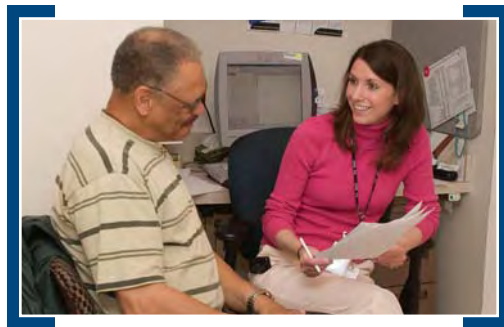




## VISN 4—Caring for America's Heroes of Yesterday and Today



Dear Friends of VISN 4,

# Thank you

for taking an interest in VA Healthcare – VISN 4 and the ten medical centers that comprise your health care network.

Since being appointed Director of VISN 4 in December 2006, I have been astounded by the hard work and dedication of our network employees and volunteers, who strive to exceed the expectations of our veterans to improve their overall health and provide our Nation's heroes the best care possible.

It is my goal to ensure that all veterans are 100% satisfied with the care and services they receive at VISN 4, therefore we will continue to research new ideas and programs to continue to improve and revolutionize the way we care for our veterans. In fiscal year 2007 VISN 4 obligated more than \$85 million in capital improvement projects to ensure that veterans are receiving top-notch care in state-of-the-art facilities.

Access to care for veterans is a top priority for VISN 4. Recent data shows that 99% of veterans are able to receive primary care appointments within 30 days of their desired date and 98% are able to receive specialty care appointments within 30 days. VISN 4 leadership's goal is to ensure that 100% of veterans receive appointments within 30 days of their desired date. VISN 4 ranks #1 nationally, for both new and established patients, for scheduling a primary care appointment as soon as wanted for veterans.

VISN 4 has an unwavering commitment to excellence and passion for caring for America's Heroes of Yesterday and Today. We are your network and we are here for you!



If you would like more information about VISN 4 or any of the ten facilities profiled in this publication, please contact my office or the medical center.

Sincerely,

A handwritten signature in red ink that reads "Michael E. Moreland". The signature is stylized and cursive.

Michael E. Moreland, FACHE  
Network Director, VISN 4



Pictured (L to R):

*Chief Medical Officer*  
David S. Macpherson, MD, MPH

*Executive Assistant*  
Dorothy Steele

*Network Director*  
Michael E. Moreland, FACHE

*Chief Financial Officer*  
William E. Boyle

*Deputy Network Director*  
Bradley P. Shelton

*Quality Management Officer*  
Barb L. Forsha, RN, MSN, ET

*Public Affairs Officer*  
David E. Cowgill



323 North Shore Drive  
Suite 400  
Pittsburgh, PA 15212

412.822.3316 *phone*  
412.822.3275 *fax*

[www.visn4.va.gov](http://www.visn4.va.gov)

VISN 4 is an integrated services network consisting of ten VA Medical Centers, including one three-division health care system, and 44 primary care community-based outpatient clinics. VISN 4 serves veterans in 104 counties in the states of Pennsylvania, West Virginia, Delaware, New Jersey, New York and Ohio and offers comprehensive services ranging from preventive screenings and primary care to long-term care.

All ten VISN 4 facilities have fully implemented the MRSA Prevention Initiative in their acute care divisions. VA Pittsburgh Healthcare System (VAPHS) leads these efforts based on its success in reducing MRSA rates by 60%.

VISN 4 offers unique and specialty care for veterans including one of the country's 21 VA Polytrauma System of Care units, located at Philadelphia VAMC. Polytrauma care is for veterans and returning service members with injuries to more than one physical region or organ system, one of which may be life threatening, and which results in physical, cognitive, psychological, or psychosocial impairments and functional disability. Some examples of Polytrauma include: traumatic brain injury (TBI), hearing loss, amputations, fractures, burns and visual impairment. VISN 4 also has a National Liver and Kidney Transplant Center as well as a National Bariatric Surgery Center, both located at VA Pittsburgh Healthcare System.

VISN 4 is reaching out to returning veterans and has appointed four transition patient advocates, who work directly with OEF/OIF veterans to ensure they are receiving the care and services

that they need, and we also implemented direct-dial phone lines for veterans. VISN 4 supported the No Veteran Left Behind initiative, ensuring that more than 94% of existing patients were seen within 30 days and seven of our 10 facilities met or exceeded the measure.

VISN 4 allocated \$49.8 million for research projects in fiscal year 2007 and has research centers throughout our network that are making great strides in enhancing and creating new and improved treatments and services for our veterans to include improving pain control for OEF/OIF veterans with combat injuries.

In FY2007 \$14.6 million was allocated to fund the expansion of our mental health services and programs and more than 220 new positions were created to join our staff of mental health professionals. More than \$85 million was obligated in capital improvement projects through our Non-Recurring Maintenance program to ensure that our veterans are receiving the best care in the best facilities.

VISN 4 will continue to strive to meet the needs and exceed the expectations of our veterans.

## VA Healthcare VISN 4

This special publication is published for the employees, volunteers, patients and friends of VA Healthcare—VISN 4. To submit articles, editorials, letters or story ideas for possible inclusion in future publications, please contact David Cowgill at 412-365-4052 or via email: [david.cowgill@va.gov](mailto:david.cowgill@va.gov).

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Public Affairs Officer, VISN 4

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Heather L. Frantz  
Public Affairs Specialist, VISN 4

*Design & Layout*  
Rodney E. Boyce  
Creative Director, Square Peg Design

TOTAL STAFF  
**12,257**

VOLUNTEERS  
**4,743**

TOTAL BEDS  
**2,568**

TOTAL OUTPATIENT VISITS  
**2,736,141**

VETERANS SERVED  
**309,281**

TOTAL OPERATING BUDGET  
**\$1,753,437,000**



# VA Pittsburgh Healthcare System

University Drive  
Pittsburgh, PA 15240  
www.pittsburgh.va.gov  
412.688.6000 or 866.4VA.PITT

The VA Pittsburgh Healthcare System (VAPHS) is an integrated healthcare

system, serving a veteran population of more than 360,000 throughout the tri-state area of Western Pennsylvania, Ohio, and West Virginia.

*Director*  
**Terry Gerigk Wolf, FACHE**

*Appointment Date*  
April 29, 2007

*Joining VA as a biomedical engineer in 1987 at VA Palo Alto Healthcare System in California, Mrs. Wolf has worked in VA Central Office and VISN 4, as well as serving as Associate Director of VAPHS before becoming Acting Director at Butler VAMC, Pennsylvania. She also served as the Director of Lebanon VAMC in Pennsylvania.*

VAPHS consists of three divisions operating under one management. What is now known as the Heinz Division was originally built in 1925. The University Drive and Highland Drive VA Medical Centers were activated in the 1950s; they were consolidated as the VA Pittsburgh Healthcare System in October 1996. VA Pittsburgh Healthcare System is a tertiary referral center for the western half of VISN 4.

On May 7, 2004, VAPHS was approved for a nearly \$300 million dollar major construction project. The purpose of this project is to consolidate the three-division health care system into two divisions, to accommodate the current and projected workload and to provide a state-of-the-art, improved care environment while reducing operating expenses, and enhancing services. Construction is taking place at both the University Drive and Heinz Divisions in order to relocate the functions currently housed at the Highland Drive Division. VAPHS also supports three Veterans Outreach Centers in Pittsburgh, PA; McKeesport, PA; and Wheeling, WV.

VAPHS has the distinction of being awarded four National Research Centers of Excellence for the Geriatric Research, Education, and Clinical Center (GRECC); Human Engineering Research Laboratories (HERL); Mental Illness Research, Education and Clinical Center (MIRECC); and Center for Health Equity Research and Promotion (CHERP).



TOTAL STAFF  
**3,241**

VOLUNTEERS  
**808**

OPERATING BEDS  
**692**

TOTAL OUTPATIENT VISITS  
**489,814**

VETERANS SERVED  
**58,869**

TOTAL OPERATING BUDGET  
**\$366,407,215**

## PRIMARY CARE COMMUNITY-BASED OUTPATIENT CLINICS ARE LOCATED IN:

- St. Clairsville, OH
- Aliquippa, PA
- Uniontown, PA
- Washington, PA
- Greensburg, PA



The Louis A. Johnson VA Medical Center is located on a 16-acre site adjacent to the Veterans Memorial Park and the West Virginia State Nursing Home in the city of Clarksburg, West Virginia.

The facility was initially dedicated on December 7, 1950 and was enhanced with the clinical addition in 1989. Named after Louis A. Johnson, Secretary of Defense under President Truman, this medical center has been an active teaching facility since 1960 by participating in residency and academic affiliations with the West Virginia University, Fairmont State University, Alderson-Broaddus College and other nearby institutions of higher education.

Louis A. Johnson VA Medical Center is recognized locally, regionally, and nationally as a leader in quality patient care, positive customer service, medical/allied health education, health-related research, and employment opportunities.



Director  
**William E. Cox**

Appointment Date  
January 2005

Mr. Cox was appointed Director, Louis A. Johnson VA Medical Center in January 2005. From November 1996 to January 2005, he served as Associate Director of the Veterans Affairs North Texas Health Care System that covers VA medical facilities in Dallas, Bonham, and Fort Worth. Prior to this appointment, he served as Associate and Assistant Director of Dallas VA Medical Center (VAMC) from January 1992 to November 1996. Mr. Cox is a U.S. Air Force veteran.

**PRIMARY CARE COMMUNITY-BASED OUTPATIENT CLINICS ARE LOCATED IN:**

- Braxton County, WV
- Monongalia County, WV
- Tucker County, WV
- Wood County, WV

Louis A. Johnson  
VA Medical Center

1 Medical Center Dr.  
Clarksburg, WV 26301  
[www1.va.gov/Clarksburg](http://www1.va.gov/Clarksburg)  
304.623.3461 or 800.733.0512

TOTAL STAFF  
**707**

VOLUNTEERS  
**402**

OPERATING BEDS  
**100**

TOTAL OUTPATIENT VISITS  
**205,225**

VETERANS SERVED  
**19,326**

TOTAL OPERATING BUDGET  
**\$101,879,627**



## Erie VA Medical Center

135 East 38th Street Boulevard  
 Erie, PA 16504  
[www1.va.gov/erie](http://www1.va.gov/erie)  
 814.868.8661 or 800.274.8387

As World War II was ending, the country's commitment to war veterans became even stronger. In 1951, the Erie community received a brand new medical center solely for the care of veterans.

We have the honor and privilege to serve veterans in a nine-county area within northwestern Pennsylvania, eastern Ohio, and southwestern New York.

Erie VA Medical Center is located on a 20-acre site in an exclusive residential area of Erie, overlooking the city and Presque Isle Bay. The Medical Center is a general medical and surgical facility that provides a full range of primary care services. An outpatient Behavioral Health Clinic provides individual and group counseling services, PTSD, substance abuse, and chronically mental illness treatment. The Medical Center supports a Geriatrics & Extended Care program with nursing home care, respite, hospice, rehabilitation, home

based primary care, and geriatric and evaluation management services.

Veterans benefit from a Veterans Outreach Center located in city of Erie that provides counseling to veterans and their families with post-traumatic stress disorder.

*Director*  
**Michael D. Adelman, MD**

*Appointment Date*  
 August 20, 2006

*Dr. Adelman began his VA career as a primary care internist in October 1998. He has served Erie VAMC as Chief of Staff, Associate Director of Clinical Services and Medical Director of Primary Care. He currently holds a faculty appointment at Lake Erie College of Osteopathic Medicine.*

TOTAL STAFF  
**592**

VOLUNTEERS  
**464**

OPERATING BEDS  
**65**

TOTAL OUTPATIENT VISITS  
**218,791**

VETERANS SERVED  
**20,052**

TOTAL OPERATING BUDGET  
**\$83,391,000**



### PRIMARY CARE COMMUNITY-BASED OUTPATIENT CLINICS ARE LOCATED IN:

- Ashtabula, OH
- Meadville, PA
- Oil City, PA
- Smethport, PA
- Warren, PA



## VA Butler Healthcare

325 New Castle Road  
Butler, PA 16001  
www.butler.va.gov  
724.287.4781 or 800.362.8262

VA Butler Healthcare provides primary care, behavioral health, specialized extended care, physical rehabilitation medicine and residential substance abuse treatment serving more than 18,000 veterans in western Pennsylvania and eastern Ohio.



Director  
**Patricia Nealon**

Appointment Date  
April 15, 2007

*Ms. Nealon began her career at VA Pittsburgh Healthcare System as a Clinical Social Worker and has held numerous clinical and administrative positions at VAPHS, including serving as Quality Manager for the Highland Drive Division. She served as Associate Director of VAPHS from December 2004 until 2007, when she was appointed Director of VA Butler Healthcare. Ms. Nealon also serves as a member of the VA Healthcare – Veterans Integrated Service Network (VISN) 4 Strategic Planning Council.*

*Ms. Nealon holds a BA from the University of Pittsburgh and an MSW from Tulane University.*

TOTAL STAFF  
**545**

VOLUNTEERS  
**702**

OPERATING BEDS  
**126**

TOTAL OUTPATIENT VISITS  
**126,952**

VETERANS SERVED  
**18,340**

TOTAL OPERATING BUDGET  
**\$81,247,000**

The VA Butler outpatient programs generate approximately 125,000 visits per year. Specialized care is available through the following programs: respite care, homeless veterans program, mental hygiene clinic, home based primary care, community health care, hospice, and adult day health care.

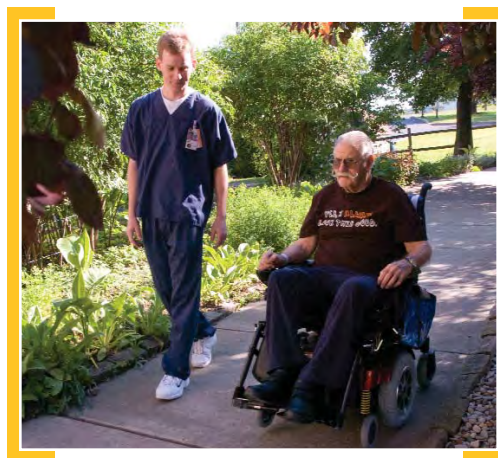
VA Butler Healthcare's facility is located on an 88-acre campus three miles northwest of Butler, PA on Route 356 (New Castle Road).

### PRIMARY CARE COMMUNITY-BASED OUTPATIENT CLINICS ARE LOCATED IN:

Armstrong County, PA  
Clarion County, PA  
Lawrence County, PA  
Mercer County, PA



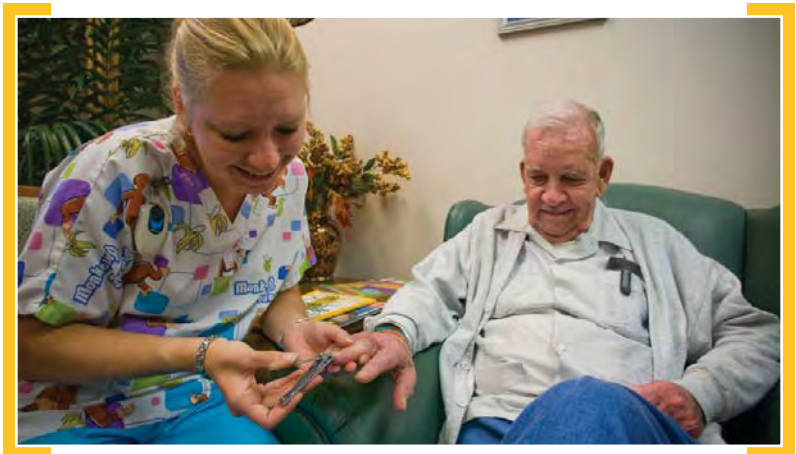
# VISN 4 — Caring for America's







# Heroes of Yesterday and Today





## James E. Van Zandt VA Medical Center

2907 Pleasant Valley Blvd  
Altoona, PA 16602  
[www.altoona.va.gov](http://www.altoona.va.gov)  
814.943.8164 or 877.626.2500

Since 1950, the medical center has been improving the health of the men and women who have so proudly served our nation.



*Director*  
**Tony L. Bennett, FACHE**

*Appointment Date*  
April 27, 2008

*Mr. Bennett began his VA career in 1977 at the VAMC, Mountain Home, Tennessee, and has served VAMCs in Alabama, Kentucky, New Mexico, North Carolina, Ohio, and South Carolina. He has earned a Bachelor of Science degree in Business Administration and is a Fellow in the American College of Healthcare Executives. Mr. Bennett served in the US Air Force on active duty from 1974 to 1977.*

TOTAL STAFF  
**563**

VOLUNTEERS  
**271**

OPERATING BEDS  
**68**

TOTAL OUTPATIENT VISITS  
**151,538**

VETERANS SERVED  
**23,826**

TOTAL OPERATING BUDGET  
**\$67,613,023**

With more than 560 employees at the medical center and its three community-based outpatient clinics, the James E. Van Zandt VA Medical Center is one of the largest employers in the area. We consider it our privilege to serve your health care needs in any way we can. Services are available to more than 87,000 veterans living in a 14 county area of Pennsylvania.

The facility is located among the scenic Allegheny Mountains in central Pennsylvania. This modern facility offers a comprehensive range of health care services to eligible veterans. Outpatient services are provided through primary care and specialty clinics. All active patients are enrolled in a primary care team.

### PRIMARY CARE COMMUNITY-BASED OUTPATIENT CLINICS ARE LOCATED IN:

DuBois, PA  
Johnstown, PA  
State College, PA



# Philadelphia VA Medical Center

3900 Woodland Avenue  
Philadelphia, PA 19104  
www.philadelphia.va.gov  
215.823.5800 or 800.949.1001

For more than 75 years Philadelphia VA Medical Center (PVAMC) has been improving the health of the men and women who have so proudly served our nation. Services are available to more than 361,000 veterans living in an eight-county area of Pennsylvania and New Jersey.



PVAMC is a VA tertiary referral center for the eastern half of VISN 4. The Medical Center provides health care for more than 370,000 veterans living in America's fifth largest metropolitan area and surrounding seven counties in Pennsylvania, New Jersey and Delaware.

The Philadelphia VA Medical Center has the distinction of being awarded several National Research Centers of Excellence including: Parkinson's Disease Research, Education and Clinical Center (PADRECC); Mental Illness Research Education and Clinical Center (MIRECC);

Center for Health Equity, Research and Promotion (CHERP); Center of Excellence for Substance Abuse Treatment and Education (CESATE) and Regional Sleep Center.

PVAMC has been selected as one of 21 Polytrauma Rehabilitation Network Sites, Level II. This center provides a high level of expert care, and clinical and ancillary resources for the amputee population. The center concentrates medical specialists, physical therapists and counselors in a one-stop care setting for veterans who need continued rehabilitation.

### PRIMARY CARE COMMUNITY-BASED OUTPATIENT CLINICS ARE LOCATED IN:

Horsham, PA  
Gloucester, NJ  
Fort Dix, NJ  
Multiservice Center,  
Philadelphia, PA

*Director*  
**Richard S. Citron, FACHE**

*Appointment Date*  
August 5, 2007

*Mr. Richard S. Citron previously served as the Director of the Wilmington VAMC from November 2004 through August 2007. He has 36 years of VA health care experience, having previously served as Director, Jesse Brown VA Medical Center in Chicago, Acting Director of the VA Medical Center in Murfreesboro, and the Acting Director of the VA Medical Center in Cleveland, Ohio.*

TOTAL STAFF  
**2,088**

VOLUNTEERS  
**260**

OPERATING BEDS  
**377**

TOTAL OUTPATIENT VISITS  
**478,554**

VETERANS SERVED  
**56,246**

TOTAL OPERATING BUDGET  
**\$326,638,000**



## Lebanon VA Medical Center

1700 South Lincoln Avenue  
Lebanon, PA 17042  
[www.va.gov/lebanonVAMC](http://www.va.gov/lebanonVAMC)  
717.272.6621 or 800.409.8771

Nestled in Pennsylvania Dutch Country near Hershey, the chocolate capital of the United States, you will find the Lebanon VAMC serving the veterans of 13 counties in south central Pennsylvania.



*Director*  
**Robert W. Callahan Jr.**

*Appointment Date*  
November 11, 2007

*Mr. Callahan began his VA career in 1993 as an Occupational Safety & Health Manager at the Lebanon VAMC. He has also served as the Facility Manager at the Butler VAMC, Vice President for Facility Management and as Associate Medical Director for Site Management at the VA Pittsburgh Healthcare System.*

TOTAL STAFF  
**1,276**

VOLUNTEERS  
**547**

OPERATING BEDS  
**248**

TOTAL OUTPATIENT VISITS  
**353,605**

VETERANS SERVED  
**41,139**

TOTAL OPERATING BUDGET  
**\$196,066,000**

Lebanon VAMC provides acute medical, surgical, behavioral health care, inpatient hospice care and nursing home care. A full range of home care and community services are provided including; Home Based Primary Care, Homemaker Home Health Care, Community Residential Care, Adult Day Health Care and Homeless veteran care. Outpatient care includes Primary Care and Specialty Services Care.

### PRIMARY CARE COMMUNITY-BASED OUTPATIENT CLINICS ARE LOCATED IN:

Camp Hill, PA  
York, PA  
Reading, PA  
Lancaster, PA  
Pottsville, PA



For more than 50 years, Wilkes-Barre VAMC has been improving the health of the men and women who have so proudly served our nation.

Services are available to more than 207,000 veterans living in 19 counties in Pennsylvania and one county in New York.

The Wilkes-Barre VA Medical Center is a General Medical and Surgical facility with several special emphasis programs including: Blind Rehabilitation Service, Healthcare for Homeless Veterans (HCHV), OEF/OIF Returning Combat Veterans Program, Post Traumatic Stress Disorder (PTSD) Program, Spinal Cord Injury (SCI), Substance Abuse Services Program, Traumatic Brain Injury (TBI), Visual Impairment Service, and Women's Veterans Program.



*Director*  
**Janice M. Boss, M.S., CHE**

*Appointment Date*  
June 10, 2007

*Joining VA as an Administrative Resident in 1983 at the Boston VAMC, Ms. Boss' career has included assignments in the Eastern Regional Office, network offices in VISNs 1 and 22, and at VAMCs in San Diego, Calif., Bay Pines, Fla., and Iron Mountain Mich. Ms. Boss assumed her current position as Director, Wilkes-Barre VAMC in June 2007.*

**PRIMARY CARE COMMUNITY-BASED OUTPATIENT CLINICS ARE LOCATED IN:**

- Allentown, PA
- Sayre, PA
- Tobyhanna, PA
- Williamsport, PA
- Columbiana County, PA
- Northampton County, PA
- Schuylkill County, PA

## Wilkes-Barre VA Medical Center

1111 East End Blvd.  
Wilkes-Barre, PA 18711  
[www.wilkes-barre.va.gov](http://www.wilkes-barre.va.gov)  
570.824.3521 or 877.928.2621

TOTAL STAFF  
**1,133**

VOLUNTEERS  
**545**

OPERATING BEDS  
**194**

TOTAL OUTPATIENT VISITS  
**346,154**

VETERANS SERVED  
**41,345**

TOTAL OPERATING BUDGET  
**\$180,013,000**



## Coatesville VA Medical Center

1400 Black Horse Hill Rd,  
Coatesville, PA 19320  
www.coatesville.va.gov  
610.384.7711 or 800.290.6172

TOTAL STAFF  
**1,311**

VOLUNTEERS  
**323**

OPERATING BEDS  
**472**

TOTAL OUTPATIENT VISITS  
**168,607**

VETERANS SERVED  
**20,668**

TOTAL OPERATING BUDGET  
**\$157,708,000**

Coatesville VA Medical Center is devoted to improving the health of the men and women who have so proudly served our nation.

Services are available to more than 196,000 veterans living in a 53-county area of Pennsylvania, Maryland, and Delaware.

Located on Rt. 30 in scenic western Chester County, the Coatesville VA Medical Center is a specialty referral, transitional care, behavioral health facility. In addition to hospital programs in medicine, intermediate medicine, psychiatry, and residential rehabilitation, the center incorporates a nursing home care unit and a domiciliary program.

Coatesville VAMC provides many special programs, such as; geriatrics and long-term care, treatment and assistance for homeless veterans, post-traumatic stress disorder, chronically mentally ill veterans, substance abuse and women veterans' health.

*Director*  
**Gary M. Devansky**

*Appointment Date*  
July 1, 1991

*Mr. Devansky began his VA career at Ann Arbor, Michigan VAMC in 1978. Prior to coming to Coatesville VAMC he had been Associate Medical Center Director at Albany, New York VAMC (1990-1991) and Canandaigua, New York VAMC (1988-1990). Mr. Devansky holds membership in the American College of Healthcare Executives (ACHE) and the Senior Executive Association (SEA).*



**PRIMARY CARE COMMUNITY-BASED OUTPATIENT CLINICS ARE LOCATED IN:**

Springfield, PA  
Spring City, PA



For more than 60 years Wilmington VAMC has been serving veterans in Delaware and New Jersey. President Harry S. Truman approved establishment of a Veterans Administration hospital at Wilmington, Delaware in May 1946.

## Wilmington VA Medical Center

*Director*  
**Charles M. Dorman, FACHE**

*Appointment Date*  
January 20, 2008

*Mr. Dorman began his career with the VA in 1978 as an intern in Dietetics at the VA Medical Center, Cleveland, Ohio. His career in health care administration began in 1988 when he was selected as Special Assistant to the Medical Center Director at the Montrose VA Medical Center. Most recently, Mr. Dorman has served as Director for the VA Greater Los Angeles Healthcare System.*



Shortly thereafter, the former Army Air Corps Hospital at New Castle Air Base (today the New Castle County Airport) was taken over by the VA as a temporary installation. The Wilmington VAMC was later moved to its current facility in 1950.

The Center provides a wide spectrum of primary and tertiary acute and extended care inpatient and outpatient activities in an academic setting. Wilmington VAMC is also a certified community Cancer Center. Major specialties include medicine, neurology, and surgery. Subspecialties are present in most clinical areas. Wilmington serves veterans from the state of Delaware, southern New Jersey, southeastern Pennsylvania, and the eastern shore of Maryland. A licensed child care center is on site.

### PRIMARY CARE COMMUNITY-BASED OUTPATIENT CLINICS ARE LOCATED IN:

- Georgetown, DE
- Dover, DE
- Vineland, NJ
- Ventnor, NJ
- Cape May, NJ

1601 Kirkwood Highway  
Wilmington, DE 19805  
[www.va.gov/wilmington](http://www.va.gov/wilmington)  
302.994.2511 or 800.461.8262

TOTAL STAFF

**801**

VOLUNTEERS

**368**

OPERATING BEDS

**120**

TOTAL OUTPATIENT VISITS

**187,459**

VETERANS SERVED

**25,459**

TOTAL OPERATING BUDGET

**\$110,618,933**



[www.visn4.va.gov](http://www.visn4.va.gov)



323 North Shore Drive  
Suite 400  
Pittsburgh, PA 15212  
phone 412.822.3316  
fax 412.822.3275  
[www.visn4.va.gov](http://www.visn4.va.gov)

