



# VA Mid-Atlantic Health Care Network 2012 YEAR IN REVIEW



“Excellent Care – Earned By Veterans – Delivered Here”

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 experi-

enced 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.

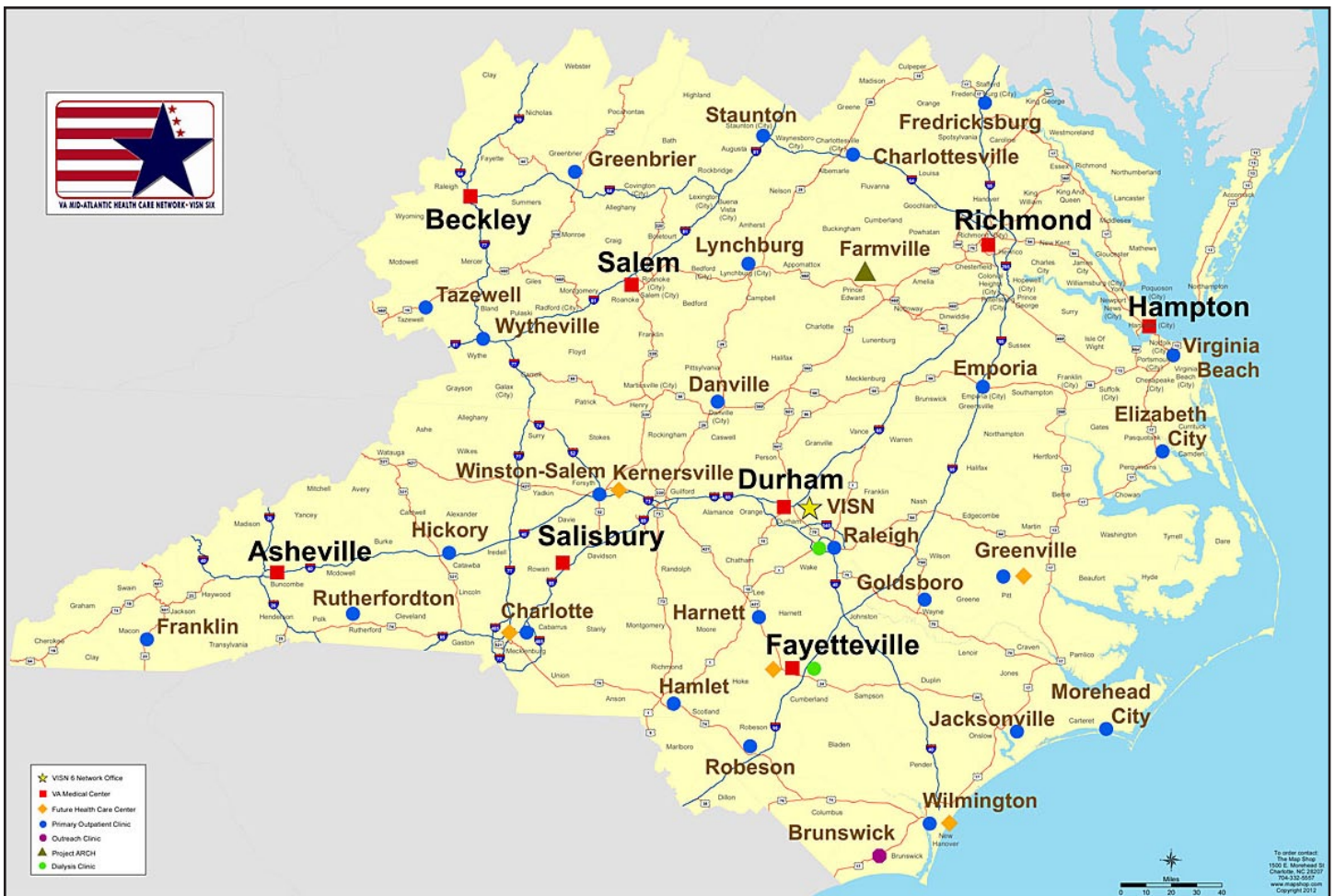
Last year, our Rural Health teams visited virtually every county in our region enrolling more than 6,000 Veterans along the way. Likewise, outreach to Women Veterans yielded almost a nine percent spike in their enrollment. Also during 2012, we continued to make steady progress on finding and helping 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



2012 Year in Review was prepared by the VISN 6 Public Affairs Office. Questions should be directed via e-mail to [bruce.sprecher@va.gov](mailto:bruce.sprecher@va.gov) or by phone at 919-956-5541.

# VISN 6 At A Glance



**Asheville VAMC**

Sites of Care	37
Inpatient Beds	1,163
Domiciliary Beds	291
Community Living Center Beds	929



**Hampton VAMC**



**Beckley VAMC**

Veterans treated	336,240
• Men	300,351
- OIF/OEF/OND	28,047
• Women	35,889
- 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



**Richmond VAMC**



**Durham VAMC**

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



**Salem VAMC**



**Fayetteville VAMC**

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



**Salisbury VAMC**

# Sites Of Care

Medical Centers	8
Annexes	2
Community Based Outpatient Clinics	23
Community Based Outreach Clinic	1
Community Based Dialysis Clinics	2
Project Arch	1



## 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



## Core Values



*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').*



### Integrity

Act with high moral principle. Adhere to the highest professional standards. Maintain the trust and confidence of all with whom I engage.

### Commitment

Work diligently to serve Veterans and other beneficiaries. Be driven by an earnest belief in VA's mission. Fulfill my individual responsibilities and organizational responsibilities.

### Advocacy

Be truly Veteran-centric by identifying, fully considering, and appropriately advancing the interests of Veterans and other beneficiaries.

### Respect

Treat all those I serve and with whom I work with dignity and respect. Show respect to earn it.

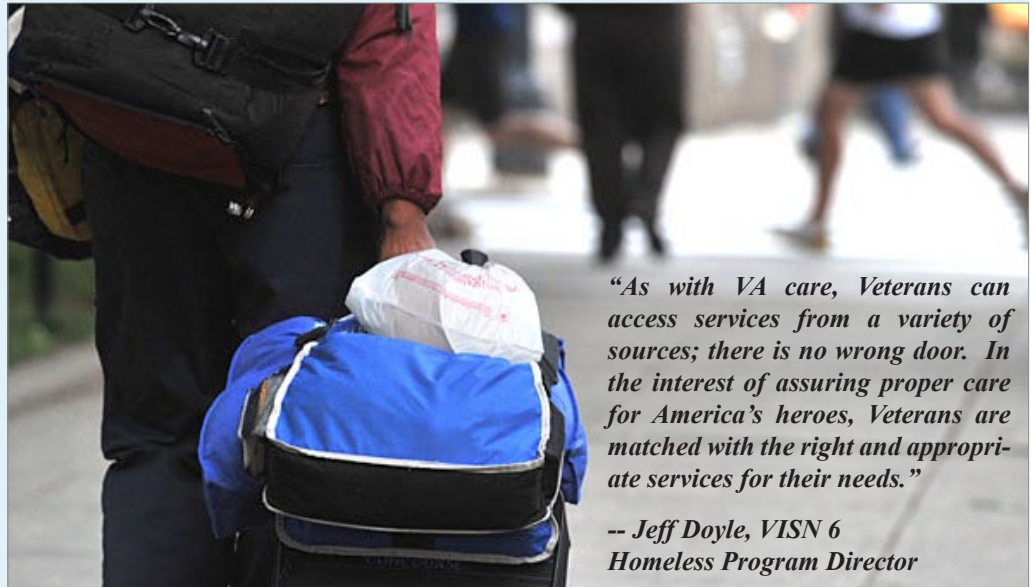
### Excellence

Strive for the highest quality and continuous improvement. Be thoughtful and decisive in leadership, accountable for my actions, willing to admit mistakes, and rigorous in correcting them.



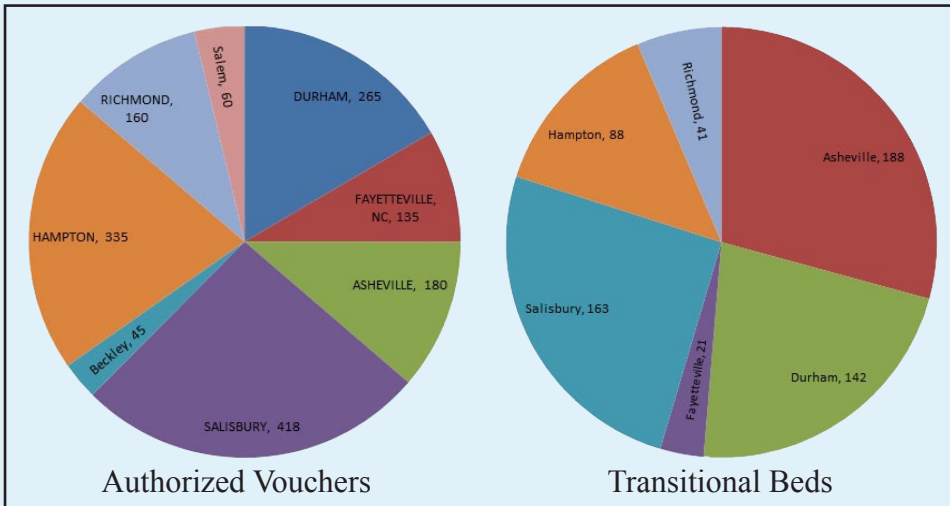
# Eliminating Homelessness

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





# IT'S YOUR CALL

Confidential help for Veterans and their families



Confidential chat at [VeteransCrisisLine.net](http://VeteransCrisisLine.net) or text to 838255

*“As the tide of war recedes, we in VA have a responsibility to anticipate the needs of returning Veterans. As they reintegrate into their communities, we must ensure all who need help have access to quality mental health care when needed. Within VISN 6, we are working collaboratively with state and local agencies and with the Department of Defense to ensure there is a readily accessible and comprehensive web of Mental Health services available for Veterans in our region.” -- David Buyck, Mental Health Service Line Chief*

## 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.



# Rural Health Program



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

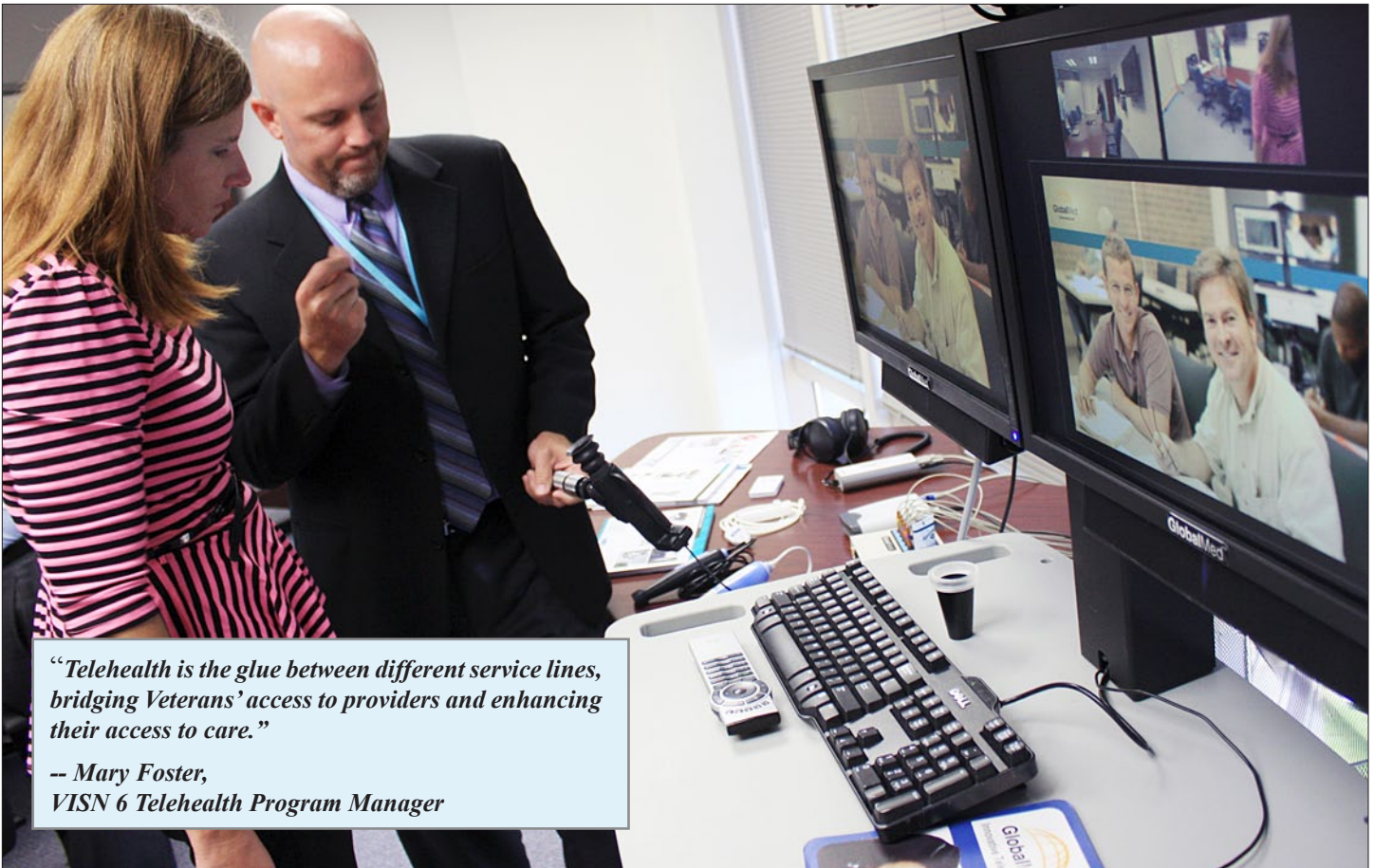
- 1,300+ Outreach Events
- 33,000+ Veterans Engaged
- 7,500+ Veterans Vested
- 5,000+ Veterans Enrolled

*"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

**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/](http://www.asheville.va.gov/)

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

**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

**Durham VAMC**  
508 Fulton St.  
Durham, NC 27705  
919-286-0411, 888-878-6890  
[www.durham.va.gov/](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  
[www.fayettevillenc.va.gov](http://www.fayettevillenc.va.gov/)

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

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

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

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

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

**Hampton VAMC**  
100 Emancipation Dr.  
Hampton, VA 23667  
757-722-9961, 866-544-9961  
[www.hampton.va.gov/](http://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

**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

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

**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/](http://www.salem.va.gov/)

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

**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

**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

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

~ Abraham Lincoln



**VA**  
HEALTH  
CARE

Defining  
**EXCELLENCE**  
in the 21st Century