

VA Mid-Atlantic Health Care Network



Highlights of 2014



“Excellent Care - Earned By Veterans - Delivered Here”

“To care for him who shall have borne the battle and for his widow and his orphan...”

~ Abraham Lincoln



I'm proud to share some of the highlights of our accomplishments for 2014. This brochure helps to illustrate why VISN 6 continues to be VA's fastest growing health care network.

The real measure of success for any health care system is the number of people who trust it to be their medical home. Our most noteworthy accomplishment then is the fact that enrollment and outpatient visits both hit record highs in 2014.

The number of Veterans enrolled and using our facilities continued its upward trend as the health care we provide continues to attract Veterans of all ages, and from all conflicts. By the end of the year, enrollment grew to more than 371,000 Veterans who were provided more than 4.2 million outpatient visits.

For all associated with VA health care, 2014 will be a year not easily forgotten. Many Veteran-related topics, including Wait Lists and scheduling garnered national attention. Wait lists are the result of demand exceeding supply, which in terms of this health care business equals the sum of space, time, and the number of providers. VA reviewed and analyzed Wait Lists at every level, resulting in sweeping changes to procedures and a new environment of transparency.

Within VISN 6, we've worked space issues by adding clinics and leveraging technology. We've addressed the issue of time by extending hours of clinics wherever possible. And, we continue to address the provider shortage by every means available. This three-pronged effort has made a difference, but we know more is needed.

While scheduling was the number one issue nationwide, the second and third most common issues in this network remain parking and telephone systems, both of which are also being addressed. We have added, or are adding, parking decks where we can, and bringing on new clinics to alleviate some of the parking issues.

We've also continued to pursue alternative methods of treatment such as virtual care in the form of secure messaging and telemedicine, both of which have helped alleviate space and parking issues, and met with increased Veteran satisfaction.

Preparing for the arrival of the latest generation of Veterans has always been a planning challenge as there is no science to tell us where Soldiers, Sailors, Airmen, Marines and Coast Guardsmen will settle upon their discharge. Using all information available, we worked to identify the areas of greatest need, budgeting funds to support the maximum impact.

Over the past few years, we've steadily added Community Based Outpatient Clinics and brought the first two Health Care Centers on line. Now, we are in the midst of building three of the largest Health Care Centers to be found anywhere in America. And, when they open in 2016, Veterans will benefit by almost one million additional square feet of health care space and enjoy increased services closer to home.

The outlook for 2015 is bright. I'm confident that we have positioned this network to be a leader in VA health care. VISN 6 leadership and the staff at all of our MC's and Outpatient sites of care are committed to doing all we can to live up to our motto: Excellent Care. Earned by Veterans. Delivered Here.



Daniel F. Hoffmann, FACHE
Director, VISN 6

VA Mid-Atlantic Health Care Network Directors



Cynthia Breyfogle
Director, Asheville VAMC



Karin L. McGraw
Director, Beckley VAMC



DeAnne Seekins
Director, Durham VAMC



Elizabeth Goolsby
Director, Fayetteville VAMC



Daniel Hoffmann
Director, VISN 6



Michael H. Dunfee
Director, Hampton VAMC



John A. Brandecker
Director, Richmond VAMC



Dr. Miguel Lapuz
Director, Salem VAMC



Kaye Green
Director, Salisbury VAMC



VA MID-ATLANTIC HEALTH CARE NETWORK • VISN SIX

*New Research Center in Durham
opened May 2014*



We take great pride in having grown this network from 11 sites of care in 2000 to more than 40 sites of care today. But we're not finished yet; we are committed to further increasing access.

News from across the nation this year has heightened public awareness of the growing need for access to VA health care. Some commentary makes it sound like this is a recent discovery. It is not.

For more than a decade, VISN 6 has worked to grow access by every means possible.

Growth patterns and projections of our Veteran population show VISN 6 as having the greatest sustained growth in the nation for more than 10 years. We have developed and executed numerous plans over the years to ensure the 1.5 million Veterans residing within our region's borders have the best access possible.

*Kernersville HCC ground breaking
opens spring 2016*



We have built clinics and leveraged technology. And, we continue this effort today, pushing the system as quickly as possible. Planning for the three Health Care Centers under construction goes back more than six years, and when they open in 2016, VISN 6 will make available almost one million additional square feet of health care space.

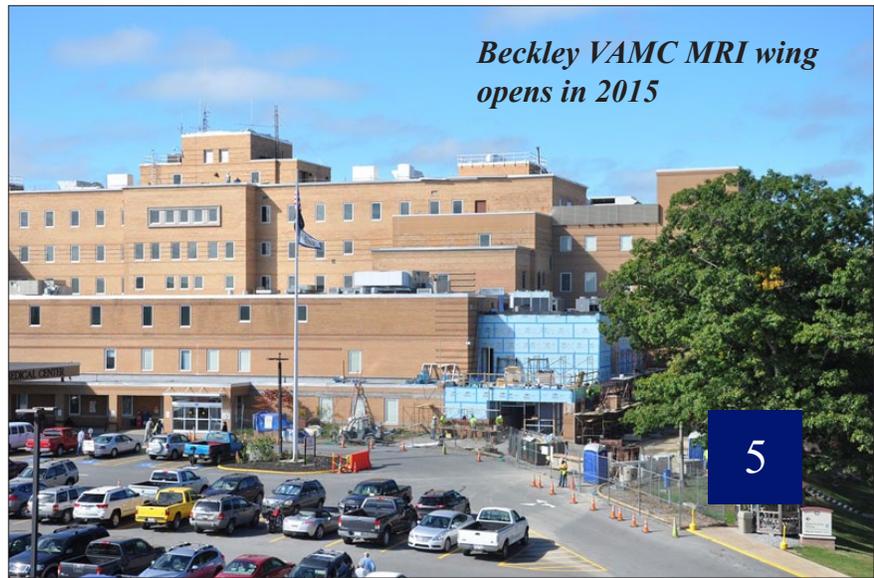
“The time is right, the location is right, and when the day comes that we cut the ribbon, you’ll know that the design is right.”

~ Dan Hoffmann

*Charlotte HCC Topping Out
opens spring 2016*



*Beckley VAMC MRI wing
opens in 2015*



Ribbon Cuttings



Greenville HCC more than 115,000 net usable square feet



Asheville VAMC \$1.3 million renovation of specialty clinics



Asheville VAMC 5,000 square foot Mental Health Psychosocial Rehabilitation and Recovery Center



Durham \$4.3 million, 44,000 square foot Research Building



Salisbury VAMC \$16 million, 79,000 square foot Mental Health Center of Excellence

Extended hours, increased outreach efforts, advanced technology heighten delivery of care



Primary Care has been the focus of a great deal of news this year. Their biggest challenge was working to meet the needs of the growing number of Veterans with available providers, space, and time.

While the VISN worked to increase providers and space, Primary Care added the element of time. In medical centers and CBOCs throughout the network, Primary Care opened early, stayed late and offered Saturday appointments. These longer hours met the needs of many Veterans with two VISN 6 medical centers, Hampton and Asheville, ending the year among the top 10 performers nationally in the number of Veterans seen during extended hours.



During 2014, VISN 6's Primary Care Service Line also incorporated the Rural Health Service into its structure which helped improve access to care for more than 6,000 Veterans. Rural Health teams conducted more than 700 preventive health education sessions for more than 5,400 Veterans, enrolling Veterans into MyHealthVet and secure messaging along the way.

Primary Care clinicians also assisted many Veterans with goal setting and developing Personalized Health Plans ensuring that almost 90 percent of VISN 6 patients now have Personalized Health Plans in place.

WOMEN VETERANS HEALTH CARE



The number of women Veterans seeking care at VISN 6 facilities has nearly doubled in the past seven years. Our facilities have dedicated additional space and providers to Women's Health and are working to ensure women feel safe, comfortable, and are receiving the best care possible. Highlights of our 2014 Womens' Health Programs include:

Fayetteville and Salem VAMCs selected to participate in "Telephone Maternity Care Coordination" initiative with Greater Los Angeles VA Healthcare System

A new Mobile Mammography Unit which will service Salem VAMC, Greenville HCC, and the Charlotte, Winston-Salem and Virginia Beach CBOCs

Made VHA GYN services available at each medical center and the Greenville HCC

VA's telehealth programs have grown steadily since 2003. In 2014, more than 690,000 Veterans nationwide received some of their care via telehealth modalities.

Within VISN 6, more than 37,000 Veterans used some form of telehealth during the year. Regardless of format; Clinical Video Telehealth, Home Telehealth, or Store and Forward Telehealth, each system provides enhanced access to care, most often reducing time spent traveling and waiting to see specialists.

VISN 6's Telehealth Program is fielding an ever-growing variety of specialties including TeleMental Health, TeleDermatology, TeleMOVE! and TeleAudiology. And, while the list of services continues to grow, we are also home to VA's first Tele-ALS (Amyotrophic Lateral Sclerosis) Clinic.

Dr. Richard Bedlack, a neurologist at the Durham VAMC created this Tele-ALS Clinic to help Veterans with ALS overcome the challenges they have traveling to and from the medical centers. Durham's Tele-ALS Clinic connects Veterans via their home computer with an ALS expert at the medical center. To date, Veterans who have used this Tele-ALS Clinic have experienced measurably improved ALS care.

The future for Telehealth applications is bright and this network will continue to embrace new technologies that contribute to the health and well-being of all.



Technology



More than \$41 million of equipment, ranging from common beds and sterilizers to the exciting technology of a Hybrid Operating Room, Dual Energy CT scan and an Exo Gait Trainer provided by Ekso Bionics, was ordered or put into service during 2014.



AWARDS



Durham VAMC Team: Joint Commission's Top Performer on Key Quality measures for 2013



Mary Dameron (Richmond VAMC): VA Award for Excellence - Service members Advanced Rehabilitation Program



Liz Bruce (Fayetteville VAMC): VA Interior Designer of the Year Award



Wallace Satchell (Richmond VAMC): VA Award for Excellence - Improved delivery of care in Neurology, Poly-trauma and Primary Care

“These awards are products of sustained dedication to the mission of caring for Veterans. I’m proud to share these highlights, and I’m also proud of the many VISN 6 team members whose service to our nation’s Veterans is indeed noteworthy.”

~ Dan Hoffmann



Susan Mitchell (Richmond VAMC): VA Award for Excellence - Enhanced care in the Gastroenterology Unit



Alyce Knaflich (Asheville VAMC): National Advisory Committee Female Volunteer of the Year



Asheville VAMC: “Canteen of the Year” Award



Darlene Laughter (Asheville VAMC): VA Voluntary Service Award for Excellence



Dr. Robin Hurley (Salisbury VAMC): Psychiatric Foundation of N.C., 2014 Eugene A. Hargrove, M.D. Mental Health Research Award



Mary Holtschneider (Durham VAMC): 2014 Under Secretary for Health Excellence in Clinical Simulation Training, Education and Research Practice Award



Nicole Hylton (Beckley VAMC): VA Award for Excellence - Improved restorative and safe patient handling programs

Community Partnerships

Collaboration between local, state, and federal agencies reached an unprecedented high in 2014. America counts on friends, partners and Allies to keep the peace. VA counts on friends, partners and allies in the campaign for Veterans' Health and well-being.



Virginia's governor hosted a Summit on Veterans' Health Care Access, bringing the directors from our Salem, Richmond and Hampton VAMCs together with Virginia's Secretary of Veterans Affairs and Secretary of Health and Human Resources, and health care organizations from throughout the commonwealth to work together in implementing the Choice Program and developing a process to ensure a warm hand-off between VA and non-VA providers.

VISN 6 partnered with VBA, the state of North Carolina, and industry to host the first statewide Summit for Women Veterans. More than 500 women of all ages and conflicts were welcomed to a one-stop shop for help with benefits, health care, and jobs.



Teaming with DOD and Veteran Service Organizations

Shared services and shared space with DoD are routine for this network which encompasses some of America's largest most densely populated military installations.

Members of Veteran Service Organizations continued to play an integral role every day in our medical centers.



Ending Homelessness

The Mayors Challenge to End Veteran Homelessness solidified community partnerships and secured commitments from mayors across the country and throughout VISN 6.

VISN 6 provided VA homeless and health care services to more than 17,000 Veterans (84 percent male and 16 percent female)

More than 76 percent of Veterans who used the Grant and Per Diem program graduated into permanent independent housing

VISN 6 allotted HUD/VASH vouchers provided housing for 2,153 Veterans



Investigators in VISN 6 conducted more than 940 research studies during the year.

The Mental Illness Research, Education and Clinical Centers conduct research to enhance post-deployment mental health and wellness for Veterans and their families. A sample of findings published in peer reviewed medical journals during the year include a study which found a link between a genetic mutation and PTSD when Veterans were exposed to combat during their deployments. Another study found that Veterans with PTSD had a decrease in symptoms in the first few days after quitting smoking, suggesting that individuals with PTSD may improve their PTSD symptoms by quitting smoking.

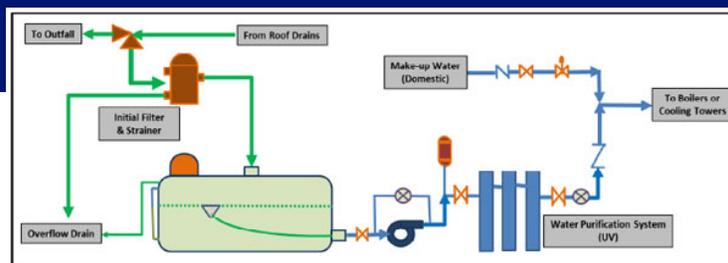


The Geriatric Research Education and Clinical Centers conduct research on aging and the diseases commonly associated with it, as well as research on how care is delivered to elders and the effects of rehabilitation. Additionally, they provide care to aging Veterans while at the same time training health care professionals to the specific needs of the elderly.

The Geriatric Research Education and Clinical Centers conduct research on aging and the diseases commonly associated with it, as well as research on how care is delivered to elders and the effects of rehabilitation. Additionally, they provide care to aging Veterans while at the same time training health care professionals to the specific needs of the elderly.

Environmental Stewardship

All medical centers use a great deal of water for heating and cooling. The Hampton VAMC uses an average of 33 million gallons of water per year which includes 9.5 million gallons used for the steam boilers and chiller plant cooling towers. Working to protect the environment and ensure sustainability of future operations, VISN 6 Energy Manager Mark Hudson is turning unused basement space into a storage area for water tanks that will capture rainwater from the medical center's roof tops which will then be recycled for use in the heating and cooling systems. Capturing rainwater is expected to save more than 2.3 million gallons of water per year.



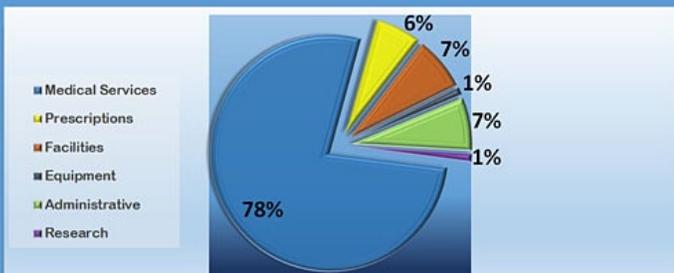
VISN 6 leads the national effort to meet the petroleum reduction requirements of the Energy and Independence Act which includes a 20 percent petroleum reduction from FY05 baseline.

With more home health care, the VISN fleet has grown from 120 vehicles in FY 2005 to more than 820 which makes reaching the mandated goal not possible. Striving to meet the greatest level of success, VISN 6 is piloting the use of alternative fuels like Compressed Natural Gas and E85.

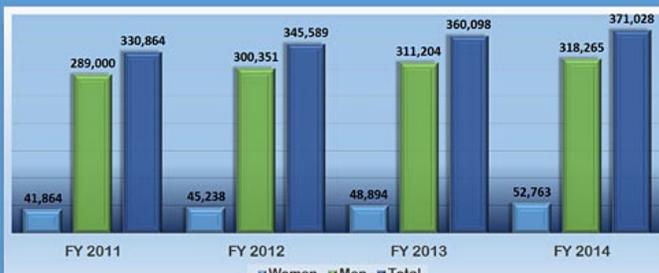
The VISN is opening an E85 fueling station at Salisbury and Fayetteville, and is participating in CNG pilot programs at Richmond and Asheville where commercial CNG fueling stations are already available.

VISN 6 By The Numbers

FY 14 Budget



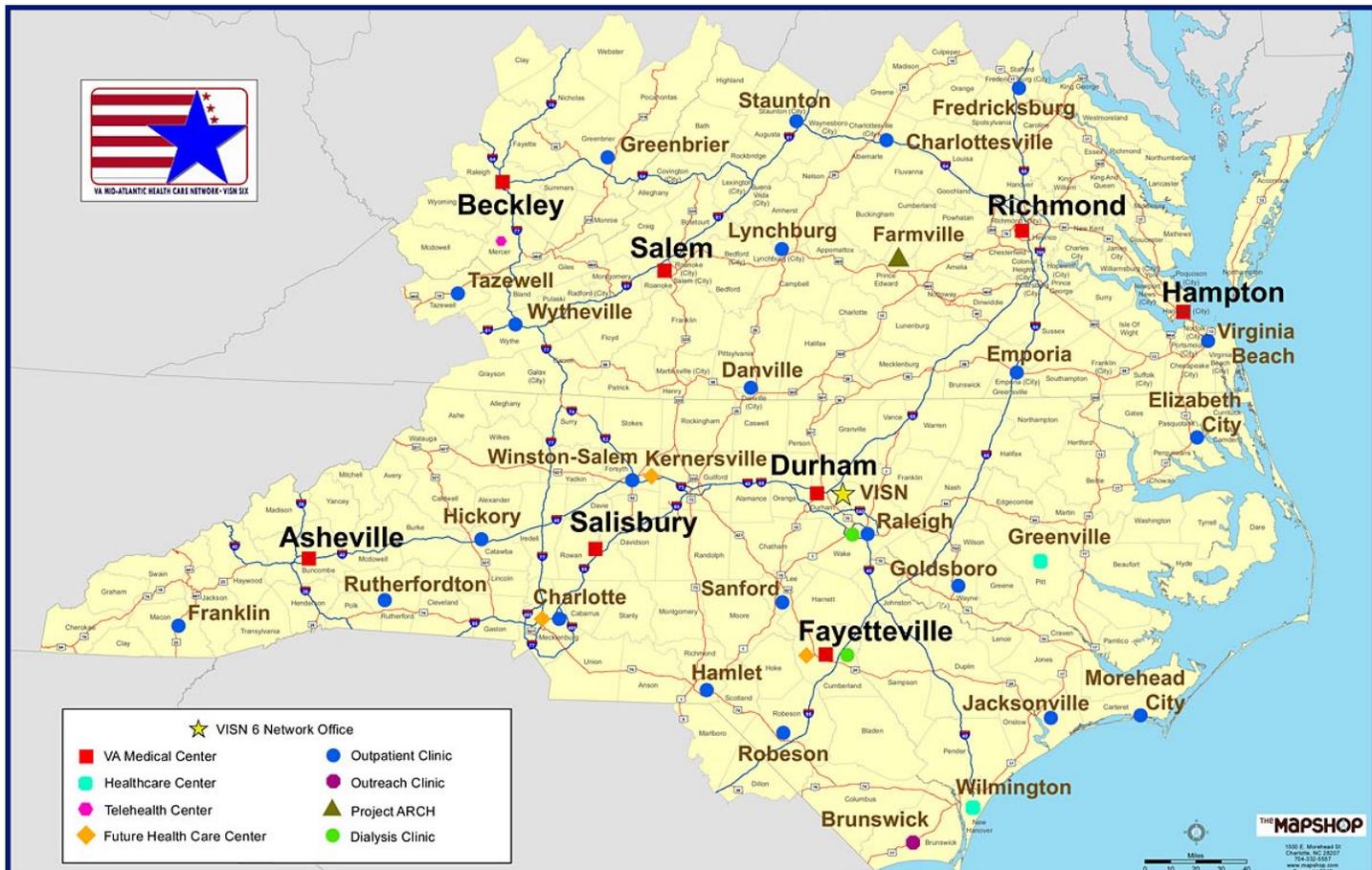
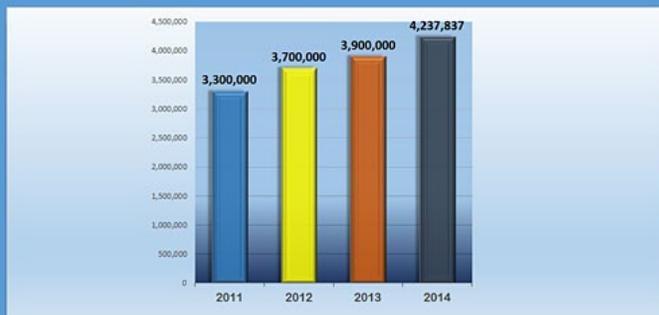
Enrolled Veterans



Staffing



Outpatient Visits



VISN 6 Sites Of Care & VA Vet Centers

MEDICAL CENTERS

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/

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

Fayetteville VAMC
2300 Ramsey St.
Fayetteville, NC 28301
910-488-2120, 800-771-6106
www.fayettevillenc.va.gov

Hampton VAMC
100 Emancipation Dr.
Hampton, VA 23667
757-722-9961, 866-544-9961
www.hampton.va.gov/

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

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/

OUTPATIENT CLINICS

Albemarle CBOC
1845 W City Drive
Elizabeth City, NC 27909
252-331-2191

Brunswick Outreach Clinic
20 Medical Campus Drive
Supply, NC 28462
910-754-6141

Charlotte CBOC
8601 University East Drive
Charlotte, NC 28213
704-597-3500

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

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

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

Fayetteville CBOC
2919 Breezewood Avenue, Ste 101
Fayetteville, NC 28304
910-488-2120 Ext. 6100/6101
800-771-6106 Ext. 6100/6101

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

Fredricksburg CBOC
130 Executive Center Pkwy
Fredericksburg, VA 22401
540-370-4468

Goldsboro CBOC
2610 Hospital Road
Goldsboro, NC 27909
919-731-4809

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

Greenville HCC
401 Moye Blvd.
Greenville, NC 27834
252-830-2149

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

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, Suite 1
Midway Park, NC 28544
910-353-6406

Jacksonville II CBOC
306 Brynn Marr Road
Jacksonville, NC 28546
910-343-5301

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

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

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

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

Staunton CBOC
102 Lacy B. King Way
Staunton, VA 24401
540-886-5777

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

Village Green Annex
1991 Fordham Drive
Fayetteville, NC 28304
910-488-2120 ext. 4020,

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

Wilmington HCC
1705 Gardner Rd.
Wilmington, NC 28405
910-343-5300

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

DIALYSIS CENTERS

VA Dialysis and Blind Rehabilitation Clinics at Brier Creek
8081 Arco Corporate Drive
Raleigh, NC 27617
919-286-5220

VA Dialysis Clinic Fayetteville
2301 Robeson Street, Ste. 101
Fayetteville, NC 28305
910-483-9727

VET CENTERS

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

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

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

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

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

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

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

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

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

30 Year Reunion

Richmond VAMC started the year off celebrating the 30th anniversary of Mr. James Hill's heart transplant. McGuire remains the only VA medical center in the nation with an in-house cardiac transplant program.



Seated left to right: Dr. Szabolcs Szentpetery and Mr. James Hill with the Richmond VAMC cardiac transplant team.

“The best reward for me working at the VA is to see patients come in basically at death’s door, on a respirator or a balloon pump, and then see them walk out of here and continue on with their lives. This is a great achievement for VA and Mr. Hill. There are only four or five patients in the world who have lived 30 years after cardiac transplantation.”

Dr. Szabolcs Szentpetery,
Cardiothoracic surgeon

“I feel good, especially after 31 years [after transplant]. All the nurses and doctors at Richmond are great. They really take good care of me....”

Mr. James Luther Hill



VA
HEALTH
CARE | Defining
EXCELLENCE
in the 21st Century

VA Mid-Atlantic Health Care Network
300 West Morgan St, Suite 700
Durham, NC 27701