

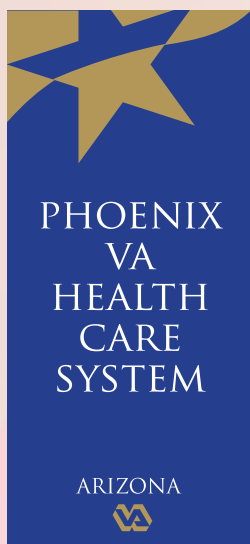
Our History, Leadership and Values

Welcome to the Phoenix Veterans Affairs Health Care System, where our focus is serving our true heroes, our



Veterans. Our staff is dedicated to fulfilling the needs of our patients in the most advanced and technologically enhanced forums of health care delivery. We are proud to be cited as a Joint Commission top performing hospital for the quality of care we provide to Arizona Veterans. As the medical center director, I am honored and humbled to serve those who have given so much to defend our freedoms.

Sharon Helman, MBA



The Phoenix VA Health Care System has cared for America's Veterans in Phoenix for more than half a century. It's an honor we extend to our Veterans, which would never have been possible without the help of former United States Senator Carl Trumbull Hayden.

In 1947, Senator 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.

The delegation was persuasive and on May 21, 1947, President Truman authorized the transfer of 27 acres of the Indian School reservation at 7th Street and Indian School Road to VA as a site for a new hospital. The hospital 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, Nov. 11, 1987.

Since that time the Veteran population has continued to expand and so have the services of the CTHVAMC. We treat more than 80,000 patients to comprehensive health care benefits using a managed-care model of health care delivery.

In order to reflect our growing Veteran population and community outreach in 2008, our VA changed our system name to the Phoenix VA Health Care System. The name change incorporates the main hospital, the Carl T. Hayden VA Medical Center, along with VA Health Care Clinics in the community.

The Phoenix VA Health Care System has 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.

Our VA 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; and Prescott and Tucson, Arizona.

VA embraces five core values ("I CARE") as the "foundation" for our medical center. These VA core values: Because I CARE, I will...

Integrity: Act with high moral principle. Adhere to the highest professional standards. Maintain the trust and confidence of all with whom I engage.

Commitment: Work diligently to serve Veterans and other beneficiaries. Be driven by an earnest belief in VA's mission. Fulfill my individual responsibilities and organizational responsibilities.

Advocacy: Be truly Veteran-centric by identifying, fully considering, and appropriately advancing the interests of Veterans and other beneficiaries.

Respect: Treat all those I serve and with whom I work with dignity and respect. Show respect to earn it.

Excellence: Strive for the highest quality and continuous improvement. Be thoughtful and decisive in leadership, accountable for my actions, willing to admit mistakes, and rigorous in correcting them.

Our Core Values define "who we are," as an organization.

What We Offer



The Phoenix VA Health Care System (PVAHCS) offers high quality health care services to our nation's Veterans. We are classified as a referral level one facility, and offer both inpatient and outpatient services. Our authorized beds include 129 inpatient medical-surgical beds, 104 Community Living Center beds, 48 mental health beds, and 20 beds in the community for substance abuse and alcohol treatment programs. The inpatient hospital first opened its doors on Sept. 9, 1951.

We are a teaching hospital that supports resident training in medicine, surgery, psychiatry, radiology and pharmacy as well as nursing students, social work students, dietary students and other allied health trainees. Since learning and patient care are intertwined, teaching hospitals often provide better medical care. We have more than 191 teaching agreements and affiliations with 151 academic institutions. Each year, more than 1000 physicians, nurses and health care professionals receive training at our VA.

Our Ambulatory Care Clinic (ACC) offers a spectrum of health care services for Veterans. They include primary care, specialty care and related support services including an optical shop, radiology, an outpatient lab, audiology and speech pathology, and vision impaired and dental services for eligible Veterans. Opening in September 1999, the ACC offers 750,000 square feet of health care space for these services.

Numerous Accreditations

The PVAHCS is accredited by numerous external organizations, the most significant being the Joint Commission. Other accrediting

agencies include 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, the American College of Radiology and the Commission on Accreditation of Rehabilitation Facilities.

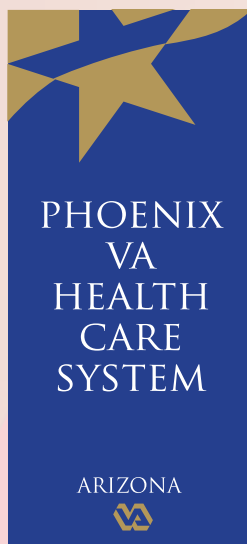
It is through the commitment to serve our Veterans, with the most technologically-advanced methods that we have attracted the finest health care professionals. Partnerships with the University of Arizona College Of Medicine, Arizona State University and other teaching institutions enhance our ability to attract exceptional candidates.

As a VA network of medical centers in Veterans Integrated Service Network 18, we offer special needs services to patients via Albuquerque VA Medical Center's Magnetic Source Imaging Center for highly specialized neurosurgery and their Spinal Cord Injury Center for rehabilitation. We can also refer Veterans to the Tucson VA for blind rehabilitation.

Speakers Bureau

With more than 300,000 Veterans in Maricopa County and health care services for more than 80,000 Veterans, the PVAHCS understands it is a vital part of the Phoenix community. We are happy to share our health experts with you for speaking engagements after work or on the weekends.

If you would like a speaker from our Speakers Bureau, please contact VA Public Affairs Officer Paula L. Pedene, APR, at (602) 222-2667 for more information.



Community VA Health Care Clinics

We currently have several health care clinics in three Arizona counties to help bring our quality health care closer to our Veterans. These clinics are located in Buckeye, Globe-Miami, Mesa, Payson, Show Low, Surprise and the Thunderbird Clinic in North Phoenix. Patients are seen in clinics by appointment only.

Globe-Miami VA Health Care Clinic

Our Globe-Miami VA Health Care Clinic serves Veterans from the greater Globe-Miami area at this primary care clinic.

We provide primary care services and some urgent care. Lab testing and EKGs are available at this clinic. Emergency first-fill medication requests are coordinated via contract and our main VA pharmacy.

Phone: (928) 425-0027

Northwest VA Health Care Clinic (Surprise)

Our Northwest VA Health Care Clinic serves our Veterans from El Mirage, Glendale, Peoria, Sun City, Sun City West, Surprise, Wickenburg and Wittman.

The clinic offers a primary care model of health care. The clinic has a blood draw station, social worker, psychologist, two clinical pharmacists and a dietitian on staff. There are also two full-time psychiatrists and a part-time rheumatologist. Two audiologists provide hearing testing and issue hearing aids.

Phone: (623) 251-2884

Payson VA Health Care Clinic

Our Payson VA Health Care Clinic serves Veterans through a partnership with Health Net Federal Services. 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. Emergency first-fill medication requests are coordinated via contract and our main VA pharmacy.

Phone: (928) 472-3148

Show Low VA Health Care Clinic

Our Show Low VA Health Care Clinic serves Veterans from Northern Arizona, including Show Low, Lakeside, Pinetop, Snowflake and Flagstaff.

We provide primary care services and some urgent care. A mental health specialist and social worker are also available part-time. Emergency first-fill medication requests are coordinated via contract and our main VA pharmacy.

Phone: (928) 532-1069

Southeast VA Health Care Clinic (Gilbert/Mesa)

Our Southeast VA Health Care Clinic serves East Valley Veterans from cities including Ahwatukee, Apache Junction, Casa Grande, Chandler, Gilbert, Coolidge, Florence, Globe, Mesa, Miami, Superior, and Queen Creek.

The clinic offers a primary care model of health care, with limited emergency prescriptions available onsite. There is also a full-time social worker, dietitian, psychiatrist, psychologist and part-time dermatologist.

Phone: (602) 222-6568

Southwest VA Health Care Clinic

Our Southwest VA Health Care Clinic assists Veterans through a partnership with Health Net Federal Services. The clinic serves Veterans in Avondale and other surrounding West Valley cities.

The Southwest VA Health Care Clinic offers a primary care model

of health care led by a physician and other support staff.

Phone: (623) 386-6093

Thunderbird VA Health Care Clinic (North Phoenix)

Our Thunderbird VA Health Care Clinic serves Veterans from the North Valley through a primary care/mental health integration model of health care. This clinic has physicians, nurse practitioners, psychiatrists, psychologists and three clinical pharmacists on staff.

Although the clinic does not have a pharmacy on-site, Veterans can fill prescriptions by mail. The clinic has its own laboratory, a full-time social worker and dietitian on staff.

Your health care provider will coordinate the care you receive from other professionals on the team. If you are ill or have questions about your care call,

Phone: (602) 633-6900,

For addresses and driving information to any of these clinics, please visit our Web site at www.phoenix.va.gov. Scroll down the home page and you will see locations with the clinics listed on the left side of the page.

Future Expansions

The Phoenix VA Health Care System is expecting to add more outpatient clinics in the Phoenix area soon.



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, diabetes, cancer, women's health, AIDS, stroke, 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. A VA surgeon-researcher performed the first liver transplant in the world. VA clinical trials established the effectiveness of new treatments for tuberculosis, schizophrenia and high blood pressure. The "Seattle Foot," developed in the VA system, helps people with amputations to be able 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 Phoenix VA Health Care System, we are committed to our role in research, which can lead to medical breakthroughs for all Americans.

The VA Office of Research and Development (ORD) aspires to discover knowledge, develop VA researchers and health care leaders, and create innovations that advance health care for our Veterans and the nation.

ORD consists of four research services that together form a cohesive whole to explore all phases of Veterans' health care needs. Each service oversees a number of world-renowned research centers nationwide:

- Biomedical Laboratory Research and Development Service
- Clinical Science Research and Development Service (Cooperative Studies Program)
- Health Services Research and Development Service
- Rehabilitation Research and Development Service

