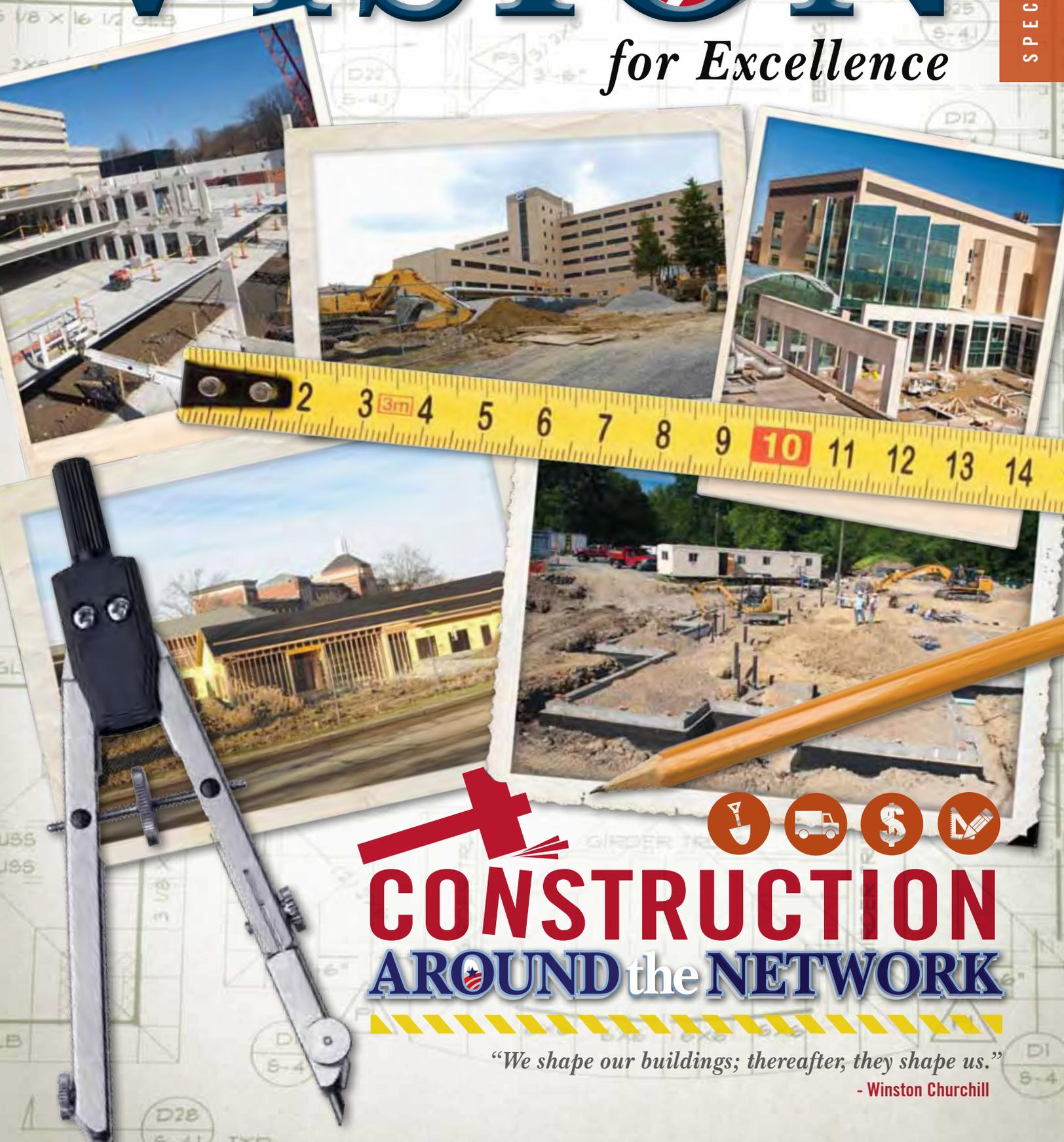


# VISION

*for Excellence*

SPECIAL | 2011



## CONSTRUCTION AROUND the NETWORK

*"We shape our buildings; thereafter, they shape us."*

- Winston Churchill

Director Moreland visits a construction site at VA Butler Healthcare with Butler's director, Patricia Nealon, and chief engineer, Jeffrey Heiger.



## Director's Vision

### Dear Veterans, fellow employees, volunteers and friends of VISN 4:

Last year VISN 4 facilities served more than 300,000 heroes. Many of these Veterans fought in wars in Europe, China, Japan, the Pacific, Korea, Vietnam and the Persian Gulf. Our mission is clear: to provide Veterans the world-class benefits and services they have earned. But I see it as so much more than that.

We strive to provide the most state-of-the-art medical care to Veterans because they deserve it. However, by remaining on the forefront of the latest advances in health care and technology, we are able to return parents, spouses, siblings and children to their families. By revolutionizing the way health care is provided, we teach the private sector how we can improve quality of life. Every day VISN 4 employees are serving Veterans; but we are also serving their sons and daughters.

Modern medicine relies on a variety of elements for success: compassionate staff, innovative programs, inquisitive research, partnerships with patients and families, generations of experience. And nuts, bolts, cement, wood, bricks and glass.

All 10 of VISN 4's medical centers are more than 50 years old. Three of those facilities are more than 70 years old. We embrace our history and feel proud of all of our achievements throughout these many years. And we turn the necessity for updated infrastructure into an opportunity to modernize health care. With new construction, VISN 4 can provide more service and better service to our Nation's heroes. Consequently, each VISN 4 facility is currently undergoing multiple construction and improvement projects. We do not enter into any project lightly; plans for many of these projects began years ago.

The benefits of each individual project are varied and numerous: shorter wait times, more homelike environments, increased privacy and new treatments are just a few examples. Amidst all this progress, VISN 4 makes every effort to be environmentally responsible, taking extra steps to install air-recycling equipment, utilize natural lighting and recycle construction waste.

Please read on to learn more about how VISN 4 construction is revitalizing health care and being "green."

Sincerely,

**MICHAEL E. MORELAND, FACHE  
NETWORK DIRECTOR**

### What's Inside Issue 11?

<b>Total Team Effort</b>	<b>3</b>
<b>Construction Around the Network</b>	<b>4</b>
<b>Ask the Staff</b>	<b>16</b>

# ★★★ TOTAL TEAM EFFORT ★★★

## Veterans Integrated Service Network 4

### CONSTRUCTION STEERING TEAM

The VISN 4 construction team wants Veterans to receive their health care in facilities that are worthy of them. Their aim is to provide buildings that are equal to or better than any other health care facility anywhere.

The team works closely with engineering, fiscal, contracting, planning and leadership staff at each of the 10 facilities to ensure that all facility construction projects are in line with VA goals and strategic plans. They serve as a resource for the individual facilities, who can get ideas and learn from each other.

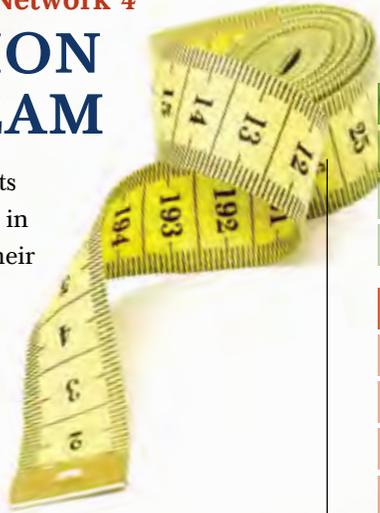
Our construction team from left to right:

**Joseph J. Delanko** | Capital Asset Manager

**Carla Sivek** | Deputy Network Director

**David Staudt** | Network Contract Manager

**James Baker** | Chief Financial Officer



Find out more about a new facility opening soon near you!

SPRING 2011	PAGE
ERIE - SPECIALTY CARE CLINICS	11
CLARKSBURG - ACUTE MEDICAL/SURGICAL WARD	12
LEBANON - PHARMACY	13
SUMMER 2011	PAGE
BUTLER - COMMUNITY LIVING CENTER (PHASE 1 & 2)	8
WILMINGTON - EMERGENCY DEPARTMENT	10
PHILADELPHIA - PARKING GARAGE & EMERGENCY DEPT.	14
COATESVILLE - PHARMACY	15
FALL 2011	PAGE
WILMINGTON - SPECIALTY, DIALYSIS & UROLOGY CLINICS	10
LEBANON - NORTH EAST CONSOLIDATED PATIENT ACCOUNT CENTER	13
WILKES-BARRE - CARDIAC CATHETERIZATION/HEMODIALYSIS	14
ALTOONA - REHABILITATION FACILITY	15
WINTER 2011-2012	PAGE
PITTSBURGH - AMBULATORY CARE CENTER	6
LEBANON - NUCLEAR MEDICINE FACILITY	13
WINTER/SPRING 2012	PAGE
BUTLER - DOMICILIARY	9
SPRING 2012	PAGE
PITTSBURGH - CONSOLIDATION BUILDING	4
CLARKSBURG - SAME DAY SURGERY SUITE	12
COATESVILLE - HOSPICE UNIT	15
SUMMER 2012	PAGE
ERIE - BEHAVIORAL HEALTH EXPANSION	11
WINTER 2012-2013	PAGE
CLARKSBURG - RESIDENTIAL TREATMENT PROGRAM VILLAS	12
LEBANON - RADIOLOGY FACILITY	13
WINTER/SPRING 2013	PAGE
BUTLER - COMMUNITY LIVING CENTER (PHASE 3)	8
SUMMER 2013	PAGE
ERIE - AMBULATORY SURGERY ADDITION	11

# CONSTRUCTION AROUND the NETWORK

VISN 4 presents

## UNITING CARE FOR THE BODY AND MIND

### VA Pittsburgh's Consolidation Building

Connected to VA Pittsburgh Healthcare System's existing facility at University Drive, this new building will offer complete behavioral health services side by side with primary care.

VA Pittsburgh plans to use these new connections to their full advantage, mingling the two sets of providers together "as much as possible," says Dr. Jeffrey Peters, associate chief of staff for behavioral health.

"It'll be excellent for the behavioral health providers and their primary care colleagues...to see more of each other day in and day out," Peters says. "That leads to better communications among providers caring for the same Veteran."

Veterans will find the arrangement convenient in other ways, too: The inpatient behavioral health bedrooms on the top three floors of the six-story structure mean no more time spent shuttling psychiatric patients from one campus to another for testing. Instead, they can receive the necessary services in one location.

These inpatient floors will have separate day and night sections; the former with multipurpose spaces, and the latter with private rooms. Patients will also have access to three enclosed rooftop terraces.

Beyond the combined first-floor space, the Consolidation Building will house: audiology and speech pathology, medical media, a chapel, a simulation training center and a flexible "learning exchange" space for education.

**“The physical space alone is going to be a great advantage. It's going to be much safer to have our inpatients for psychiatric services near the kind of surgical services we need for unexpected emergencies.”**

**Dr. Jeffrey L. Peters**

Associate Chief of Staff for Behavioral Health

### The Consolidation Building



### MAKING IT GREEN

#### SOME OF THE CONSOLIDATION BUILDING'S SUSTAINABLE DESIGN ELEMENTS:

- ✓ rain water collection for lawn irrigation
- ✓ photocells to use natural light and conserve electricity
- ✓ timed sink faucets in patient areas to conserve water
- ✓ white roof for light reflectivity to maintain building temperature

One of three inpatient floors, which have separate day and night areas

# CONSOLIDATION BUILDING



**CONSTRUCTION START**

*March 2009*



**MOVE-IN DATE**

*Winter 2011-2012*



**CONSTRUCTION COST**

*\$75.8 Million*



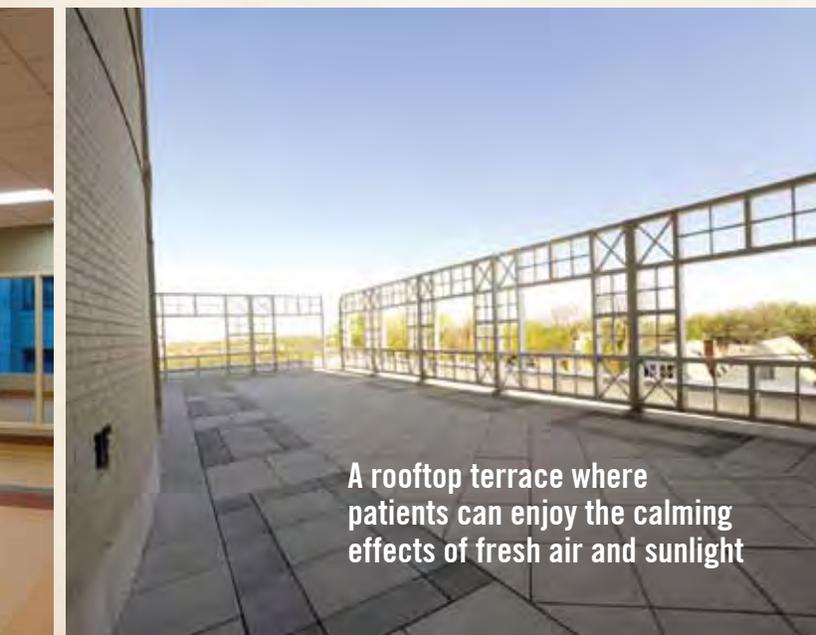
**SQUARE FOOTAGE**

*194,850*

**ARCHITECT:** Astorino of Pittsburgh and HDR of Omaha, Neb.

**CONTRACTOR:** P.J. Dick Inc. of Pittsburgh

PITTSBURGH



A rooftop terrace where patients can enjoy the calming effects of fresh air and sunlight



The Lobby

# AMBULATORY CARE CENTER



**CONSTRUCTION START**  
*May 2009*



**MOVE-IN DATE**  
*Fall/Winter 2011*

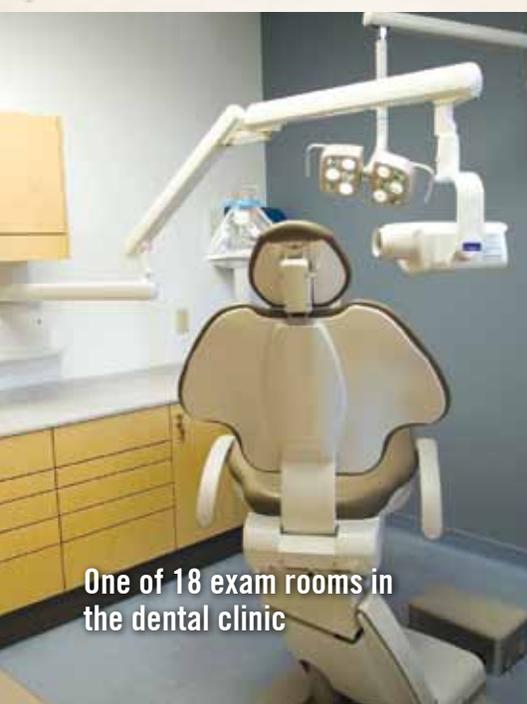


**CONSTRUCTION COST**  
*\$38.2 Million*

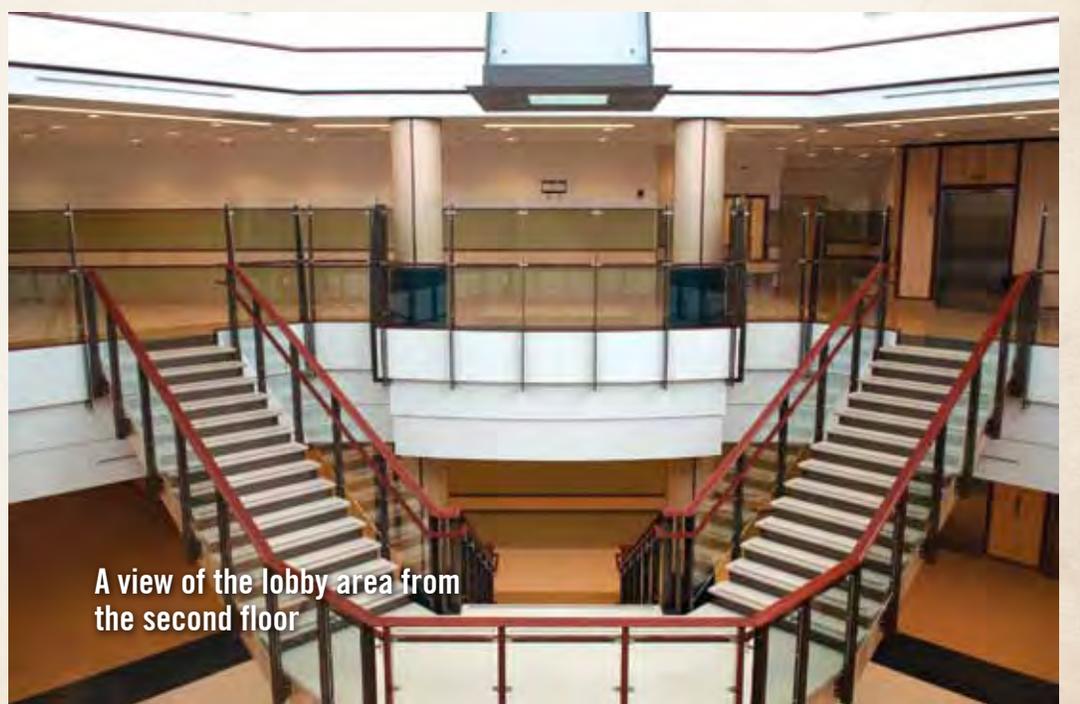


**SQUARE FOOTAGE**  
*117,000*

**ARCHITECT:** Astorino of Pittsburgh and HDR of Omaha, Neb.  
**CONTRACTOR:** Walsh Construction Company of Chicago



One of 18 exam rooms in the dental clinic



A view of the lobby area from the second floor

## ON THE CUTTING EDGE

### VA Pittsburgh's Ambulatory Care Center

Veterans who venture inside the Ambulatory Care Center at VAPHS's H.J. Heinz campus will discover a welcoming, state-of-the-art space that features a myriad of services ranging from rehabilitation to radiology.

From the outpatient pharmacy's automated medication dispenser to the dental clinic's new endodontic microscope for root canals, high-tech gadgets abound throughout the facility.

"We've gone through everything with a fine-tooth comb," says Dr. Jean Malinic, VA Pittsburgh's dental program director, of her department's new space. In the dental clinic and elsewhere, Veterans will find a building meant to foster their comfort and convenience.

The two-story building will include various departments and services: audiology and speech pathology, education, phlebotomy, physical medicine and rehabilitation, prosthetics and radiology, as well as primary care integrated with behavioral health and specialty care. It will also be home to adult day care, an agent cashier's office, a police station, a Heroes Hall and a coffee shop.



## MAKING IT GREEN



### SOME OF THE AMBULATORY CARE CENTER'S SUSTAINABLE DESIGN ELEMENTS:

- ✓ glaze coating on windows for energy efficiency
- ✓ external shading and white roof to maintain building temperature
- ✓ energy-efficient lighting
- ✓ environmentally friendly composite wood used in doors and casework



The new automated outpatient pharmacy is very close to the primary care clinics for Veterans' convenience, and the new pharmacist counseling booths will enhance satisfaction and greatly reduce the potential for medication errors.



*Diane Thacker*  
Pharmacy Chief

A garden for rehabilitation patients which includes a putting green



This is the right thing to do for the Veterans. A homelike environment provides better quality of life. I'm just excited about the whole project.



**Sharon Parson**

Associate Director for Patient Care Services

BUTLER



## A HOME AWAY FROM HOME

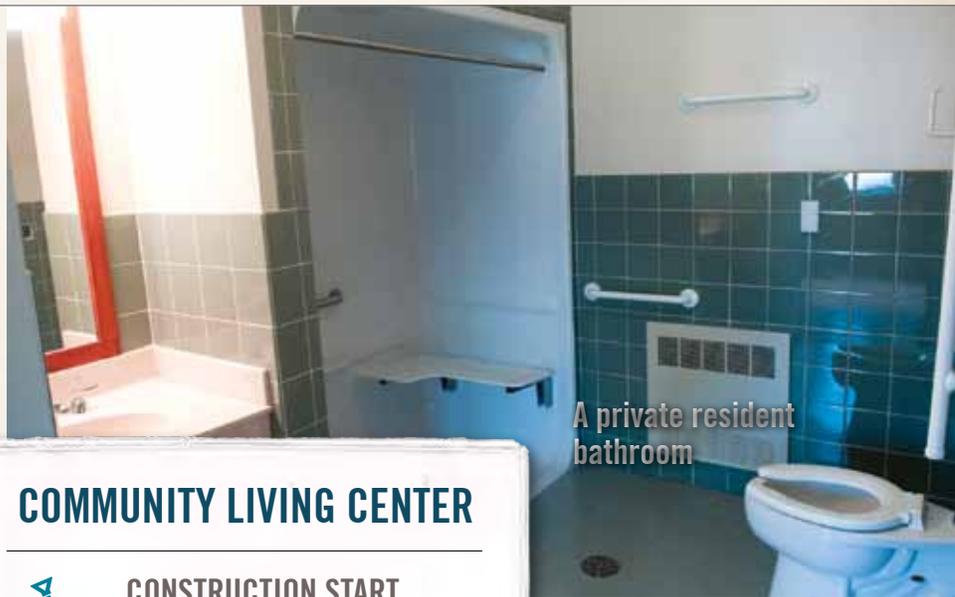
### VA Butler's Community Living Center

VA Butler Healthcare's new Community Living Center aims to create the comforts of home for its residents, with more communal "patient neighborhoods" that share common areas.

Various aspects of the new space – the first two phases of which will open for use this year – reflect this goal. When all three phases are complete, there will be 60 private bedrooms – each with its own bathroom – split into four neighborhoods. These 15-room neighborhoods will include a nurse's station and dining room, as well as a family dining room with a full kitchen.

Veterans will be able to enjoy natural light all year long thanks to sunroom-style atriums and large windows throughout the facility. They also will have Internet access in their bedrooms and in a study.

The center will also include: two multipurpose rooms, a game room, computer room, glass-covered porch, family overnight room for relatives of hospice patients, a spa room for therapeutic programs and an administrative suite for staff.



A private resident bathroom

### COMMUNITY LIVING CENTER



**CONSTRUCTION START**  
*June 2009*



**CONSTRUCTION COST**  
*\$15.4 Million*



**MOVE-IN DATE**  
*Summer 2011*



**SQUARE FOOTAGE**  
*54,000*

**ARCHITECT:** Radelet McCarthy Polletta Inc. of Pittsburgh

**CONTRACTOR:** Jack Gibson Construction of Warren, Ohio



Patient lifts, installed in each bedroom, for comfort and safety

# DOMICILIARY (TWO PHASES)



**CONSTRUCTION START**  
*June 2010*



**MOVE-IN DATE**  
*Early 2012*



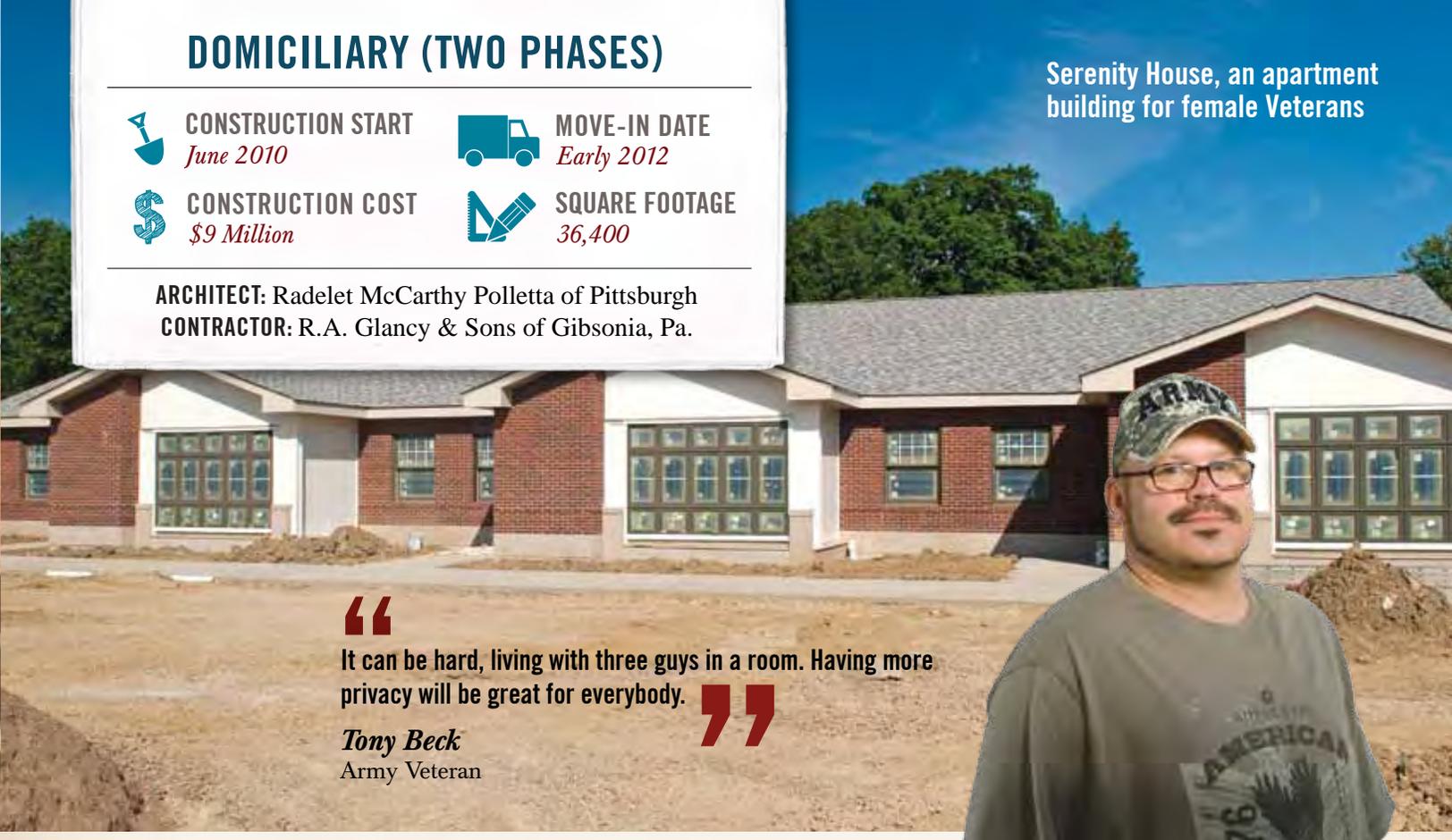
**CONSTRUCTION COST**  
*\$9 Million*



**SQUARE FOOTAGE**  
*36,400*

**ARCHITECT:** Radelet McCarthy Polletta of Pittsburgh  
**CONTRACTOR:** R.A. Glancy & Sons of Gibsonia, Pa.

Serenity House, an apartment building for female Veterans



“

It can be hard, living with three guys in a room. Having more privacy will be great for everybody.

”

**Tony Beck**  
Army Veteran



Independence House

## A FRESH START

### VA Butler's Domiciliary

VA Butler's new Domiciliary will provide a temporary home for up to 56 Veterans with a mixture of townhomes and apartments.

“This is going to be like the Cadillac of residential treatment,” says John Bridges, who oversees the Domiciliary.

Independence House, a building with three townhouse-style apartments, faces the one-story Serenity House; the second and final construction phase will add two more apartment buildings: the Liberty and Inspiration houses.

All residences will have a great room, dining area, fully equipped kitchen, laundry room, furnished bedrooms and bathrooms.



Freedom Hall



Emergency Department

### NEW EMERGENCY DEPARTMENT

 **CONSTRUCTION START**  
*March 2010*

 **CONSTRUCTION COST**  
*\$4.9 Million*

 **MOVE-IN DATE**  
*Summer 2011*

 **SQUARE FOOTAGE**  
*15,000*

**ARCHITECT:** CVA Joint Venture of Annandale, Va.

**CONTRACTOR:** Fidelis Design and Construction of Norristown, Pa.

### HIGHLIGHTS

- rooms for triage, urgent care, behavioral health, decontamination and isolation, as well as standard treatment rooms, lobby, restrooms and police office
- two covered entrances
- ambulance drop-off area



“This is really great...an outstanding improvement for our patients!”

*Laura Selwood*  
Nurse Supervisor

### DIALYSIS AND UROLOGY EXPANSION

 **CONSTRUCTION START**  
*November 2010*

 **CONSTRUCTION COST**  
*\$3.9 Million*

 **MOVE-IN DATE**  
*November 2011*

 **SQUARE FOOTAGE**  
*10,000*

**ARCHITECT:** Healthcare Design and Planning of King of Prussia, Pa.

**CONTRACTOR:** Fidelis Design and Construction of Norristown, Pa.

### HIGHLIGHTS

- examination rooms, treatment areas, offices and support areas
- expanded dialysis treatment capabilities with more stations and improved patient comfort
- expanded urology area with improved work flow and services

### SPECIALTY CLINIC EXPANSION

 **CONSTRUCTION START**  
*February 2010*

 **CONSTRUCTION COST**  
*\$3.8 Million*

 **MOVE-IN DATE**  
*September 2011*

 **SQUARE FOOTAGE**  
*9,000*

**ARCHITECT:** Derby Enterprises of Bel Air, Md.

**CONTRACTOR:** Homeland Security Construction Corp. of Altoona, Pa.

### HIGHLIGHTS

- another floor built above the existing clinical addition
- comprehensive behavioral health services
- focus on care for Veterans returning from Operation Enduring Freedom (Afghanistan), Operation Iraqi Freedom, and Operation New Dawn (Iraq)
- new women's health clinic
- new spinal cord injury treatment area



Our behavioral health program has more than doubled over the past couple of years, so we are looking forward to having all our staff and programs in one centralized building again.

*Jamie Zewe*

Behavioral Health Assistant Program Leader

The Erie VA entrance



Architectural drawing of the ambulatory surgery addition

### AMBULATORY SURGERY ADDITION

- CONSTRUCTION START *Fall 2011*
- CONSTRUCTION COST *\$8 Million*
- MOVE-IN DATE *Summer 2013*
- SQUARE FOOTAGE *17,000*

ARCHITECT: IKM of Pittsburgh

### HIGHLIGHTS

- new and larger ground-level space for the operating room suite
- improved circulation and waiting support areas



#### MAKING IT GREEN

AUTOMATIC AND LOW-FLOW PLUMBING FIXTURES TO SAVE WATER (AMBULATORY) AND ENERGY-EFFICIENT ROOFING MATERIALS (CLINICS)

### SPECIALTY CARE CLINICS EXPANSION

- CONSTRUCTION START *November 2008*
- CONSTRUCTION COST *\$3.5 Million*
- MOVE-IN DATE *Spring 2011*
- SQUARE FOOTAGE *12,000*

ARCHITECT: Weber Murphy Fox of Erie, Pa.  
CONTRACTOR: Brican Inc. of Springfield, Mass.

### HIGHLIGHTS

- improved quality, timeliness and access to care for Veterans
- centralized check-in
- increased security



New check-in point included in specialty care expansion

### BEHAVIORAL HEALTH EXPANSION

- CONSTRUCTION START *Winter 2011*
- CONSTRUCTION COST *\$5.3 Million*
- MOVE-IN DATE *Fall 2012*
- SQUARE FOOTAGE *20,000*

ARCHITECT: Cannon Design of Buffalo, N.Y.

### HIGHLIGHTS

- free-standing behavioral health building
- increased circulation space and group treatment rooms



#### MAKING IT GREEN

ENERGY-EFFICIENT LIGHTING



Patient room in the acute medical/surgical ward;  
Inset: bathroom with patient lift



I have been an inpatient of the new ward for three weeks. I think the ward is wonderful. The space allows my family to visit with me privately. I believe all Veterans should be treated with respect and dignity, and the Clarksburg VA is doing that.

*Bill Defazio*  
Marine Veteran



### ACUTE MEDICAL/SURGICAL WARD EXPANSION

CONSTRUCTION START  
*October 2009*

CONSTRUCTION COST  
*\$4.9 Million*

MOVE-IN DATE  
*March 2011*

SQUARE FOOTAGE  
*15,000*

ARCHITECT: IKM Inc. of Pittsburgh

CONTRACTOR: Braun Technology Solutions of Wellsburg, W.Va.

### NEW RESIDENTIAL TREATMENT PROGRAM VILLAS

CONSTRUCTION START  
*August 2011*

CONSTRUCTION COST  
*\$5 Million*

MOVE-IN DATE  
*December 2012*

SQUARE FOOTAGE  
*17,500*

ARCHITECT: URS Corporation of Columbus, Ohio

### HIGHLIGHTS

- 30 new beds to improve existing rehabilitation programs
- areas for dining, examinations and recreation and group therapy
- greenhouse and garden area for Veterans' use
- triples the capacity to care for female Veterans



**MAKING IT GREEN**  
NATURAL LIGHTING TO  
REDUCE ELECTRICITY USE

### SAME DAY SURGERY SUITE RENOVATION

CONSTRUCTION START  
*March 2011*

CONSTRUCTION COST  
*\$4.7 Million*

MOVE-IN DATE  
*March 2012*

SQUARE FOOTAGE  
*15,000*

ARCHITECT: Radelet McCarthy Polletta Inc. of Pittsburgh

CONTRACTOR: Brigadier Construction Services Inc. of Cleveland

### HIGHLIGHTS

- two new procedure rooms for ambulatory care
- improved services on the renovated fourth floor
- better access to audiology and other specialty clinics
- increased endoscopies
- improved Veteran privacy



“ When I came to the old pharmacy for my prescriptions, I had to wait 20 to 30 minutes. Today, I waited less than three minutes. What an improvement! Thanks, VA!

Jim Barr  
Army Veteran ”



Patient Account Center entrance

### NEW PHARMACY EXPANSION

-  **CONSTRUCTION START**  
*November 2008*
-  **CONSTRUCTION COST**  
*\$2.5 Million*
-  **MOVE-IN DATE**  
*April 2011*
-  **SQUARE FOOTAGE**  
*6,300*

ARCHITECT: BBIX LLC of Wilkes-Barre, Pa.

### HIGHLIGHTS

- improved efficiency and productivity
- combined inpatient and outpatient pharmacies
- more face-to-face pharmacist time



The new pharmacy

### NEW RADIOLOGY AND NUCLEAR MEDICINE FACILITY

-  **CONSTRUCTION START**  
*April 2010*
-  **CONSTRUCTION COST**  
*\$4.5 Million*
-  **MOVE-IN DATE**  
*Phase 1: December 2011*  
*Phase 2: January 2013*
-  **SQUARE FOOTAGE**  
*13,500*

ARCHITECT: Astorino of Pittsburgh  
CONTRACTOR: Seawolf Construction of Parsippany, N.J.

### HIGHLIGHTS

- new nuclear medicine suite with two cameras
- radiology area with four cameras
- new corridor that connects buildings



**MAKING IT GREEN**  
HIGH-EFFICIENCY LIGHTING  
AND WATER FIXTURES  
(PHARMACY EXPANSION)

### NORTH-EAST CONSOLIDATED PATIENT ACCOUNT CENTER RENOVATION

-  **CONSTRUCTION START**  
*March 2010*
-  **CONSTRUCTION COST**  
*\$8.5 Million*
-  **MOVE-IN DATE**  
*September 2011*
-  **SQUARE FOOTAGE**  
*70,000*

ARCHITECT: Burkavage Design Associates of Clark Summit, Pa.

CONTRACTOR: CNF Construction of Lebanon, Pa.

### HIGHLIGHTS

- new centralized medical care cost recovery service
- coverage for 33 VA facilities, from West Virginia to Maine



## NEW PARKING GARAGE



**CONSTRUCTION START**  
*April 2010*



**MOVE-IN DATE**  
*July 2011*



**CONSTRUCTION COST**  
*\$8 Million*



**SQUARE FOOTAGE**  
*150,000*

**ARCHITECT:** TimHaahs of Blue Bell, Pa.  
**CONTRACTOR:** Nason Construction of Philadelphia

## HIGHLIGHTS

- 450 new parking spaces
- protection of water system
- high-efficiency lighting



## EMERGENCY DEPARTMENT RENOVATION AND EXPANSION



**CONSTRUCTION START**  
*January 2010*



**MOVE-IN DATE**  
*July 2011*



**CONSTRUCTION COST**  
*\$6 Million*

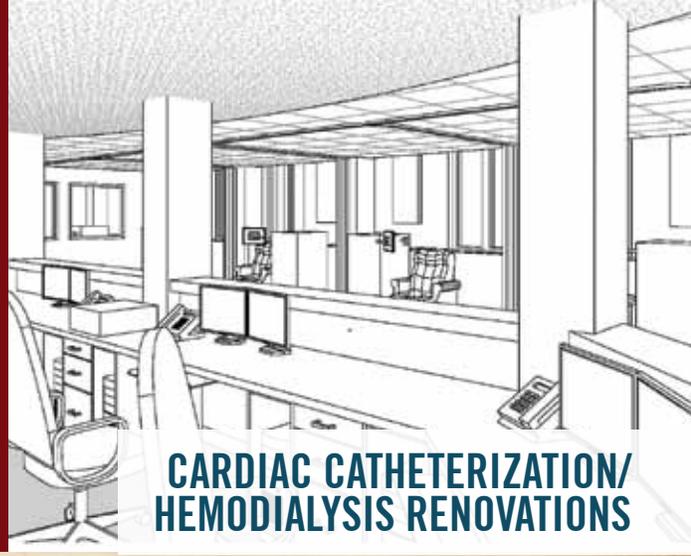


**SQUARE FOOTAGE**  
*10,600*

**ARCHITECT:** Francis Cauffman of Philadelphia  
**CONTRACTOR:** Hunter Roberts Construction Group of Philadelphia

## HIGHLIGHTS

- greater access to services for Veterans
- use of recycled content in construction
- water-saving sinks and faucets
- energy-conserving air conditioning



## CARDIAC CATHETERIZATION/ HEMODIALYSIS RENOVATIONS



**CONSTRUCTION START**  
*June 2010*



**MOVE-IN DATE**  
*September 2011*



**CONSTRUCTION COST**  
*\$3.4 Million*



**SQUARE FOOTAGE**  
*16,000*

**ARCHITECT:** Burkavage Design Associates of Clarks Summit, Pa.  
**CONTRACTOR:** Fidelis Design & Construction LLC of Norristown, Pa.

## HIGHLIGHTS

- more in-house services
- maximum use of recycled content
- convenient for Veterans and families to navigate
- low-flow plumbing fixtures
- greater treatment capacity
- energy-efficient windows



### MAKING IT GREEN

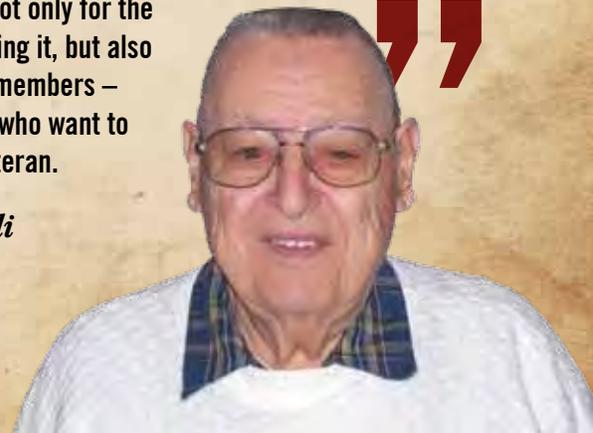
**PHILADELPHIA:** ENVIRONMENTALLY-RESPONSIBLE CAR WASTEWATER AND FLUID DISPOSAL  
**WILKES-BARRE:** ELIMINATION OF OZONE-DEPLETING REFRIGERANTS



I've had 10 or 11 cardiac catheterizations, and they all had to be done at several different local hospitals, including one hospital two hours from Wilkes-Barre. A cardiac catheterization lab here at the Wilkes-Barre VA will make it much easier, not only for the Veterans needing it, but also for the family members – like my wife – who want to be with the Veteran.



**Eralk Biondi**  
Army Veteran





## REHABILITATION FACILITY EXPANSION



**CONSTRUCTION START**  
*December 2010*



**MOVE-IN DATE**  
*November 2011*



**CONSTRUCTION COST**  
*\$3.5 Million*



**SQUARE FOOTAGE**  
*8,500*

**ARCHITECT:** Derby Enterprises of Bel Air, Md.  
**CONTRACTOR:** RC Clark of Bedford, Pa.

### HIGHLIGHTS

- easier access and service
- 50 percent increase in access to exercise equipment
- handicap-accessible restrooms
- decreased risk for patient falls
- energy-efficient lighting and fixtures
- automatic faucets, toilets and urinals
- expanded programs



#### MAKING IT GREEN

ENERGY-EFFICIENT CLIMATE SYSTEMS AND AN ENVIRONMENTALLY-RESPONSIBLE WATER RUNOFF SYSTEM



This is much-needed for the Veterans in this area. It is impressive at how fast the building is going up.



**Kevin Kimball**  
Army Veteran



## PHARMACY RENOVATION



**CONSTRUCTION START**  
*September 2009*



**MOVE-IN DATE**  
*March 2011*



**CONSTRUCTION COST**  
*\$2.3 Million*



**SQUARE FOOTAGE**  
*10,535*

**ARCHITECT:** NuTex Design Associates Inc. of York, Pa.  
**CONTRACTOR:** Fidelis Design & Construction LLC of Norristown, Pa.

### HIGHLIGHTS

- more efficient and productive work space
- ability to serve four Veterans at a time instead of one
- consultation space for Veterans and pharmacists

## HOSPICE ADDITION



**CONSTRUCTION START**  
*April 2011*



**MOVE-IN DATE**  
*Spring 2012*



**CONSTRUCTION COST**  
*\$4.4 Million*



**SQUARE FOOTAGE**  
*10,000*

**ARCHITECT:** Francis Cauffman of Philadelphia  
**CONTRACTOR:** Vet-Tek of New Castle, Del.

### HIGHLIGHTS

- eight new beds for expanded service
- beautiful, peaceful and homelike setting
- care in a professional and dignified manner

# ASK THE STAFF!

*What do you find most exciting about your facility's new construction?*



**KELLY LIEB**  
Altoona

OCCUPATIONAL THERAPIST  
Rehabilitation Facility Expansion (page 15)

*"The new building is going to allow us to branch out and do so many more things with Veterans to help increase their independence."*



**JILL KNEEZLE** | Wilkes-Barre

RESPIRATORY THERAPIST  
Cardiac Catheterization/Hemodialysis Renovation (page 14)

*"This new state-of-the-art space will allow our cardiologists to perform low-risk diagnostic procedures without the inconvenience of having to travel to another facility."*



**AUSTIN JOYCE** | Coatesville

CHAPLAIN  
Hospice Unit (page 15)

*"I believe that when the new hospice unit is completed, it will enhance the capacity of our dedicated staff and volunteers to extend our caring. The new space allows for greater service. We look forward to the groundbreaking."*



**DARNELL ALBERT** | Philadelphia

HEALTH TECH  
Emergency Department (page 14)

*"I'm most looking forward to the extra space. We'll have 14 beds and six fast-track bays. It means the wait times won't be as long, which makes our job easier."*



**YOUNG MAN CHO** | Lebanon

PHARMACIST  
Pharmacy (page 13)

*"The space is very user-friendly and allows for more efficiency. The number of Veterans using pharmacy services continues to increase every year, and we simply had outgrown our previous pharmacy."*

# VISION

for Excellence

SPECIAL | 2011

## VISN 4

**MICHAEL E. MORELAND, FACHE**  
NETWORK DIRECTOR

**CARLA SIVEK, MSW**  
DEPUTY NETWORK DIRECTOR

**DAVID S. MACPHERSON, MD, MPH**  
CHIEF MEDICAL OFFICER

**JAMES BAKER**  
CHIEF FINANCIAL OFFICER

**DOT STEELE**  
EXECUTIVE ASSISTANT

**DAVID E. COWGILL**  
PUBLIC AND COMMUNITY RELATIONS MANAGER

**BARBARA FORSHA, MSN, RN, ET**  
QUALITY MANAGEMENT OFFICER

## VISION FOR EXCELLENCE

MANAGING EDITOR  
DAVID E. COWGILL

ASSISTANT EDITORS  
SHELLEY K. NULPH  
SHAWN M. WALLECK

CONTRIBUTORS  
ARIN GENCER  
CASEY COULTER  
KEITH GOTTSCHALK  
LOUIS SCAVNICKY

PHOTOGRAPHERS  
ANDREA YOUNG  
DEB SCHLOSSER  
DOUG WAGNER  
GLENN HANGARD  
JACK WIDMAIER  
JAMES GARRY  
JOHN BOWSER JR.  
WESLEY R. WALLS  
WILLIAM GEORGE

**VA Healthcare-VISN 4**  
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)

## WE'D LIKE TO HEAR FROM YOU

VISN 4's *Vision for Excellence* is published for the employees, volunteers, patients and friends of VA Healthcare-VISN 4. To submit story ideas for possible inclusion, contact David Cowgill at 412-822-3578 or [david.cowgill@va.gov](mailto:david.cowgill@va.gov).

Issue 11