in their enrollment. Also during 2012, we continued to make steady progress on finding and helping homeless and near-homeless Veterans get their footing and on the road to a better way of life. By increasing mental health providers, staff and leveraging the use of technology, we’ve been able to make substantial strides in helping Veterans in need of mental health treatment.

We look ahead to 2013 with our new Strategic Plan in place that will keep us focused on creating even more “Value” as seen from each Veteran’s perspective. We crafted a well thought-out plan which reflects our changing environment and seeks to take advantage of opportunities to further enhance the value of the services we provide.

I wish to thank everyone who contributed to our success in 2012 including the more than 336,000 Veterans who have chosen to make VISN 6 their medical home.

I look forward to continuing our journey together as we work to provide the “Best care Anywhere.”

Sincerely,

Dan Hoffmann
VISN 6 At A Glance

Asheville VAMC

Sites of Care
- 37

Inpatient Beds
- 1,163

Domiciliary Beds
- 291

Community Living Center Beds
- 929

Veterans treated
- 336,240
  - Men
    - OIF/OEF/OND
    - 28,047
    - Women
    - OIF/OEF/OND
    - 5,660

Outpatient Visits
- 3.7 million

Prescriptions filled
- 8.3 million

Hospital Admissions
- 36,718

C&P & IDES Exams completed
- 31,874

Full time employees
- 13,543
  - Doctors
    - 1,011
  - Dentists
    - 51
  - Registered Nurses
    - 2,812
  - Non-Physician Providers
    - 653
  - LPN/LVN/
    - Nurse assistants
      - 1,439
  - Allied Health
    - 2,854
  - All other
    - 3,430
  - Volunteers
    - 1,717

Budget
- $2.74 billion
  - Medical Services
    - $1.82 billion
  - Prescriptions
    - $210 million
  - Facilities
    - $247 million
  - Equipment
    - $107 million
  - Medical Administrative
    - $198.6 million
  - Research
    - $39.9 million
  - Donations received
    - $4.6 million

Hampton VAMC

Beckley VAMC

Fayetteville VAMC

Richmond VAMC

Salem VAMC

Salisbury VAMC

VA Mid-Atlantic Health Care Network • December 2012
### Sites Of Care

<p>| | |</p>
<table>
<thead>
<tr>
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<tr>
<td>Medical Centers</td>
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<td>Annexes</td>
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<td>Community Based Outpatient Clinics</td>
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<td>Community Based Dialysis Clinics</td>
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<td>Project Arch</td>
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</tbody>
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#### VA Owned Property

- 284 Buildings
- 87 Historical
- 6.8 million sq feet
- 688 acres
- Maintenance: $67 million
- Minor Construction: $19 million

#### VA Leased Property

- 62 Buildings
- 594,000 sq feet
- $10.8 million rent
VA’s five Core Values define “who we are,” our culture and how we care for Veterans, their families and other beneficiaries.

The Values are Integrity, Commitment, Advocacy, Respect and Excellence (‘I CARE’).
Eliminating Homelessness

VISN 6 remains committed to VA’s goal to eliminate Veteran homelessness by 2015. As with VISNs across the country, the intense concentration on finding homeless Veterans has resulted in more being identified. Working with state and local agencies, the VISN is addressing the six pillars of eliminating homelessness: Outreach; Prevention; Treatment; Financial Means; Housing, and Community Partnerships.

“As with VA care, Veterans can access services from a variety of sources; there is no wrong door. In the interest of assuring proper care for America’s heroes, Veterans are matched with the right and appropriate services for their needs.”

-- Jeff Doyle, VISN 6 Homeless Program Director

Total Homeless Veterans engaged: 10,537
Female Homeless Veterans: 1,338
Emergency beds available: 208
Veterans placed in Transitional Housing: 1,180
Veterans placed in Permanent Housing: 1,635
Focus On Mental Health

In 2011, VA provided mental health services to more than 1.3 million Veterans – a 35 percent increase from 2007. Responding to the growing need, VA increased the mental health budget by 39 percent since 2009, and in April 2012, announced an aggressive recruitment effort to add 1,600 mental health providers. VISN 6 hired an additional 64 clinicians and 12 support staff and added several new innovative mental health programs.

Because Primary Care is an important entry-point for patients with mental health needs, we’ve placed mental health staff in medical environments creating Primary Care-Mental Health Integration (PCMHI) where Veterans with mental health needs receive screening, treatment and rapid access to care.

We’ve also merged technology with evidence-based treatments allowing VISN 6 to deliver the latest, most effective treatments, regardless of where Veterans live.

In 2012, VISN 6 expanded our PCMHI resources to create PCMHI Care Management Hubs which serve as call centers from which mental health staff provide regular follow-up calls to Veterans newly diagnosed with mental illnesses.

Also in 2012, the VISN opened a mental health hub for Veterans with PTSD. Psychologists at the Salisbury VAMC provide therapy to Veterans at any VISN 6 outpatient clinic using Tele-Mental Health technology.

Additionally, the VISN continues to build on a Tele-Psychiatry partnership with Fort Bragg’s Warrior Transition Clinic. This program allows VISN 6 psychiatrists at the Salem VAMC to provide services to Soldiers at Fort Bragg prior to being discharged.

Sometimes, Veterans need motivation to seek help. The Coaching Into Care program provides a “coaching” service for family and friends of Veterans by helping the caller figure out how to motivate their Veteran to seek services. The service is free and provided by licensed clinical social workers and psychologists. The goal is to help the Veteran and family members find the appropriate services in their community.

These programs only scratch the surface of the variety of mental health programs available in VISN 6. These and the dozens of other state-of-the-art mental health programs at each VISN 6 facility demonstrate our organization’s enduring commitment to bring accessible, comprehensive, patient-centered care to our nation’s heroes.
Fiscal Year 2012 was a banner year for the Mid-Atlantic Health Care Network’s rural health program. The network’s eight Rural Health teams ventured far and wide in their efforts to make VA health care more accessible to Veterans throughout North Carolina, Virginia and West Virginia.

The Rural Health teams’ outreach efforts took place in venues such as VFW and American Legion posts, as well as apple festivals, state fairs and the large Vietnam Veterans homecoming this past March in Concord, N.C. Regardless of location, Rural Health team members answered questions and provided thousands of Veterans information about their health benefits.

Rural Health Engagement

- 1,300+ Outreach Events
- 33,000+ Veterans Engaged
- 7,500+ Veterans Vested
- 5,000+ Veterans Enrolled

“The rural health teams provide a service unlike any that existed before. We are the tip of the spear with regard to making sure America’s Veterans, no matter where they live, have access to services they have earned. We know that what we are doing is making a difference and in the lives of so many.”

-- Dr. Harold Kudler, VISN 6 Lead for Rural Health
“Telehealth is the glue between different service lines, bridging Veterans’ access to providers and enhancing their access to care.”

-- Mary Foster, VISN 6 Telehealth Program Manager

Advances In Telehealth

A $6 million funding infusion to the telehealth program, lead to increases in staff and equipment and the expansion of access to VA care for thousands of Veterans living within the VISN’s borders.

VISN 6 employs a range of technologies such as Home Telehealth, Store and Forward Telehealth and Clinical Video Telehealth to provide the right care in the right place at the right time.

One of the most successful uses of Clinical Video Telehealth has been the provision of mental health consultations with more than 9,600 Veterans taking advantage of this new tool. Pilot programs in Tele-Audiology and Spinal Cord Injury are other shining examples of innovations underway within the network.

Veterans Served Via Telehealth

- Store and Forward Telehealth 20,713
- Clinical Video Telehealth 12,097
- Home Telehealth 50,579
- Total Telehealth encounters 83,389
“Women Veterans Health Care addresses the health care needs of women Veterans and works to ensure that timely, equitable, high-quality, comprehensive health care services are provided in a sensitive and safe environment at VA health facilities nationwide. Think of it as a one stop shop for women Veterans’ health care needs. Ultimately, comprehensive primary care delivered by a single provider in the same location—including gender-specific care and mental health—will be the predominant model of care throughout the VA health care network.”

-- Shenekia Williams-Johnson, VISN 6 Lead Women’s Veterans Program Manager

Women Veterans
• 45,000+ enrolled
• 340,000 outpatient visits
• $700,000 equipment
• $130,000 privacy, security and dignity improvements
• Opened first stand alone women’s clinic

Women’s Health Initiative

VISN 6 Women’s Health Program continued to bolster the VA-wide initiative to reduce—and ultimately eliminate—the gender gap and make VA a national leader in the provision of health care for women. Once comprising only a fraction of our nation’s Veterans, women are the fastest growing group among the Veteran population. More than 1.8 million women Veterans—nearly 8 percent of the total Veteran population—have served in the armed forces.
### VISN 6 Sites of Care & VA Vet Centers

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Phone Numbers</th>
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<tbody>
<tr>
<td>Albemarle POC</td>
<td>1845 W City Drive, Elizabeth City, NC 252-331-2191</td>
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<tr>
<td>Asheville VAMC</td>
<td>1100 Tunnel Road, Asheville, NC 28805 828-298-7911, 800-932-6408</td>
<td><a href="http://www.asheville.va.gov/">www.asheville.va.gov/</a></td>
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<tr>
<td>Brunswick Outreach Clinic</td>
<td>20 Medical Campus Drive, Supply, NC 28462 910-754-6141</td>
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<tr>
<td>Charlotte CBOC</td>
<td>601 University East Drive, Charlotte, NC 28213 704-597-3500</td>
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<tr>
<td>Danville CBOC</td>
<td>705 Piney Forest Rd., Danville, VA 24540 434-710-4210</td>
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<tr>
<td>Emporia CBOC</td>
<td>1746 East Atlantic Street, Emporia, VA 23847 434-348-1500</td>
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<tr>
<td>Franklin CBOC</td>
<td>647 Wayah St., Franklin, NC 28734-3390 828-369-1781</td>
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<tr>
<td>Fredrickburg CBOC</td>
<td>130 Executive Center Pkwy, Fredericksburg, VA 22401 540-370-4468</td>
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<tr>
<td>Beckley Vet Center</td>
<td>1000 Johnstown Road, Beckley, WV 25801 304-252-8220</td>
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<tr>
<td>Asheville VAMC</td>
<td>1100 Tunnel Road, Asheville, NC 28805 828-298-7911, 800-932-6408</td>
<td><a href="http://www.asheville.va.gov/">www.asheville.va.gov/</a></td>
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<tr>
<td>Ashe County CBOC</td>
<td>804 Industrial Park Rd., Maxwellton, WV 29457 304-497-3900</td>
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<tr>
<td>Robeson County CBOC</td>
<td>139 Three Hunts Drive, Pembroke, NC 28372 910-521-8452</td>
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<td>Greenville CBOC</td>
<td>800 Moye Blvd., Greenville, NC 27858 252-830-2149</td>
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<td>Rutherford County CBOC</td>
<td>374 Charlotte Rd., Rutherfordton, NC 28139 828-288-2780</td>
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<tr>
<td>Hamlet CBOC</td>
<td>100 Jefferson Street, Hamlet, NC 28345 910-382-3536</td>
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<tr>
<td>Hampton VAMC</td>
<td>100 Emancipation Dr., Hampton, VA 23667 757-722-9961, 866-544-9961</td>
<td><a href="http://www.hampton.va.gov/">www.hampton.va.gov/</a></td>
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<tr>
<td>Staunton CBOC</td>
<td>102 Business Way, Staunton, VA 24401 540-886-5777</td>
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<td>Tazewell CBOC</td>
<td>123 Ben Bolt Ave., Tazewell, VA 24651 276-988-2526</td>
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<tr>
<td>Virginia Beach CBOC</td>
<td>244 Clearfield Avenue, Virginia Beach, VA 757-722-9961, ext. 1900</td>
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<tr>
<td>Wilson CBOC</td>
<td>160 Lakeside Drive, Wilson, NC 27401 434-316-3000</td>
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<tr>
<td>Virginia Beach Vet Center</td>
<td>7010 Broad Rock Blvd., Wilson, NC 27401 336-763-5979</td>
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<td>Roanoke CBOC</td>
<td>110-A Branchwood Drive, Roanoke, NC 28546 910-577-1100</td>
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<td>Greenville Vet Center</td>
<td>1021 W.H. Smith Blvd., Greenville, NC 27834 252-355-7920</td>
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<tr>
<td>Norfolk Vet Center</td>
<td>1711 Church Street, Norfolk, VA 23504 757-623-7584</td>
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<td>Princeton Vet Center</td>
<td>905 Mercer Street, Princeton, WV 24740 304-425-5653</td>
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<td>Raleigh Vet Center</td>
<td>1649 Old Louisburg Rd., Raleigh, NC 27604 919-856-4616</td>
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<td>Roanoke Vet Center</td>
<td>350 Albemarle Ave., SW Roanoke, VA 24016 540-342-9726</td>
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<tr>
<td>Virginia Beach Vet Center</td>
<td>324 Southport Circle, Suite 102 Virginia Beach, VA 23452 757-248-3665</td>
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</table>
“To care for him who shall have borne the battle and for his widow and his orphan…”

~ Abraham Lincoln