



maintaining thousands more worn by Veterans with hearing loss.

Audiologists also treat Veterans with tinnitus (ringing in the ear) and balance problems, and perform the majority of compensation and pension examinations.

Audiology health technicians operate the hearing aid walk-in clinic, which helps Veterans keep their hearing aids working.

Our speech-language pathologists' work with Veterans suffering from speech, language and cognitive problems that result from traumatic brain injury, stroke, disease and post traumatic stress disorder. We also assist patients experiencing swallowing problems (dysphagia).

In addition to diagnostic and treatment services, our staff conducts research, and provides training for graduate students from affiliated universities nationwide.

## NUTRITION, HOSPITALITY AND FOOD SERVICES

This department provides quality meal service that is freshly prepared to meet our patients' unique health care and personal preference needs. The hospitality team includes host/hostess service for meeting the patients' individual needs; escort services to support patient, family, and guest transportation in and around the facility; patient clothing, lost and found; and patient funds to support security of our patients' belongings and items that may have been lost during visits or stays.

Clinical nutrition provides a comprehensive range of nutritional services for both inpatients and outpatients. This department offers individual nutritional counseling with all medical conditions that affect nutritional status and group classes that address health problems such as diabetes, heart disease and obesity. In addition, we offer Veterans a nutrition-focused physical examination to assess for over- or under nutrition.

## WORLD CLASS CITY

Phoenix is America's premier desert city. As

the capital of Arizona, Phoenix has attracted millions of people to its metropolitan area through a diversified economy and an informal Southwestern lifestyle that offers more than 300 days of sunshine every year. Phoenix has a young, productive workforce, new housing, and a strong manufacturing industry concentrated in the high-tech fields.

## HOUSING/TRANSPORTATION

Affordable housing is available within the city and its suburbs. Condominiums, apartments and houses are abundant. Most are new homes with all the modern conveniences. Phoenix's extensive freeway system connects all parts of the Valley of the Sun. In addition, the public bus and light rail systems include transportation to the medical center.

## TERRAIN

Arizona possesses a diverse, unparalleled landscape. Phoenix lies in a desert valley that enjoys spring-like weather from October to May. Radiant flowers of desert cacti bloom in spring. The mountains to the east and west form a beautiful landscape. Phoenicians enjoy the splendor of the magnificent sunsets that light up Arizona's skies year round. A short three-hour drive to the north leads one to the mountainous pine country of Flagstaff. Northern Arizona experiences all four seasons. Colorful autumn leaves blanket the ground in the fall. Cold weather and snow invade the area during the winter months. Nearby Sedona dazzles its visitors with marvelous red rock terrain. Varieties of sights are within several hours of metropolitan Phoenix.

## OUTDOOR RECREATION

Greater Phoenix has an abundance of golf courses, parks, public swimming pools, and bike paths. Across the state, more than 11 million acres of national forest lands provide a varied playground for those who enjoy skiing, horseback

riding, hunting, fishing, boating, hiking or camping. From desert lowlands to pine covered mountains, from grassy meadows to rugged canyons, and from placid lakes to roaring rivers, the vast Arizona back-country beckons to the outdoor enthusiast.

## SPORTS

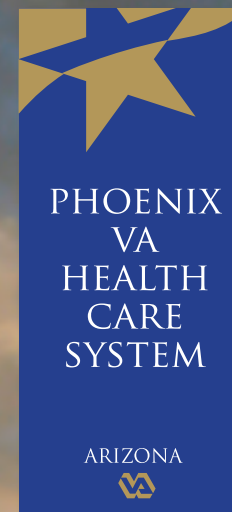
The Phoenix Suns host the NBA's best at the beautiful U.S. Airways Center. The NFL's Arizona Cardinals stage their gridiron battles at the University of Phoenix Stadium in Glendale. The NHL's Phoenix Coyotes bring fast paced hockey excitement to the Jobing.com arena, also in Glendale. Major league baseball comes into full-swing with spring training during the month of March and when the Arizona Diamondbacks play at Chase Field in downtown Phoenix during the summer. Top professional golfers converge on Arizona for annual tournaments, such as the Phoenix Open.

## CULTURE

The Valley of the Sun is rapidly gaining prominence as a mecca for culture and arts. Patrons can find quality programs throughout the area in such beautiful facilities as the Phoenix Symphony Hall, the ASU Nelson Fine Arts Center, Comerica Theatre, Maricopa County Events Center, Scottsdale Center for the Performing Arts, and ASU's Gammage Auditorium, a facility designed by famed architect Frank Lloyd Wright.

## SHOPPING

The Valley boasts exceptional retail services including upscale stores in Scottsdale's lush Fashion Square Mall. The downtown areas of Scottsdale and Tempe reinvent the charm of small town elegance. Upscale shopping is also available at Scottsdale's Kierland Commons in northeast Phoenix and further north in Scottsdale is the expansive Desert Ridge Mall.



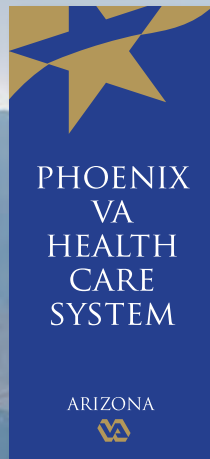
PHOENIX  
PARADISE  
ARIZONA



VA  
HEALTH  
CARE

Defining  
**EXCELLENCE**  
in the 21st Century





## PHOENIX VETERANS AFFAIRS HEALTH CARE SYSTEM

The Phoenix VA Health Care System has a long history of serving our Veterans in Arizona. When we first opened our doors in 1951 our hospital staffing was at 360 employees, we averaged 1,000 outpatient visits per month and the total operating budget was approximately \$2 million. Today's modern 800,000-square-foot clinical referral level one facility offers more than 250 beds - 80 for nursing home patients - staffing at 2,300 employees and a budget that exceeds \$450 million.

### PATIENT SERVICES

VA manages our patient services through Patient Aligned Care Teams, where we assign patients to a provider who serves as the central point for the coordination of care. The team makes referrals to specialists with follow-up care when appropriate, and continually provides oversight via face-to-face meetings, telephone care or secure messaging via My HealtheVet ([www.myhealth.va.gov](http://www.myhealth.va.gov)). In this manner, each patient has one physician who serves as "their" physician and who manages their care.

To bring our renowned VA health care closer to our patients' home our community based VA Health Care Clinics offer services in Globe-Miami; northwest Phoenix (Surprise); Payson (via contract), Show Low in northern Arizona; southeast Phoenix (Mesa-Gilbert), southwest Phoenix (Buckeye/Goodyear via contract), and Thunderbird in north Phoenix. Our VA hopes to offer additional VA Health Care Clinics in the near future. Our VA also operates specialized programs, such as post-traumatic stress disorder, substance abuse, homeless care and a community living center. Additionally, the staff coordinates care with the VA medical centers in Tucson and Prescott, Arizona; Amarillo, Big Spring and El Paso, Texas, and New Mexico through our partnership with the Veterans Integrated Service Network 18. Our emergency department is available 24 hours a day, every day, for emergent conditions.

### INTERNAL MEDICINE AND ITS SUBSPECIALTIES

The department of medicine is staffed by specialists in general internal medicine, along with sub-specialists in the areas of cardiology, gastroenterology, infectious disease, hematology and oncology, endocrinology, nephrology, pulmonary disease, rheumatology, dermatology and geriatrics. The department also utilizes physician assistants, and research nurses engaged in varied studies sponsored by the department of medicine. Specialized facilities include a cardiac cath lab and hemodialysis.

The department of medicine maintains a large training program with more than 50 interns, residents and fellows. There are fellowships in pulmonary medicine, cardiology, gastroenterology (GI), endocrinology, geriatrics and toxicology.

The GI fellowship is affiliated with the University of Arizona College of Medicine - Tucson, and University of Arizona College of Medicine - Phoenix. The internal medicine residency is integrated with the residency at Banner Good Samaritan Medical Center and St. Joseph's Hospital and Medical Center. Medical students come from the University of Arizona and other affiliated programs across the United States.

### SURGERY

The Surgical Department offers inpatient and outpatient services as well as consultation services to physicians in the medical center. There is an active ambulatory surgery unit, as well as facilities for same-day admissions. A state-of-the-art surgical intensive care unit is available.

Surgery provides specialty services in general surgery, vascular surgery, otolaryngology (head and neck surgery), ophthalmology, plastic surgery, orthopedic surgery, podiatry, urology, thoracic surgery and gynecology.

### MENTAL HEALTH AND BEHAVIORAL SCIENCE SERVICES

Integrated Mental Health Care Services is a primary care model of treatment delivery. This model promotes accessibility of continuous, comprehensive, and coordinated care to the mentally ill population. The Integrated Mental Health Care Services, including both inpatient and outpatient services, provide this continuum of care from admission, assessment, treatment and discharge.

### PHARMACY

The department of pharmacy is an integral participant in the development and delivery of pharmacotherapeutic services that processes more than 1.5 million prescriptions per year. This system consists of the main VA medical center campus, the home care program and decentralized services to support our VA Health Care Clinics.

### PHYSICAL MEDICINE AND REHABILITATION

The purpose of the physical medicine and rehabilitation department is to minimize symptoms and/or exacerbations of chronic illnesses, impairments and disabilities. We do

this by restoring, improving, or maintaining the patient's optimal level of self-care, self-responsibility, independence and quality of life. The patient, the patient's family and caregiver are included in treatment planning for the specific needs and goals of the patient.

This department provides various services including inpatient/outpatient physical therapy and occupational therapy, cardiac rehab run by kinesiotherapy in collaboration with cardiology, a fitness clinic run by kinesiotherapy, rehab service in the nursing home and home-based primary care program, amputee clinics in collaboration with prosthetics, electrodiagnostic physician clinics, polytrauma physician clinics, and psychiatry (rehabilitation physician consultations).

### COMMUNITY LIVING CENTER

The Community Living Center consists of physicians, nurse practitioners, nursing staff, physical therapists, kinesiotherapists, occupational therapists, and recreation therapists specializing in geriatric medicine, along with consultation services from the audiology and speech pathology department, as well as other general hospital specialties. This area provides comfortable long-term, highly skilled services to those in need of extended care.

### NURSING

Registered nurses, licensed practical nurses, nurse aides, nurse practitioners and clinical nurse specialists staff our nursing department. Besides being very active in our standard medical, surgical and psychiatric units, nurses with specialized training and experience work in the medical and surgical Intensive Care Units, and in specialized programs such as the home care program, spinal cord injury, colostomy and ileostomy and community living center.

### RADIOLOGY

The radiology department staffing includes diagnostic radiologists and radiologic technologists, nuclear medicine technologists and support personnel. The service offers a wide variety of procedures including computerized tomography studies, magnetic resonance imaging, nuclear medicine studies (which involves the use of radio-isotopes), ultrasound procedures,

digital mammography, intravenous pyelograms, angiography, functional studies (such as gastrointestinal tract studies), and general radiographic examinations.

### LABORATORY

The department of pathology and laboratory medicine members includes physicians, medical technologists, laboratory technicians, phlebotomists, and clerical personnel. They earn accreditation from both the American Association of Blood Banks and the College of American Pathologists.

### SOCIAL WORK

Social work services span the entire spectrum of care from outpatient through inpatient acute care to extended care, both in medicine and psychiatry. The social work philosophy is treating the whole person while involving the family in attaining treatment goals. Our strong affiliation with the Arizona State University School of Social Work keeps us abreast of new developments in the field. Our strengths have always been our flexibility to meet new challenges and an unwavering commitment to outpatients and their families.

### POST DEPLOYMENT CLINIC

Our VA provides quality services and treatment specific to the needs of the Operation Enduring Freedom/Operation Iraqi Freedom/Operation New Dawn Veterans. Our post deployment team helps ensure that the Veteran's transition from military to civilian life is as efficient and seamless as possible.

The post deployment clinic features a multidisciplinary team to ensure we are meeting the comprehensive medical and mental health needs of our returning Veterans. This includes primary care, mental health care, social work and nurse case management, and administrative support.

### AUDIOLOGY AND SPEECH PATHOLOGY

Two disciplines, both concerned with communication, work within the audiology and speech pathology services.

Audiologists at our facility issue more than 3,600 new hearing aids each year, while

