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HEALTHCARE SYSTEM OVERVIEW

G. V. (Sonny) Montgomery VA Medical Center (GVSMVAMC), located in Jackson, Mississippi, is a complexity level 1c teaching hospital assigned to the South-Central VA Healthcare Network (VISN 16). VA Jackson Healthcare System's mission is to offer options for timely, quality services for Veterans through care and respect for one's physical, psychological, and spiritual health. Our empower Veterans vision is to partnership, moving beyond simply treating illness by striving for optimal health and a positive healthcare experience.

The GVSMVAMC provides quality, patient-centered healthcare to more than 54,000 enrolled Veterans throughout 53 counties in Mississippi and three Louisiana parishes. GVSMVAMC offers services at seven community-based outpatient clinics located throughout the state of Mississippi. These clinics are located in — Columbus, Greenville, Hattiesburg, Kosciusko, McComb, Meridian, and Natchez. In addition, GVSMVAMC has clinics in the Jackson metro area to increase Veteran support at the main facility in Jackson.

The medical center is authorized to have 242 beds. including 64 internal medicine, four neurology, 24 psychiatry, 30 surgery, 6 Medical, Intensive Care Units (MICU), 4 Surgical, Intensive Care Units (SICU), and 120 Community, Living Center (CLC) beds.

Comprehensive healthcare is provided through Primary Care, Medical and Surgical Specialty Care, and Mental Health Services. Geriatrics and Extended Care services are also offered, including long-term care, respite, rehabilitation, dementia care, hospice and palliative care, transitional care, and various home care services.

The healthcare system is part of the South Central VA Healthcare Network (VISN 16), along with eight other medical centers located in Biloxi, New Orleans, Alexandria, Houston, Shreveport, Little Rock, and Fayetteville.

Operating Statistics

MEDICAL SERVICES (MS) \$347,094,015 Includes Consolidated Mail Outpatient Pharmacy (CMOP) **MEDICAL SUPPORT &** \$32,469,792 COMPLIANCE (MSC) \$34,102,625

MEDICAL FACILITIES (MF) Includes Non-Recurring Maintenance (NRM)

\$165,585,737 COMMUNITY CARE (OCC)

TOTAL OPERATING BUDGET \$579,252,169



MESSAGE FROM THE MEDICAL CENTER DIRECTOR

Dear Veterans, fellow employees, caregivers, partners, volunteers and friends:

As we reflect on the past year, it is evident that our unwavering commitment to providing the very best quality of care to our Veterans has propelled us to new heights of success and innovation. I invite you to take a deeper look into our accomplishments and progress made over Fiscal Year (FY) 2023. As we celebrate these achievements, we also recognize that our journey towards excellence is an ongoing one. Our commitment to providing the very best quality of care to our Veterans remains steadfast, and we are dedicated to continual improvement.

Looking ahead to the future, we will build upon our successes and meet new challenges head-on. We will further leverage technology, embrace research and innovation, and continue to foster a culture of collaboration and continuous learning. Our goal is not just to meet the needs of our Veterans but to exceed their expectations and provide care that is second to none.

In closing, I want to express my deepest gratitude to all our staff, partners, and supporters who have played a pivotal role in our achievements during FY2023. Your dedication and unwavering commitment to our mission have been instrumental in our success. Together, we will continue to honor our nation's Veterans with the highest quality of care, innovation, and compassion. Thank you for being a part of our journey, and here's to another year of excellence and progress.

Kai D. Mentzer Medical Center Director

Carlet



MEET THE LEADERSHIP TEAM



E. Chris Ferguson FACHE, MSHA, MSHI



Rachel Peery, MD, FACP

Chief of Staff



Brian Pauley, MSN, RN
Associate Director Patient Care
Services/Nurse Executive



LaShá V. Baylis, MPPAAssistant Medical Center Director



Rita Harvey, MD Deputy Chief of Staff



Jason C. Cain MSN, RN NE-BC Deputy Associate Director Patient Care Services/Nurse Executive

The Executive Leadership Team provides oversite to nearly 40 services across the medical center, including:

- Anesthesiology
- Center for Development and Civic Engagement
- Chaplain
- Communications and Experience
- Community Care
- Dental
- Education and Learning
- Environmental Management
- Facilities Management
- Fiscal
- · Health Administration
- · Home-Based Primary Care
- Information and Technology

- Police
- Mental Health
- Nursing Ambulatory Care
- Nursing Acute Care
- Nursing Community Living Center
- Nursing Nursing Operations
- Nursing Perioperative
- · Nutrition and Food
- Pathology and Laboratory Medicine
- Pharmacy
- Physical Medicine and Rehabilitation
- Primary Care

- Prosthetics and Sensory Aids
- Quality, Safety and Improvement
- Radiation Oncology
- Radiology
- Research
- Social Work
- · Specialty Care
- Sterile Processing
- Strategic Business Unit (Human Resources)
- Supply Chain Management (Logistics)
- Surgery
- Veterans Canteen Service

HIRING FASTER AND MORE COMPETITIVELY

One of our top priorities is to improve the VA hiring process. Fulfilling VA's mission to provide the top-notch care our Veterans deserve is only possible with an enterprise-wide team of the best and brightest in their respective fields.





350

New VA Hires (FY23)



43

Gains: VA to VA



93

LOSS: VA to VA



58

Retired



133
Physicians, Dentists & Residents



471



404Veteran Employees



Vietnam Veteran Employees



Hundreds of applicants show up ready to serve Veterans

Hundreds lined up early at the G.V (Sonny) Montgomery VA for a spring hiring fair. Nearly 300 applicants participated in the event dedicated to filling positions ranging from registered nurses for long-term care to medical technologists, medical support assistants and histo-pathology technologists.

The event was scheduled to kick off at 9:00 a.m., but applicants lined up as early as 7:30 a.m. to be among the first to interview. Throughout the event, members of the facility's leadership and human resources teams conducted interviews, gave tours and presented tentative job offers to top candidates.

Gladys Navarro-Rodriguez, Associate Nurse Executive for the Community Living Center, was thrilled to extend tentative job offers to five new registered nurses who will soon join the Community Living Center. "We are excited to welcome these new nurses to our team and look forward to providing the best possible care to our Veterans," Navarro-Rodriguez said.

Over 80 tentative job offers were given on the spot.

Lead Strategic Business Partner Olympia Smith said, "We were blown away by the overwhelming turnout committed to hiring the best and brightest employees to serve our Veterans." She added, "Events like this one help us identify top talent and get them on board quickly. We're excited about the prospects for our workforce and for the care we can provide to our Veterans."



CONNECT VETERANS TO THE SOONEST AND BEST CARE

To deliver the soonest and best care possible for Veterans, VHA is incorporating technology into all aspects of the health care experience from setting appointments to meeting with a provider. Technology allows Veterans to benefit from more convenient, patient-centered care. This includes access to electronic health records from home or through a mobile device via MyHealtheVet, as well as telehealth solutions that ensure Veterans get the right care in the right place at the right time, from a location of their choice.

Improving Veteran access to mammograms

The G.V. (Sonny) Montgomery VA Medical Center is ranked 2nd amongst VA medical centers across the nation for timely breast cancer screenings. Localized breast cancer has a 99 percent survival rate if detected early. "Early detection and treatment are key in the fight against breast cancer," said Debra Pierce-Robinson, Women Veterans Program Manager. "Our Women Veterans Program emphasizes the importance of expanding access to on-site mammograms, ensuring Veterans receive age-appropriate breast cancer screenings and using state-of-the-art information technology to meet the needs of women Veterans."



The Women Veterans Program makes sure our Veterans have access to appropriate care and treatment. They collaborate with the Office of Community Care to coordinate timely mammograms through community providers. Mammography coordinators deliver diagnostic images and connect women with their clinical teams to coordinate all the services a woman Veteran may need.

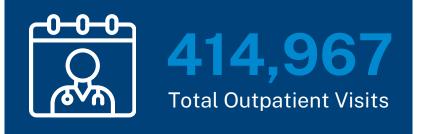


Greenville VA Clinic opens

Greenville VA Community-Based Outpatient Clinic (CBOC) opened on October 31, 2022. The new, over 15,000 square-foot clinic will offer more space for patient privacy and enhanced services to accommodate the current Veteran population in and around Washington County. Services at the new clinic will include primary care, women's health, mental health, telemedicine, and laboratory. These services have been optimized around the VA's Patient Aligned Care Team (PACT) model, an initiative encouraging a more collaborative and transparent healthcare experience.







Community Care launches new customer service line

The G. V. (Sonny) Montgomery VA Medical Center's Office of Community Care has unveiled a new Customer Service line to make it easier for Veterans and their families to get assistance. The direct line to Jackson VA's Community Care staff was established in response to feedback from Veterans who experienced difficulties with the phone system. Through this new line, Veterans and their families can speak directly with Jackson VA Community Care staff to address their concerns, schedule an appointment with their community provider and receive assistance in a more efficient manner. "This new Customer Service line reflects our commitment to providing the highest level of care and support to our Veterans and their families," said Katrina Williams, Deputy Chief of Community Care. "We recognize that navigating the healthcare system can be challenging, and we want to make it as easy and

efficient as possible for our Veterans to access the care and services they need." The G. V. (Sonny) Montgomery VA Medical Center remains dedicated

to improving the patient experience and addressing any unique challenges and barriers Veterans may face. The new Customer Service line is just one example of this dedication.

Community Care Customer Service: 601-882-2700, Option 1, Option 1



Community Living Center achieves fivestar rating

Community Living Center (CLC) achieved an overall five-star rating as part of the VA CLC Compare, a mechanism used to benchmark VA CLCs against private sector nursing homes.

The CLC has always been committed to providing the best possible care for our Veteran population, and that commitment has now been rewarded with a five-star rating. Through increased practices and accountability, better efficient processes, the CLC has team transformed into one of the most successful longterm care facilities in the country. "The dedicated staff has made sure that the quality of care given to our Veterans is top-notch and exceeds expectations," said Gladys Navarro-Rodriguez, chief nurse for the Community Living Center.

The team behind this accomplishment has worked tirelessly over the last two years to create an environment that is safe, comfortable and efficient for all Veterans who enter its doors.

The journey toward excellence is ongoing for the CLC team, but their efforts have already resulted in increased satisfaction among staff and many positive reviews from Veterans. The facility is now better equipped to provide the highest quality of care and service that our Veteran population deserves. The five-star rating is an incredible

accomplishment and speaks volumes to the commitment of its staff in providing quality care. From changes in practices and procedures, investments in additional resources, teamwork among staff members and open lines of communication with Veterans, the entire team worked hard together over the last two years toward achieving excellence in its services for our Veteran population. "We are proud to be part of such a dedicated organization that puts the needs of our Veterans first, every day," Navarro-Rodriguez added.









Elevating surgical precision through innovation

Biomedical Engineering successfully integrated a state-of-the-art operating room table with a Da Vinci robot system. This achievement, enhances surgical precision, streamlines workflows, prioritizes patient comfort, and reaffirms our commitment to cutting-edge medical technology. This advancement promises better patient outcomes and shorter recovery times, thanks to the enhanced capabilities it offers to our surgical staff. This project reflects our unwavering commitment to innovation and excellence in healthcare, ultimately leading to improved patient care and groundbreaking innovations.

Procedure offers hope to lung cancer patients

At GVSMVAMC, Drs. Cheema, Bhagat, and Williams led a groundbreaking medical advancement by performing the first in-house debulking of an endobronchial lesion using innovative techniques. This procedure represents a significant shift in patient care, offering more accessible, timely, and personalized treatment, and signifies a milestone evolution of respiratory medical procedures. Their achievement promises enhanced patient experiences further innovations in pulmonary care.



Jackson VA first to receive cancer care accreditation in Mississippi

The G. V. (Sonny) Montgomery VA Medical Center earned national recognition for the quality of cancer care they provided to Veterans, receiving the American Society for Radiation Oncology (ASTRO)'s Accreditation Program for Excellence (APEx) Accreditation. "We are extremely pleased to be the first in the state to be awarded the APEx accreditation," said William Burleson, M.D., Chief of Radiation Oncology.

"We are proud of the efforts of all of our staff to provide the absolute pinnacle of care to our Veterans and are appreciative of the recognition we have received from ASTRO." G.V. Sonny Montgomery VA Medical Center is the **first** hospital in Mississippi to achieve this accreditation.



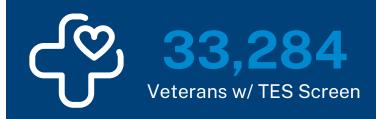
SERVE VETERANS WITH MILITARY ENVIRONMENTAL EXPOSURES

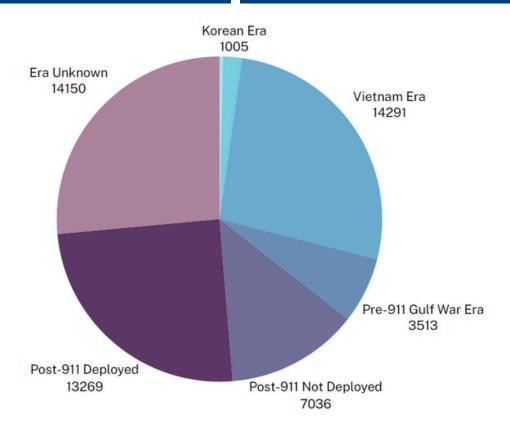
On August 2, 2022, Congress passed The Sergeant First Class (SFC) Heath Robinson Honoring our Promise to Address Comprehensive Toxics (PACT) Act. This once-in-a-generation policy ensures Veterans qualify for benefits to treat illnesses resulting from exposure to toxins during deployment.

It is now our responsibility to implement the PACT Act and deliver its promises to Veterans. We must swiftly and effectively prepare our delivery system to treat Veterans affected by military environmental exposure, conduct research on military environmental exposure and implement the authorities included in the Act to ensure we hire and retain the best staff possible to treat affected Veterans.



50,368
Living Enrollees





Connecting Veterans to their benefits through the PACT Act Roadshow

The G. V. (Sonny) Montgomery VA Medical Center (VAMC) embarked on a critical mission with the PACT Act Roadshow. This initiative, in partnership with the Jackson VA Regional Office, aimed to inform veterans and their support networks about the PACT Act, simplify the claims process, conduct toxic exposure screenings (TES), and facilitate VA healthcare enrollment.

March 29, 2023, marked the official start of the PACT Act Roadshow, coinciding with the PACT Act Day of Action event at the G. V. (Sonny) Montgomery VAMC. Starting from this pivotal day, the roadshow covered a vast distance, visiting some of the most rural cities in the nation, drawing veterans and their families looking to learn about their entitlements and healthcare options.

The journey's climax was the Summer VetFest at Camp Shelby in Hattiesburg, Mississippi, officially concluding the roadshow. However, this was not the end of the commitment to veterans' well-being. It marked the start of continued efforts to raise awareness and provide support for veterans in accessing their earned healthcare and benefits.

The PACT Act Roadshow has made a substantial impact by delivering essential information and services directly to veterans. This initiative underscores the nation's unwavering commitment to honoring the sacrifices and dedication of its military heroes.

The efforts of staff from the G. V. (Sonny) Montgomery VA Medical Center have not only benefited veterans but also exemplified a profound spirit of service and compassion towards those who have bravely served their country.









ACCELERATE VA's JOURNEY TO A HIGH RELIABILITY ORGANIZATION

Every day across VHA, dedicated employees work to deliver safe, high-quality care to Veterans. Our staff continuously weaves HRO principles and values into the fabric of our culture by continually asking, "What does this have to do with helping a Veteran?" HROs experience fewer accidents, despite operating in complex, high-risk environments. As of October 2022, more than 93% of all VA staff have completed HRO Baseline training. HRO is a part of our everyday work in VHA; now it's time to turbocharge it.



Pharmacy remodel enhances efficiency

It was a moment of celebration as the G. V. (Sonny) Montgomery VA Medical Center's outpatient and inpatient pharmacies unveiled their newly remodeled spaces, brimming with state-of-the-art equipment and fixtures.

The the ribbon-cutting ceremony marked the completion of a big upgrade in how pharmacy services are provided to our Veterans. A new inventory management system now lets the better control product pharmacy team availability. That means Veterans don't need to be owed medications due to inadequate supply. A kiosk in the waiting area now grants Veterans a personalized experience. As soon as Veterans access the kiosk, their names are recognized, expediting the process before reaching a pharmacist. A strategically placed screen highlights high-demand areas, enabling staff members to proactively address bottlenecks and allocate resources efficiently. This seamless integration of technology optimizes workflow and ensures that Veterans receive timely and attentive care.

The outpatient pharmacy now has an electronic security system, giving accurate guidance to staff members responsible for retrieving medications for pickup or mail. It informs them precisely about the items required and their locations, eliminating errors at the handout window. The system guarantees automates controlled substance filling, allowing pharmacy technicians to focus on clinical contact center responsibilities and other pharmacist-specific duties. "We take great pride in the tremendous progress achieved over the past several years, creating a pharmacy that stands as a beacon of excellence for our Veterans," said Chief of Pharmacy Service Dr. Kevin Tiller



91%* HRO Baseline Completion
93%* HRO 101 Completion
92%* HRO 201 Completion

*Exceeding the national average

SUPPORT VETERANS' WHOLE HEALTH, THEIR CAREGIVERS, AND SURVIVORS

VHA empowers and equips Veterans to take charge of their health and well-being and live life to the fullest. When we treat the entire person, and not just a particular symptom or disease, we not only care for a Veteran's most immediate health concerns, but also consider what the Veteran needs and wants.

Continuing a tradition of health

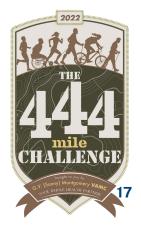
The 13th Annual VA2K Walk & Roll proved the power of community unity and wellness. Year after year, this event brings together our team and the local community for a cause that touches our hearts deeply. This event is not just about raising awareness and essential funds; it's a celebration of a healthier way of life.



Creative Arts Competition 2023 showcased an impressive array of artistic talent, with a diverse range of entries spanning various creative divisions. From captivating paintings to thought-provoking prose and musical performances that struck a chord, the 2023 competition was a true celebration of artistic prowess.

Veterans and staff complete 444 mile challenge

Leaders in Jackson introduced the "444 Mile Challenge" to boost employee engagement and well-being, spreading its positive impact to the Sacramento California VA Medical Center. Over 500 veterans and employees participated, aiming to cover 444 miles in six months, tracked on a dedicated website following the Natchez Trace route. As the challenge concludes on March 31, 2023, with a little over 20% (107) of participants successfully completing it



Bringing home gold: National Veteran Golden Age Games 2023

At the National Veteran Golden Age Games (NVGAG) in Des Moines, Iowa, our team of seven novice veterans had an incredible experience from May 19th to 26th, filled with camaraderie, competition, and determination. Janis Burkes-Cavett stood as a true powerhouse, securing the coveted gold in three events: Cornhole, Free Throw Basketball, and Horseshoes. Milton Webber demonstrated his prowess on the court, claiming the gold in Free Throw Basketball. Webber also showcased his versatility with a commendable 5th place ribbon in Bowling. Tony Fitzgerald's precision and focus earned him the well-deserved silver medal in Horseshoes. Cynthia Galathe displayed exceptional endurance and determination, earning the bronze in the Powerwalk event (1500 meters).



To support its efforts to end Veteran homelessness, the VA set a nationwide goal of housing 38,000 homeless Veterans by December 31, 2022. In February 2022, the G.V. (Sonny) Montgomery VA Medical Center was tasked with housing 134 Veterans by year's end. Surpassing expectations, they housed over 135 Veterans eight months later, achieving this two months ahead of schedule. "We can't take full credit for obtaining this goal so quickly," said Kimberly

Moore, Health Care for Homeless Veterans (HCHV) Coordinator and Assistant Chief of Social Work Service. "We could not have done this without the continued collaboration between our staff and community partners." VA collaborates with various organizations nationwide to tackle Veteran homelessness, including federal, state, and local agencies, businesses, housing providers, and community nonprofits.

AI , E HUIT



PREVENT VETERAN SUICIDE

Every Veteran suicide is a tragedy. Many have experienced first-hand the immeasurable pain it causes. Our top clinical priority is preventing Veteran suicide and will require a full public health approach, combining community and clinical-based interventions.

Adhering and applying best practices for suicide reduction

The Office of Mental Health has succeeded in delivering continued efforts to reduce Veteran suicide. Those efforts include safety planning in the emergency department where 100% of Veterans received timely Safety Plans and a success rate of 100% for initially addressing calls from the Veterans Crisis Line.

Recent data shows Jackson's Ambulatory Risk ID adherence rate for suicide screening, evaluations, and mental health post-discharge engagement, which is the follow-up for Veterans who discharge from inpatient and residential programs, remain above the national average.

Jackson VA Suicide Prevention's **Best Practices**



*CHARM1 reports on various suicide risk identification, evaluation, and mitigation strategies with the goal of supporting existing suicide prevention programs. It is a composite measure of 11 Suicide Prevention quality indicators (HRF1-5, RV 4-5, ESDR1, SPED1, eCSSRS1, and eCSRE1) at the facility level.



IMPROVING VETERAN EXPERIENCE



400 turkeys distributed to Veterans in time for Thanksgiving

While there were freezing temperatures across the Jackson metro the Saturday before Thanksgiving, hundreds of Veterans and their families lined the G. V. (Sonny) Montgomery VAMC parking lot to pick up their holiday dinner. The first Veteran arrived to start the line at 4:30 a.m. People waited hours in their cars for free Thanksgiving meals as volunteers gave out more than 400 turkeys. With the turkey came boxes of fruit and vegetables and shelf-stable items. "We have hosted our drive-thru food pantry events every third Saturday for the past several years, but with the holidays quickly approaching, we wanted to make this month's event extra special," said Tony Bailey, Chief of Center for Development and Civic Engagement, formerly known as Voluntary Service. The monthly Drive-Thru Food Pantry event, affectionally known as Freedom Foods, was designed to provide perishable and non-perishable goods to Veterans who may be experiencing hardship.

Veteran Feedback

Submitted through V-Signals during FY23.



I love my audiologist Dr. Rebecca Foster. She is wonderful. She always takes the best care of me. She makes that department what it is.



I have been a VA patient for nearly 30 years. I have always been well pleased with the pharmacy at the Jackson, MS, VA.



VA LAB BEST. RUNS CIRCLES AROUND PRIVATE LABS.



I am new to community care and I am finding it very responsive to all of my medical needs.
Thanks for putting Veterans first, hard to find that lately.

VA's commitment shines through in the wake of tornado

The aftermath of the EF4 tornado that hit Rolling Fork and Silver City, Mississippi, was devastating. Still, the G. V. (Sonny) Montgomery VA Medical Center's staff quickly mobilized to help Veterans in the area.

Social workers, enrollment personnel, emergency management team members and Veterans Benefits Administration staff, sprang into action to assess needs and assist Veterans.

Emergency Manager Whittney Sullivan spoke about the efforts, saying, "We want our Veterans and their families to know they are not alone, and we are here to help them in any way we can."

Associate Chief of Staff for Primary Care Dr. Vicky McLean and several other team members led door-to-door outreach efforts to connect with Veterans and their families. "It was a privilege to be able to offer support during this challenging time."

The tornado, with peak winds of 170 mph and a continuous path of nearly 60 miles, left homes and communities in shambles. But the Veterans encountered during outreach remained optimistic and hopeful for the future, despite the devastation.

One Veteran, whose home was directly in the tornado's path and was completely destroyed, mentioned that he and his wife survived because of their storm shelter and prayer. Another was overjoyed to see VA staff walking up his driveway following the devastation.

When the team introduced themselves to him, he said, "Thank God for the VA."



Celebrating Excellence: Under Secretary's visit highlights success

VHA Under Secretary for Health, Dr. Shereef Elnahal, traveled to Mississippi to visit the G. V. (Sonny) Montgomery VA Medical Center (GVSMVAMC) and gain firsthand insight into the medical center's operations.

The visit commenced with a comprehensive morning report presentation, where Elnahal received detailed briefings on the medical center's activities. Accompanied by VISN 16 Network Director Dr. Skye McDougall and Medical Center Director Kai D. Mentzer, Elnahal embarked on an insightful tour guided by Tracy Ruger, Chief of Facility Management Service.

During the tour, they stopped at the Women's Health Clinic, where Women Veterans Program Manager Debra Pierce-Robinson highlighted the exceptional services tailored to women Veterans. The center proudly held the second position in the nation for timely mammogram screening.

The tour continued to the Community Living Center (CLC), where nurse managers Aliscia Simon and Monica Cooper showcased the outstanding care provided to residents. The CLC had achieved a five-star rating, a testament to the staff's dedication.

Elnahal engaged directly with employees during an employee town hall, where he recognized six outstanding individuals for their unwavering dedication to VA's healthcare priorities. Individuals recognized include Dr. Rajesh Kuruba, LaTiffany Reed, Raeana Yawn, Debra Sutton, Kenda Roberts-Graham, and Denise Barnett.

Elnahal's visit celebrated the remarkable achievements and dedication of the our staff.





IMPROVING EMPLOYEE EXPERIENCE

The All Employee Survey (AES) results are in, and we improved in three of the four key AES metrics of participation (7% improvement), data use (5% improvement), and best place to work (8 point improvement). Two percent (2%) fewer employees indicated they have experienced discrimination in their work setting, 6% more employees indicted they are engaged, and 7% more employees are experiencing zero symptoms of burnout.



75

AES Data Use National VA average = 44%

49%



76% AES Response Rate
National VA average = 72/100

AES Data Sharing National VA average = 65%

68%



VA Secretary's visit shines spotlight on remarkable achievements

In a memorable visit that showcased the exceptional dedication and unwavering commitment of the G. V. (Sonny) Montgomery VA Medical Center staff, VA Secretary Denis McDonough's recent trip left an indelible mark on the facility and its mission to provide the highest level of care to our nation's Veterans.

The visit commenced with a Roundtable Event and Claims Clinic hosted in Greenwood, Secretary Mississippi, where McDonough engaged with the local community Veterans. It was a powerful testament to the promise of accessibility responsiveness. Co-hosted by the Jackson VA Regional Office, the claims clinic saw an impressive turnout with 246 Veterans receiving assistance, and 168 PACT Act claims were filed successfully. It was a testament to the dedication of VA personnel who ensure Veterans receive the benefits they rightfully deserve.

The journey continued to the G. V. (Sonny) Montgomery VA Medical Center, where Secretary McDonough met with Jackson VA Regional Office leadership and staff, as well as the medical center's executive leadership team, Network Director Dr. Skye McDougall, and Deputy Network Director Shannon Novotny.

What made this visit truly exceptional, however, were the remarkable individuals who were recognized for their outstanding contributions: Sharetta Young, Paul Collier, Cyd Davis-Landing, Kim Morris, Emilio Lindo, and Kristin Richardson.

The visit by Secretary McDonough not only honored these exceptional individuals but also emphasized the dedication of the entire team at G. V. (Sonny) Montgomery VA Medical Center.















KEEPING YOU INFORMED













Our continued goal is to keep you and your family informed of the events and opportunities happening across our healthcare system.

52,784

Email Subscribers (GovDelivery)

8% increase since FY2022

Scan the QR code to subscribe!





Locations

G. V. (Sonny) Montgomery VAMC 1500 E Woodrow Wilson Avenue Jackson, MS 39216-5116 800-949-1009

Greenville VA Clinic 1651 Highway 1 South, Suite 1D Greenville, MS 38701-7803 662-244-0391

Columbus VA Clinic 824 Alabama Street Columbus, MS 39702-5436 662-244-0391

Meridian VA Clinic 2103 13th Street Meridian, MS 39301-4045 601-482-3275

McComb VA Clinic 11308 Harrison Avenue McComb, MS 39648-2830 601-250-0965

Kosciusko VA Clinic 405 West Adams Street Kosciusko, MS 39090-3617 662-289-2880

Natchez VA Clinic 105 Northgate Drive, Suite 2 Natchez, MS 39120-9162 601-442-7141

Hattiesburg VA Clinic 5003 Hardy Street, Tower B, Suite 402 Hattiesburg, MS 39402-1331 601-296-3530

Jackson Dental Clinic 6522 Dogwood View Parkway, Suite F Jackson, MS 39213-7858 601-362-4471 ext. 51294



































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