

New England Veteran

Veterans are at the heart of
everything we do.



U.S. Department of Veterans Affairs
Veterans Health Administration
VA New England Healthcare System



New England Veteran

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New England Veteran is published by the VA New England Healthcare System as an educational service. The publication is intended to provide information about Veteran benefits from a military-culture perspective and offer stories of interest to our Veteran community. All articles may be reproduced for educational purposes. The publication is not intended to be a substitute for medical advice, which should be obtained from your VA health care provider.



Message from the Network Director

Dear Veterans,

As the nation's most highly affiliated Veterans Integrated Service Network (VISN), we continue to proudly deliver high-quality, compassionate health care to our nation's Veterans.

VISN 1 is the Veterans Health Administration's New England Healthcare Network. We are a comprehensive, integrated healthcare delivery system providing healthcare services to more than 245,000 Veterans in Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, and Vermont. The Veteran is at the heart of everything we do. Whenever we make a decision at VA, we ask ourselves one question above all others: what does it mean for the Veterans we serve and for their families, caregivers, and survivors? VISN 1's six key service lines are primary care, mental health, medicine, surgery, geriatrics, and extended care.

VISN 1 is one of 18 VISNs within VHA. We are comprised of eight Joint Commission-accredited medical centers, 48 Community Based Outpatient Clinics, or CBOCs as we call them, six community living centers, and five domiciliary facilities situated throughout New England. With an annual budget of \$5 billion, VISN 1 employs over 17,000 staff, including clinicians, administrators, and support staff.

VISN 1 is the most highly affiliated network in the VA system with top medical schools and other learning institutions such as Harvard, Yale, Tufts, Dartmouth, Brown, Boston University, and more.

Although we are geographically spread across New England, we work together as one team with the goal of being the premier, integrated academic healthcare system in New England with a highly engaged team, providing exceptional care to the VETERANS WE SERVE.

Whether you are looking to join us on a One VISN 1 team or you're a Veteran interested in our services, we look forward to meeting you.

With sincere gratitude,

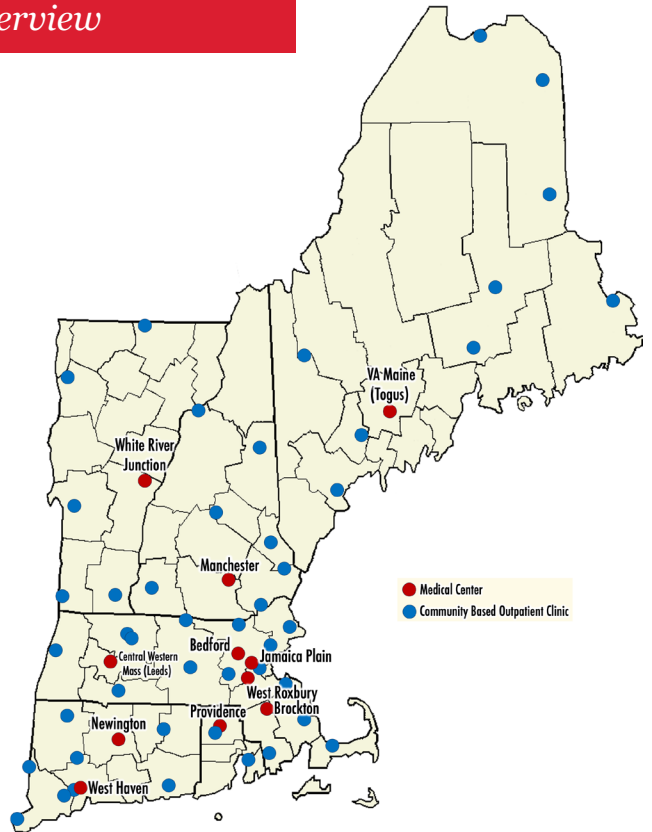
Ryan Lilly, MPA
Network Director, VA New England Health Care System

Providing HIGH-QUALITY HEALTH CARE

to Veterans in Maine, Vermont, Massachusetts, New Hampshire, Rhode Island, and Connecticut

8

major hospitals & 48+ community clinics



VISN 1 Community Based Clinic Locations

To see a full listing of all locations with phone numbers and addresses, click on the Locations & Directions tab at www.newengland.va.gov.

VISN 1 PRIORITIES

- Hire faster and more competitively
- Connect Veterans to the soonest and best care
- Serve Veterans with military environmental exposures
- Accelerate VA's journey to a High Reliability Organization
- Support Veterans' whole health, their caregivers, and survivors

245,000

Veteran population covering all of New England

Most highly affiliated network in the VA system with top medical schools, such as Harvard, Yale, Tufts, Brown, Boston University, Dartmouth, and more!

Connecticut

- Danbury
- New London
- Orange
- Stamford
- Waterbury
- Willimantic
- Winsted
- West Haven (Errera)

Maine

- Bangor
- Calais
- Caribou
- Fort Kent
- Houlton
- Lewiston
- Lincoln
- Portland
- Rumford

New Hampshire

- Conway
- Keene
- Littleton
- Portsmouth
- Somersworth
- Tilton

Massachusetts

- Boston (Causeway St.)
- Fitchburg
- Framingham
- Gloucester
- Greenfield
- Haverhill
- Hyannis
- Lowell
- Lynn
- New Bedford
- Pittsfield
- Plymouth
- Quincy
- Springfield
- Worcester
- Worcester (Plantation St.)

Rhode Island

- Middletown
- Providence (Eagle Sq.)

Vermont

- Bennington
- Brattleboro
- Burlington
- Newport
- Rutland

VA Bedford Healthcare System

VA Bedford Healthcare System provides outstanding health care, trains future health care providers, and conducts important medical research for Veterans in Middlesex and Essex counties in Massachusetts. Our facilities and programs are accredited by The Joint Commission, CARF, and LTCI.

Our Facilities

We provide a wide range of health care services at four locations. This includes the Edith Nourse Rogers Memorial Veterans' Hospital in Bedford, and Community Based Outpatient Clinics in Lynn, Haverhill, and Gloucester, Mass.

VA Bedford Healthcare System also includes medical centers and health clinics in Connecticut, Maine, Massachusetts, New Hampshire, Vermont, and Rhode Island.

Our mental health programs include vocational, peer, homeless and outpatient mental services, which are nationally recognized.



Edith Nourse Rogers Memorial Veterans' Hospital

Research & Development

We conduct research to discover knowledge, develop VA scientists and leaders, and create innovations that advance health care. We offer Veterans opportunities to participate in and benefit from our work. We aim to promote better health and care through research.

Our research is internationally recognized, especially in geriatric and behavioral studies. We use non-VA funding from universities, foundations, and companies to support Veterans and the general population.

Major research areas include Alzheimer's disease, Parkinson's disease, schizophrenia, substance use, neurobiology, cancer, immunology, infectious disease, cellular biochemistry, and more.

Teaching & Learning

As a teaching healthcare system, we provide a full range of health services for Veterans. We have partnerships with over 90 academic affiliates including Boston University School of Medicine, UMass Medical School, and local nursing schools.

Fast Facts

- VA Bedford Healthcare System has a total of 338 operational beds, including 224 skilled nursing home beds.
- Our hospital is named for Edith Nourse Rogers, who served in Congress from 1925-1960, was a staunch supporter of Veterans, and co-author of the GI Bill.
- We have received the VA's HERO Award and the Citizen Award for Telehealth.



Boston

VA Boston Healthcare System consists of main campuses in Brockton, Jamaica Plain, and West Roxbury with VA clinics in Lowell, Quincy, Framingham, Plymouth, and Boston.



Brockton campus of the VA Boston Healthcare System

Our Facilities

The Brockton campus was built in 1955 and offers services including primary care, mental health, medical and surgical outpatient services, physical medicine and rehabilitation services, dental, diagnostic imaging and other specialty services, as well as palliative and hospice care, and long-term care.

Built in 1943, the West Roxbury campus serves as the principal tertiary inpatient medical center. It offers primary care, medical and surgical services, pain management and geriatric care. It also has a nationally recognized acute spinal cord injury program.

The Jamaica Plain campus opened in 1953 as a 1,000-bed, full-service, inpatient hospital. In the early 2000s, Jamaica Plain was integrated with Brockton and West Roxbury as the VA Boston Healthcare System. Today, Jamaica Plain offers ambulatory care and primary care services, and serves as a hub for outpatient care, including ambulatory surgery, pharmacy, whole health, audiology and diagnostic imaging, and hosts the Behavioral Science and Women's Health Sciences divisions of the National Center for PTSD, and a research center of excellence in PTSD and traumatic brain injury.

Advancements in Care

VA Boston HCS opened a 20,000-square-foot neuroscience building for research and clinical use at Jamaica Plain in 2022, featuring research-grade imaging and laboratory space, as well as high-powered data processing and innovative collaboration spaces. VA Boston hosts the largest research program in the Veterans Health Administration by dollar value — at more than \$130 million annually by the end of Fiscal Year 2022 — and 10 national Centers of Excellence, which include the Million Veteran Program and the VA Biorepository Brain Bank.

Fast Facts

- In fiscal year 2022, VA Boston had an operating budget of \$2.5 billion with 550 operating beds and treated 61,529 Veterans. Outpatient visits totaled 733,029 across the system.
- In 2022, VA Boston was once again selected as a top place to work in Massachusetts by the Boston Globe.
- VA Boston Community Living Center (CLC) maintained an overall 5-star rating in CLC Compare with quality metrics on both the short stay and long stay neighborhoods improving to 5-star.

Central Western Massachusetts

The VA Central Western Massachusetts Healthcare System (VA CWM) provides Veterans with outstanding health care, trains future healthcare providers, and conducts important medical research.

Our Facilities

Veterans have access to healthcare services at eight locations, serving five counties in central and western Massachusetts. Facilities include our Edward P. Boland VA Medical Center in Leeds and seven Community Based Outpatient Clinics in Fitchburg, Greenfield, Pittsfield, Springfield, and Worcester. Edward P. Boland VA Medical Center opened in 1924 as the first neuropsychiatric hospital for Veterans in the United States. Named for Edward Patrick “Ed” Boland, he was born in Springfield and served in the Army during World War II. He represented the region in Congress for more than 30 years before retiring in 1989.



Worcester Community Based Outpatient Clinic

Advancements in Care

At Edward P. Boland VA Medical Center, we conduct research to discover knowledge, develop VA scientists and healthcare leaders, and create innovations that advance health care for Veterans and the nation. We offer Veterans the opportunity to participate in and benefit from our work. Our goal is to use research to promote better health and health care for all.

Teaching & Learning

Edward P. Boland VA Medical Center is a general medicine and surgery teaching hospital that provides a full range of health services for Veterans with state-of-the-art technology as well as education and research. Our primary affiliation is with the University of Massachusetts Medical School. We're also affiliated with other colleges, universities, and professional schools to provide training in dentistry, nursing, psychology, optometry, occupational therapy, social work, pharmacy, and more.

Fast Facts

- In 2023, VA CWM had an operating budget of over \$348 million with 129 operating beds, including long-term care, skilled care, and residential rehabilitation treatment. We treated over 26,200 Veterans and conducted over 308,000 outpatient visits.
- VA CWM has 111 professional trainees, which includes 16 Graduate Medical Education (GME) trainees/residents across six areas.
- VA CWM has 28 active research protocols.

Connecticut

The VA Connecticut Healthcare System proudly serves Veterans in Connecticut and southern New England at 10 locations. VA Connecticut provides high-quality care, trains the next generation of medical providers, and conducts research to improve the lives of Veterans and all Americans through the use of discovery and innovative practices.



West Haven VA Medical Center

Our Facilities

The West Haven campus is the tertiary 1A inpatient full-service hospital academically affiliated with the Yale University School of Medicine and the Fairfield University School of Nursing. It is also the hub for our top-tier research program.

The Newington campus is a full-service outpatient facility that offers primary and specialty care services, including urgent care, mental health services, dental care, and more.

Community clinics are in Danbury, New London, Stamford, Waterbury, Willimantic, and Winsted. These clinics offer primary care and some specialty care services and provide care by appointment.

The Community Resource and Referral Centers, located in West Haven and at the Orange Annex/Errera Center, offer recovery and psychosocial rehabilitation services to help Veterans struggling with mental illness, substance use disorders, homelessness, and issues related to aging.

Advancements in Care

We participate in the VA New England Healthcare System Clinical Trials Network. We are the top recruiter in the VISN for oncology clinical trials.

In 2018, Fisher House Connecticut opened at the West Haven campus. This 16-suite, 13,500-square-foot facility offers short-term, no-cost accommodations to the families of patients receiving inpatient care at the West Haven campus or those patients receiving VA-paid care at the Yale New Haven Hospital.

Fast Facts

- In fiscal year 2022, VA Connecticut had an operating budget of \$853 million with 169 operating beds and treated 59,478 Veterans. Outpatient visits totaled 746,350 across the system.
- In addition to Yale and Fairfield, VA Connecticut has more than 2,100 health profession trainees from over 200 affiliates in a wide variety of programs.
- VA Connecticut has about 450 active research protocols. In 2022, \$37.4 million of research funding was associated with VA Connecticut.

Maine

VA Maine Healthcare System provides health care services to over 53,000 Veterans at 10 locations throughout Maine. Facilities include the Togus VA Medical Center in Augusta, seven Community Based Outpatient Clinics in Bangor, Calais, Caribou, Lewiston, Lincoln, Portland, and Rumford, and two Access Clinics in Fort Kent and Houlton.



VA Portland Community Based Outpatient Clinic

Our Facilities

The Togus VA Medical Center (VAMC) opened in the fall of 1866 and is the oldest VA facility in the country. The Togus VAMC is a 67-operating bed facility with general medical, surgical, intermediate, and mental health beds, as well as 100 beds for hospice, dementia, long-stay, and skilled care. The campus encompasses more than 500 acres of buildings and natural woodlands.

New Locations

The Rumford Community Based Outpatient Clinic (CBOC) opened its doors to patients on May 30, 2023. This new 7,200-square-foot single level facility provides access to primary care, home-based primary care, mental health, blood draw, virtual care services, lab services, additional exams rooms and conference space. Staff on the Veteran's care team work together in a shared space, strengthening communication and coordination of all Veteran care.

The Portland Community Based Outpatient Clinic opened in 2022 and replaced and consolidated the previous CBOC locations in Saco and Portland. Services include primary care, telemedicine, home-based primary care, mental health, blood draw, and specialty services.

The addition of telemedicine in the new Portland CBOC improves Veterans' access to care in rural locations. The new outpatient clinic also serves as a teaching site with space dedicated to enhancing affiliate relationships.

Fast Facts

- VA Maine has an operating budget of over \$370 million and serves over 53,000 Veterans across the system.
- VA Maine has more than 350 health profession trainees from over 50 affiliates that serve in a wide variety of programs.
- VA Maine has around 12 active research protocols.

Manchester

The VA Manchester Healthcare System provides primary care, mental health, specialty medicine, rehabilitation, and outpatient surgical care. It also includes a 41-bed Community Living Center (CLC) for Veterans needing assisted health care.

Our Facilities

The Manchester Veterans Administration Hospital, now known as the Manchester VA Medical Center, was completed in 1950 as part of the post-World War II initiative of the Veterans Administration to provide modern medical care and facilities to Veterans of the war. To this day, we are committed to providing access to excellent health care for Veterans. That includes our main campus and the inclusion of four Community Based Outpatient Clinics in Conway, Portsmouth, Somersworth, and Tilton. We have health care services at the Brady Sullivan annex as well as telehealth opportunities that improve equitable access to health care benefits for all Veterans.



Manchester VA Medical Center

Advancements in Care

“Our footprint continues to grow — both in physical space and outreach,” said Medical Center Director Kevin Forrest. “We are extremely fortunate so many Granite State Veterans are a part of our VA family, and for those who are looking for a place to receive excellent health care among Veterans, please make your way to Manchester VA.”

This sense of belonging and genuine concern for Veterans encourages employees to share innovative ideas to enhance processes and improve health care practices to provide excellent care for all Veterans as well as their families, caregivers, and survivors.

“There is certainly a sense of community within Manchester VA. Each day as I engage with patients and employees, there is a sense of belonging and we encourage feedback from patients and employees,” said Forrest.

Fast Facts

- In fiscal year 2023, VA Manchester had an operating budget of \$245 million and currently provides 25,602 Veterans with excellent health care across our six facilities and one Vet Center.
- VA Manchester serves as a High Reliability lead site.
- VA Manchester garnered the National 2023 Service to the Citizen Award as a champion for change by providing Telehealth Audiology healthcare services for patients in the north region of New Hampshire.

Providence

The VA Providence Healthcare System (VAPHS) provides Veterans residing in Rhode Island, southeastern Massachusetts and parts of eastern Connecticut with high-quality care across the full range of patient services and with state-of-the-art technology.



VA Providence Healthcare System

Our Facilities

The VAPHS system consists of the medical center in Providence, R.I., and Community Based Outpatient Clinics in Middletown, R.I., New Bedford, Mass., and Hyannis, Mass. VA Providence also provides administrative support to three Veteran Outreach Centers, known as Vet Centers, in Warwick, R.I., Fairhaven, Mass., and Hyannis, Mass.

Advancements in Care

Last year, VA Providence cut the ribbon on a new research facility, a new hemodialysis center, which cost \$14.2 million. This unit is the most advanced and contemporary dialysis treatment facility for the VA in the New England region. VA Providence also opened a new mental health facility. At a cost of \$14,045,139, the mental health facility has a capacity for 25 VA employees and 300 Veterans.

A leader in medical education and research, the VAPHS conducts internationally recognized clinical research with more than 270 research projects.

Pathway to Excellence®

In 2023, VAPHS received the Pathway to Excellence® designation from the American Nurses Credentialing Center (ANCC) for the third consecutive time. As a Pathway organization, VA Providence leads the effort to enhance quality of care, patient and nursing safety, and the future of healthcare delivery. VA Providence's nurses are an integral part of the healthcare team with a voice in policy and practice. Pathway nurses are proven to be engaged, resulting in higher job satisfaction, reduced turnover, improved safety, and better patient outcomes.

Fast Facts

- In fiscal year 2022, VA Providence had an operating budget of more than \$400 million with 73 operating beds.
- Our facilities comprise more than 1,500 full-time equivalent employees and serve more than 35,000 Veterans. Our outpatient visits totaled 663,786.
- In addition to Brown, Rhode Island College and University of Rhode Island, VA Providence has more than 1,000 health profession trainees from affiliates and local hospitals.

White River Junction

The VA White River Junction Healthcare System (VAWRJ) provides outstanding health care, trains future health care providers, and conducts important medical research. VAWRJ provides health care services at eight locations in Vermont as well as northwestern New Hampshire.



White River Junction VA Medical Center

Our Facilities

Facilities include our White River Junction VA Medical Center and seven Community Based Outpatient Clinics in Bennington, Brattleboro, Burlington, Newport, and Rutland in Vermont; as well as in Keene and Littleton in New Hampshire.

Advancements in Care

VAWRJ is a teaching hospital that provides a full range of health services for Veterans, with state-of-the-art technology. We focus on education and research at VAWRJ, and train in most surgical and major subspecialties.

Teaching & learning

Our affiliation with Dartmouth Medical School supports more than 150 positions and 17 specialties. Forty percent of the clinical medicine activity for Dartmouth's medical students takes place at the VA. We have formal affiliations with the Geisel School of Medicine and the University of Vermont College of Medicine. Our affiliation with the University of Vermont allows students to rotate through the Fort Ethan Allen VA Clinic in Colchester, Vermont. We also maintain affiliations with 46 other colleges and vocational schools.

To help reach our Veterans in rural areas, we initiated the Library Gateways Project where community librarians provide information on VA services to local Veterans and their families. Vermont is one of America's more rural states with limited public transportation. Many Veterans rely on our Veteran transportation team. This is why Vermont was one of the first VA healthcare systems to introduce a robust Veteran Transportation Service program.

Fast Facts

- In fiscal year 2022, VA White River Junction had an operating budget of more than \$198 million with 74 operating beds.
- Our facilities comprise more than 1,200 full-time equivalent employees and serve more than 26,000 Veterans.

New England Veteran

VISN 1 Communications
Department of Veterans Affairs
200 Springs Road
Bedford, MA 01730

New England VETERAN

Health Connect is VA's new virtual service that makes it easier for you to get

The Right Care, Right Now.

With VA Health Connect, you can ask questions and find information over the phone whenever works for you, and if necessary, be seen virtually by a VA provider.

With VA Health Connect you can:

- ★ Talk to a provider
- ★ Ask questions about medications
- ★ Refill medications
- ★ Get connected to the mental health team
- ★ Triage with a nursing health advisor
- ★ Schedule, verify, or reschedule primary care appointments
- ★ Receive patient education

Call VA Health Connect toll free at: 1-833-933-1106 *or*

Here are the phone numbers for your local VA Health Connect:

Facility	Local Number	Toll Free Number
Bedford	781-687-2000	800-838-6331
Boston	857-364-4418	800-865-3384
Connecticut	860-666-6951	866-808-7921
Manchester	603-624-4366	800-892-8384
Northampton/Leeds	413-582-3027	none
Providence	401-273-7100	866-363-4486
Togus	207-623-8411	877-421-8263
White River Junction	802-295-9363	866-687-8387

