

# The Salisbury Bulletin

W.G. (Bill) Hefner VA Medical Center, Salisbury, NC – December 2014

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*Geoff Moon, a dental technician at the Salisbury VAMC, uses the E4D Planscan system to design a crown for a patient. After the design process, the system uses a milling device to create the crown in 10 to 20 minutes.*

## New dental equipment to cut wait time for crowns

*By Michael Maddox*

Traditionally, the process of getting a dental crown made for a patient at the Salisbury VA Medical Center Dental Clinic could take up to eight weeks, but now thanks to new technology it can be done in as little as a few hours.

The Dental Clinic recently received an E4D Planscan system, which is a Computer Aided Design/Computer Aided Manufacturing (CAD/CAM) dental milling machine that allows the clinic to make its own porcelain crowns for patients, rather than sending them out to be milled at another location.

Being able to make crowns in-house can shorten patients wait time considerably, said Geoff Moon, dental technician.

“It’s really good for us because

prior to this, we had no capability here on-site to do any type of crowns. We had to ship them out to a VA central dental laboratory and it could take seven to eight weeks to get one back,” he said. “The time savings of being able to make our own is just remarkable.” Like any process for having a crown prepared, the process starts with making a model of the patient’s teeth from an impression. Dental technicians can then scan the model into the computer so that they can design a crown digitally.

“Once we get it scanned in with 3-D images, we can look at any angle, look at the inside, look at the thickness – about any aspect you could think of,” said Moon. “This machine is on the cutting edge of what’s on the mar-

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## Kaye's Corner

It's difficult to imagine how fast last year went by. Entering the busy end-of-year holiday season, and having celebrated Thanksgiving, I think we have a lot to be thankful for at Salisbury.

Personally, I'm thankful for the incredible staff, across the entire Salisbury VA Health Care System, that has worked hard each and every day to provide the Veterans we serve the health care they deserve. I'm thankful that, although it has been a challenging year for VA in the news, I think Salisbury has remained above the fray – which is a testament to the work you do.

I'm also thankful – as I'm sure much of the Charlotte and Winston-Salem staff are – for the progress on the Charlotte and Kernersville Health Care Centers. Both of these facilities remain on schedule to open in Spring 2016.

As we look forward to the new year, I'm enthused about a number of exciting initiatives. Change doesn't happen overnight, but we have worked hard to provide the type of atmosphere that encourages and nourishes continuous improvement.

Our Organizational Health Council, and the four committees that were created under it, made great strides over the past year to listen, gather feedback and initiate positive change. I have watched what were just ideas become vibrant action plans, and in 2015 I think we will see significant fruits of that labor.



One of the projects that I'm particularly enthusiastic about is the 20-day Civility Challenge, which begins the first week in January. Civility is one of those things people don't forget about on purpose, but sometimes it gets lost in the daily demands of work and life.

The daily Civility challenges are easy and I hope everyone takes a moment each morning to review the new challenge of the day – some of them are as simple as sharing a compliment. Banners will also be placed at Salisbury and the CBOCs for anyone who wants to sign them as a way to signify their commitment to the challenge, to each other, and to our Veterans and their families.

Happy Holidays,

**Kaye Green**  
Medical Center Director



## Bulls eye!

*In honor of National Prosthetics Week, the Salisbury VA Medical Center held a Sports Clinic/Adaptive Equipment Showcase Nov. 6. During the event, Veterans and staff were able to get information about the Adaptive Sports program at the medical center as well as get a look at some of the adaptive equipment available on the market for cars and at home.*

*During the event, Marine Veteran Joey Smith provided an archery demonstration. Smith has competed in the Wounded Warrior Games and for Team Semper Fi for archery in the past.*

## Words of thanks from our Veterans

I would like to commend the nursing staff of 42-1D on the excellent care they deliver. The Nurse Manager, Aneshia Givens, is very good to me and the other Veterans. I feel that each and every one of them go above and beyond to care for the Veterans.

I recently had a stress test and a nuclear stress test and was sent to Asheville for a heart catheterization after the results came back. They discovered a 70 percent blockage in the arteries. I've since had a heart by-pass surgery and today I'm doing really great! It all started with the Cardiology Clinic at Salisbury and I just want to thank everyone involved. I can't tell you how much I appreciate what you did for me!

I would like to thank Dr. Andrew Annand in Nephrology. Thanks to Dr. Annand, they found cancer on my husband's vocal chords and voice box. Now he is cancer free. If Dr. Annand had not cared so much, my husband might not be here today. I believe with all of my heart that he saved his life.

# Hurley recognized for TBI/PTSD research

*By Michael Maddox*

Salisbury VA Medical Center's Dr. Robin Hurley, Associate Chief of Staff for Research and Education, was recently recognized as the winner of the Psychiatric Foundation of North Carolina's 2014 Eugene A. Hargrove, M.D., Mental Health Research Award.

The selection committee chose Hurley as the winner for her contributions to the field of Traumatic Brain Injury (TBI) and Post-Traumatic Stress Disorder (PTSD) research, particularly her research related to the effects of military deployment-related TBI on brain function, behavior and psychopathology.

Hurley, who also serves as the Associate Director of Education for the Veterans Integrated Service Network (VISN) 6 Mental Illness Research, Education and Clinical Center (MIRECC), said she was honored to receive the award.

"I'm so grateful to the Psychiatric Foundation of North Carolina for giving me the award, and it is an honor to the Veterans, that they appreciated the work that we do with Veterans," she said. "This is a big deal, that our research was recognized. There are a lot of talented researchers in the state committed to understanding mental illnesses and their effects on people, and it's a great honor that that our work with Veterans was singled out." Hurley said she feels everyone on the MIRECC team also deserves to be recognized because they worked together on the research.

"None of this would have been possible without my team," she said. "Nothing in research is ever done alone in isolation. The days of one person doing research or doing anything in medicine ended decades ago. It's only with one team, with the same focus and mission, that you can ac-



**Dr. Robin Hurley**

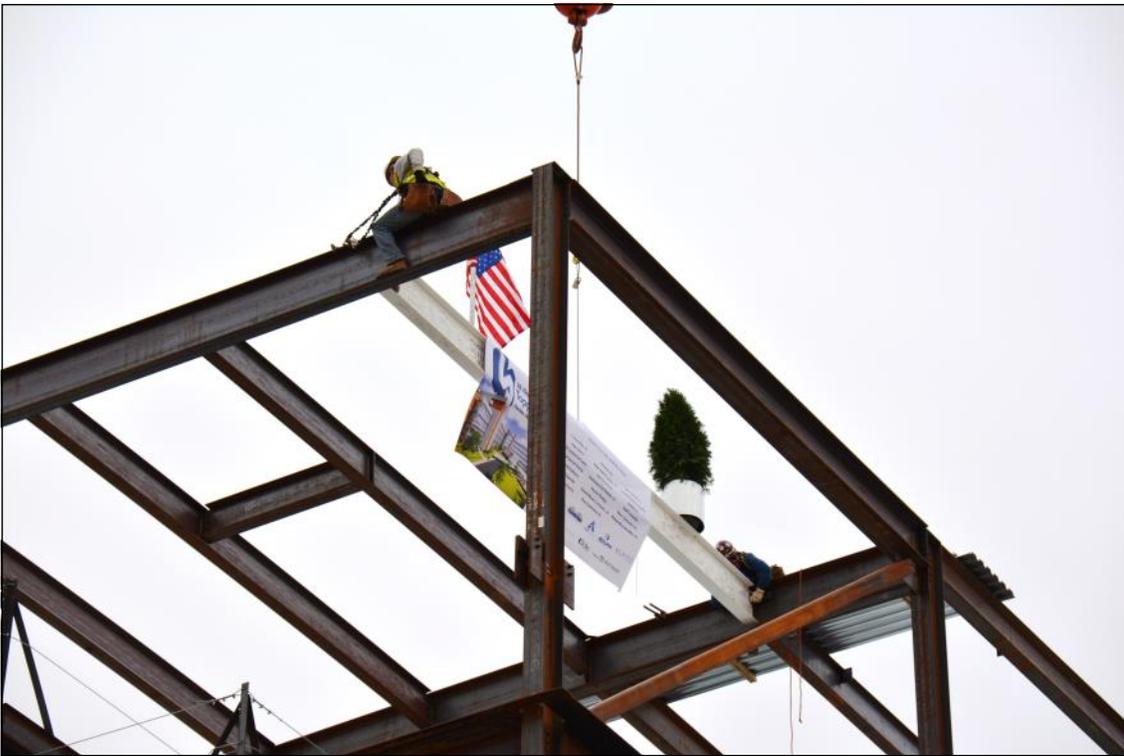
complish anything. This award shows the work of the whole group, not just me."

She added, she feels Dr. Katherine Taber, Assistant Director for Education VISN 6 MIRECC and a Research Health Scientist in the Salisbury VAMC Research and Education Service, was instrumental in the research.

"I'm thankful for all her work here in building the program and her mentorship over the years. She's a neurobiologist, and I'm a clinician, and she and I have been a team doing this for 20 years, and none of this would have been possible if she weren't there with me," said Hurley.

The Hargrove award is named after Dr. Eugene Hargrove, who was Director of the North Carolina State Department of Mental Health, Developmental Disabilities and Substance Abuse Services from 1958 until 1973.

The Hargrove award is presented to individuals who have been recognized by colleagues for exceptional contributions in the field of Mental Health Research.



(Left) Construction workers place the final steel beam for the Charlotte Health Care Center during the "Topping Out" ceremony held Nov. 13.

(Below) Linette Baker, Salisbury VA Medical Center Associate Director, signs her name on the last beam to be placed for the construction of the Charlotte Health Care Center during a "Topping Out" ceremony held Nov. 13. During the ceremony, everyone who was part of the building process was invited to sign the beam before it was installed.

## 'Topping Out' held for Charlotte HCC

**CHARLOTTE, N.C.** – The sky was grey but spirits were still bright as onlookers watched the last steel beam of the Charlotte Health Care Center (HCC) be put into place during a "Topping Out" ceremony Nov. 13 at the facility's future location at West Tyvola Road and Cascade Pointe Boulevard.

The event marked a significant milestone in the building of the new HCC, the completion of the framework for the facility.

During the event, Salisbury VA Medical Center Associate Director Linette Baker addressed the crowd – sharing her enthusiasm about the progress of the construction.

"This is a very exciting moment in the construction of this facility. I can tell you whole-heartedly that all of us here, the rest of the Salisbury VA staff, especially those at the current Charlotte CBOC (Community Based Outpatient Clinic), and the Veterans that we serve can hardly wait for it to open."

Baker went on to explain how besides marking a landmark in the construction, the event was also special for another reason.

"I think it's very fitting to celebrate a milestone for this project so close to Veterans Day; a day to honor and remember the men and women who served in our country's military," she said. "Within our organization we have a saying: 'In VA, every day is Veterans Day.'" This facility will certainly help us continue to uphold that saying – it will allow us the pleasure and privilege of continuing to honor, remember and serve our military Veterans."

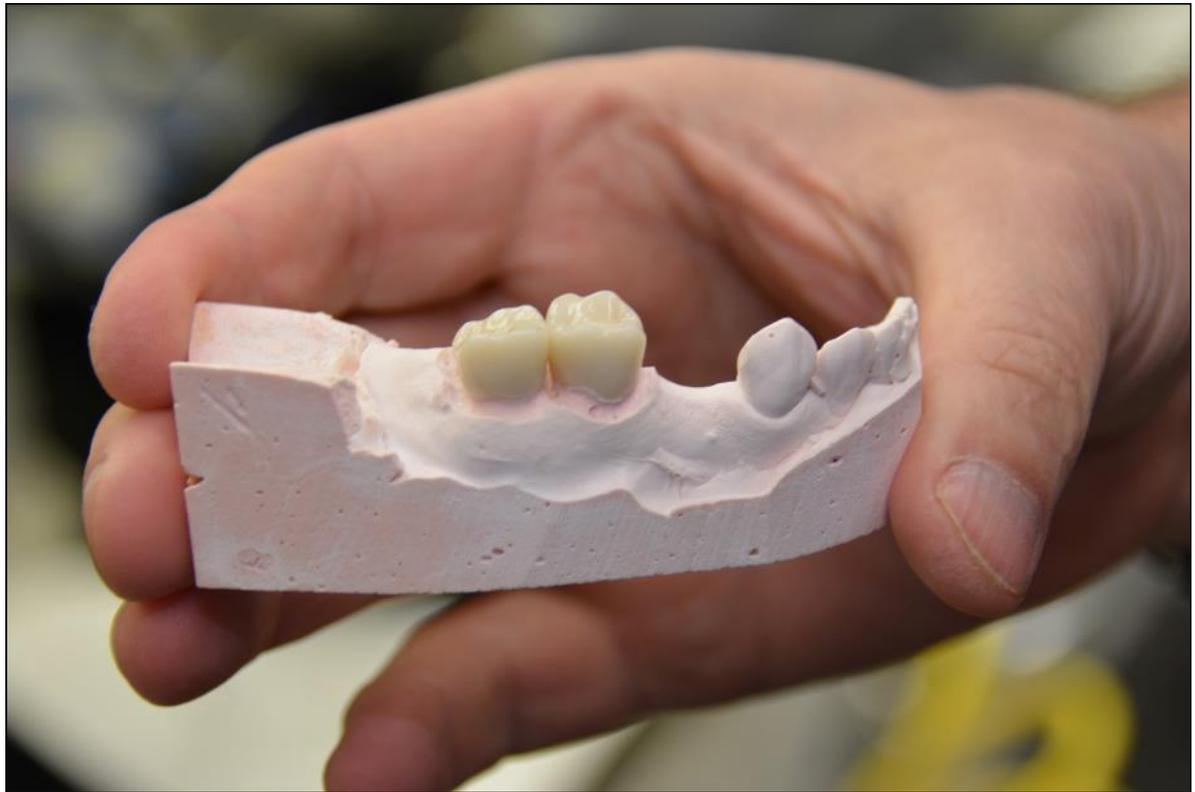


Once completed, the new Health Care Center will serve Veterans who currently receive care through the Charlotte CBOC. Much like the CBOC, the Charlotte HCC will only provide outpatient services, but with a significantly increased capacity for expansion of specialty services in the future.

When completed, the Charlotte HCC will have 295,000 net usable square feet of space and 1,930 parking spaces. It's currently scheduled to open in Spring/Summer 2016.

More information on the Charlotte HCC can be found at <http://www.salisbury.va.gov/construction/new/CharlotteHCC.html>.

*After being baked in an oven, crowns have the appearance and color of the patient's other teeth.*



### CROWNS, cont'd from Page 1

ket for digital dentistry as far as milling.”

Once the design is complete, it can be sent to the milling machine that carves the porcelain blank into a crown in 10 to 20 minutes. The entire process can take as few as a couple of hours.

Keith Phillips, staff dentist and director of the Dental Residency Program at Salisbury, said having the ability to create crowns at the medical facility helps patients by requiring fewer trips to the dental clinic.

“It probably takes us about three hours right now to make a crown, so if the patient wants to wait, we can do it that day,” he said. “If we can do it in one visit, which is our target, it can eliminate the patient having to make two trips. It really improves access to care.”

Moon added, doing all of the work in one day also helps other Veterans by making follow up appointments less necessary.

“During that seven to eight weeks a patient had to wait for their permanent crown, they can lose their temporary

crown. Then we have to have them come in for another appointment and take up chair time to get it fixed,” he said.

“Even if everything goes fine with a temporary, it frees up another appointment because they don’t have to come back to have the permanent crown put on – we can do it the same day.”

Phillips said another benefit is that the costs for the materials to make a porcelain crown are less than the cost to mail off a model and have one made at a VA central dental laboratory.

Phillips said getting the equipment was made possible by a Rural Health training and education grant, and there



*Moon inspects a final product after it's been milled. Crowns turn white after the last step in the process, which is baking it in an oven to harden the material.*

are plans to expand its capabilities in the future to include making bridges. The dental clinic currently still has to order gold crowns and bridges.

“There’s another phase of this coming that will allow us to do bridges,” he said. “Bridges are made from a much harder material than what we use right now. It just requires another oven. The money has been approved for the oven; we just haven’t received it yet.”

# Native American Heritage Month



The sound of drum music and the smell of incense filled the air during the Native American heritage program held at the Salisbury VA Medical Center Nov. 20.

The event featured speakers, Native American music, dancing and displays of Native American tools, arts and history.



## From The History Books....



*In 1945 the Tomah Indian School in Wisconsin was transferred to the Veterans Administration for conversion into a hospital for World War II veterans.*

## VA facilities at former Native American schools

Both the Phoenix and Tomah Indian Schools were authorized in 1891 as part of the federal government's large scale assimilation program for Native American children.

The program origins began well before the American Civil War and grew dramatically after 1880 when residential boarding schools became the favored approach.

In 1889 the U.S. Commissioner of Indian Affairs Thomas Morgan said, "We must either fight Indians, feed them, or else educate them. To fight them is cruel, to feed them is wasteful, while to educate them is humane, economical, and Christian."

The Phoenix and Tomah schools were not located on Indian reserva-

tions, which meant that American Indian children were forced to leave their families and homes to live in these residential institutions run by the government.

The program was controversial, even in its day, as thousands of young Native Americans were trained to turn their backs on their own language and culture and adopt the "white man's ways."

Indian children were taught to write and speak the English language, to adopt European manners, dressing, grooming, and other customs, trained in domestic, gardening, or vocational skills, and converted to Christianity.

Famous Olympian Jim Thorpe, member of the Thunderbird clan and

Sac and Fox tribe, attended the Indian School at Carlisle Barracks in Pennsylvania.

After World War I, Congress authorized American citizenship for Native Americans who served in the war and later expanded citizenship to all Native Americans, and the role of residential Indian Schools declined.

By World War II, most of the residential Indian schools were closed or adapted for other uses.

In 1945 the Tomah Indian School in Wisconsin was transferred to the Veterans Administration for conversion into a hospital for World War II veterans.

In 1947 a portion of the Phoenix Indian School was transferred to VA as well.

# Have you heard about the Hoptel?

Did you know that the W.G. (Bill) Hefner VA Medical Center offers overnight accommodations of a bed, linens, private bath and evening meal for Veterans with scheduled clinic appointments or procedures?

Veterans who live more than 50 miles from the VA with a scheduled clinic appointment/ procedure within a day of their Hoptel stay who are physically and psychologically independent, able to attend to their own needs (i.e. medication administration, feeding, toileting, dressing, etc.) are eligible.

Veterans should notify their provider or clinic if lodging services will be needed. Reservations must be



scheduled prior to arrival. Anyone without a reservation will be wait-

listed as those Veterans with reservations will be given priority.

## Coping with Cancer Support Group

A support group for Veterans and their family members whose lives have been touched by cancer meets the third Monday of every month from 1:30 to 2:30 p.m. at the Salisbury VA Medical Center, Bldg. 21, Oncology Clinic Conference Room.

For more Information, contact Susan Cooley at 704-638-9000, Ext. 5036.



## Connect with the Salisbury VAMC through social media!

Stay up to date on the latest happenings, including news, trivia and emergency information



[facebook.com/VASalisbury](https://facebook.com/VASalisbury)

[twitter.com/SalisburyVAMC](https://twitter.com/SalisburyVAMC)

[salisbury.va.gov](https://salisbury.va.gov)

# Seasonal Flu

## What You Need to Know



- Getting a flu shot can:**
- Protect you, your family, and your friends from the flu
  - Prevent severe illness and even death

A flu shot\* is the best way to protect yourself against seasonal influenza (flu).

### Seasonal flu is a respiratory illness that:

- Is caused by flu viruses that can change each year
- Spreads easily
- Occurs each year during fall, winter, and spring

### How does the flu spread?

- When a person with the flu sneezes, coughs, talks, or laughs, the flu virus can spread into the air as droplets from their mouth or nose. These droplets can spread to people and surfaces within 3 to 6 feet.
- The flu virus can spread to your hands if you touch anything that has the virus on it. If you then touch your eyes, nose, or mouth, you can get the flu.
- People may be able to spread the flu virus to others 1 day before they feel sick and up to 5 days after getting sick.

### How can I protect myself from seasonal flu?

- Get vaccinated (flu shot or nasal spray) each year in fall or winter
- Avoid people who are sick
- Clean hands often
- Keep hands away from face
- Cover coughs and sneezes

### Who should get a flu shot?

Anyone who wants to reduce their risk for becoming ill with flu! Ask where to get your flu shot.

### Can a flu shot give me the flu?

NO. Some people get minor body aches, a headache, or a low-grade fever, but this is NOT the flu. Most people have none of these symptoms. There is no live virus in the flu shot so you cannot get the flu from a flu shot.



### Common Seasonal Flu Symptoms:

- Fever (usually high)
- Cough
- Runny or stuffy nose
- Sore throat
- Feeling tired or weak
- Headache
- Muscle or body aches
- Stomach symptoms (mostly in children)

Each year in the U.S., the flu causes more than **226,000 HOSPITALIZATIONS** and about **36,000 DEATHS.**

\*Note: Flu vaccine is available as both a shot and a nasal spray.



[www.publichealth.va.gov/InfectionDontPassItOn](http://www.publichealth.va.gov/InfectionDontPassItOn)  
[www.publichealth.va.gov/flu](http://www.publichealth.va.gov/flu)  
[www.cdc.gov/flu](http://www.cdc.gov/flu)

