



VA Mid-Atlantic Health Care Network
FY 11 ANNUAL REPORT



“Excellent Care – Earned By Veterans – Delivered Here”

By Dan Hoffmann
Director



Fiscal Year 2011 was a banner year for VISN 6. We had more programs operating in more places than ever before. As always, our primary objective was to provide the highest-quality, comprehensive health care to the greatest numbers of Veterans possible, and I am pleased to share that we accomplished this for more than 320,000 American heroes.

Delivering comprehensive health care begins with providing access. With the opening of the Albemarle Outpatient Clinic, virtually all Veterans living within our area of responsibility, from the mountains in the west to the eastern seaboard, are now within a one hour drive to a VA site of care.

During FY 2011, we opened outpatient clinics in Wytheville and Staunton, Va.; Robeson County and Elizabeth City, N.C.; and Greenbrier County, W. Va. We also opened an outreach clinic in Brunswick County, N.C. Our work in expanding access has resulted in 37 operational sites of care. We have made access possible for thousands of Veterans who were formerly challenged by distance and time.

In addition to enhancing access to care, we've made dramatic leaps in addressing the specialty care needs within our area of operation. During this period, we opened a state-of-the-art Polytrauma Center in Richmond; the Advanced Cancer Center in Salisbury; the Center for Traumatic Stress in Salem, and VA's first free standing community based dialysis centers which are located in Raleigh and Fayetteville.

Going beyond bricks and mortar, we continue to leverage technology to create even more access. In all, we've spent \$6 million on equipment and hired more than 50 people to bring the latest telehealth technology online. Through the use of the internet, we are incorporating a host of technologies making it possible to receive specialty care, via telehealth devices, at outpatient clinics. This technology allows for images such as x-rays and mammograms, as well as those used for eye and skin issues to be read by specialists around the country. Additionally, in many instances, telehealth technology provides the capability to monitor and manage care for chronic diseases from the home, ultimately saving Veterans from having to make trips to a clinic.

The MyHealtheVet internet web site is one more piece of technology that continues to develop. In line with our developing Patient Aligned Care Teams, MyHealtheVet allows Veterans access to providers through secure messaging. Here again, this network is leading the pack as one of three networks in the nation to have achieved a 100 percent secure messaging penetration rate within primary care.

Of note is that our technological achievements resulted in "Hospital & Health" magazine recognizing the network and four of our medical centers among "2011's Most Wired Hospitals"

in the country. The survey specifically recognizes hospitals and health systems for excellence in information technology based on the organization's achievements and ability in adapting IT to meet their current clinical and organizational needs.

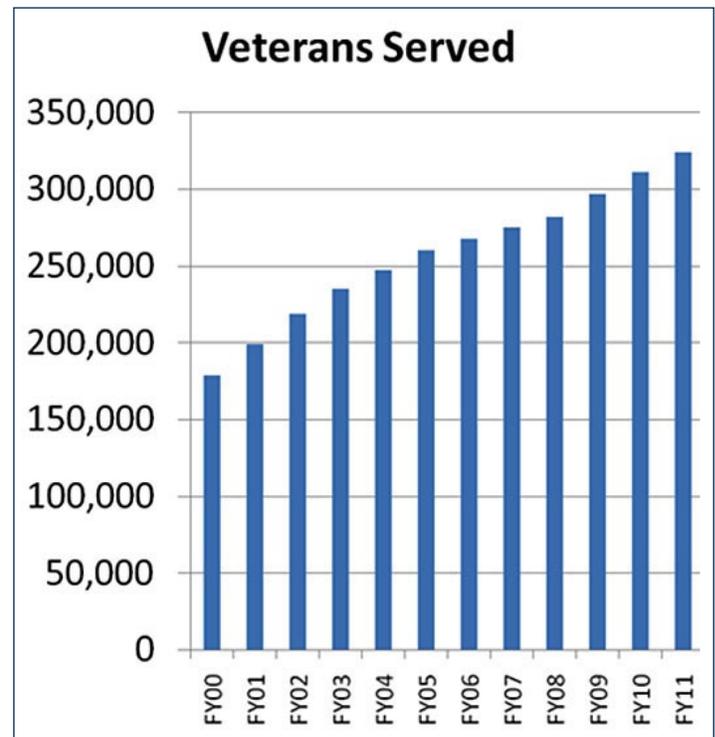
Another success has been what we have accomplished with the virtual lifetime electronic records (VLER) pilot program. This program is our link to both the Department of Defense and area community hospitals where so many of our Veterans receive a portion of their care. The program is now online at the Hampton, Richmond and Asheville VA Medical Centers. For the first time, providers from VA, DoD and those in the local communities are able to share critical data, thereby eliminating duplicate tests and the possibility for conflicts in medication. This program allows providers a better understanding of a patient's health and the treatment received elsewhere, ultimately resulting in more comprehensive care. VLER makes for smart medicine and we encourage all Veterans to opt-in wherever the program is available.

Having access and using today's state-of-the-art technology are important parts of the equation, but most important is the high quality of care being delivered. Once Veterans enter our doors, they can be assured that the care we provide has come under, and passed the scrutiny, of the Joint Commission. During FY 2011, teams of Joint Commission surveyors conducted on-site surveys at each of our eight medical centers. They looked at each hospital, their respective home care, long-term care and behavioral health programs. All eight medical centers obtained the optimal outcome — a three-year accreditation.

In line with quality health care is safety. For the second consecutive year, all eight medical centers have earned the VHA Root Cause Analysis Cornerstone Gold Award from VA's National Center for Patient Safety. For FY 2011, this network was the only one in the nation where 100 percent of the facilities earned this award.

Women's Health is another area where we made great strides.

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Veterans	Outpatient Visits	Employees
324,000	3.3 million	13,799
Budget: \$2.75 billion		Research: \$30.5 million

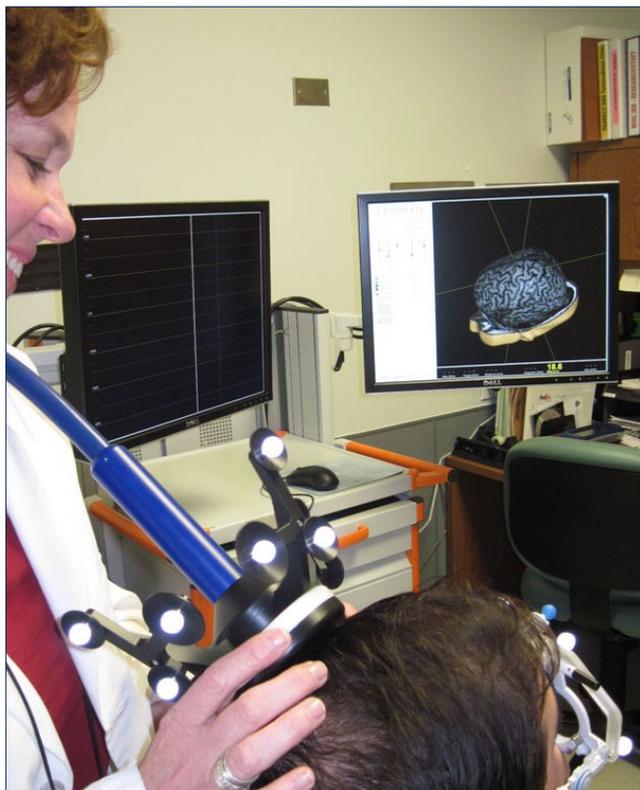
Annual Report prepared by the VISN 6 Public Affairs Office. Questions should be directed to Bruce Sprecher at bruce.sprecher@va.gov or call 919-956-5541.

VA Mid-Atlantic Health Care Network

The number of women Veterans continues to climb and we are committed to providing America's mothers, sisters and daughters, the best care possible. A visit to any of our facilities will clearly demonstrate that with regard to serving women, we are not the same VA as we were even 10 years ago. We spent more than \$5 million renovating our medical centers to provide the privacy, dignity, security and safety women Veterans deserve. We've hired staff and clinicians and sent many to a national Comprehensive Women's Care Mini Residency. One of our goals is to be able to provide comprehensive primary care and gender-specific care all in one visit. We are diligently working to be the provider of choice for all Veterans – men and women.

Another issue we are aggressively pursuing is that of eliminating homelessness among Veterans. America owes every Veteran the opportunity to succeed. These men and women served so that we have safe communities and homes, and we are strongly committed to doing all we can to ensure every Veteran has a home and the ability to sustain their own safety, security and health. Our Homeless Program managers at every facility are fully engaged with our Veterans in the fight to eliminate homelessness. We are partnering with state and local agencies to help identify those who are homeless, or at risk of becoming homeless. Together, we are streamlining entry points to ensure Veterans have access to any and all the special programs designed to get them back on their feet. Our "No Wrong Door" policy is designed to quickly get homeless Veterans in to the right program, regardless of where they are first identified. A testament to the hard work is the fact that by the end of the fiscal year, our team helped 499 Veterans secure permanent housing using HUD/VASH vouchers and helped more than 400 additional Veterans access transitional housing programs. As a special note, I'd be remiss not to share that the Hampton VAMC HUD/VASH program has been recognized as one of the best in the nation.

Providing high-quality care also requires a supportive infrastructure. It's no secret that many of our facilities are aging, but while you may not see many changes to the exteriors, we are running at full steam with upgrades and renovations within. All told, we spent more than \$79 million in non-recurring maintenance and infrastructure improvements. We added security lights and cameras to parking lots, renovated bathrooms, elevators, emergency departments, wards and clinics. We replaced low efficiency heating and air conditioning units, water and gas lines, roofs and even phone switches. And, because our engineers are steadfast in their commitment to incorporate renewable energy and reduce greenhouse gas emissions, we accomplished these renovations and upgrades in a manner to protect the environment and conserve energy. We will be filling these newly renovated spaces with more than \$55 million worth of equipment, from basic furniture to the latest in high-tech diagnostic equipment like the Panorama high field open MRI and Gemini "Big Bore" PET/CT scanner.



We had some challenges during the year. Early on it became evident that the demand for Compensation and Pension exams out-paced our ability to keep up using normal operating procedures. We found ourselves with an unacceptable backlog, and while it took a few months to find a solution, we ultimately did. We assembled additional teams of providers and staff, expanded hours and again leveraged technology. For a solid week each month in March, April, and May, we sent teams of providers to where the patients were, and in some cases, we brought patients to where the providers were. Here again, we put technology to use, allowing some exams to be accomplished using telemedicine equipment, thus allowing patients and providers to avoid travel altogether. This extreme teamwork resulted in surpassing national goals for timeliness.

Hurricane Irene presented her own challenges, but our efforts in emergency management preparation paid off. Irene made landfall Aug. 26 near Wilmington, N.C., and then made her way north, showering the Jacksonville and Morehead City outpatient clinics, dousing the Greenville clinic, and moving into Virginia where it drenched the Virginia Beach clinic before delivering its full force of wind and rain on the Hampton and Richmond VAMCs. Pulling together and executing pre-established plans, we safely evacuated and returned more than 150 Veterans to the Hampton VAMC. 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.

With the war in Iraq over, more and more service members will be hanging up their uniforms and looking to VA for the benefits they have earned. Rest assured, this network will welcome and provide these American heroes the best care anywhere, or as we say in VISN 6, "Excellent Care – Earned by Veterans – Delivered Here."

- ★ VISN 6 Network Office
- VA Medical Center
- ◆ Health Care Center
- Multi-Specialty Outpatient Clinic
- Primary Outpatient Clinic
- Outreach Clinic
- ▲ ARCH Site



By Cynthia Breyfogle, FACHE
 Director, Charles George VAMC

I am proud of the employees and volunteers who work at the Charles George VAMC where we take care of America's heroes.



Our Veterans come from 19 Western North Carolina counties. Between the medical center and our outpatient clinics in Franklin and Rutherfordton, we cared for almost 35,000 Veterans.

Let me briefly recap some of the many successes we had in what can only be described as a banner year.

First, the Joint Commission renewed our accreditation, validating the quality of the care we provide. In addition, our Research Program, Blood Bank, Pathology and Laboratory Medicine were also fully accredited last year by national level inspections.

Duke University named our nurse anesthesia training program the "best clinical site" for training in 2011.

Our Social Work staff played a part in a highly successful effort to help homeless Veterans in this area. Federal, state, and local community agency representatives met at the medical center and in downtown Asheville to learn how to better bring together all the resources in our efforts to eliminate homelessness. The information and plans they shared increased the public's awareness, resulting in more public and financial support, and more job and home placements.



The Compensation and Pension Exam team reduced the wait time for an exam from 56 days in January to less than 12 by September. The dramatic drop was the result of hard work, process improvements and renovated space.

We also took advantage of advances in technology, partnering with the Western North Carolina Health Care Network to become the sixth VA site in the nation to join the Virtual Lifetime Electronic Record system. Additionally, MyHealtheVet enrollments increased by 360 percent and 97 percent of the center's secure messages were answered in less than two days.

We're proud that our Home Based Primary Care program now reaches the Eastern Band of the Cherokee Nation, our Patient Aligned Care Team success serves as a VISN model and that our Medical Foster Home Program has seen great success.

Also noteworthy is that our Women's Health Clinic served nearly 1,700 women and inspired a national story in "USA Today."

I extend my sincere thanks to our dedicated staff, volunteers and community partners whose commitment to excellence helped us have such a successful year caring for the most deserving patients anywhere.

We look forward to continuing that service in 2012.



Veterans
34,686

Outpatient Visits
319,816

Employees
1,497

Budget: \$243.7 mil Facility Improvement: \$6.5 mil

By Karin McGraw, FACHE
 Director, Beckley VAMC

Last year was a memorable one with many accomplishments of which Beckley VAMC staff, volunteers, community partners, and our Veterans can be proud.

On Jan. 18, we started the year by opening our first Community Based Outpatient Clinic. This new clinic, located in Maxwelton, W. Va., enhanced access and reduced travel time for about 2,400 Veterans residing in Greenbrier, Monroe and Pocahontas counties, as well as Allegheny County, Va.



Our dedication to providing high-quality health care was validated by the Joint Commission, the Long Term Care Accreditation Institute, and the Accreditation Committee of the College of American Pathologist.

Walking our hallways, it's apparent that we serve Veterans, men and women, of all ages. By the end of the fiscal year, more than 1,200 Veterans of Iraq and Afghanistan were enrolled, including 20 from West Virginia's 1st Battalion, 201st Field Artillery, who had just returned home from the desert.

As with every year, we hosted and participated in many events, on campus and in the community. Two that really stand out are the medical center's 60th anniversary and a tribute to the West Virginia Veterans of the war in Vietnam. I will always remember how proud and honored I was to be at the helm on March 1 as Beckley VAMC marked its 60th Anniversary of continuous health care service, and again on March 30, when West Virginians who served in Vietnam were memorialized with the unveiling of a monument dedicated to their service and sacrifices.

Now, we look to the future. Our challenges will be great, but so will our opportunities. In 2012, we look forward to the completion of a 375-space parking garage and beginning a construction project that will expand our emergency department and provide space for state-of-the-art high field open magnetic resonance imaging technology. Additionally, we anticipate the construction award for an 8,000 square foot building to house our adult day health care unit. Along with these enhancements, we will continue to increase access and satisfaction.

Together, the staff of Beckley VAMC will meet the challenges and continue in the mission of honoring America's Veterans by providing exceptional health care that improves their health and well-being.



Veterans 13,736	Outpatient Visits 153,236	Employees 732
Budget: \$105.7 mil		Facility Improvements: \$7.9 mil

By Ralph Gigliotti, FACHE
 Director, Durham VAMC

I am proud to say this past year has included achievements on many levels, including the accomplishment of our key drivers: providing safe, high-quality patient care, and being a fiscally responsible employer of choice with mutually beneficial relationships.



We remain focused on service to our customers and on understanding how we can better meet their needs. In doing so, we successfully delivered quality health care to more than 56,000 Veterans.

The Joint Commission and more than 60 other independent groups reported positive feedback, confirming Durham VAMC delivers high quality care in a safe manner. Veteran centered care has been the cornerstone of our clinical model and will continue as our PACT teams flourish into next year.

We accomplished our mission and stayed within our budget. As we move forward, we will continue to be diligent stewards of VA funds. I am confident that we will continue to meet any obstacles before us because time and again, we have answered the call of duty, persevered through challenge, and remained focused on our mission.

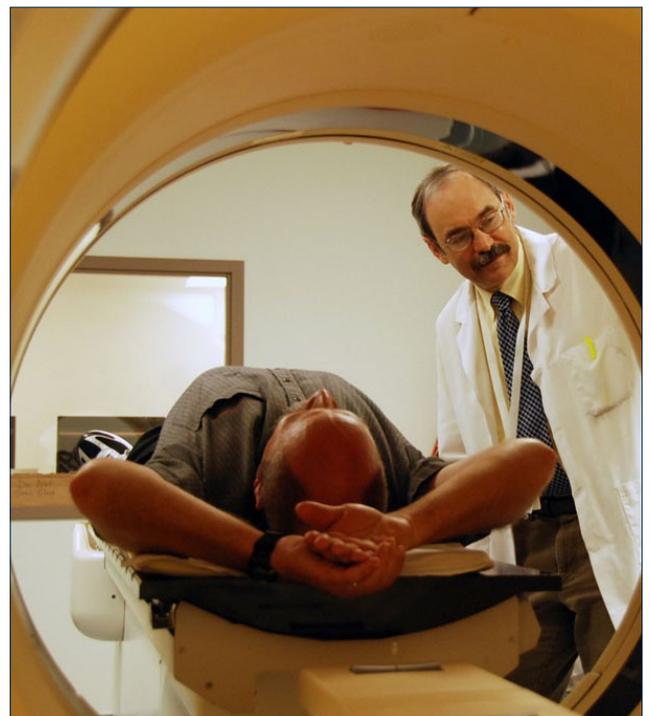
We opened two new clinics to meet the growth in patients and outpatient visits. With the addition of the VA Dialysis Clinic and the Blind Rehabilitation Outpatient Clinic, we now have nine facilities to serve our Veterans.

We are proud to serve every generation of Veterans, and we are working hard to welcome home service members returning from Iraq and Afghanistan. During the year, we cared for almost 5,300 Veterans from these most recent conflicts, with 300 of these new Veterans using case management. As the troop drawdowns continue and more Veterans access VA health care, we will warmly welcome, support reintegration, and work to provide them a seamless transition to VA care.

The VA's ICARE (Integrity Commitment Advocacy Respect Excellence) campaign mirrors the exceptional people that make up our workforce.

The men and women of the Durham VAMC truly exemplify each of VA's core values every day. We meet our mission with a sense of honor that Veterans have come to know and expect of us.

Durham VAMC welcomes all Veterans with open arms. We are proud to provide them the "best care anywhere."



Veterans	Outpatient Visits	Employees
56,235	519,513	2,493
Budget: \$419.2 mil		Facility Improvements: \$12.6 mil

Fayetteville VA Medical Center



By Elizabeth Goolsby, FACHE
Director, Fayetteville VAMC

The Fayetteville VAMC focuses on three priorities: access to safe high quality patient care and service; being an employer of choice and being a good steward of our resources – time, people, space, and dollars.

A look back at FY 2011 reveals our sharpened focus yielded a multitude of successes to include being recognized by the Joint Commission as one of the Top Performers on Key Quality Measures for 2010. This distinctive recognition demonstrates sustained excellence in the Joint Commission’s accountability measure performance and continuous dedication to being the provider of choice for Veterans. Fayetteville VAMC was one of 20 VA facilities recognized nationwide.



All Employee Survey scores have improved in almost every element, with many of these improvements considered statistically significant. The facility enjoys strong positive relationships with the Department of Defense, especially at Fort Bragg. Our relationship with the military is described as being among the best in VA.

Access to care was expanded with a new CBOC in Robeson County, an Outreach Clinic in Brunswick County, as well as an outpatient facility at Village Green here in the city of Fayetteville. Additionally, we broke ground for an 85,000-square foot outpatient clinic in Wilmington and a new CBOC in Goldsboro. We are also proud that we opened VA’s first community based, standalone dialysis clinic in Fayetteville. To increase access to these new sites and our existing sites of care, we started a Veterans Transportation System that shuttles Veterans to and from their appointments. We provided almost 10,000 rides in the first 3 months of operations!

The compensation and pension examination program began the year with a backlog of nearly 7,000 cases and an average of 200 plus days to complete an exam. Today the backlog is less than 350 and we have reduced the average time to completion to less than 30 days. Working hard with our active duty counterparts at Fort Bragg and Camp Lejuene, we continued to develop an Integrated Disability Evaluation System program that has sped up the discharge process for our Soldiers and Marines.

Fiscal Year 2011 was indeed a memorable year. We survived floods, electrical outages, heat, steam, and water challenges not to mention a hurricane and a snowstorm but through it all, Veterans received excellent care by a caring staff of which nearly 48 percent are themselves Veterans.



Veterans 49,831	Outpatient Visits 404,811	Employees 1,144
Budget: \$221.4 mil		Facility Improvements: \$9.7 mil

By DeAnne Seekins, MBA
 Director, Hampton VAMC

Looking back at 2011, I am proud of the many accomplishments we achieved at the Hampton VAMC.

I am proud to serve as the director of an organization that truly reflects the VA's newly redefined core values: Integrity, Commitment, Advocacy, Respect and Excellence. Even with the many challenges faced throughout the year, our primary mission has remained the same: To Honor America's Veterans by providing exceptional health care that improves their health and well-being.



During 2011, the Hampton VAMC experienced a seven-percent growth rate and our women enrollees increased to more than 17 percent of our total Veteran population. To better meet their needs, the Hampton VAMC celebrated the opening of the

Albemarle Primary Outpatient Clinic in Elizabeth City, N.C., expanding health care and mental health care services to Veterans who reside in the northeastern parts of the state.

In addition, we officially opened our new Operation Enduring Freedom/Operation Iraqi Freedom/Operation New Dawn Clinic building specifically designed to assist our service members returning from Iraq and Afghanistan. Hampton VAMC staff also officially opened its new mammography service for women Veterans.

This past year we also successfully completed the Joint Commission Survey, received national HUD-VASH program recognition, and launched the Virtual Lifetime Electronic Records program – becoming the first VA facility to promote a secure three-way exchange of Veteran medical data.

As our Veteran population continues to grow, we will continue to be a patient-centered, service-oriented health care facility that stands ready to serve our nation's Veterans. I want to extend my sincerest thanks to our dedicated staff, volunteers and community partners who remain committed to excellence and caring for those who served our nation.



Veterans	Outpatient Visits	Employees
40,291	437,640	1,614
Budget: \$214.2 mil		Facility Improvements: \$14.1 mil

By Charles Sepich, FACHE
Director, Richmond VAMC

“Ralph Waldo Emerson once said, ‘What lies behind us and what lies before us are tiny matters compared to what lies within us.’ That is certainly true of service to Veterans by the dedicated team at the Richmond VA Medical Center.



We are proud to serve the needs of the many Veterans, family members and visitors who frequent our campus. The constant enrichment of service to Veterans is readily apparent throughout the facility.

The medical center completed a very positive Joint Commission Survey during 2011. That, along with demonstrated accomplishment in other performance reviews, validated Richmond VA Medical Center’s commitment to clinical excellence.

The great work being done here, particularly in brain injury and rehabilitation, has garnered the staff and facility national and international recognition. 2011 will also be remembered as the year we opened the Polytrauma Transitional Rehabilitation Center and restructured the way we address issues of Post Traumatic Stress for our patients.



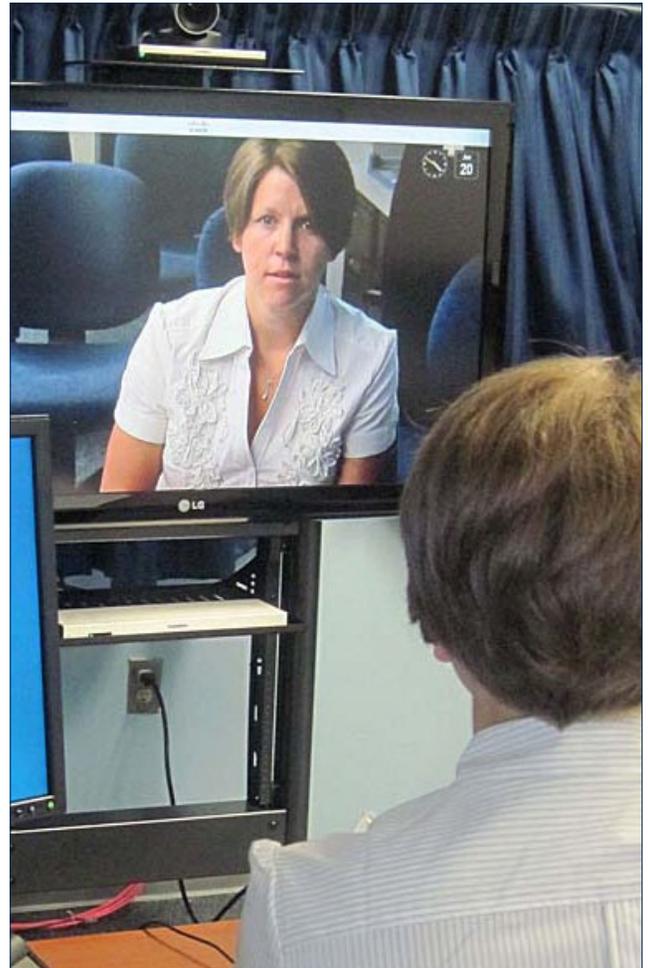
Because we provide everything from primary care to some of the most complex care available, we are always in a state of growth, in and out of the medical center. We expanded Home Based Primary Care programs to the Charlottesville and Emporia Community Based Outpatient Clinics, and we are piloting new ways to engage Veterans living in rural areas. Richmond is one of seven locations nationwide to host the Project Arch pilot program which is now helping Veterans in central Virginia access VA-provided medical care.

In FY 2011, clinical preparations also began for the Servicemember Transitional Amputation Rehabilitation or STAR program. This program, which should come on line in 2012, is a specialized rehabilitation program designed to help Veterans who have experienced amputations with their transition back into civilian life.

The year also included preparations for the 32nd National Veterans Wheelchair Games. The Games return to Richmond this summer for the first time since 1981 and we’re proud to host the more than 600 athletes expected from across the nation.

Keeping Veterans aware of our developments is always one of our goals. This year we ventured into the social networking world, going live on Facebook and incorporating the use of Twitter. The numbers of Veterans using these networks continues to grow and we look forward to keeping them connected with the many other services and programs being offered through these new communication tools.

I thank the entire Richmond team for great work and, on behalf of the team I’ll add that we look forward to serving our Veterans in the best manner possible in 2012.



Veterans 46,574	Outpatient Visits 469,462	Employees 2,316
Budget: \$382.6 mil		Facility Improvements: \$10.2 mil

By Dr. Miguel LaPuz
Director, Salem VAMC

The entire Salem VAMC staff can take pride in all that we accomplished in 2011. This team's efforts were marked by ongoing excellence in patient care.

In April, we showcased our quality of care and our processes in ensuring ongoing safe, compassionate, excellent care to a Joint Commission survey team. One reviewer stated, "This is the best VA hospital I have surveyed."

A group of surveyors from the Long Term Care Institute conducted a thorough review of our Community Living Center and applauded the quality of care and steps taken to ensure we provide a home-like environment for the residents.

We continue to redesign care delivery, looking for and finding ways to improve the work we do. Our redesign efforts have positively affected our clinics, inpatient flow, the telephone system, our compensation and pension processes, and even our hiring processes. As a matter of fact, the Salem team received national recognition for several of these efforts.

We implemented a redesign of Primary Care to "PACT," Patient-Aligned Care Teams, receiving special funding to implement training on how to provide specialty care services efficiently to primary care programs. Salem is one of five VA sites now training the rest of the country on how to best do this.

We met our Tele-health performance goals, and continue to seek ways to provide optimum access through leveraging technology. These new programs will provide access like never before while decreasing travel and wait times for Veterans.

Our outreach programs for women, homeless and rural Veterans, as well as those focused on recent Veterans of OEF/OIF/OND were fully operational, reaching more Veterans than ever before. We also enhanced access by opening new community based outpatient clinics in Staunton and Wytheville.

Because patient satisfaction is a priority, we used Veterans' feedback to continually improve customer service, and we also used a variety of surveys to identify better ways to serve both inpatients and outpatients.

To encourage employees' continued excellent service, we began quarterly employee Town Hall meetings where we can recognize them for their great work.

Other milestones include the dedication of our Center for Traumatic Stress and the signing of a memorandum of understanding which brought the Veterans Justice Outreach program to fruition. Salem is now one of three VAMCs in the nation with a Federal Treatment Court.

I am proud to convey that the Salem VAMC is committed to VA core values and that our actions clearly demonstrate our "I CARE" attitude.



Veterans 36,017	Outpatient Visits 380,956	Employees 1,787
Budget: \$300.6 mil		Facility Improvements: \$7.3 mil

By Paul Russo, FACHE
Director, Salisbury VAMC

It is with tremendous pride that I report on the many exceptional accomplishments of the Salisbury VA Medical Center team. We take great pride in caring for Veterans and knowing that we contribute to the health and well-being of thousands of men and women each and every day through the medical center and the Winston-Salem, Hickory, and Charlotte outpatient clinics.



We are making a difference in the lives of so many. In particular, it's great to share the strides we've made in our efforts to eliminate homelessness among our Veterans. Last year, we engaged with more than 600 homeless Veterans and among the services provided, we issued 335 housing vouchers and maintained a 96 percent occupancy rate in our residential treatment beds. We will continue to do all we can to support VA's national effort to eliminate homelessness.

Ensuring this facility is a place Veterans are proud to use, and staff are proud to work, is an ongoing task. All the construction and renovation taking place is readily apparent but with so many efforts underway, we're especially proud of the Oncology Chemotherapy Clinic we opened in July and our Centers of Excellence in Mental Health and Geriatrics and Extended Care which are progressing well.

While new bricks and mortar provide better work space, I'd be remiss by not sharing that within these walls, our delivery of health care has been judged exceptional. The results of our most recent Joint Commission survey rank us near the top of VA with regard to those areas surveyed.

Making our facility more user friendly, we also focused on effective utilization and scheduling, programs which have also been rated in the top tier. Additionally, we focused on our call center and made great progress as measured by a call abandonment rate of 4.7 percent and decreasing the average speed to answer to just 18.2 seconds.

We know that to provide excellent service to our customers, we have to care for our employees. We promoted organizational health by using the All Employee Survey and providing targeted training which resulted in an impressive improvement in our civility scores. This, along with Labor Management Forum collaboration and certification of additional mediators had a significant positive impact on the work culture.

I look forward to 2012 as we continue to enhance the services and programs we deliver to our Nation's heroes.



Veterans
85,582

Outpatient Visits
671,404

Employees
2,153

Budget: \$359.4 mil Facility Improvements: \$4.6 mil

VISN 6 Sites of Care

Albemarle POC
1845 W City Drive
Elizabeth City, NC
252-331-2191

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

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

Beckley Vet Center
1000 Johnstown Road
Beckley, WV 25801
304-252-8220

Brunswick Outreach Clinic
20 Medical Campus Drive
Supply, NC 28462
910-754-8574

Charlotte Vet Center
2114 Ben Craig Dr.
Charlotte, NC 28262
704-549-8025

Charlotte CBOC
8601 University East Drive
Charlotte, NC 28213

Charlottesville CBOC
650 Peter Jefferson Pkwy
Charlottesville, VA 22911
434-293-3890

Danville CBOC
705 Piney Forest Rd.
Danville, VA 24540
434-710-4210

Durham VAMC
508 Fulton St.
Durham, NC 27705
919-286-0411, 888-878-6890
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
www.fayettevillenc.va.gov

Fayetteville Vet Center
4140 Ramsey St.
Fayetteville, NC 28311
910-488-6252

Franklin CBOC
647 Wayah St.
Franklin, NC 28734-3390
828-369-1781

Fredricksburg CBOC
1965 Jefferson Davis Highway
Fredericksburg, VA 22401
540-370-4468

Greensboro Vet Center
2009 S. Elm-Eugene St.
Greensboro, NC 27406
336-333-5366

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

Greenville CBOC
800 Moye Blvd.
Greenville, NC 27858
252-830-2149

Greenville Vet Center
1021 W.H. Smith Blvd.
Greenville, NC 27834
252-355-7920

Hamlet CBOC
100 Jefferson Street
Hamlet, NC 28345
910-582-3536

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

Hickory CBOC
2440 Century Place, SE
Hickory, NC 28602
828-431-5600

Hillandale Rd. Annex
1824 Hillandale Road
Durham, North Carolina 27705
919-383-6107

Jacksonville CBOC
241 Freedom Way
Midway Park, NC 28544
910-353-6406, 910-353-6406

Jacksonville, N.C. Vet Center
110-A Branchwood Driv
Jacksonville, NC 28546
910-577-1100

Lynchburg CBOC
1600 Lakeside Drive
Lynchburg, VA 24501
434-316-5000

Morehead City CBOC
5420 U.S. 70
Morehead City, NC 28557
252-240-2349

Norfolk Vet Center
1711 Church Street
Norfolk, VA 23504
757-623-7584

Princeton Vet Center
905 Mercer Street
Princeton, WV 24740
304-425-5653

Raleigh CBOC
3305 Sungate Blvd.
Raleigh, NC 27610
919-212-0129

Raleigh II Annex
3040 Hammond Business Place
Raleigh, NC 27603
919-899-6259

Raleigh Vet Center
1649 Old Louisburg Rd.
Raleigh, NC 27604
919-856-4616

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

Roanoke Vet Center
350 Albemarle Ave., SW
Roanoke, VA 24016
540-342-9726

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

Salem VAMC
1970 Roanoke Blvd.
Salem, VA 24153
540-982-2463, 888-982-2463
www.salem.va.gov/

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

Staunton CBOC
102 Business Way
Staunton, VA 24401
540-886-5777

Tazewell CBOC
123 Ben Bolt Ave.
Tazewell, VA 24651
276-988-2526

Virginia Beach CBOC
244 Clearfield Avenue
Virginia Beach, VA
757-722-9961, ext. 1900

Virginia Beach Vet Center
324 Southport Circle, Suite 102
Virginia Beach, VA, 23452
757-248-3665

Wilmington CBOC
736 Medical Center Drive
Wilmington, NC 28401
910-763-5979

Winston-Salem CBOC
190 Kimel Park Drive
Winston-Salem, NC 27103
336-768-3296

Winston-Salem Annex
2101 Peters Creek Parkway
Winston-Salem, NC 27127
336-761-5300

Wytheville CBOC
165 Peppers Ferry Rd.
Wytheville, VA 24382-2363
276-223-5400