New Director Takes Reigns of Durham VA System

The Durham VA Health Care System is pleased to announce the arrival of Paul Crews as our new director. Crews will oversee delivery of health care to our nearly 70,000 Veterans with an operating budget of $750 million.

“We are thrilled to bring Mr. Crews on board as the new medical center director,” said DeAnne Seekins, Mid-Atlantic Health Care Network (VISN 6) Director. “His strong leadership qualities and more than 30 years of health care experience will ensure that our Veterans receive the highest quality care.”

Crews served six years in the U.S. Navy and is himself a disabled Veteran and a user of VA healthcare.

He has served Veterans in numerous capacities since joining VA in 2010, most recently as the interim director of the VA Western New York Health Care System in Buffalo, NY. Prior to his acting role, he served as Deputy Health Care System Director and Associate Director at the San Francisco VA Medical Center since 2016. Mr. Crews was the Associate Director for the Tennessee Valley Health Care System from 2014 to 2016.

"I am honored to join the Durham VA Health Care System team," said Crews. "I joined the VA because I knew there would be no better team to join if I wanted to make a difference for our Veterans. This is the very same inspiration that continues to drive me today."

"It is an incredible honor for me to lead and serve this great health care system. While we have all seen remarkable successes here, it is my pleasure to help us to accomplish even more."

His vision is that every Veteran who receives care at DVAHCS receive the high-quality care that they need.

"I believe we at the DVAHCS are all here because we care deeply about our mission to provide service to our nation’s Veterans," said Crews. "That care should be safe, timely, effective, efficient, equal and patient centered."

Crews received his Bachelor of Healthcare Administration, where he graduated Magna Cum Laude, from Texas State University. He holds a Masters of Public Health degree from Texas A&M University where he graduated with honors.

Every Veteran Should Receive Care that is:

- **Safe** – It is my top priority to ensure that every patient receives safe care. It is equally important that staff has a safe environment to work because you are our most valuable resource.
- **Timely** – We want to ensure we are providing Veterans the quality care they need, at the right place, when they need it.
- **Effective** – I want to make sure the care we provide is of the highest quality and that the service meets or exceeds the Veterans’ expectations.
- **Efficient** – It is our duty to be good stewards of the resources entrusted to us. To do so, we must constantly strive to eliminate waste and minimize the hassle factor for our Veterans and fellow staff members.
- **Equal** – Every Veteran should receive the same level of care whether they are at the main medical center or at one of our outlying sites of care.
- **Patient Centered** – In everything we do we must ask ourselves, “Are the decisions we make in the best interest of the patient?”
Managing Stress
Healthy Living Message
By www.prevention.va.gov

If you are overly stressed for too long, it can put your health at risk. If you have too much stress, your body will let you know in different ways, and you may:
• Have difficulty concentrating
• Feel worried and fearful
• Feel “wound up”—sweaty palms, pounding heart, and tense muscles
• Feel irritable and/or tired

There are many things you can do to better manage stress, and many resources to help you. You can find a variety of stress management strategies to help you better problem solve, relax and be more mindful, express yourself, manage your time, think positively, be more physically active, and plan pleasant activities in the Manage Stress Workbook.

Want to Know More? -- Your VA health care team can also help you manage stress. They can provide information or classes and can suggest stress-management tools, such as the PTSD Coach, Moving Forward, and Breathe2Relax mobile apps that are available at https://mobile.va.gov/app-store

If you or someone you know is in emotional crisis, you can call the Veterans Crisis Line at 1-800-273-TALK (8255). You can also send a text message to 838255 or chat online at https://www.veteranscrisisline.net/www.prevention.va.gov

Fact:
More than 80% of the Durham VA's doctors have joint appointments at both the Durham VA and Duke.