


CARL T.
HAYDEN
VETERANS
AFFAIRS
MEDICAL
CENTER
PHOENIX,
ARIZONA



Phoenix
Arizona



Our History, Leadership and Values



In 1947, Senator Carl T. Hayden arranged a meeting between President Harry Truman and a delegation of 27 Maricopa County residents. The delegation brought with them a petition signed by 100,000 voters requesting to build a VA hospital in Phoenix, Arizona.

The delegation was very persuasive and on May 21, 1947, President Truman authorized the transfer of 27 acres of the Indian School reservation at Seventh Street and Indian School Road to the VA as a site for a new hospital. The hospital first opened its doors in 1951.

In order to recognize Carl Hayden's assistance in this endeavor, and to honor his legislative and military service to Arizona, the medical center was renamed Carl T. Hayden Veterans Affairs Medical Center (CTHVAMC) on Veterans Day, November 11, 1987.

Since that time the veteran population has

continued to expand and so have the services of the CTHVAMC. We treat more than 75,000 patients to comprehensive health care benefits using a managed care model of health care delivery.

We have received several national and local awards for our service in the Phoenix community for our culturally diverse work force, our health care services, our quality of care, and our public affairs programs. We constantly receive high marks from the Joint Commission of Accreditation of Healthcare Organizations.

The CTHVAMC is also part of a network of seven health care facilities we call Veterans Integrated Service Network 18. This network consists of facilities in Albuquerque, New Mexico; Amarillo, Big Spring and El Paso, Texas; Prescott and Tucson, Arizona.

VA embraces five "Core Values". We need values in

place as the "backbone" for our medical center. These five core values are:

- Trust
- Respect
- Excellence
- Commitment
- Compassion

Trust means having a high degree of confidence in the honesty, integrity, reliability and sincere good intent of those with whom we work.

Respect means honoring and holding in high regard the dignity and worth of our patients and their families, our co-workers and the system of which we are a part.

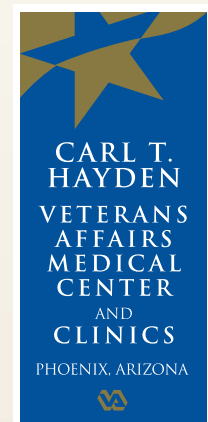
Excellence means being exceptionally good and of the highest quality. It means being the most competent and the finest in everything we do. It also means continually improving what we do.

Commitment means we are dedicated to providing the best professional service

we can, to our patients and co-workers.

Compassion means demonstrating empathy and caring in all that we say and do. It means sharing in the emotions and feelings of our co-workers, our patients, their families and all others with whom we are involved.

It is through the commitment to serve our veteran patients, with the most technologically advanced methods, that we have attracted the finest health care professionals.



The Carl T. Hayden Veterans Affairs Medical Center (CTHVAMC) has cared for America's veterans in Phoenix for more than half a century. Its honor we extend to our veterans, which would never have been possible without the help of former United States Senator Carl Trumbull Hayden.



What We Offer



Our 76,650 square foot Ambulatory Care Clinic is dramatically expanding and enhancing our high quality health care services.

The Carl T. Hayden VAMC is classified as a Referral Level One facility, and offers both inpatient and outpatient services. We have approximately 132 Inpatient beds, 80 Nursing Home Care Unit beds and 40 Mental Health beds.

We are a teaching hospital which allows us to train medical interns, residents and fellows in their specialties. Since learning and patient care are intertwined, teaching hospitals often provide better medical care.

We have more than 55 teaching agreements and affiliations with 30 academic institutions. Each year, more than 700 physicians, nurse and health care professionals receive training at the Carl T. Hayden VAMC.

Numerous Accreditations

The Carl T. Hayden VAMC is accredited by

numerous external organizations, the most significant being the Joint Commission on the Accreditation of Healthcare Organizations (JCAHO). Other accrediting agencies include: Accreditation Council for Graduate Medical Education, American College of Surgeons-Commission on Cancer, American Dental Association, College of American Pathologists, Federal Drug Administration, American Psychological Association, Arizona Affiliate of the American Heart Association, American Association of Blood Banks, and the Commission on Accreditation of Rehabilitation Facilities (CARF).

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Our partnerships with the University of Arizona

College of Medicine and other teaching institutions, have aided us in employing such individuals.

We are also proud to have joint partnerships with other health care providers in the valley. This includes a Magnetic Resonance Imaging (MRI) machine that is housed at Phoenix Memorial Hospital. This allows both of our facilities to utilize MRI technology through shared costs, benefiting our veterans and the Phoenix community.

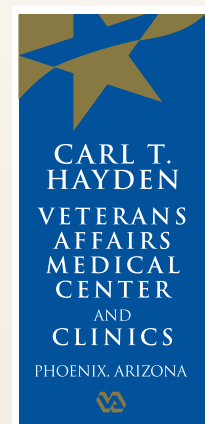
Furthermore, as a VA network of medical centers in Veterans Integrated Service Network 18, we can offer special needs services to patients via Albuquerque VAMC's Magnetic Source Imaging Center for highly specialized neurosurgery and their Spinal Cord Injury center for rehabilitation.

We can also refer them to the Tucson VA for Blind Rehabilitation.

In order to share these resources with you, we are

establishing a Speakers Bureau. We have many outstanding employees who have volunteered to speak to the community.

Please contact Public Affairs at (602) 200-6279 for more information about our Speakers Bureau.



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Community Health Care VA Clinics



We currently have several health care clinics in the community to help bring our quality health care closer to our veterans. These clinics are located in Buckeye, Globe, Mesa, Payson, Show Low and Sun City, Arizona.

Buckeye VA Health Care Clinic

Our Buckeye VA Health Care Clinic is offered to veterans with a partnership through Health Net Federal Services. The clinic is located at 1209 North Miller Road in Buckeye, Arizona. The clinic serves veterans in Buckeye, Goodyear, Avondale and other surrounding west side cities.

The Buckeye VA Health Care Clinic offers a primary care model of health care led by a physician and other support staff. They also have a lab on site and pharmacy requests are coordinated via contract and our main VA pharmacy. Patients are seen in this clinic by appointment only.

Globe VA Mobile Clinic

The Globe VA Mobile Clinic is located at 707 S. Broad Street in Globe, Arizona. At this primary care clinic we serve veterans from the greater Globe area.

We provide primary care services and some urgent care.

We have doctors and nurse practitioners on staff. Lab testing and EKG's are available at this clinic. Veterans are seen by appointment only. Other staff and volunteers help out as well.

Northwest VA Health Care Clinic

Our Northwest VA Health Care Clinic (NWVAHCC) is located at 1047 W. Grand Avenue in Sun City, Arizona. The clinic serves our veterans from El Mirage, Glendale, Peoria, Sun City, Sun City West, Surprise, Wickenburg and Wittman, Arizona.

The clinic is based on a primary care model of health care that has physicians and nurse practitioners. The NWVAHCC has its own pharmacy and blood draw station and has a full-time social worker, psychologist and dietitian on staff. There are also two full-time psychiatrists, a part-time cardiologist, gastroenterologist, dermatologist, and geriatrician. There are other staff members and volunteers who assist in a variety of ways in serving our patients.

Payson VA Health Care Clinic

Our Payson VA Health Care Clinic is offered to veterans through a partnership with Health Net Federal

Services. The clinic is located at 1106 North Beeline Highway in Payson, Arizona. The clinic serves veterans in the greater Payson area.

The Payson VA Health Care Clinic offers primary care by a physician, nurse practitioner and other support staff. Pharmacy requests are coordinated via contract and our main VA pharmacy. Patients are seen in this clinic by appointment only after their eligibility and enrollment have been confirmed.

Southeast VA Health Care Clinic (Mesa)

Our Southeast VA Health Care Clinic (SEVAHCC) is located at 6950 East Williams Field Road, Building 237 in Mesa, Arizona. The clinic formerly housed the Williams Air Force Base Hospital and was turned over to VA through a sharing agreement. The clinic serves veterans on the east side of the valley including Ahwautukee, Apache Junction, Casa Grande, Chandler, Gilbert, Coolidge, Florence, Globe, Mesa, Miami, Superior, and Queen Creek, Arizona.

The clinic is based on a primary care model of health care that has Physicians and Nurse Practitioners who provide care. The SEVAHCC has its own pharmacy and

blood draw stations and has a full-time social worker and dietitian on staff. There is also a full time psychiatrist, psychologist, urologist, cardiologist, gastroenterologist, dermatologist and geriatrician. There are other staff members and volunteers who assist in a variety of ways in serving our patients.

Show Low VA Health Care Clinic

The Show Low VA Health Care Clinic is located at 2450 Show Low Lake Road in Show Low, Arizona. At this primary care clinic we serve veterans from all over Northern Arizona, including Show Low, Lakeside, Pinetop, Snowflake and Flagstaff, Arizona.

We provide primary care services and some urgent care. We have one doctor and one nurse practitioner on staff. A mental health specialist and social worker are also available part-time. Veterans are seen by appointment only. Other staff and volunteers help out as well.

The Carl T. Hayden Veterans Affairs Medical Center is plans to add more outpatient clinics in the Phoenix area in the near future.

R esearch and Education



While providing high quality health care to the nation's veterans, VA also conducts an array of research on some of the most difficult challenges facing medical science today. VA has become a world leader in such research areas as aging, women's health, AIDS, post-traumatic stress disorder and other mental health issues. VA research has improved medical care for veterans and the nation.

VA researchers played key roles in developing the cardiac pacemaker, the CT scan, radioimmunoassay and improvements in artificial limbs. The first liver transplant in the world was performed by a VA surgeon-researcher. VA clinical trials

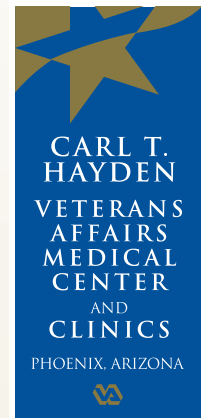
established the effectiveness of new treatments for tuberculosis, schizophrenia and high blood pressure. The "Seattle Foot" developed in VA allows people with amputations to run and jump. VA contributions to medical knowledge have won VA scientists many awards, including the Nobel Prize and the Lasker Award.

Nearly 83 percent of VA researchers are practicing physicians. Because of their dual roles, VA research often immediately benefits patients. Functional electrical stimulation, a technology using controlled electrical currents to activate paralyzed muscles, is being developed at VA clinical

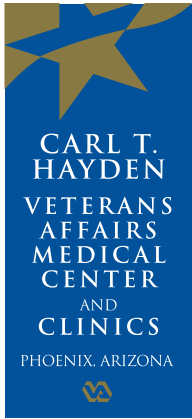
facilities and laboratories throughout the country. Through this technology, paraplegic patients have been able to grasp objects, stand and even walk short distances.

Special VA "centers of excellence" throughout the nation conduct research in rehabilitation, health services and medical conditions, including AIDS, alcoholism, schizophrenia, stroke and Parkinson's disease. Multi-center clinical trials investigate the best therapy for various diseases. Current projects include testing aspirin therapy for heart patients, surgical treatment to reduce the risk of stroke and treatment options for prostate cancer.

At the Carl T. Hayden VA Medical Center and Clinics we are committed to our role in research, which can lead to medical breakthroughs for all Americans.



A national VA Research effort has been ongoing since VA's inception in the middle part of the 1940s.



At the Carl T. Hayden Veterans Affairs Medical Center we like to keep in mind that each patient we serve has unique needs. One patient may come to us because his shrapnel wounds from World War II are bothering him again. Another patient, a paratrooper during the Vietnam War, has to have knee surgery because the hundreds of landings have taken their toll on his body. The women veteran has just learned that her bone density is getting too thin and the complications of her osteoporosis are becoming difficult to handle. Although their needs may be different, the one thing all our patients have in common is what they have done for our country—giving a portion of their life so that we may enjoy our American freedoms. To some people this service may seem too noble a cause, but for the Department of Veterans Affairs Health Administration, we look at our patients as our reason for being. We're honored to serve our veterans and to provide them with the trust, respect, excellence, commitment and compassion that they truly deserve.