



Impact Report

2023-2024 Veterans Impact Report

Elevating Veterans Health Care in Virginia & North Carolina
VISN 6 - Mid-Atlantic Health Care Network



TOP PHOTO: Dr. Kayla Thompson, a physical therapist at the Richmond VA Medical Center, performs an exercise demonstration with former employee Kyle Langerhans.

***“WE WON’T REST UNTIL
EVERY VETERAN GETS
THE WORLD-CLASS CARE
AND BENEFITS THEY
HAVE EARNED.”***

- Veterans Affairs Secretary Denis McDonough

FROM THE VISN 6 NETWORK DIRECTOR

Dear VISN 6 Partners,

We are delighted to present the 2023/2024 Impact Report for VISN 6, which highlights the impressive progress we have made in advancing healthcare initiatives for Veterans in our region. We are incredibly grateful for your unwavering commitment to the well-being of our Veterans, which has been crucial in achieving significant milestones and positively impacting the lives of those we serve.

Over the last four years, VISN 6 has enrolled 22,565 Veterans, making us the third fastest-growing region nationwide. Our total enrollment now stands at 582,377 across our seven health care systems.

The number of Veterans who used VISN 6 VA facilities at least once in the last year increased from 415,181 in FY20 to 459,584 in FY23, indicating significant growth in Veterans' engagement and trust in the VA. Our Patient Trust Score also reached an all-time high of 90 percent.

Our largest group of enrollees are Veterans aged 44-59 (145,214) and those aged 70-78 (122,682). Over the past four years, we have also gained 11,677 female Veterans users, bringing our current users to 62,467. This growth and demographic change is shifting the way VA delivers care.

In response to the changing health care landscape, especially post-COVID, we have successfully addressed the increasing need for on-demand and remote health care delivery. Our clinical contact center, launched in late 2022, has facilitated over 3 million appointments and virtual health consultations. In FY23, we launched VA Health Chat, which has been a valuable source of support for Veterans across VISN 6, responding to more than 5k chats since its inception.

Our dedication to Veteran's Mental Health needs, especially during an acute crisis, remains unwavering and will continue into FY24. The Comprehensive Prevention, Access to Care, and Treatment (COMPACT) Act, introduced in FY23, ensures that Veterans facing acute suicidal crises can receive emergency health care promptly and at no cost, regardless of whether it's at a VA or non-VA facility, and whether the Veteran is enrolled in VA health care or not. We want to continue encouraging the public to ask individuals if they have served in the U.S. military to ensure all Veterans are connected to these critical life-saving benefits they have earned.

I want to thank our dedicated staff and esteemed partners for their determination and dedication to the greatest mission – serving those who have served. As we enter Fiscal Year 2024, our focus remains unwavering - to ensure that Veterans receive the right care precisely when they need it.

Sincerely,



Paul Crews, VISN 6 Network Director

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VISN 6 HEADQUARTERS' PURPOSE STATEMENT

To promote and elevate Veteran-centric, value-added, high-quality health care services through our integrated health network across North Carolina and Virginia.

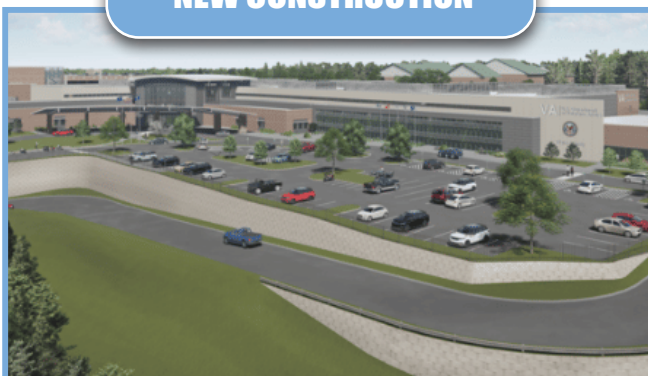
OBJECTIVES

- | | |
|------------------|--|
| SUPPORT | We will support our health care network to achieve clinical and administrative service level excellence through best practice dissemination, robust communities of practice, and informed program guidance. We will share knowledge, skills, and abilities to enhance our health care systems' growth, development, and success. |
| COACH | We will coach, mentor, and train facility leaders and program managers in the latest strategies and innovations in health care delivery and its management. |
| INTEGRATE | We will integrate resources to expand access to care and services bringing value to the Veterans we serve and the staff who serve them. |
| ASSESS | We will assess health care systems through objective data-driven evaluations to provide value-added consultative and actionable feedback to improve performance. |

OUR NETWORK

Veterans Integrated Service Network 6 (VISN 6) is one of the fastest-growing VA Health Care Networks in the nation, serving Veterans in the majority of Virginia and all of North Carolina. The region has **53** sites of care in North Carolina and Virginia, including seven VA Medical Centers and **41** associated Community-Based Outpatient Clinics (CBOCs), five Health Care Centers (HCCs), one HCC in construction and three large outpatient clinics in construction or design, and two free-standing dialysis clinics.

NEW CONSTRUCTION

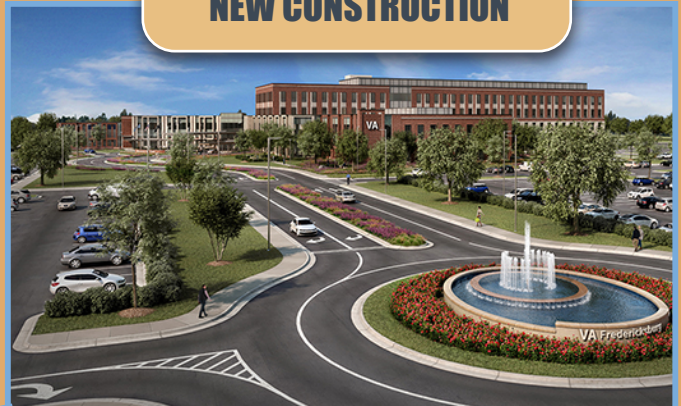


Wake County VA Outpatient Clinic
2700 Benson Road Garner, NC 27529

- **222,325** square-foot outpatient clinic will offer state-of-the-art care.
- Will employ nearly **400** VA employees.
- Scheduled to open 2025
- Expected to serve **30,000** Veterans annually.



NEW CONSTRUCTION



Fredericksburg VA Health Care Center
5313 Jefferson Davis Highway, VA 22408

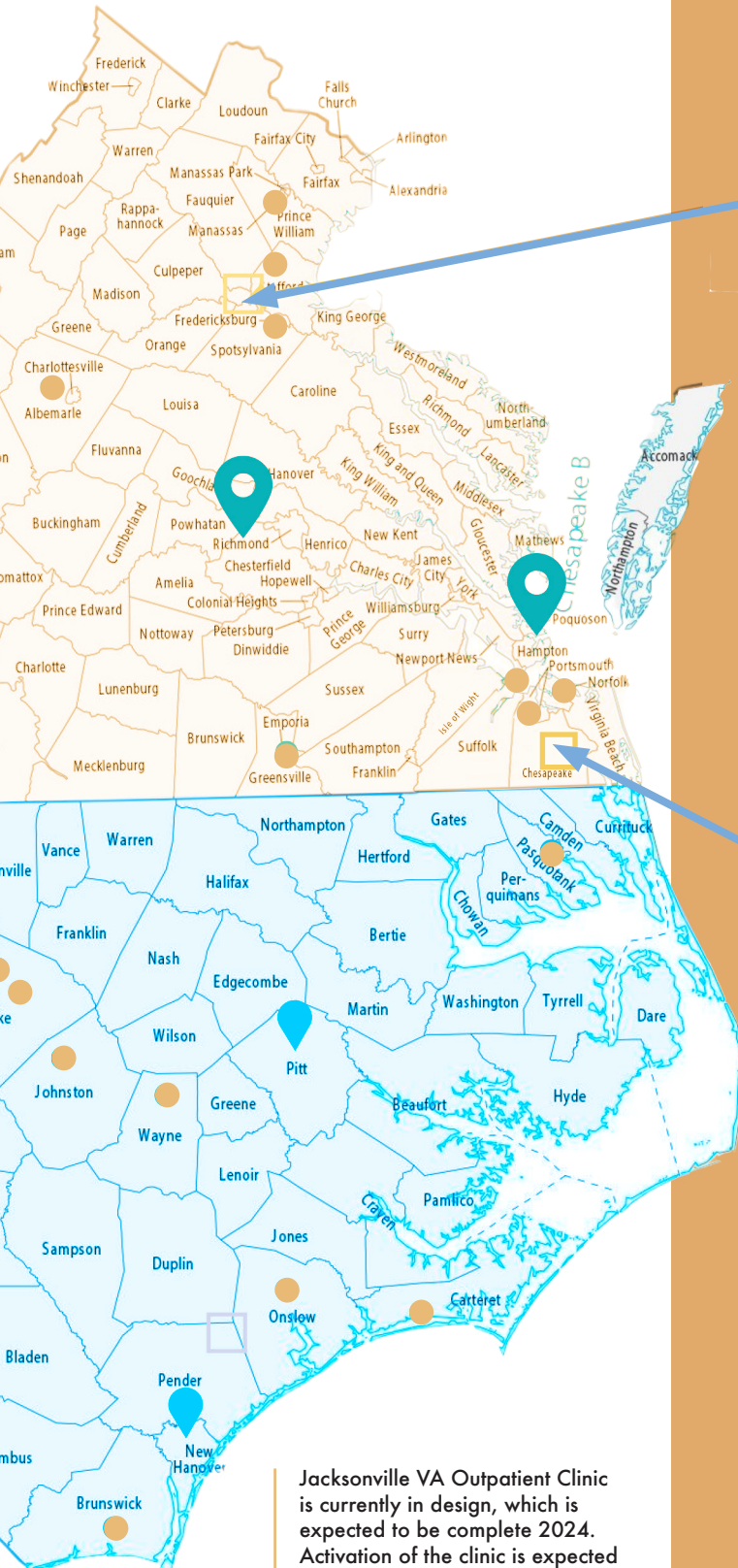
- Largest HCC in the country.
- Four-story clinic will span over **470,000** square feet.
- Expected to serve more than **29,000** Veterans annually.
- Scheduled to activate early 2025.

NEW CONSTRUCTION



Chesapeake VA Outpatient Clinic
736 N Battlefield Blvd, Chesapeake, VA 23320

- The **205,000** square-foot, two-story building will house primary care, audiology and speech pathology, mental health, and much more.
- Construction started in late 2022. The facility is expected to open in the fall of 2024.
- Expected to serve more than **70,000** Veterans annually.



Jacksonville VA Outpatient Clinic is currently in design, which is expected to be complete 2024. Activation of the clinic is expected 2027. Dates subject to change.

**Paul Crews**

VISN 6 Executive Network Director

**Jonathan Benoit**

Deputy Network Director

**Dr. James M. Goff, Jr.**

Chief Medical Officer

**Lisa Shear**

Chief Nursing Officer

**Dana Ballard**

Quality Management Officer

NORTH CAROLINA

**Steph Young**

Western NC VA Health Care System

**Marri "Nicki" Fryar**

Fayetteville NC Coastal VA Health Care System

**Dr. Alyshia Smith**

Durham VA Health Care System

**Kevin Amick**

Salisbury VA Health Care System

VIRGINIA

**Dr. Taquisa Simmons**

Hampton VA Health Care System

**Ron Johnson**

Central Virginia VA Health Care System

**Rebecca Stackhouse**

Salem VA Health Care System

Impact by the numbers

IMPACT	FY2020	FY2021	FY2022	FY2023
Enrolled Veterans	559,812	572,308	570,752	582,377
Annual Users of the System	415,181	436,305	452,026	459,584
Outpatient Visits	4,794,081	5,542,634	5,377,280	5,245,267
Virtual Visits	93,842	146,268	154,508	163,238
Community Care Referrals	330,110	384,376	435,932	526,487



Enrolled by generation

	FY2022	FY2023
Gen Z (Year: 1997-2012 Age 12-27) *	12,724	13,845
Millennials (Year: 1981-1996 Age 28-43)	109,586	114,689
Gen X (Year: 1965-1980 Age: 44-59)	141,859	145,214
Boomers II (Year: 1955 – 1964 Age: 60-69)	112,682	114,641
Boomers I (Year: 1946 – 1954 Age: 70-78)	122,682	122,369
Post War (Year: 1928 – 1945 Age: 79-96)	68,184	70,044
Greatest Generation (1922-1927 Age: 97-102)	2,228	1,723

* For Gen Z, VA tracks 17+

Annual Users of the System by Gender

KEY:  FEMALE  MALE

2020	2021	2022	2023
 50,790	 54,385	 58,511	 62,467
 364,391	 381,920	 393,515	 397,117



OUR FOCUS

All 6 Priorities are critical to Veterans Health Administration's (VHA) success, with no single priority being more important than another. All support VHA's long-range goals by focusing on how VHA turbocharges efforts and builds upon the exceptional work everyone is doing.

Top 6 Priorities for 2022-2025

1. Hire faster and more competitively
2. Connect Veterans to the soonest and best care
3. Serve Veterans with Military environmental exposures
4. Accelerate VA's Journey to a High Reliability Organization
5. Support Veterans' whole health, their caregivers, and survivors
6. Prevent Veteran suicide

1 Hire 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. To hire the best, we must speed up the hiring process. We cannot lose quality candidates to competitors because it took us too long to make an offer. To retain the best, we must take care of our employees with competitive wages and benefits so they can focus on taking care of our Veterans.

2 Connect Veterans to the soonest and best care

To deliver the soonest and best care possible to 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 MyHealthVet, 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.

3 Serve Veterans with Military environmental exposures

On August 10, 2022, the President signed into law the Sergeant First Class Heath Robinson Honoring our Promise to Address Comprehensive Toxics (PACT) Act. This once-in-a-generation law ensures Veterans qualify for benefits and health care to treat illnesses resulting from exposure to toxins or other hazards during their service. 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 more Veterans affected by military environmental exposure, conduct additional research on military environmental exposures, and implement the authorities included in the Act to ensure we hire and retain the best staff possible to treat affected Veterans.

4 Accelerate VA's Journey to a High Reliability Organization

Every day across VHA, dedicated employees deliver safe, high-quality care to Veterans. Our staff continuously weaves High Reliability Organization (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 staff have completed HRO Baseline training. HRO is a part of our everyday work in VHA; now it's time to turbocharge it.

5 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. Our Whole Health System of Care is already profoundly impacting Veterans' health and well-being. Still, it's time we did more by pushing the boundaries of how we expand Whole Health even further. Our Veterans deserve more because their sacrifice, and our mission, demand it of us.

6 Prevent Veteran Suicide

Every Veteran suicide is a tragedy. Many Veterans have experienced first-hand the immeasurable pain suicide causes. A major clinical priority is preventing Veteran suicide, and that will require a full public health approach, combining community and clinical based interventions. The National Strategy for Preventing Veteran Suicide, clinical practice guidelines for VA and Department of Defense (DoD) and the White House Strategy on Reducing Military and Veteran Suicide provide the foundation for VA's suicide prevention initiatives including Suicide Prevention (SP) 2.0 and SP Now. We are calling on all partners, stakeholders and communities to help us reach Veterans and reduce Veteran suicide. We will never give up the fight to combat Veteran suicide, but we cannot win this fight alone.

PRIORITY 1:

Hire faster and more competitively

FOCUSED OBJECTIVES

Boost recruiting, retention, and engagement

Hire approximately 52K employees per year over the next five years

REBOOT to improve work environment and reduce turnover.

Support employees so they can provide excellent care



Recent Accomplishments

- Expedited the hiring process to improve an employee's first impression of VHA.
- Offered a new onboarding experience defined by our Candidate Care Model – one that proactively identifies candidates' needs, considers diverse perspectives, and employs a human-centered design approach to make onboarding an easy, effective process.
- Collaborated across VHA to eliminate operational inefficiencies and create a seamless experience.
- Increased the number of total employees onboarded by **1,406** in FY23 **(6.7% increase)**
- We have already increased by an additional **287** onboarded employees in FY24 **(1.3% increase)**
- Increased in total Physicians onboarded by **59 (5% increase)** and Nurses by **518 (11% increase)** in FY23.
- Increased the total number of Medical Support Assistants by **334 (16% increase)** in FY23.
- Filled an additional **185** positions in the **"Big 7"** occupations in FY24.
- Saw an increase in onboarding events and streamlined recruiting activities to hire right and more competitively.
- The PACT Act allowed us to offer more competitive salaries for select occupations, which allowed us to expand VA's talent pool and help retain our health care workforce.
- Since March 2022, VA has updated nearly **400** pay tables and increased salaries for more than **7,000** employees due to the RAISE Act.

	2020	2021	2022	2023
Onboard Employees	20,523	21,123	21,137	22,543
Physicians	1,176	1,780	1,248	1,307
Nurses	4,703	4,809	4,875	5,393
Medical Support Assistants	1,933	2,059	2,065	2,399
Veteran Employees	6,084	5,634	5,652	5,391

Station	Onboard
Asheville	2,512
Durham	4,016
Fayetteville	2,932
Hampton	2,749
Richmond	4,216
Salem	1,836
Salisbury	3,795
VISN Office	774
Total VISN Employees	22,830

* VA's big 7 occupations: physicians, nurses, housekeeping aides, medical support assistants, nursing assistants, licensed practical nurses, and food service workers.

PRIORITY 2:

Connect Veterans to the soonest and best care

FOCUSED OBJECTIVES

Integrate Veteran
Care Vision

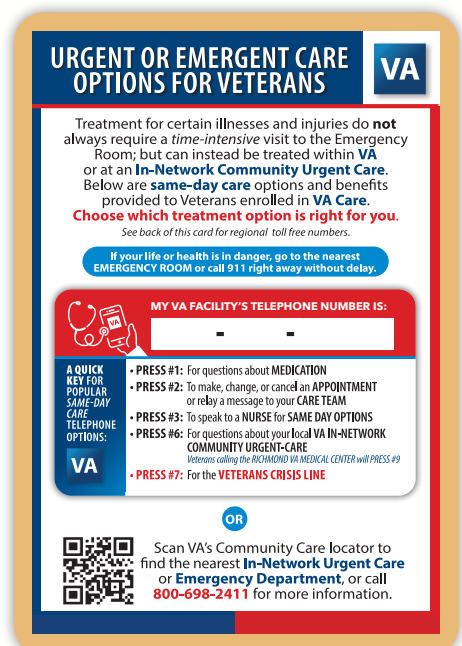
Reduce wait times, create
efficiency, and optimize
operations

Access for all Veterans, including women, Veterans of color, LGBTQ+, and Veterans with other than honorable discharges



Recent Accomplishments

- In FY23, we initiated the implementation of VA Health Connect and the modernization of our Clinical Contact Center (CCC). We centralized the facility call centers under one Clinical Contact Center under VISN 6. This new clinical service line provides clinical contact center services, including scheduling and clinical triage, to seven health care systems and **33** other care sites.
- In December 2022, we added VA Health Chat app to our array of Veteran-centric services. Veterans can now use the app to reach schedulers who can assist in scheduling appointments or consulting with virtual nurses. Since launching, we have answered **4,932** VA Health Chat encounters.
- We added a pharmacy option in **October 2023**, successfully connecting Veterans to even more essential care services.
- In FY23, the Urgent/Emergent Care Communication Campaign was launched to inform Veterans about the various care options available during urgent and emergent situations. These options include in-network community urgent care and VA's same-day care benefits. In phase one of the campaign, over **20,000** Veterans were sent a mailer with the details.



1.5 MILLION
Messages through
MyHealtheVet



3 MILLION CALLS
Through the VISN 6 Clinical
Contact Center



163,238 VIRTUAL VISITS
VISN 6 provided
163,238 virtual care visits

PRIORITY 3:

Serve Veterans with Military Environmental Exposures

FOCUSED OBJECTIVES

PACT Act

Extend eligibility and presumption

Bring new generations of Veterans into VA health care

Recent Accomplishments

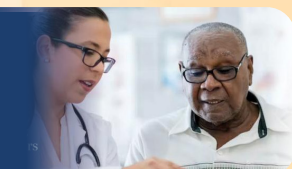
- In FY23, VISN 6 began implementation of the PACT Act, the largest and most significant expansion of Veteran care and benefits in decades, empowering VA to deliver additional care and benefits to millions of Veterans with toxic exposures.
- VISN 6 developed outreach plans to educate current VA patients and Veterans not currently receiving care at VA. These outreach plans informed Veterans about service locations where military environmental exposure may have occurred, as well as possible health conditions attributed to military environmental exposures.
- **100+** PACT Act outreach events, which attracted hundreds of Veterans from the region, were held by facilities or in partnership with the Veterans Benefits Administration Office in FY23.
- **329,372** Veterans Screened for Toxic Exposures.
- **144,942** Veterans (44 percent) of the Veterans screened reported at least one exposure concern requiring a follow-up medical appointment.
- Most exposure are from Burn Pits **(22%)** or Agent Orange **(12%)**.



TOXIC EXPOSURE SCREENING FAST FACTS

- **It's quick.** The screening is a series of questions that takes around **5-10 minutes** and can occur as part of a regular health care appointment.
- **It documents a variety of exposures.** There are several types of possible exposures or hazards you may have experienced during your military service. This includes open burn pits and airborne hazards, Gulf War-related exposures, Agent Orange, radiation, Camp Lejeune contaminated water exposure, and others.
- **It helps support your long-term care plan.** The toxic exposure screening aims to make your VA health care team aware of any potential exposures to toxins during your military service. This allows for ongoing care that ensures early diagnosis and treatment of any health concerns that may arise in the future related to your exposure(s).
- **You'll receive additional information.** After your screening, you will also receive information about benefits, registry exams, and clinical resources to address any concerns you may have.
- **It's not diagnostic.** The screening identifies and documents potential exposures. If there is a need, it will support you in connecting with your health care team. You can also contact your local VA health care team through Secure Message or call **1-800-MyVA411** and press **8**. For more information about how to file a claim, visit www.va.gov/disability/how-to-file-claim/.

SCAN HERE



PRIORITY 4:

Accelerate VA's journey to High Reliability organization

FOCUSED OBJECTIVES

Health and safety of patients and staff

Commitment to getting EHR right

Modernizing facilities



Recent Accomplishments

- All **seven** Health Care Systems and the VISN Office implemented the Four Foundational Practices of High Reliability Organizations.
- **82%** of VISN 6 employees (**17,612**) trained in the High-Reliability Baseline Training.
- The VISN 6 Systems Redesign & Improvement program launched a new initiative in 2022 called the Level Up for Continuous Process Improvement Program. This program is the first of its kind in any VISN, focusing on recognizing and promoting process improvement and engagement by the Lean Belts at the facility level.
- VISN 6 Leadership program; **31 graduates** in September 2023
- Launched the Mentoring Experience (ME) program with **98** mentors enrolled across all seven facilities.



In June 2023, **75%** of VISN 6 employees completed the VA All Employee Survey, an increase of **5%** relative to the previous year; **15,685** employees across the network shared their opinions about their current work environment and provided valuable feedback to help improve their work/life balance. VISN 6 Scored **71 out of 100** on the Best Place to Work in VA score, which was a **5-point** improvement over the previous year. Asheville earned the Organizational Health Award AES 2023 for Highest Scoring, and Salem VAMC also received the award for "Most Improved" for their general performance on the AES.

AES

When You Speak. VA Listens. Everyone Learns.

PRIORITY 5:

Support Veterans' Whole Health, their Caregivers and Survivors

FOCUSED OBJECTIVES

Personalized health plan based on values, needs and goals

Shift from points of care to partnership across time



Recent Accomplishments

- Our approach to health care focuses on a comprehensive and integrated approach to Veterans' physical and mental health, living situations, and the support of their caregivers.

Therefore, we will continue to:

- Put Veterans at the center of the care team
- Improve and strengthen the Caregiver Support Program
- Prevent homelessness by intervening as soon as possible
- Account for gender, culture and language preferences



VA Caregiver Support Line

1-855-260-3274 (toll-free)

Monday-Friday, 8 a.m.-10 p.m. ET

Saturday, 8 a.m.-5 p.m. ET

Caregiver Support

- VISN 6 received **9,839** unique applications for the Program of Comprehensive Assistance for Family Caregivers (PCAFC); **42%** more than in FY22, yet processed **98%** of applications in less than 90 days.
- VISN 6 Caregiver Support Program serves more than **6,138** Veterans and **6,612** Caregivers.
- Implemented Legal and Financial Services for PCAFC participants.
- Measures to improve trust with Veterans and caregivers were established; VISN 6 scores were above **90%** on all customer service domains.
- VISN 6 Caregiver Support Program successfully implemented the training of Caregiver Health and Well-Being Coaches, ensuring at least one Caregiver Coach is at every facility; efforts will continue to grow to two Coaches at every facility by the end of FY24.

Homeless Program

- VISN 6 Healthcare for Homeless Veterans (HCHV) Programs engaged with **1587** unsheltered Veterans to connect them with housing and resources, exceeding the department's calendar goal by over **131%**. **1358 Veterans** have been placed in permanent housing thus far. VISN 6 HCHV Programs ensured that over **91%** of Veterans housed in 2023 remained in housing or were on a pathway to rehousing.

Putting the Veteran at the center of all we do: Our Trust Scores from Veterans

- In FY23, VISN 6 achieved a **90.8%** Outpatient Trust score, with Asheville, Durham, Richmond, Salem, and Salisbury VAMCs achieving **90%** or better for Veteran Trust. Fayetteville and Hampton VAMCs also demonstrated improvement in Veteran Trust scores between FY22 and FY23.
- Asheville won the **VHA Best Experience Award** for facility complexity level 1 at the 2023 VA Customer Experience Symposium. They received recognition for their efforts in improving both Veteran and Employee experience.

Help for Homeless Veterans
877-4AID-VET
 va.gov/homeless | (877) 424-3838

PRIORITY 6:

Prevent Veteran Suicide

FOCUSED OBJECTIVES

One is too many

Each of us has a
role to play

Public health approach

Recent Accomplishments

- In FY23, Suicide Prevention Programs responded to **14,267** total requests with a success rate of **99.68%** for first action within one day.
- Community-Based Interventions for Suicide Prevention established 36 community coalitions during FY23.
- VISN 6 Suicide Prevention coordinators attended more than **200+** suicide prevention outreach events in FY23.



SUICIDE PREVENTION OUTREACH AND COLLABORATION

10/6/22	UNCG outreach event	2/24/23	Randolph Community College
10/20/23	Vietnam Veterans Moving Wall		Greensboro Vet Center health day
10/27/22	CIT Forsyth County	3/3/23	Veterans Breakfast – King Senior Center
11/5/22	Veterans Celebration Kernersville	3/6/23	Piedmont LME and Carolina Service Center
	Charlotte Out of the Darkness Walk	3/10/23	Veterans Breakfast – King Senior Center
11/11/22	Veterans day Festival in Charlotte	3/21/23	CIT site visit Kernersville
11/15/22	Centenary Church Collaboration- Forsyth MH	3/23/23	Forsyth CIT
	Veterans in the workplace MH matters-5-3 bank	3/24/23	Winston Salem National Guard
	CIT outreach Forsyth County		Armory Homeless Stand down
12/7/22	Suicide Risk Management Training – Contract	3/26/23	Willard Lecture Series tabling event,
	Community Homeless Service Providers		First Presbyterian Church, Charlotte
12/8/22	Mecklenburg County Veteran's Crisis	4/19/23	Forsyth County FROST Meeting
	Intervention Training	4/22/23	Big Bikes 4 Vets Carolina Veterans
1/11/23	Mecklenburg County Crisis Intercept Mapping	4/25/23	Reunion- Lexington Bull City Cider Words
1/12/23	Leadership Winston Salem	4/27/23	Charlotte Vet Center SAVE- At doubletree
	community conversation MH	5/2/23	Veterans Coffee in Kannapolis
1/20/23	Meeting with Winston Salem		Forsyth Collaborative MH townhall
	State University Symposium		in Winston Salem
1/26/23	SAVE training at Waxhaw Baptist Church	5/3/23	Kernersville Health Center site Visit
	Church Parkwood CME- Christian		Meet and Greet with Hope
	Methodist Episcopal	5/4/23	Way's Veteran's Program
2/1/23	Wilkes Co. Partners community meeting	5/11/23	Forsyth CIT SP presentation
2/3/23	Retirement Ceremony Airforce NG		VCL and VA Suicide Prevention Presentation,
2/15/23	Forsyth Mental Health Collaborative		Mecklenburg County Veteran's CIT

5/16/23 Wake Up for Wellness, MHA Central CarolinasMH town hall moderation in Winston Salem

5/17/23 VA2K and Forsyth community MH collaborative

5/19/23 A Veterans walk

5/20/23 Cheerwine Fest

5/23/23 Promise Resource Network new program opening

6/8/23 VA Veterans MH council Meeting

6/10/23 Galilee Missionary Baptist Church Health Fair and Salisbury Pride

6/12/23 Greensboro Vet Center Women's Veteran outreach

6/14/23 Veterans RCR Coffee- Welcome

6/22/23 Hendrick Motorsports Veterans Coffee

6/24/23 Winston Salem PRIDE

6/28/23 Piedmont Veterans Coalition Quarterly Meeting

7/9/23 Minority MH table at Galilee Missionary Baptist Church

7/10/23 Mentally Shredded, Charlotte Women Veterans Coffee in Winston Salem

7/20/23 Veterans Coffee Greensboro Golden Coral

7/22/23 PACT Claims Clinic – High Point

7/23/23 Minority MH at Assembly of God Church

7/27/23 Stuart Haas Racing Veterans Coffee Kannapolis

8/9/23 Richard Childress Racing Veterans Coffee

8/12/23 VFW Post 9134 back to school bash- Rockwell

8/14/23 Women's Veterans Coffee Winston Salem

8/18/23 Charlotte Pride

8/19/23 America Legion Meeting Troutman Veterans Recognition Lunch Salisbury

8/25/23 American Legion National Convention 2023

9/8/23 Triad Stand down Greensboro

9/11/23 Women's coffee Winston Salem

9/12/23 SP month Awareness tables each location (ALL)

9/13/23 RCR Veterans Coffee (Diane and Karissa)

9/15/23 Charlotte Homeless stand down Homeless Stand Down, Charlotte HCC

9/16/23 Never Walk along Winston Salem

9/18/23 High Point Veterans Coffee

9/20/23 Telehealth awareness week all locations

9/21/23 Veterans Coffee Greensboro

9/22/23 Charlotte Vet Center Site Visit

9/27/23 Shepard's Center and Senior Center Coffee in Kernersville

9/28/23 Hendricks Motorsports Coffee

9/30/23 All America Appreciate Picnic Concord

9/30/23 VFW Convention Greensboro/SAVE

Additional Community Engagement Activities:

- Team attended North Carolina's First Responders Vet Crisis Training in Raleigh.
- Provided crisis intervention training for first responders in Davie, Forsyth, and Mecklenburg, Rockingham, Stokes, and Surry Counties.
- Provided ASIST Training with Fayetteville VA Medical Center for Veteran Service Officers held in Harnett County.
- Provided CALM training for Rowan Public Health Department.

The Veterans Crisis Line is available **24/7.**

Veterans Crisis Line



**DIAL 988 then
PRESS 1**



VISN 6 SITES OF CARE

VA Mid-Atlantic Health Care Network

3518 Westgate Drive | Durham, NC 27707
TEL: 919-956-5541 | 919-956-7152

Virginia Northeast Market



CENTRAL VIRGINIA VA HEALTH CARE SYSTEM

Main phone: 804-675-5000
www.richmond.va.gov

Richmond VA Medical Center

1201 Broad Rock Blvd.
Richmond, VA 23249
804-675-5000

Charlottesville VA Clinic

590 Peter Jefferson Pkwy.
Charlottesville, VA 22911
434-293-3890

Emporia VA Clinic

1746 East Atlantic St.
Emporia, VA 23847
434-348-1500

Fredericksburg VA Clinic

130 Executive Center Parkway
Fredericksburg, VA 22401

Fredericksburg 2 VA Clinic

10401 Spotsylvania Ave. Ste 300
Fredericksburg, VA 22408
540-370-4468

Henrico County VA Clinic

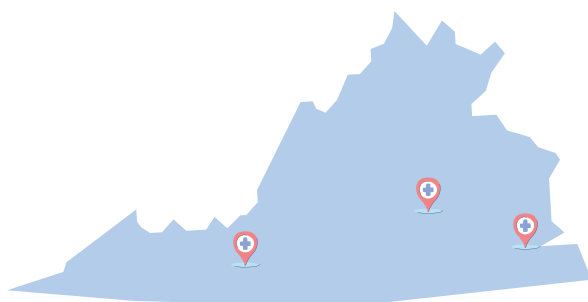
7702 East Parham Rd.
Parham Doctors Hospital, MOB III, Suite 201
Richmond, VA 23294

Parham Doctors Hospital

MOB III, Suite 201
Richmond, VA 23294

Massaponax VA Clinic

4830 Southpoint Dr.
Fredericksburg, VA 22407



HAMPTON VA HEALTH CARE SYSTEM

Main phone: 757-722-9961
www.hampton.va.gov

Hampton VA Medical Center

100 Emancipation Dr.
Hampton, VA 23667
757-722-9961

Albemarle VA Clinic

1845 W City Dr.
Elizabeth City, NC 27909
252-331-2191

Chesapeake VA Clinic 1

987 S. Military Hwy.
Chesapeake, VA 23320
757-722-9961

Portsmouth VA Clinic

600 Crawford St.
The Crawford Building,
Suites 300 and 400
Portsmouth, VA 23704
757-722-9961

Virginia Beach VA Clinic

244 Clearfield Ave.
Virginia Beach, VA
757-722-9961

Virginia Northwest Market



SALEM VA HEALTH CARE SYSTEM

Main phone: 540-982-2463
www.salem.va.gov

Salem VA Medical Center

1970 Roanoke Blvd.
Salem, VA 24153
540-982-2463

Danville VA Clinic

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

Lynchburg VA Clinic

1600 Lakeside Dr.
Lynchburg, VA 24501
434-316-5000

Staunton VA Clinic

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

Tazewell VA Clinic

388 Ben Bolt Ave.
Tazewell, VA 24651
276-988-8860

Wytheville VA Clinic

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

North Carolina Southeast Market



FAYETTEVILLE VA COASTAL HEALTH CARE SYSTEM

Main phone: 910-488-2120
www.fayettevillenc.va.gov

Fayetteville VA Medical Center

2300 Ramsey St.
 Fayetteville, NC 28301
 910-488-2120

Brunswick County VA Center

18 Doctors Cl, Suite 2
 Supply, NC 28462
 910-754-6141

Fayetteville VA Health Care Center

7300 South Raeford Rd.
 Fayetteville, NC 28304
 910-488-2120 x0

Fayetteville Rehabilitation Clinic

4101 Raeford Rd. Ste 100-B
 Fayetteville NC 28304
 910-908-2222

Goldsboro VA Clinic

2610 Hospital Rd.
 Goldsboro, NC 27909
 919-731-4809

Hamlet VA Clinic

100 Jefferson St.
 Hamlet, NC 28345
 910-582-3536

Jacksonville 2 VA Clinic

306 Brynn Marr Road
 Jacksonville, NC 28546
 910-353-6406

Jacksonville 3 VA Clinic

4 Josh Court
 Jacksonville, NC 28546
 910-353-6406

Jacksonville '4' VA Clinic

2580 Henderson Dr.
 Jacksonville, NC 28546
 910-353-6406

Jacksonville VA Clinic

4006 Henderson Dr.
 Jacksonville, NC 28546
 910-353-6406

Sanford VA Clinic

3112 Tramway
 Road Sanford, NC 27332
 919-775-6160

Robeson County VA Clinic

139 Three Hunts Dr.
 Pembroke, NC 28372
 910-272-3220

Rutherford County VA Clinic

2270 College Ave., Suite 145
 Forest City, NC 28043
 828-288-2780

Wilmington Health Care Clinic

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



DURHAM VA HEALTH CARE SYSTEM

Main phone: 919-286-0411
www.durham.va.gov

Durham VA Medical Center

508 Fulton St.
 Durham, NC 27705
 919-286-0411

Brier Creek VA Clinic

8081 Arco Corporate Dr.
 Suite 103
 Raleigh, NC 27617
 919-286-5220

Clayton-East Raleigh VA Clinic

11618 US 70 Business Hwy West
 Suites 100 and 200
 Clayton, NC 27520

Durham County VA Clinic

1830 Hillandale Rd.
 Durham, NC 27705
 919-383-6107

Greenville VA Health Care Center

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

Hillandale Road VA Clinic

1824 Hillandale Rd.
 Durham, NC 27705
 919-383-6107

Morehead City VA Clinic

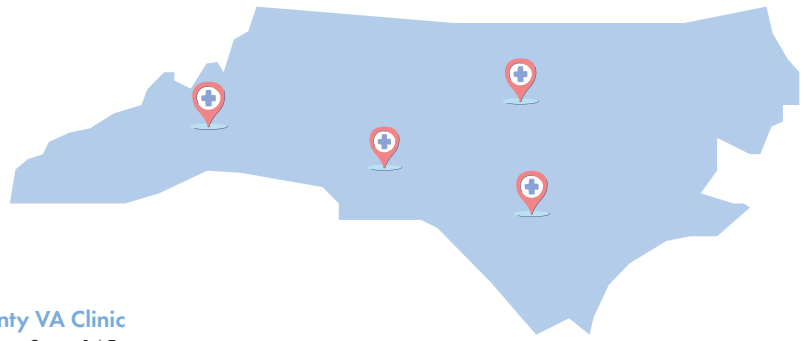
5420 Hwy. 70 West
 Morehead City, NC 28557
 252-240-2349

Raleigh III VA Clinic

2600 Atlantic Ave., Suite 200
 Raleigh, NC 27604
 919-286-0411

Raleigh VA Clinic

3305 Sungate Blvd.
 Raleigh, NC 27610



North Carolina Southwest Market



WESTERN NORTH CAROLINA VA HEALTH CARE SYSTEM

Main phone: 828-298-7911
www.asheville.va.gov

Asheville VA Medical Center

1100 Tunnel Rd.
 Asheville, NC 28805
 828- 298-7911

Franklin VA Clinic

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

Hickory VA Clinic

2440 Century Pl.
 SE Hickory, NC 28602
 828-431-5600

Rutherford County VA Clinic

2270 College Ave., Suite 145
 Forest City, NC 28043-2459
 828-288-2780



SALISBURY VA HEALTH CARE SYSTEM

Main phone: 704-638-9000
www.salisbury.va.gov

Salisbury VA Medical Center

1601 Brenner Ave.
 Salisbury, NC 28144
 704-638-9000

Kernersville Health Care Center

1695 Kernersville Medical Pkwy.
 Kernersville, NC 27284
 336-515-5000

South Charlotte Health Care Center

3506 W. Tyvola Rd.
 Charlotte, NC 28208
 704-329-1300

North Charlotte VA Clinic

8601 University East Dr.
 Charlotte, NC 28213
 704-597-3500

Impact Report

2023-2024 Veterans Impact Report

Elevating Veteran's Health Care in Virginia & North Carolina
VISN 6 - Mid-Atlantic Health Care Network

PREPARED BY

Tara Ricks-Edger, MAComm

Dir. Strategic Communications | VISN 6

Email: tara.ricks@va.gov

Stephen Wilkins, MHA

Deputy Director of Communication

Congressional Liaison | VISN 6

Email: stephen.wilkins2@va.gov

Fanning Communication

Dee Clark | Layout & Graphic Design

Email: deannac@fanningcommunications.com

