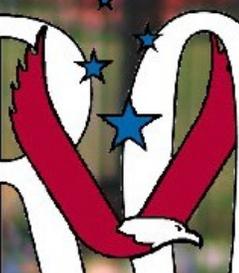


HEROES SERVING HEROES



ROAD TO FREEDOM

VETERANS AND FAMILY
RUN FOR GOOD HEALTH

MEDICAL CENTER
CELEBRATES 65 YEARS

HOMELESS HEROES
RECEIVE STAND DOWN

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Martinsburg VA Medical Center

510 Butler Avenue
Martinsburg, WV 25405

Medical Center Director

Ann R. Brown, FACHE

Public Affairs Officer

Mike McAleer

Managing Editor, Creative Director

Kathryn G. Morris

Prepress Specialist

Mark Kretzer



Photo: VA/Kathryn Morris

SUBMISSIONS

Heroes Serving Heroes, the Martinsburg VA Medical Center's quarterly newsmagazine, wants to hear from you! Submit your ideas for stories to MWV-PublicAffairs@va.gov with subject line reading Magazine Submission.

ON THE COVER

Veterans, staff and family weave through the Avenue of Flags during the Road to Freedom Run. To read, turn to page 9.

ONLINE

www.facebook.com/mvamc

www.martinsburg.va.gov

www.twitter.com/martinsburgmvamc

LETTER FROM THE DIRECTOR



Ann R. Brown

**ANN R. BROWN, FACHE
MEDICAL CENTER DIRECTOR**

Dear Readers,

We had a landmark year in 2011 as we celebrated the 65th Anniversary of the Martinsburg VA Medical Center and have continued to grow and excel. Since printing everything I would like to highlight would require a book, let me take this opportunity to briefly describe what all we've accomplished this year in this issue of Heroes Serving Heroes.

The hard work and dedication of staff to our Nation's Heroes shined during our Joint Commission visit, which resulted in our medical center earning several best practice recognitions. We excelled in Veteran satisfaction initiatives, meeting all 10 Outpatient Satisfaction measures and 11 of 13 Inpatient Satisfaction measures. Additionally, to become more patient centered we implemented the Patient Aligned Care Team model in Primary Care clinics, CBOC's and several specialty clinics.

To better serve our Veterans and community in times of crisis, we conducted two tabletop emergency preparedness exercises, two decontamination training exercises and two full-scale drills. This prepared us for the two real-world emergencies we dealt with almost simultaneously — Hurricane Irene and an earthquake.

We celebrated the grand openings of the renovated Emergency Department to improve patient emergency care, Heroes Health and Wellness Center to offer enhanced rehabilitation and recreational services, Heroes Opportunity for Progress and Enrichment or HOPE Center to centralize Mental Health services and the expanded Cumberland CBOC to provide more services to rural Veterans. We also established a unique partnership with the Department of Defense to open the Fort Detrick CBOC, one of the first joint ventures on the East Coast.

We received the Presidential GreenGov Award for the Farm to Plate initiative and became the first consecutive winner of the VA Sustainability Award for our Solar Power Station. We also became the first hospital in West Virginia and the first VA medical center in the Nation to receive the Nursing Pathway to Excellence Award.

I am immensely proud to be among the best while serving Veterans, our Nation's Heroes, and look forward to what we as a team will accomplish in the future!



HeroHaven for Homeless Heroes

As the holidays near and people join with family and friends, sometimes we forget the less fortunate. The VA reported about one-third of the adult homeless population are Veterans. There are approximately 107,000 Veterans on the streets any given night. However, the number of Veterans experiencing homelessness has declined over recent years due to VA's increased efforts. Homeless Veteran Stand Downs across the country have proven effective in the initiative to eliminate homelessness among Veterans.

Recently, the Martinsburg VA Medical Center hosted its 4th Annual HeroHaven Homeless Veteran Stand Down. "We have the Stand Down this time of year to help our Veterans prepare for the winter weather and to remind them they are not forgotten as the holiday season begins," said Michelle Cooke, Chief, Domiciliary.

The day of the event, homeless Veteran outreach staff and VA volunteers of the Domiciliary Care for Homeless Veterans Program, or GOALS Program, provided van shuttle service. These vans



visited homeless shelters and missions within the patient service area of West Virginia, Maryland, Virginia, Pennsylvania and District of Columbia to transport homeless Veterans to participate in the Stand Down.

After Stand Down registration, Veterans were assigned to a Veteran escort and provided a continental breakfast before beginning the day's itinerary. A group from the Young Marines also volunteered and assisted with this event. The Stand Down provided a myriad of VA and community services, including medical and psychological assessments, HUD/VASH, housing and employment opportunities, Veterans benefit information, legal aid, WV DMV information and Veteran Service Organizations. Veterans also received free winter coats, clothing, boots, duffel bags and sleeping bags, as well as various care and comfort items before sitting down for a warm lunch, where they were entertained with live music.

Veterans Preston Brown and Alfred Smith enjoyed the program. Besides their regular appointments, both visit the

medical center to use the patient hobby shop and attend chapel services. "If it wasn't for VA, I don't know where I'd be – maybe sleeping on a park bench or living in box city," said Smith. "When I was on the street, I didn't know what to do and didn't want to do anything, but the VA was a blessing. They put me on the right path and even gave me a brother." Brown and Smith, who met through VA, have been close friends for years.

Husband and wife Nelson and Vivian Price, both Veterans, volunteered to distribute shoes. "I wanted to show my sincere thanks for the hard work of the staff and the quality of the program," said Vivian Price. "Today everyone was approachable and showed a great deal of patience and compassion."

Of the 71 Veterans who participated in the Stand Down, 6 were female Veterans and 18 Veterans were screened and admitted into the Domiciliary. Want to help homeless Veterans? Contact Rochelle Baltimore-Swan, Acting Domiciliary Care for Homeless Veterans Program Manager, at 304-263-0811, ext. 2075. 🐶



Left to right: top, Associate Medical Center Director Tim Cooke and son give winter supplies to Veteran Philip Stonestreet, while service organizations offer community opportunities to Veterans; bottom, Veterans Nelson and Vivian Price volunteer at the Stand Down, while Veterans Preston Brown, left, and Alfred Smith enjoy live music. Photos: VA/Kathryn Morris.

EVENT

Fort Detrick

The Fort Detrick Community Based Outpatient Clinic (CBOC) at the Fort Detrick Army Garrison in Frederick, Md., is the medical center's most recent addition. The joint venture between VA and the Department of Defense (DOD) provides Veterans convenient access to health care closer to home, including primary care, telehealth, women's health, mental health, physical and occupational therapy, and laboratory services, as well as eligibility, enrollment and benefits counseling. There are three Patient Aligned Care Teams (PACTs) with one physician, registered nurse, licensed practical nurse, and patient services assistant. Fort Detrick CBOC also employs a fulltime pharmacist. ❤️

Top, entrance to Fort Detrick CBOC; Commanding General, U.S. Army Medical Research and Materiel Command and Fort Detrick Major General James Gilman, Network Director Fernando Rivera, Medical Center Director Ann Brown, Assistant Secretary of Defense (Health Affairs) Jonathan Woodson and Assistant Deputy Under Secretary (Health for Operations and Management) Philip Matkovsky cut the ribbon for the Fort Detrick CBOC Grand Opening. Photos: VA/Cali Coulthard.



SERVICE

Nurses on the Go

Workstations on Wheels (WOWs), nursing staff carts with medication drawers and personal computers, are making their way to the bedside. The WOWs allow for direct access to patient information and medication at the Veteran's bed.

"Instead of the nurse running between the patient's bed and computer at the nurse's station to check and input information, the nurse can now spend more time at each bedside interacting with Veterans and families," said Melvinia Dunn, Associate Chief, Nursing Service of Acute Care. "This additional time with the nurse significantly changes the patient's perception of his or her care and that positive change can go a long way towards recovery." ❤️



Nurse Tanisha Swann accesses patient information on new mobile workstation for Veteran Howard Wenner. Photo: VA/Kathryn Morris.

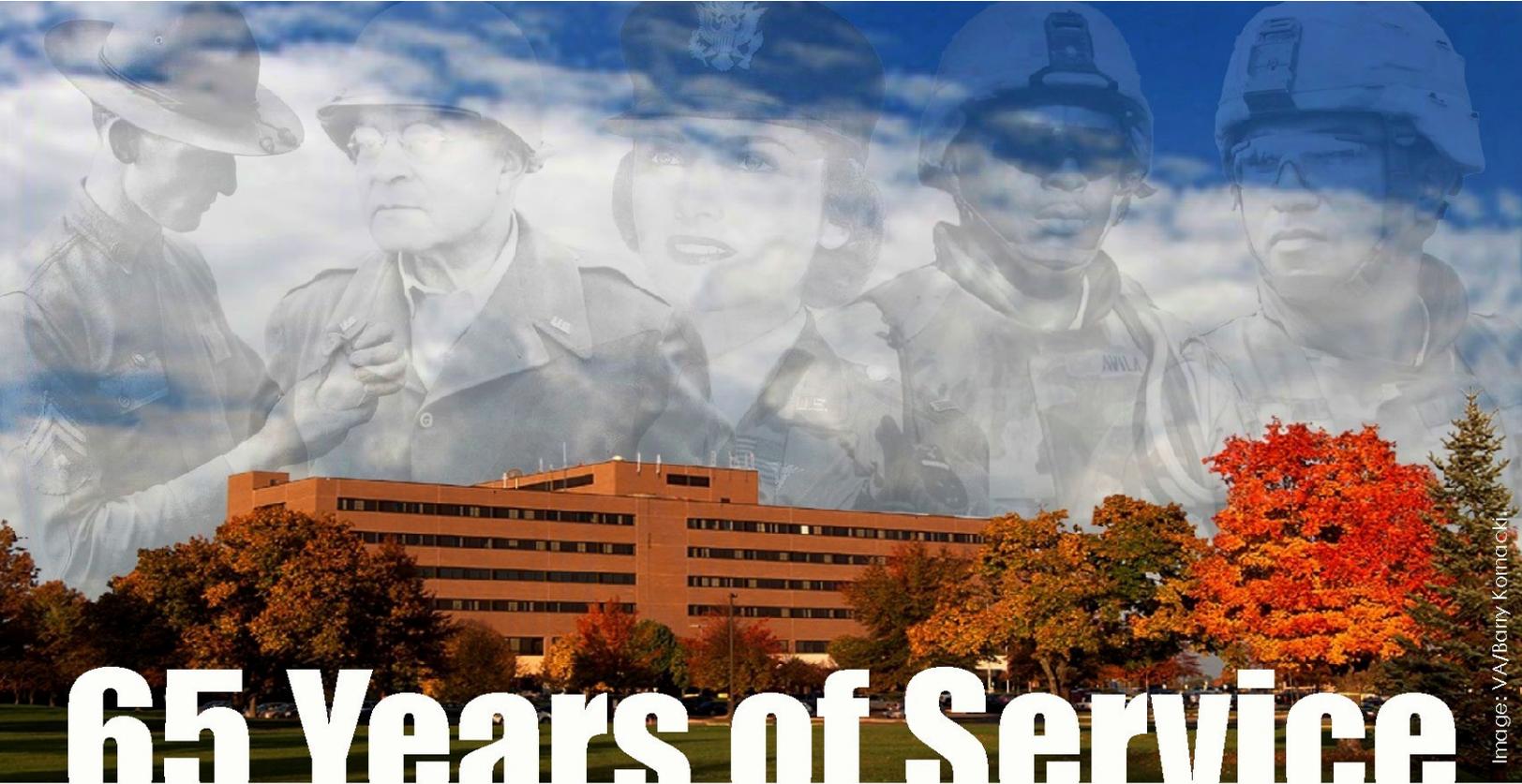


Image: VA/Barry Kornacki

65 Years of Service

For 65 years, the Martinsburg VA Medical Center has been an integral part of the local community. The facility opened January 18, 1944, as Newton D. Baker Army General Hospital, named after the former U.S. Secretary of War (1916-1921) and native son of Martinsburg. The hospital housed wounded GIs from the Battle of the Bulge and marches across Germany. After over two years of service to WWII soldiers, Baker Hospital closed in 1946.

Four months later, the facility reopened to serve Veterans of all wars as a Veterans Administration medical center with a 1,000-bed hospital and 500-bed domiciliary. The domiciliary became a home for Veterans who could no longer care for themselves in the community because of disabilities, but did not require fulltime nursing or hospital care. Today, the domiciliary program provides rehabilitation services to assist Veterans for a return to the community.

In 1976, President Gerald Ford allocated funds for construction of a six-story facility to replace the original scattered one-story structures designed for temporary use. The project called for an entirely new 357-bed hospital, a 120-bed nursing home and a 200-bed domiciliary, with some 400 existing beds retained from the original structure for domiciliary use. After six years of construction, the Martinsburg VA Medical Center opened to Veterans in 1984. ❤️

THE VA moments in history

1811
Federal government authorizes first domiciliary and medical facility for Veterans



WWI
Congress creates new Veterans benefits: disability compensation, service person insurance and vocational rehabilitation for the disabled Veteran



1776
Continental Congress encourages enlistment during the American Revolution by providing pensions for disabled soldiers



Civil War
State Veterans homes are established. President Abraham Lincoln described the responsibility of the government "...to care for him who shall have borne the battle and for his widow, and his orphan. ..."

1920's
Three different Federal agencies exist: the Veterans Bureau, the Bureau of Pensions of the Interior Department and the National Home for Disabled Volunteer Soldiers

HEROES SERVING HEROES



Opposite: For Veterans of the Spanish American War through OEF/OIF/OND, the Martinsburg VA Medical Center has served our Nation's Heroes. 1. The original barracks-style buildings that housed GIs from the Battle of the Bulge sprawled across the medical center's campus before President Gerald Ford allocated funds for a new facility in 1976. 2. When the Newton D. Baker Army General Hospital became a VA medical center in 1946, the doors were opened to Veterans of all wars, including the Spanish American War Veterans shown here in 1949. 3. A lab technician is shown with pathology equipment in 1966 as the medical center remained on the cutting edge of health care technology. 4. Medical Center Director I.V. Billes and guest speaker Senator Robert Byrd at the Grand Opening of the new Martinsburg VA Medical Center in 1984 — others attending the event included Governor Jay Rockefeller and Senator Jennings Randolph. 5. In 1993, President Clinton toured the medical center and visited hospitalized Veterans during his first presidential term. 6. Last October, Vietnam Veterans saluted the names of Fallen Heroes of the Mid-Atlantic States at the medical center's 65th anniversary and third annual Welcome Home American Heroes Celebration spotlighting the Post-Deployment Integrated Care Clinic for troops returning from the wars in Iraq and Afghanistan. Photos and images: VA.

1930
Congress turns the three Veterans Administration agencies into bureaus with Brigadier General Frank Hines as first Administrator of Veterans Affairs



1946
Baker Army General Hospital becomes a VA medical center

1989
Department of Veterans Affairs obtains Cabinet status. "There is only one place for the Veterans of America," said President Bush, "in the Cabinet Room, at the table with the President of the United States."



1944
President Franklin Roosevelt signs the GI Bill into law. Further educational assistance acts passed for the benefit of Veterans of the Korean Conflict, Vietnam Era, Persian Gulf War and Post 9/11



1973
Veterans Administration assumes responsibility for the National Cemetery System, except Arlington National Cemetery



1984
Newly constructed Martinsburg VA Medical Center opens doors to Veterans

PROGRAM

Excellence Recognized

Mark Sauve and Annmarie Michel are the 2011 Martinsburg VA Medical Center's Employees of the Year. The award recognizes employees who not only fulfill their duties, but consistently show cheerfulness, tact, friendliness and understanding to patients and fellow employees.

Mark Sauve, Work Leader for the medical center's chiller plant, demonstrates excellent stewardship of hospital funds. By relying on his technical knowledge of the chiller plant as well as the heating, ventilation and air conditioning (HVAC) system and by applying his resourcefulness to create innovative solutions, he is able to repair and maintain equipment under his care. For example, Sauve resolved an airflow issue in the prosthetics offices based on his understanding of HVAC ducting

design. He not only insisted that the work be done in-house, instead of hiring a contractor, but utilized parts already on-hand at the hospital. To ensure the comfort of patients and staff, Sauve shares his knowledge of the chiller plant with other operators and remains available to answer their questions at all hours of the day and night.

Philip Kaiser, Operations General Foreman, Facility Management Service, wrote, "On numerous occasions, I have personally witnessed Mark's friendly and helpful interaction with our Veterans. From holding an elevator door to helping with directions, Mark will stop what he is doing to assist our patients and their families. I also continually receive emails from staff that thank him and compliment his knowledge and work ethic."

Annmarie Michel is a registered nurse (RN) on the medical center's Newton Hall 5A, a 32-bed dementia care unit. She is responsible for direct resident care, medications, treatments and charge nurse duties. In April, while assisting a resident patient on a walk outside, Michel witnessed a Veteran fall from the driver's side of his moving car. Michel asked the resident to remain standing as she rushed to the vehicle and put it in park

before the rear wheel could crush the Veteran. After assessing the injuries of the Veteran, Michel instructed a bystander to call for help. At the same time, the Veteran's family returned and became alarmed. Michel provided emotional support to the family until the emergency medical service arrived. Once the Veteran was transported to the emergency room, Michel helped the resident finish the walk and return to the Community Living Center.

Nurse Manager Mary Campbell, RN wrote, "I am so glad Annmarie was there to assist the Veteran and his family. She showed her critical thinking skills, caring and excellence in action that night. Annmarie consistently has an attitude of understanding towards our residents. She listens to those who have difficulty with expression, supports those who can no longer understand and uses appropriate touch with those who are in need."

Both Sauve and Michel are assets to their departments and to the medical center. To thank an employee of the Martinsburg VA Medical Center for his or her service, please submit a letter to the Office of the Director at 510 Butler Ave., Martinsburg, WV 25405. 📧



Left, Mark Sauve receives the 2011 Administrative Employee of the Year Award from Medical Center Director Ann Brown; Annmarie Michel receives the 2011 Clinical Employee of the Year Award from Brown. Photos: VA/Barry Kornacki.

EVENT

Freedom Run

On November 12, runners burst from the starting line during the 2011 Martinsburg VA Medical Center's Road to Freedom Run. To promote good health during the Veterans Day weekend, the medical center hosted a 5K run, walk or roll followed by a 1K kids' fun run. Participants enjoyed a course that weaved through the scenic campus and colorful Avenue of Flags. Proceeds benefited hospitalized Veterans' recreational activities. ❤️



Left, participants begin the 5K run; Barb Hartman, Chief, Nutrition and Food Service, smiles all the way to the finish line; and twin sons of Jennifer Michael Riley, social worker, enjoy the 1K kids' fun run. Photos: VA/Kathryn Morris.



PROGRAM

Just a Click Away

My HealthVet is a free, online personal health record. It is available 24/7, wherever there is Internet access. If you are a VA patient and have completed the In-Person Authentication process, you can:

- participate in Secure Messaging with your primary health care team members
- view key portions of your DoD Military Service Information

- get your VA Wellness Reminders
- view your VA Appointments
- view your VA Labs
- view your VA Allergies

Veterans discharged after 1979 can access their Blue Button military work records, including the Military Occupational Specialty (MOS) codes, pay details, service dates, deployment and retirement periods.

You can use the VA Blue Button to view, print, or download your health data currently in your My HealthVet account. You can share this information with your family, caregivers or others. It puts you in control of your information stored in My HealthVet. ❤️

Visit your friendly MyHealthVet Program Assistant Tracey Heinlein, left, in the lobby to see if you're eligible or contact MyHealthVet Coordinator Rick Nappi at 304-263-0811, ext. 2036.

VSO SPOTLIGHT

Sweats for Vets

Just because the holidays are over doesn't mean that the holiday spirit has left us. Every January, the Knights of Columbus and other local organizations visit patients at the Martinsburg VA Medical Center to offer the warmth of a new sweat suit and a friendly hello.

In 2007, Frank Nauer and Phil Rusciollelli began the Sweats for Vets program as part of an effort for the Knights of Columbus in Sterling, Va., to support the medical center's Voluntary Service.

Recently, 46 volunteers from several participating organizations delivered 500 new sweat suits to hospitalized Veterans at the medical center.

Although the program's original purpose was to provide disabled Veterans sweat suits as Christmas gifts, a severe snow storm in 2009 pushed back distribution to January, and the program coordinators realized visiting

patients after New Years was better. "The storm was actually a good thing," said Nauer, "because Veterans don't get as many visitors after the holidays."

Associate Medical Center Director Tim Cooke was present to thank everyone who helped, including those who donated, sorted and wrapped, transported or delivered the sweat suits to patients. "During this time of the year when the weather is so cold, Veterans need our support," said Cooke. "The Sweats for Vets program provides the warmth of our community's gratitude to our Nation's Heroes."

Medical center staff escorted volunteers and their families to different areas of the hospital to ensure that patients received both a new pair of sweats and a "thank you" for their service. "I think everyone would agree the highlight of the day was visiting with the Veterans," said Nauer.

Since the program's beginning, Sweats for Vets has donated over 2,000 sweat suits to Veterans. This year included donations from:

- Knights of Columbus, councils and assemblies in Sterling, Potomac Falls, Winchester, Leesburg,

Purcellville and Chantilly, Va.

- Veterans of Foreign Wars, post in Leesburg, Va. and Ladies Auxiliary in Berryville, Va.
- American Legion, post in Purcellville, Va.
- Boy Scouts of America and Girl Scouts of America, Leesburg, Va.
- Towns of Purcellville and Leesburg, Va.
- Loudoun County High School, Leesburg, Va.
- Loudoun Valley High School, Purcellville, Va.
- St. Thomas A. Beckett Catholic Church, Reston, Va.
- Retail Stores in Leesburg, Va.: Cloud Nine Salon & Spa, Reebok Store, Leesburg Premium Outlets and Star GMC/Buick

If you are interested in participating in next year's Sweats for Vets, please contact Frank Nauer at fwnauer@msn.com or Phil Rusciollelli at PBRusciollelli@aol.com for more information.

Visit our Facebook page at www.facebook.com/MVAMC to see photos of the event. 📷



Frank Nauer, left, and Phil Rusciollelli began the Sweats for Vets program in 2007 and have helped to collect over 2,000 new sweat suits for Veterans. Photo: VA/Kathryn Morris.

EDUCATION

Hepatitis C Group

Room 3A-150
Every 1st Monday, 9 to 11 a.m., OR
Every 2nd Monday, 1 to 3 p.m.

High Blood Pressure Group

Library, Room 2B-150
Every 2nd Tuesday, 1:30 p.m.

Lipid Clinic, Cholesterol Group

Library, Room 2B-150
Every Wednesday, 10 a.m.

MOVE!, Weight Loss and Exercise

Fitness Center
Every Thursday, 9 a.m. to 2 p.m.

Diabetes Group

Room 2A-122C
Every 1st Thursday, 9 a.m. to Noon

Visually Impaired Support (VIST)

Room 2A-122C
Every 2nd Thursday, 10 a.m.

Tobacco Cessation

Room 2A-122C
Every 2nd Friday, 2 p.m., OR
Every 4th Friday, 10 a.m.

Pain Management Orientation

Library, Room 2B-150
Every Other Friday, 9 to 11 a.m.

CONTACT

Martinsburg VA Medical Center

510 Butler Ave., Martinsburg, WV 25405
304-263-0811 or 800-817-3807

Medical Advice Line

304-262-4855

Patient Eligibility

Mon - Fri, 8 a.m. - 4:30 p.m.
304-263-0811, ext. 3758/3757

Automated Prescription Refill

304-263-0811, ext. 4870

Outpatient Clinics

Cumberland, MD	866-712-8084
Hagerstown, MD	866-399-0117
Fort Detrick, MD	301-624-1200
Harrisonburg, VA	540-442-1773
Stephens City, VA	866-463-8532
Franklin, WV	304-358-2355
Petersburg, WV	304-257-5817

Vet Center

Martinsburg, WV 304-263-6776

Veterans Benefits Admin.

800-827-1000

CALENDAR

May

6-12 Nurses Week
6 Voluntary Service
Awards Program
13 Mother's Day
21 AIDS Candlelight
Memorial
23 Chaplain's Quarterly
Memorial Service
28 Memorial Day

June

3 God Bless America
Motorcycle Ride
3 Cancer Survivors Day
6 D-Day (1944)
10-16 National Flag Week
14 Army Est. (1775)
17 Father's Day
27 HIV Testing Day

July

4 Independence Day
6-12 Alzheimer's Awareness
Week
8-14 Therapeutic Recreation
Week
23 VA Created (1930)
28 WWI Begins (1914)

No waiting rooms. No on-hold music.
Your health care team, *just a click away.*

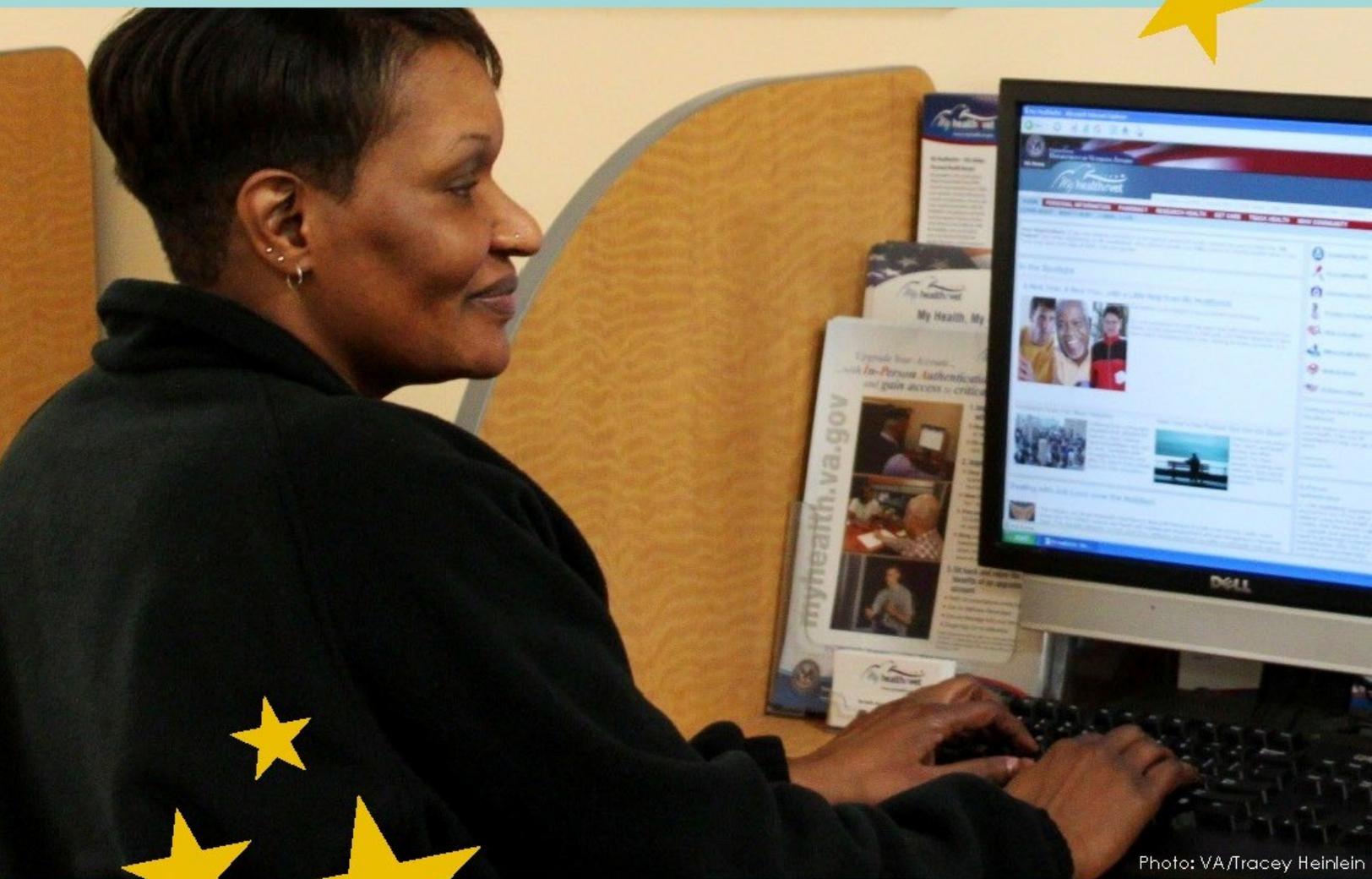


Photo: VA/Tracey Heinlein



Enroll in MyHealthVet for online access to your health care team. Through Secure Messaging, you can request prescription refills, lab test results, changes in your personal information, reschedule appointments and reliable answers to health and medical questions.