

2023

VA MANCHESTER HEALTHCARE SYSTEM ANNUAL REPORT

“VA Medical Services provided could not be better. Consistently outstanding!”

~Veteran, VA Manchester



“I feel the VA is always there for me.”

~Veteran, VA Manchester

Looking through a

HEALTH CARE LENS

VA



U.S. Department of Veterans Affairs

Veterans Health Administration
Manchester Healthcare System

TABLE OF CONTENTS

ANNUAL REPORT | 02



The sun is shining on the Manchester VA Medical Center's Eagle Entrance to the facility. The recent renovation project ensured safe entry to the facility, an outdoor reflection area for Veterans, and a welcoming lobby completed in June 2023. (VA photo by Shawn Bolduc)

3
Director's Message

4
VA Manchester Profile

5
Executive Leadership
Team

6
Location, Location,
Location

8
Clinical Close-up

14
Statistics Snapshot

27
VA Manchester Honors

31
FY23 Yearbook



DIRECTOR'S MESSAGE

ANNUAL REPORT | 03

Thank you for this opportunity to share our 2023 Annual Report, a 'snapshot' of our commitment to serving Veterans, their families, caregivers, and survivors over the past year.

It was a year of celebrations and challenges. Manchester VA employees were recognized at the state and national level for their professional accomplishments. The Homeless Team housed 104% of Veterans identified at risk, helping the Department of Veterans Affairs exceed their national goal, and the PACT Act expanded healthcare eligibility for Veterans.

We endured a pipe break in November 2022, followed by water damage again in February 2023 due to freezing temperatures. I want to thank the Manchester VA team and

our Veterans for their resilience during this time while we continued to deliver high quality care. Our commitment to providing a safe, clean, and top-rated healthcare system for Veterans we serve is at the forefront of everything we do.

I look forward to walking down the hallways, thanking you for your service, and ensuring your experience with us is why you choose VA. Again, thank you!



Kevin M. Forrest, FACHE
Medical Center Director

“Everyone was so professional and courteous, I really like the physician they assigned as my primary care provider.”

~ A first-time VA patient receiving health care at Somersworth VA Clinic



VA Manchester Healthcare System, spearheaded by the Manchester VA Medical Center (VAMC) is a Joint Commission accredited, complexity level three facility serving Veterans throughout the state of New Hampshire.

Manchester VAMC received their triennial review by the Joint Commission in 2021.

The Medical Center is in Manchester, New Hampshire, and has four Community Based Outpatient Clinics located across the Granite State in Conway, Portsmouth, Somersworth, and Tilton.

Manchester VAMC provides a vast array of health care

services such as Primary Care, Mental Health, Specialty Medicine, Rehabilitation, and outpatient Surgical Care.

Our Urgent Care department is open seven days a week from 8:00 a.m. to 4:30 p.m. to assist Veterans with non-emergent same-day care, except federal holidays.

Additionally, the Manchester VAMC has a 41-bed Community Living Center.

Due to VA Manchester not having acute inpatient care and being the only VA facility in New Hampshire, Granite State Veterans are entitled to access care at the facility or in the community independent of standard Mission Act Community Care criteria.



EXECUTIVE LEADERSHIP TEAM

ANNUAL REPORT | 05



Julie Vose

Associate Director



Dr. Robert Zwolak

Chief of Staff



**Jennifer Winslow, MBA,
MSN, APRN, FNP-BC**

Associate Director for
Patient Care Services



Kristen Goodridge

Chief, Quality Management

LOCATIONS

ANNUAL REPORT | 06



Manchester VA Medical Center

718 Smyth Road
Manchester, NH 03104
(603) 624-4366



Brady Sullivan Tower

715 Elm Street
Manchester, NH 03104
(603) 624-4366



Concord VA Ambulatory Surgical Center (Temporary)

60 Commercial Street
Horseshoe Pond, Suite 301
Concord, NH 03301
(603) 624-4366

LOCATIONS

ANNUAL REPORT | 07



Conway VA Clinic

71 Hobbs Street, Third Floor
Conway, NH 03818
1-800-892-8384 ext. 3199



Portsmouth VA Clinic

302 Newmarket Street
Pease Air National Guard Base
Portsmouth, NH 03803
(603) 624-4366 ext. 3199



Somersworth VA Clinic

5 Terrascape Parkway
Somersworth, NH 03878
(603) 624-4366 ext. 3199



Tilton VA Clinic

630 West Main Street, Suite 400
Tilton, NH 03276
(603) 624-4366 ext. 3199

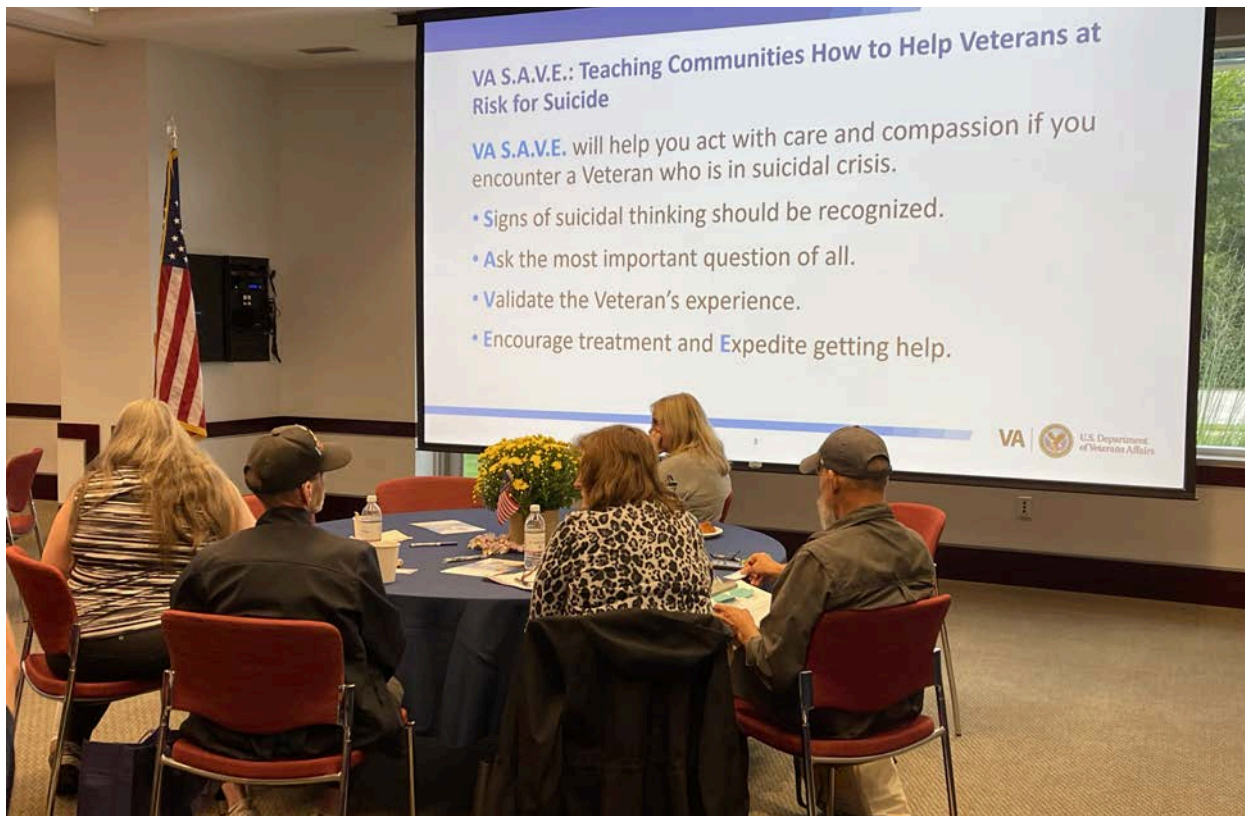


On June 7, 2023, Dr. Shereef Elnahal, Veterans Health Administration Undersecretary for Health (forefront), receives an update on construction progress from Facilities Chief Kent Eberhardt (far right) at the Manchester VA Medical Center. A catastrophic pipe break in November 2022 closed two floors of the medical center. (VA photo by Lori Flynn)

It was a challenging year due to extreme weather conditions affecting Manchester VAMC. With obstacles, comes an opportunity to reflect, refine, and improve. VA Manchester didn't miss a beat with ensuring our Veteran patients continued to receive the health care they earned and deserve while renovations were underway in clinical spaces.

A sincere thank you for all service lines and every employee for remaining flexible, resilient, and committed to caring for our Veterans during renovations to affected areas.

Also, thank you to our valued and cared for Veterans and their families for their support and patience during this time.



Veterans, family members, and community members received presentations on suicide prevention training and community coalition building in an effort to prevent Veteran suicide at the 11th Annual Seacoast Veterans Conference, Sept. 23, 2023, Portsmouth, N.H.

Suicide prevention is our #1 clinical priority. Up and down, and across the Granite State, the dedicated suicide prevention team conducted 82 outreach events ranging from community meetings, to partnering with the Army National Guard and Harbor Care to name a few.

Additionally, over 14 suicide prevention (S.A.V.E.) trainings were conducted in towns throughout the state becoming a force multiplier in helping each of us play a role in suicide prevention. The team also responded to 574 suicide prevention consults received through the Veterans Crisis Line.

New number, same support.
Dial 988 then Press 1.





VA Manchester participated in the 2023 Homelessness Stand-down in Manchester, N.H., Sept. 8, 2023, providing goods, services, and outreach. (VA photo by Lori Flynn)

VA Manchester provides for homeless Veterans from our cities to rural regions throughout N.H. with the following programs:

- Veterans Justice Outreach Program prevents homelessness with re-entry into the community from substance abuse or mental health treatment.
- Health Care for Re-Entry Veterans Program for eligible incarcerated Veterans
- Outreach & Referral Services in clinical, education, and case management services to Veterans in search of a home.

- Grant and Per Diem Program transitional housing for up to 24 months. We currently have 75 units for Veterans and their families.
- VA Supported Housing (VASH) Program, which is a joint project between the VA and the Department of Housing and Urban Development to assist with independent subsidized housing.

VA has helped 38,847 Veterans with permanent housing with reporting numbers through October 31, 2023.



The Women Veterans Town Hall at Manchester VA Medical Center, March 25, 2023, shared important clinical updates such as the PACT Act, COMPACT Act, SERVICE Act, resources, and progress on the Women Veterans Health Clinic slated for a grand opening in 2025. (VA photo by Lori Flynn)

On March 16, 2023, VA announced it's new mission statement:

“To fulfill President Lincoln’s promise to care for those who have served in our nation’s military and for their families, caregivers, and survivors.”
VA Secretary Denis McDonough

The VA Manchester HealthCare System is doing just that.

With top-notch health care providers and professional staff leaning in with a ‘we care’ attitude helping to promote a whole-health approach to Veteran patients’ well-being.

The year kicked off with a historical increase in VA health care benefits for Veterans and survivors through the Promise to Address Comprehensive Toxics Act or PACT Act.

'Act'cess to Care Cont'd

Through the combined efforts ranging from outreach, medical support assistants for scheduling, to clinical areas for Toxic Exposure Screenings, VA Manchester screened 18,777 unique Veterans and 8,082 requiring toxic exposure follow-up. A truly herculean effort to provide Veterans with the health care and benefits earned and deserved. We thank the Manchester Regional Veterans Business Administration personnel, VetCenter partners, Veteran Service Organizations, and community partners for opening their doors and helping us reach Veterans.

Not only is VA Manchester making strides in health care from a wide-view lens, we are also looking at innovative ways for Veterans to receive access to care. Our focus is simple,

we treat our Veterans as part of our VA family. An innovative initiative piloted this year was to be alongside Veterans where health decisions can be at their greatest, during inpatient emergency and pre-authorized care. We implemented the Manchester VA Community Hospital Navigator program at Catholic Medical Center and Elliot community hospitals, in partnership with both hospitals. The 'Navigators' work with hospital personnel about VA programs to connect Veterans with benefits and services, removing the burden for families. Also, navigating the Veteran with discharge care and follow-up health care needs through VA Manchester for a seamless transition.

“ I appreciate very much the way all the staff treat and care for me in a professional and personalized way. ”
~ Veteran, Conway VA Clinic



Figure 1. Key Elements of the Whole Health System

VA's Whole Health concept is empowering Veteran patients to reach their health care goals and utilize all programs and services offered by VA Manchester. Looking to get fit, take a healthy eating cooking class with a registered dietitian. If you are hoping to socialize and learn to ease anxiety, our Recreation Therapy programs range from beekeeping to creative arts. Every day is an opportunity to build mental and physical

well-being. VA Manchester has a combination of in-person, VA Video Connect (VVC) or telephone appointments. In 2024, our new Wellness Center opens at Brady Sullivan Tower, offering services from Tai Chi to lifting weights in the gym, or yoga to name a few.

In 2023, we offered Veterans 43 programs to support health care, with over 17,691 encounters.

STATISTICS

VA Manchester statistics from October 1, 2022, through September 30, 2023. While numbers share an important part of our statistics, the physical and mental health care provided for Veterans and caregivers is priceless and can't be measured in numbers but in quality of life.

FY2023

BUDGET ALLOCATION

- We provide almost half a billion dollars in health care for Granite State Veterans
- See details on next page



Budget Allocation in Detail

FY 2023 Annual Report				
	152 Admin	160 Services	162 Facilities	FY23 Total
Funding/Budget				
MCAS/VERA General Purpose Funding	\$ 16,327,751.60	\$ 131,304,898.26	\$ 20,835,382.00	\$ 168,468,031.86
American Rescue Plan (ARP) Funding	\$ 2,898,138.00	\$ 2,793,796.22	\$ 1,600,999.00	\$ 7,292,933.22
MCCF Collections (Revenue from 3rd party collections)		\$ 10,860,807.72		\$ 10,860,807.72
CMOP Purchased Drugs		\$ 27,454,063.44		\$ 27,454,063.44
Rural Health Initiatives		\$ 1,064,729.40		\$ 1,064,729.40
Caregiver Support		\$ 1,018,579.00		\$ 1,018,579.00
Education/Scholarships	\$ 75,113.93	\$ 381,720.99		\$ 456,834.92
Electronic Health Record Project			\$ 1,947,928.00	\$ 1,947,928.00
Homeless Recovery Programs		\$ 5,498,912.00		\$ 5,498,912.00
Mental Health Initiatives		\$ 370,856.00		\$ 370,856.00
Suicide Prevention Programs		\$ 238,544.84		\$ 238,544.84
Pain Management		\$ 981,326.60		\$ 981,326.60
Prosthetics		\$ 11,647,260.00		\$ 11,647,260.00
Woman's Health		\$ 1,223,562.00		\$ 1,223,562.00
NRM Projects/Infrastructure	\$ 10,240.63		\$ 10,834,426.31	\$ 10,844,666.94
Trainee/Tech Programs	\$ 129,475.00	\$ 439,490.87	\$ 14,410.00	\$ 583,375.87
Compensated Work Therapy (CWT)		\$ 278,657.54		\$ 278,657.54
Office of Sterile Processing (OSP)		\$ 904,622.00		\$ 904,622.00
Reimbursements		\$ 148,651.87	\$ 91,582.98	\$ 240,234.85
Other Special Purpose	\$ 780.00	\$ 438,375.02	\$ 286,040.00	\$ 725,195.02
Total Station Funding/Budget	\$ 19,441,499.16	\$ 197,048,853.77	\$ 35,610,768.29	\$ 252,101,121.22
Total Care in the Community Funding/Budget				\$ 170,362,279.86
Total Manchester NH Budget				\$ 422,463,401.08

“As usual, I am impressed with the prompt, professional, and genuine attention I get no matter who or where I visit the VA! My fellow comrades in arms are very quick to express the same feelings. Thank you all! ”

~Veteran, Tilton VA Clinic

28,433

VETERANS SERVED

Unique Patients

- 25,453 Men
- 2,980 Women

852 Surgeries

- 498 Operating Room / 354 Non-Operating Room



STATISTICS CONT'D

1,099

EMPLOYEES

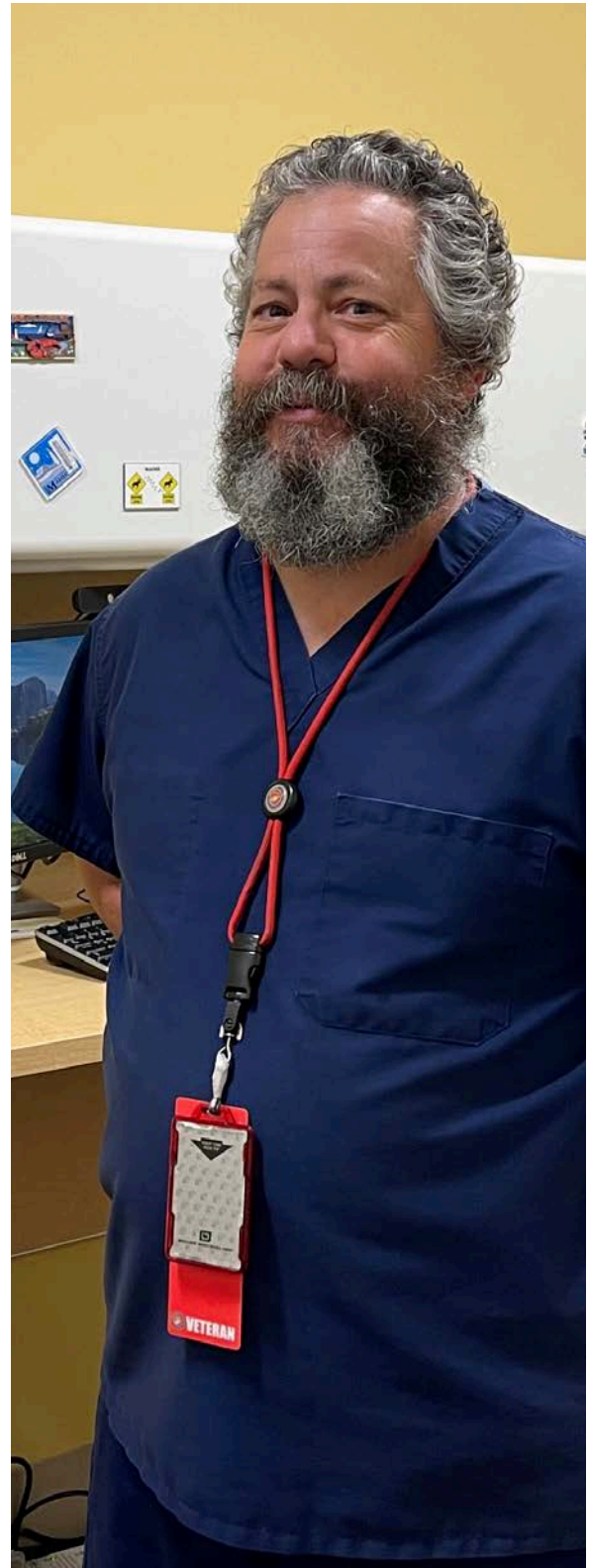
255 Nurses

72 Physicians

772 Health Care Support

253 Veteran Employees

- 23% of staff are Veterans



STATISTICS CONT'D

ANNUAL REPORT | 18

94,846K

TELEHEALTH ENCOUNTERS

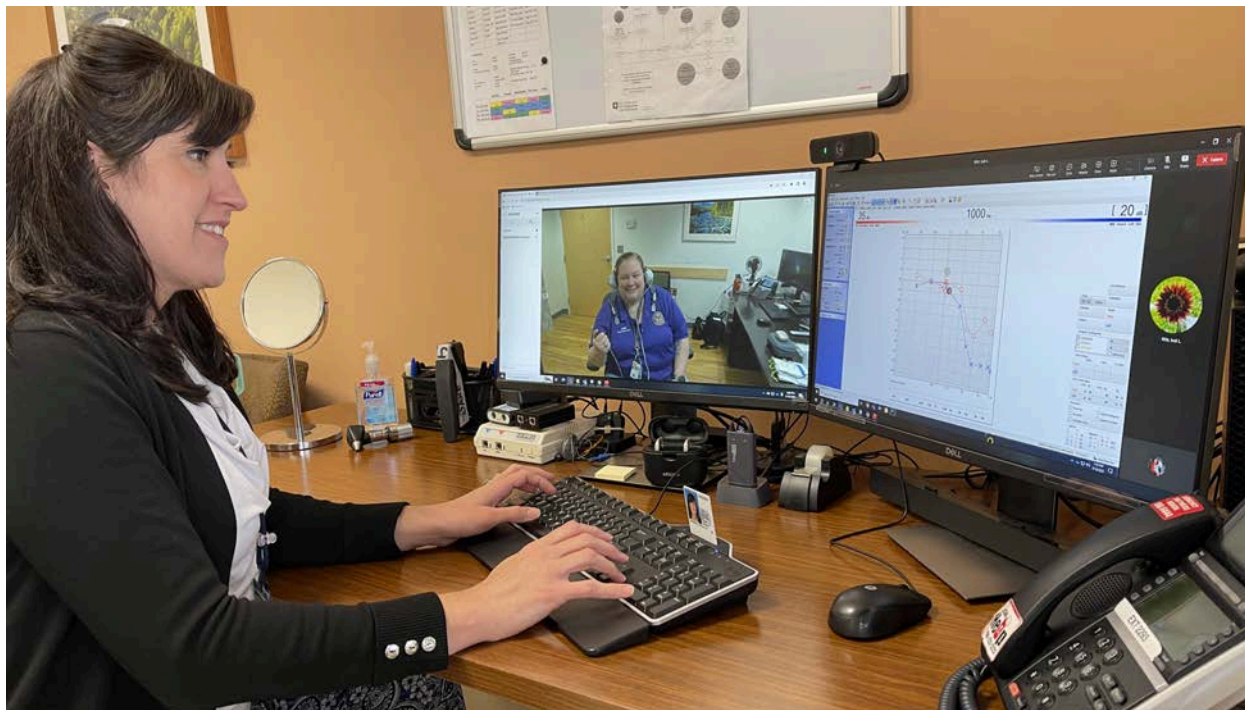
**14,949 Telemental Health
Encounters**

**29,254 VA Video Connect
Appointments**

**17,847 Specialty Care Telehealth
Encounters**

<https://news.va.gov/124172/teleaudiology-reduce-veterans-two-hour-commute/>

Click link above to learn more about the photo below and VA Manchester's commitment to ensuring Veteran access to care.



Dr. Nicole M. Carbone, staff audiologist, demonstrates the Audiology telehealth accessibility for rural Veterans who need audiology assistance. This particular program garnered the Citizen to Service Award for 2023 for innovative solutions in Veteran access to health care. (VA Manchester photo by Lori Flynn)

STATISTICS CONT'D

ANNUAL REPORT | 19

34,711K

WOMEN VETERAN ENCOUNTERS

Number of Female Veterans Enrolled at VA Manchester

- 2,770
- 38% total women veterans enrolled in catchment area

Mammograms/Breast Health

- 1,476 Care Coordinated

Gynecologic and Fertility Health Care

- 334 Care Coordinated

Maternity Care Services

- 38 Care Coordinated

Newly Enrolled Women Veterans

- 102 Increase



STATISTICS CONT'D

ANNUAL REPORT | 20

70

VOLUNTEERS

17,267K Volunteer Hours

\$158.3K in Donations

- \$96.8 in Goods
- \$61.5K Monetary

249 FY2023 Donors



VA Manchester Farmers Market provides free produce for Veterans from community donations.



Volunteers help Veterans each day at VA Manchester.



National Salute to Veteran Patients Week celebration, February 2023.



COMMUNITY AND INDIVIDUAL DONORS

Ann Huot
Alfred Poirier
Amelia Howe
American Legion Aux. Unit 37
American Legion Aux. Unit 63
American Legion Aux., Dept. of NH
American Legion Auxiliary Merrimack
Memorial Unit 98
American Legion Auxiliary Post 37
American Legion Auxiliary Post 63
American Legion Auxiliary Ross Wood
Post #20
American Legion Auxiliary Unit 16
American Legion Auxiliary Unit 2
American Legion Auxiliary Unit 82
American Legion Auxiliary Unit 98 c/o
Wendy B. Decato
American Legion Dept. of NH
American Legion Post #35
American Legion Post #100
American Red Cross NNE
AMVets Department of Massachusetts
Angela Schoonmaker
Anita Wolcott
Ann Currier
Atkinson Academy c/o M. Eichens'
4th grade class
Auburn Village School
Auxiliary 10722
BAE Systems
Barbara Moeling
Barka Elementary School
Bedford Friendship Quilt Guild
Bedford Quilting Guild

Birch Hill Technology Group, Inc. c/o
Thomas Flaherty
Blinded American Veterans Foundation
Blue Star Mothers of America, Inc.
Bonnie Crumley Aybar
Bowlers to Veterans Link Mary D. Harrar
Braucher & Associates, PLLC
Capital City Chapter #19 DAV
Carol Jordan
Carolanne Olsen
Caroline Busta
Catherine Olmstead
Catholic War Veterans Auxiliary
Charles DeBilio
Charlestown Memorial VFW 8497
Christine Flanagan
Christos Stathopoulos
Cindi Nadelman
Cindy Rollins
Cohen Closing & Title, LLC - Operating
Account
Colebrook Public Library
Concord VFW Post 1631
Crossroads Christian School
Dan Day
Daniel Mitriano
Daughters of the American Revolution
c/o Judith Chary
David Cameron
David McIntire
Deborah Luszey
DeColores Books and Gifts
Delta Dental Plan of New Hampshire, Inc.
Denise DeBlois



COMMUNITY AND INDIVIDUAL DONORS

Department of Foreign Wars of the U.S.	Granite State Detachment Marine Corps #542
Auxiliary Department of New Hampshire	Hannaford Brothers Co.
Department of NH VFW Auxiliary	Happy Quilters
Dept. of NH VFW Auxiliary c/o Carol	Harley Sanford VFW Post 4368
Harvey	Harold Martinez
Derry Memorial Auxiliary Post 1617	Helen and Mary McGowan
Derry VFW Auxiliary	Hollis NH Girls on the Run c/o Jennifer Hefe
Derry-Salem Elks #2226	Hooksett Lions Club
Dian Bailey	Hudson VFW Auxiliary Post 5791
Disabled American Veterans, Chapter #4	Jack Balch
Dorothy Carter	James Gerard
Dot Matson	Jan Keniry
Eastern Bank	Jaqueline Agnew
Elaine Murphy	Jason Sheetz
Elizabeth Fox	Jeanne Martel
Elks National Veterans Service	Jeannette Miles
Ellen Parlee	Jennifer Vallauri
Erik and Lori Guillette	Jerilyn Maynard DAV Auxiliary State of New
Estey Country Store c/o Madeline	Hampshire
Dreusicke	JF Party Dragon Cahrity, Inc. c/o Justin Greco
Exeter Area GFWC	Joe and Terry Smith
First Congregational Church	John Aubuchont
Frank Bourgeois	John Powers
Frank Moulin	John Skidmore
Garnet Hill	Jorg Dreusicke
Gary Hebert	Joyce Flanders
Gene & Ruth Mcgraw	Joyce Roy
Gene and Linda Brown	Juan Munoz
Geno c/o Linda St. Laurent	Judith And Richard Malik
George Simonian	Judy Woodbury
GFWC Exeter Area GFWC Club c/o Nancy	Julie Gerry
Greenberg	K of C Ccl. 11573 Parish of Resurrection
Girls on the Run Hooksett Donati Field	Nashua
Team	Kate Ouellette



COMMUNITY AND INDIVIDUAL DONORS

Kathleen Ellis
Kathy Donald
Kathy Jerome
Kay Sternenberg
Keeping Our Vets 'N Threads
Kenneth and Martha Lloyd
Kimberly Barrett Concord VFW Auxiliary
Post 1631
Knights of Columbus CCL 11573 Parish of
Resurrection, Nashua
Kristina Whitten
Lee Gentile
Leo and Joanne McClure
Lewis Chipola
Linda Dupont
Linda Janerico
Linda Lambert
Linda Lonsberry
Linda Rousseau
Linda Story
Linda White
Lisa Clark
Lois Boynes
Londonderry Senior Center
Lori Flynn
Lynne Chavez
Madeline Dreusicke
Manchester Elks Lodge #146 c/o
George Muir
Manny and Mary Pereira
Maple Street School
Marcia Poulin
Marian Kimball
Marion Gibson

Mark and Amy Williams
Marnie Finn
Mary Jane Ryan
Mathew and Amy Vavro
Matthew Nystrom
Maureen Aube
Megan Munoz Beatty
Merrimack VFW Auxiliary 8641
Merrimack VFW Post 8641
Mike Vande
Moaa-NH
Mobius Mobility, LLC
Nancy Raia
Nancy Romano
Nashua Elks Lodge 720
Nashua Emblem Club #170
Nashua VFW Auxiliary 483
Nashua VFW Post 483
Nathalie Lyons
New England Dye Cutting
New Hampshire Freedom Cup
New Hampshire VFW
NH State Elks National Veterans Service
Commission
Noleen Picone
Office of Public Guardian for Lance Barnes
Operation Gratitude
Our Lady of Mercy Knitting Ministry
Parlee Farms
Patti Dreuck
Paul Lloyd
Paul Ricci
Paula Alger
PEP Response Systems



COMMUNITY AND INDIVIDUAL DONORS

Peter Durno	Summit Title
Peter Heelan	Sunnycrest Farms
Peter Woodbury School	Susan Clough
Portsmouth Elks Lodge #97 c/o Marga Culp	The Paul L. Tringoson Trust
Portsmouth Elks Lodge #97 c/o Rich Antal	Thomas Busta
Preschool in the Village	Thomas Daugherty
Queen City Chapter #18 DAV c/o Stanley Pressler	United Veterans Services
Ray Crowell	Unknown Gibson
Ray Goulet Vietnam Veterans of America, Inc., Chapter 41	Verna Perry-Beliveau
Raymond Greenlaw	Veterans of Foreign Wars Auxiliary #10722
Raymond Houle	Veterans of Foreign Wars Auxiliary #1631
Raymond Mooney	Veterans of Foreign Wars Auxiliary #5791
Robin Marchand	Veterans of Foreign Wars Auxiliary #4479
Rod and Ellie Moore	Veterans of Foreign Wars of the U.S. John W. Weeks VFW Auxiliary #3041
Roll 20	Veterans of Foreign Wars Post 10722
Ron Boufford	VFW Auxiliary 799
Saint Anselm College	VFW Auxiliary District 5
Salem Co-Operative Bank	VFW Auxiliary Post 10722 Pelham
Salvation Army Auxiliary	VFW District 6
Samuel Walstrum	VFW Hollis Post 11373
Sandy Jenkins	VFW National Headquarters
Shelagh Stone	VFW Post 1631
Someone Anonymous	VFW Post 816
Sons of the American Legion Post 27	VFW Post 8214
Sons of the American Legion Squadron 48	VFW Post 8546
Sons of the American Revolution	VFW Post 8819
Spark Academy	VFW VFW Post 10722 and Auxiliary
St. Vincent de Paul	Virginia Morgan
St. Vincent de Paul Hampton	Warren Mills
Stitching Up the World	Winnepesaukee Daughters of the American Revolution
Sue Simpson	Women's Service Club Of Windham c/o Nancy Greenberg

STATISTICS CONT'D

\$236K

ANNUAL REPORT | 25

RESEARCH

6 Active Research Studies

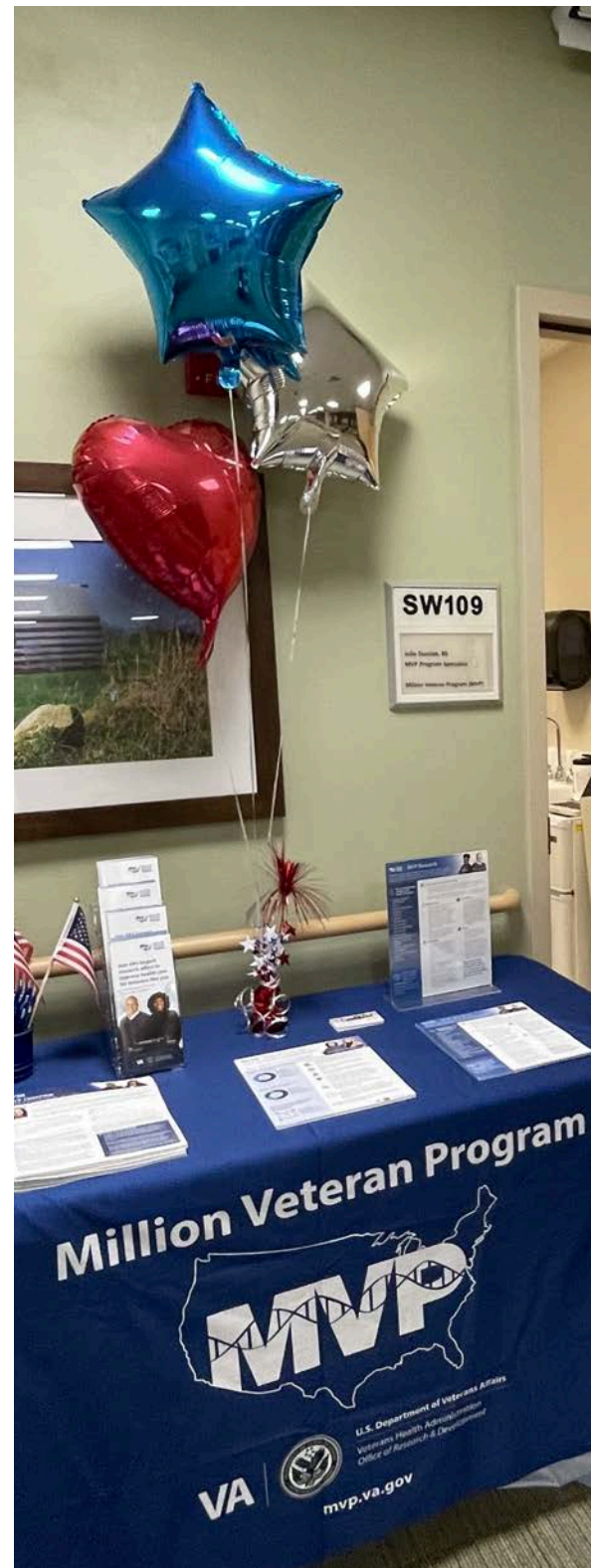
- Areas of colorectal cancer, acute myeloid leukemia, service-connection payments in pain treatment, Million Veterans Program research, insomnia, and hippocampus in unremitting PTSD.

4 Quality Improvement (QI)

- PRIDE in all who served; Efforts for Beekeeping Recreational Therapy; Cognitive Behavioral Therapy for Insomnia; and Preferences Elicited and Respected for Seriously Ill Veterans

Million Veteran Program (MVP)

- Restarted Sept. 26, 2023 with on-site MVP coordinator
- The impact of the MVP program for research in areas such as PTSD, suicide risk, cancers, heart disease, and more, has led to 108 MVP visits through Jan. 26, 2024.



FY23 ACCREDITATION

The VA Manchester Community Living Center received Accreditation from Ascellon, for 2023-2024, with zero clinical findings.

- VA's Office of Inspector General conducted a site visit at the Manchester VA Medical Center. The OIG Comprehensive Healthcare Inspection Program (CHIP) survey consisted of Leadership and Organizational Risks, Quality, Safety and Value, Medical Staff Privileging, Environment of Care and Mental Health Suicide Prevention Initiatives with the Manchester VA Medical Center in sustained compliance in all areas.



VA Secretary's Award for Excellence in Nursing

Category: Licensed Practical Nurse (LPN)

Recipient: Krystle M. O'Shaughnessy, Registered Nurse (RN)

Summary: Krystle is the first contact with Veterans for the Home Telehealth program. She communicates with the Veterans and describes the program requirements. This ensures that the Veterans are ready and understand how to use the program for their health care benefits.

“The annual Secretary's Award for Excellence in Nursing is an honor bestowed upon the best of the best across our nation's VA health care professionals,” shared Network Director Ryan Lilly, VA New England Healthcare System.”



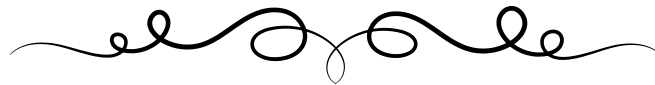
Left to Right: VA Secretary Denis McDonough, RN Krystle O'Shaughnessy, Dr. Christopher Saslo, Assistant Undersecretary for Health for Patient Care Services, Dr. Shereef Elnahal, Veterans Health Administration Undersecretary, and Dr. Jennifer Strawn, Executive Director, Office of Nursing Services. (Courtesy photo)

VA Secretary's Award for Excellence in Nursing

Category: Medical Center Director

Recipient: Medical Center Director Kevin M. Forrest

Summary: Kevin is a transformational leader who radiates authenticity, integrity, and transparency which is evident each and every day. As a Veteran who receives his care at VA, he is an advocate for all Veterans and has a deep understanding and appreciation for the importance of receiving high quality healthcare from every nurse throughout our organization.



Left to Right: VA Secretary Denis McDonough, Medical Center Director Kevin Forrest, Dr. Christopher Saslo, Assistant Undersecretary for Health for Patient Care Services, Dr. Shereef Elnahal, Veterans Health Administration Undersecretary, and Dr. Jennifer Strawn, Executive Director, Office of Nursing Services. (Courtesy photo)



VA Manchester offers congratulations to the teleAudiology Team for garnering the 2023 Service to the Citizen Award (left to right) Jane Michaud, Jodi Witt, Dr. Nicole Carbone, and Sheri Lamoureux., September 17, 2023. (Courtesy photo)

National 2023 Service to the Citizen Award

Category: National Public Service Award

Recipients: Advanced Telehealth Clinical Technician Jane Michaud, Licensed Practical Nurse Jodi Witt, Audiologist Dr. Nicole Carbone, and Telehealth Clinical Technician Sherri Lamoureux

Summary: The National Service to the Citizen Award recognizes public servants and industry partners showing excellence in providing care and services to the public. The Tele-Audiology Team developed a program ensuring Veterans living in rural New Hampshire receive timely access to specialty care. The Tilton and Conway clinics help Veterans connect with an audiologist remotely avoiding a two-hour commute. The Tele-Audiology services have restored hundreds of Veterans' hearing and the team is grateful to make such an impact on Veterans' lives.



New Hampshire Hospital Association (NHHA) President Steve Ahnen (left) presented Dr. Robert Zwolak with honors for his outstanding service to VA Manchester and the community during an NHHA awards ceremony held October 17, 2023. (Courtesy photo)

New Hampshire Hospital Association Award

Category: Medical Staff Award

Recipient: Dr. Robert Zwolak, VA Manchester chief of staff

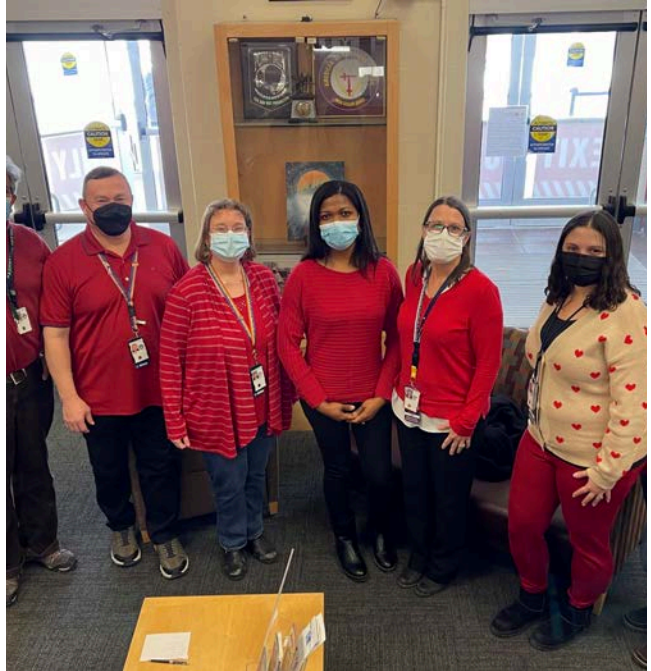
Summary: Dr. Zwolak, a practicing physician and chief of staff, garnered the high honor of the NHHA Medical Staff Award for his long history of regional and national accomplishments. The award presentation highlighted Dr. Zwolak's achievements, including his support for the next generation of physicians, improved access to specialty care for New Hampshire Veterans living in rural areas, and the expansion of clinical expertise available to patients.



FY23 YEARBOOK PHOTOS

ANNUAL REPORT | 31

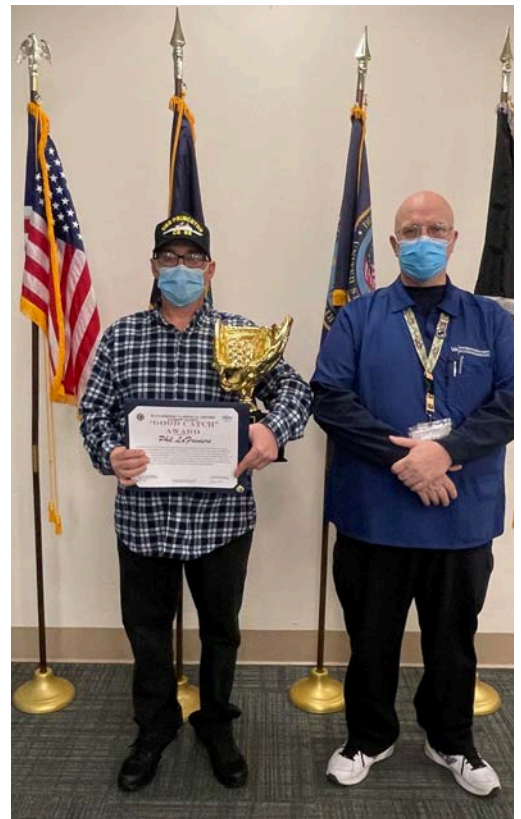
VA Manchester in Action



FY23 YEARBOOK PHOTOS

ANNUAL REPORT | 32

VA Manchester in Action



FY23 YEARBOOK PHOTOS

ANNUAL REPORT | 33

VA Manchester in Action



FY23 YEARBOOK PHOTOS

ANNUAL REPORT | 34

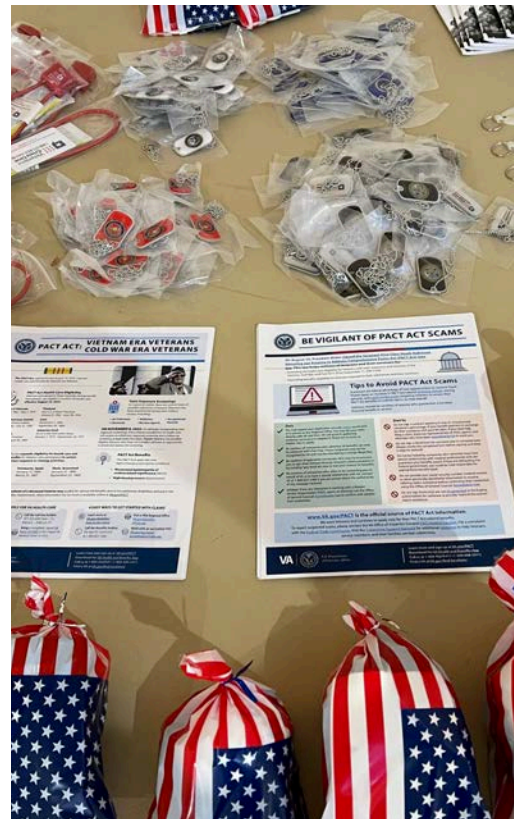
VA Manchester in Action



FY23 YEARBOOK PHOTOS

ANNUAL REPORT | 35

VA Manchester in Action



FY23 YEARBOOK PHOTOS

ANNUAL REPORT | 36

VA Manchester in Action



FY23 YEARBOOK PHOTOS

ANNUAL REPORT | 37

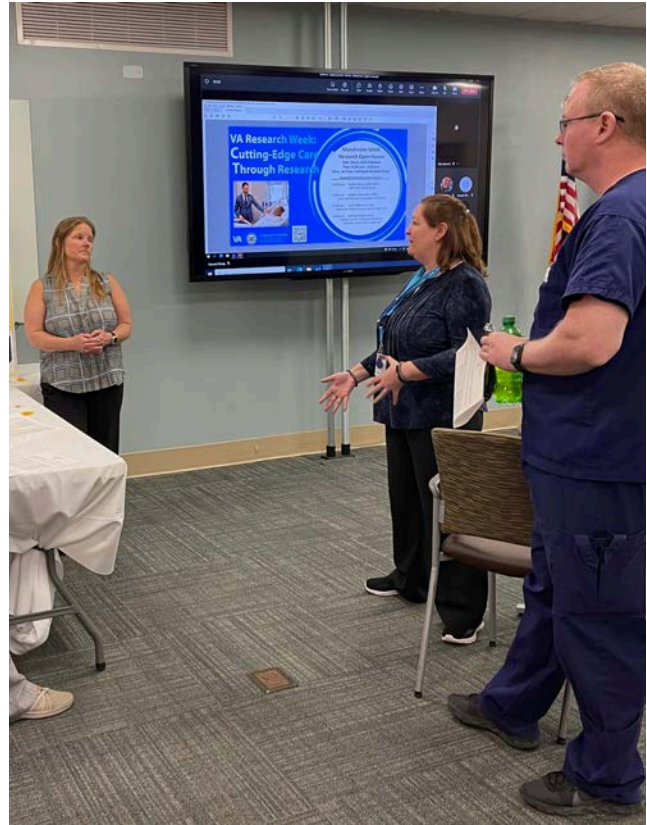
VA Manchester in Action



FY23 YEARBOOK PHOTOS

ANNUAL REPORT | 38

VA Manchester in Action



FY23 YEARBOOK PHOTOS

VA Manchester in Action

ANNUAL REPORT | 39



FY23 YEARBOOK PHOTOS

ANNUAL REPORT | 40

VA Manchester in Action



FY23 YEARBOOK PHOTOS

ANNUAL REPORT | 41

VA Manchester in Action



FY23 YEARBOOK PHOTOS

ANNUAL REPORT | 42

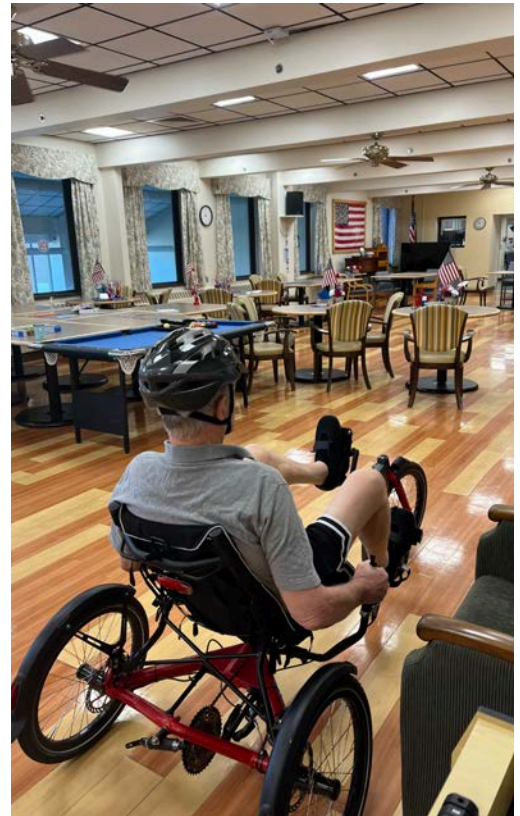
VA Manchester in Action



FY23 YEARBOOK PHOTOS

ANNUAL REPORT | 43

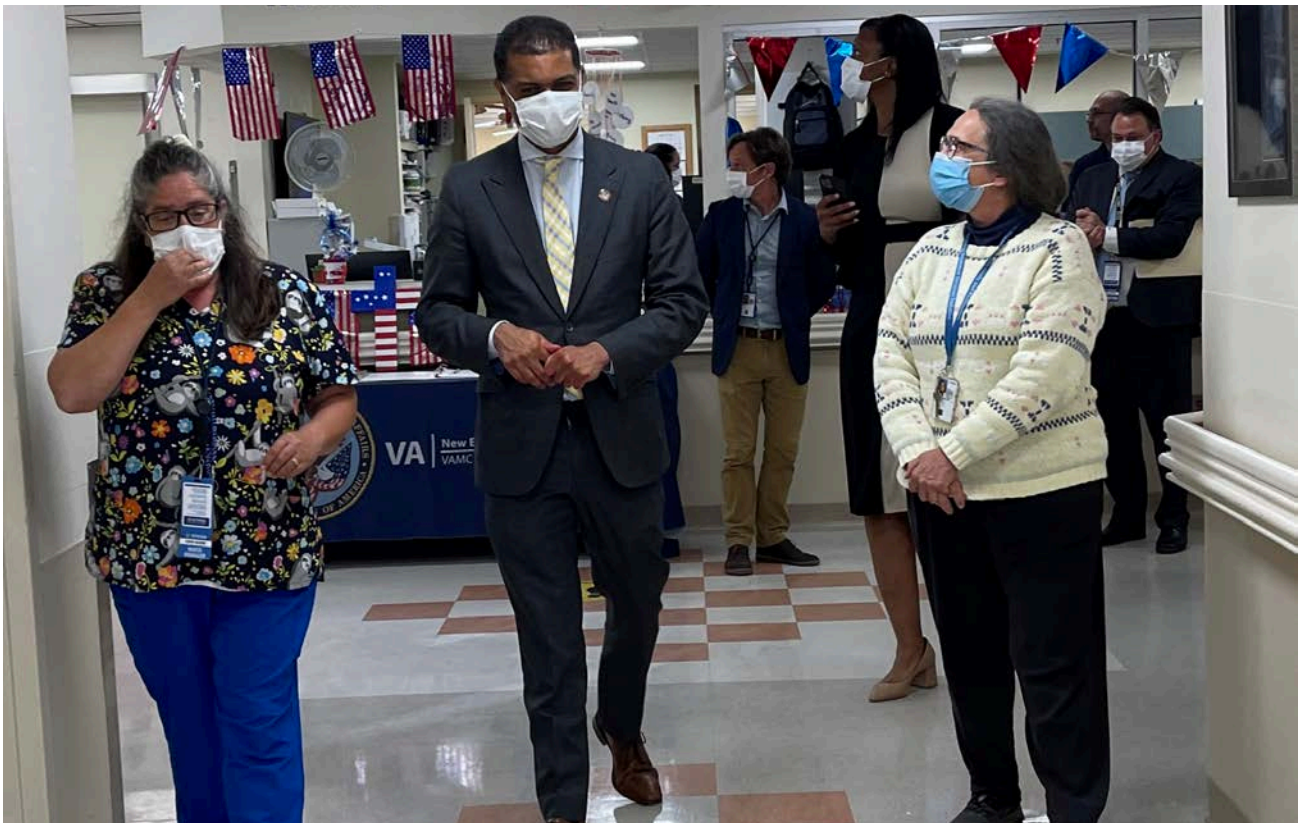
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FY23 YEARBOOK PHOTOS

ANNUAL REPORT | 44

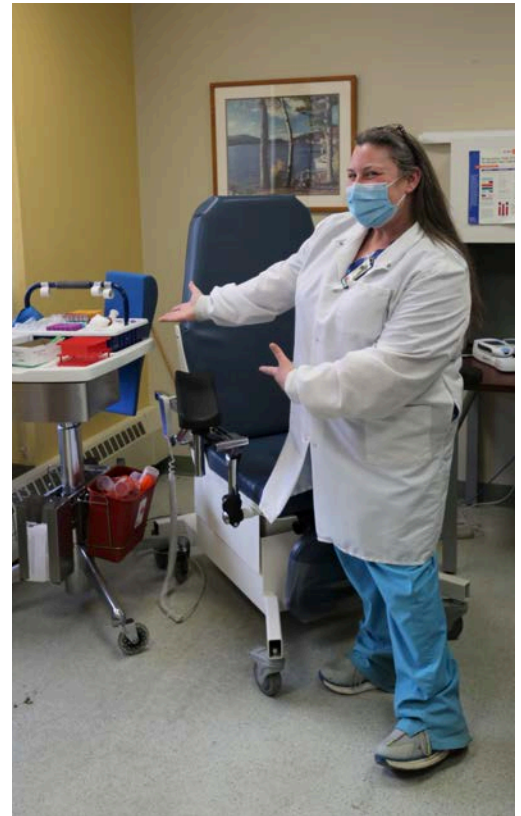
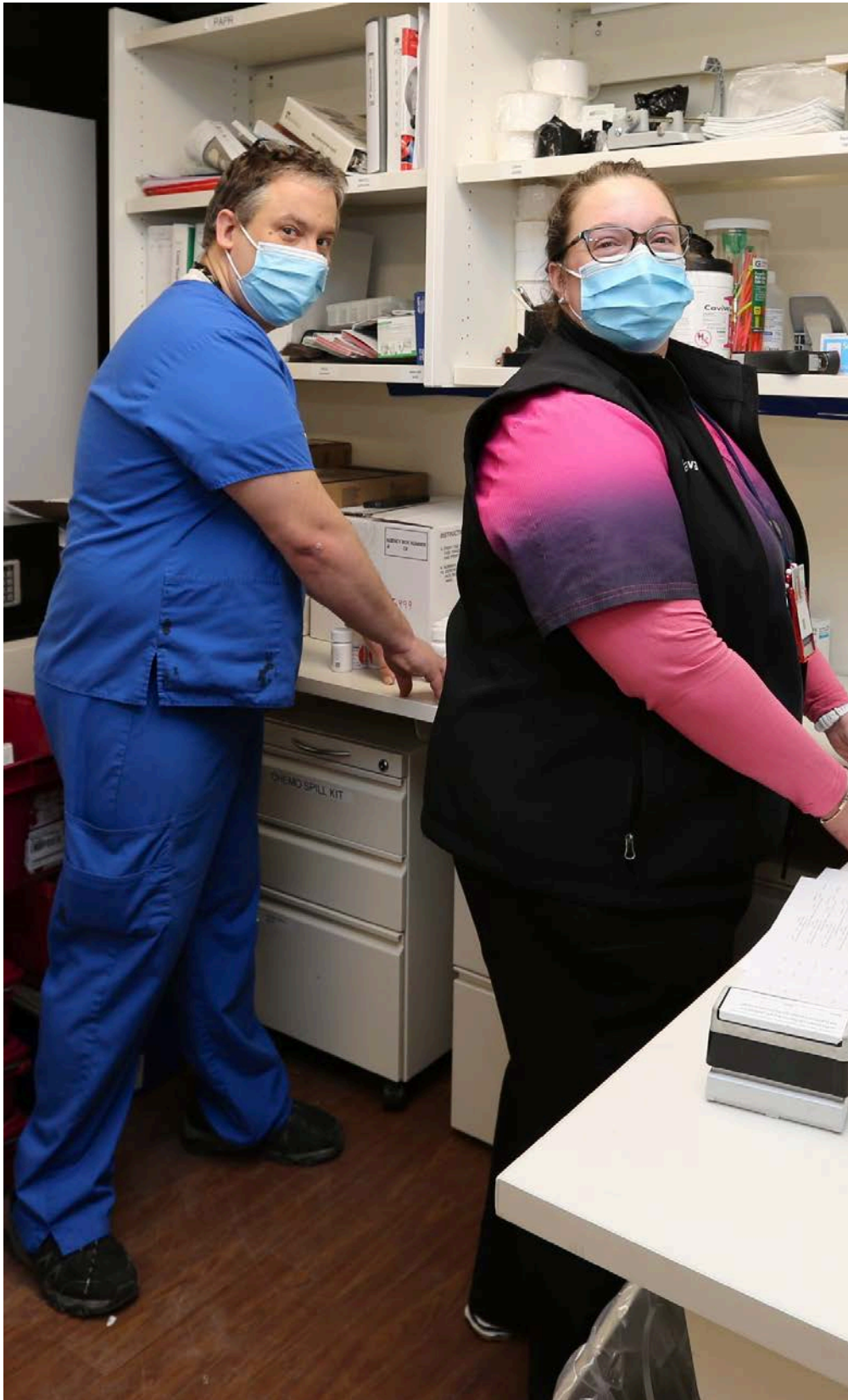
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FY23 YEARBOOK PHOTOS

ANNUAL REPORT | 45

VA Manchester in Action



FY23 YEARBOOK PHOTOS

ANNUAL REPORT | 46

VA Manchester in Action



FY23 YEARBOOK PHOTOS

ANNUAL REPORT | 47

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FY23 YEARBOOK PHOTOS

ANNUAL REPORT | 48

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2023

VA MANCHESTER HEALTHCARE SYSTEM

THANK YOU



**We are thankful for the honor and privilege to provide
Veterans with the health care they earned and deserve.
We thank you for choosing VA Manchester!**

VA



U.S. Department of Veterans Affairs

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